


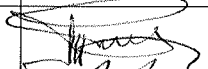
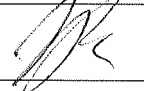



# **GROUND OPERATIONS MANUAL**

**Issue 07    Revision 05**


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***Internal Approval***


	<b>Position:</b>	<b>Name, Surname:</b>	<b>Signature:</b>
<b>Prepared by:</b>	<b>Ground Operations Manager</b>	<b>Trayan Peshev</b>	
<b>Verified by:</b>	<b>Compliance Manager</b>	<b>Damyam Ivanov</b>	
<b>Approved</b>	<b>Accountable Manager</b>	<b>Latchezar Lazarov</b>	

***DG CAA Approval:***

<b>Issue 07/03</b>	<b>Position</b>	<b>Name, Surname</b>	<b>Signature/ Date</b>	<b>Stamp</b>
<b>Approved by:</b>				


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### ***Amendments***

This section contains information about the changes made with last issue/revision.

Issue/Revision	Revision object	Revised sections
07/05	10kg free cabin baggage for the flights operating to/from UK has been removed.	1.6 4.1.4
07/05	Control procedure has been added for fuel free of contamination and correct grade of fuel.	7.4
07/05	Updated information of the standard methods for de/anti-icing fluid application and compliance with specific aircraft limitations.	7.8.8
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## 0.1 INTRODUCTION

### Scope and purpose

The Ground Operations Manual-GOM – contains basic company rules, regulations, guidelines, and data for ground handling and cargo activities.

Its content is based on BH Air company policies as well as on regulations and requirements issued by aviation authorities and aircraft manufacturers, including but not limited to IOSA ISARPS, IATA AHM, IATA Dangerous Goods Manual, Bulgarian Civil Aviation Security Program.

Therefore, all staff involved in ground handling and cargo operations must be thoroughly familiar with this manual. However, regulations can never be a substitute for good judgment, and common sense should always prevail.

### Legibility, applicability and accuracy

The information contained in this publication is subject to constant review in the light of changes to international governmental and internal requirements and regulations.

Although every effort has been made to ensure accuracy, BH Air has the right to overrule the contents of this manual by publishing last-minute changes by means of other internal publications or messages.

This manual contains ground operations procedures applicable to BH Air operations. The content is valid worldwide, at all stations and all external service providers shall follow GOM requirements and procedures.

This Ground Operations Manual contains legible and accurate information. It is presented in a format appropriate for use in operations and approved by Bulgarian Civil Aviation Authority (CAA)

## 0.2 IDENTIFICATION OF PAGES

Individual pages are identified within the manual by:

### On the top of each page:

- Chapter title identification, Chapter and page number, Issue and revision number, and date of issue.

### On the bottom of each page:


- The manual title

## 0.3 ISSUE OF THE MANUAL

**This manual is considered effective from the date of BG CAA Approval.**

**This manual will be produced and distributed in the following copy references (identification):**

- Electronic version for BH Air Department Managers and all stations where BH Air operates, identified as CC≠ USERS on the bottom of each page.

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GO Manager is responsible for issuing and revision of the above listed copies.

An up to date distribution list will be maintained by the technical author to show the :

Name

Position

location

of each holder together with the reference number / Identification/ of each copy.

**Note** - Should a manual holder need to transfer ownership of the manual to someone else for any reason, they must advise the technical author so that the holders list can be updated. The BH Air Ground Operations Manual is a working document and must be made accessible to all appropriate personnel. The procedures it details may be updated as necessary and any copies held must be amended as required depending on the format of the manual held.

#### 0.4 SYSTEM OF AMENDMENT AND REVISION

Amendments and revision of Ground Operations Manual shall be actioned as follows:

FORMAT	Distribution method	AMENDMENT/REVISION method	Acknowledgement method
Paper	Not applicable	Not applicable	Not applicable.
Electronic	E-mail sent to Manual Holder	If the manual is downloaded /printed, the updated versions of the amended sections shall be downloaded/printed and the old versions of these sections shall be deleted.	Acknowledgement form to be sent back to GO Manager.

#### 0.5 DISTRIBUTION AND RECEIPT OF MANUALS AND AMENDMENTS

Manual holders will receive Ground Operations Manual issues and amendments in PDF format document. An e-mail acknowledgement from the GOM holder is required to be returned to BH Air GO department within 14 days of receipt.

This e-mail message shall clearly indicate station/date/name of receiving and confirmation that all outdated information has been removed, destroyed or deleted and only the current version of BH Air GO Manual is available to appropriate personnel in all departments where ground handling or cargo activities are conducted

GO Manager must check the acknowledgements received and in case of any missing, reminder will be sent to the recipient.

Ground Operations Manager is responsible to identify and control the obsolete GOM paper copies and/or its amendments for a three years period.

External handling and cargo service providers shall distribute GOM in usable format at each specific location at the respective station. Proper GOM distribution or usage

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of alternative document /Operations manual/ is subject of monitoring and auditing activities carried out by BH Air Safety and Compliance Monitoring Department.

The electronic copy of BH Air GOM is uncontrolled when printed.

## 0.6 PROCEDURE FOR RAISING AND RECORDING AN AMENDMENT

A system to ensure amendments for the Ground Operations Manual are requested and approved for inclusion is in place. This is intended to identify the need to amend the manual, record the request for reference and to action the request as necessary.

Request for amendment must be sent to Ground Operations Manager for further action.

***Procedure:*** *The Post Holder Ground Operations Manager is responsible for controlling the Manual and producing amendments, as well as sending them after being agreed to all parties concerned.*

## 0.7 RECORDING SYSTEM

BH Air has recording system which ensures generation and retention of all records necessary to document and support operational, staff training and qualification requirements in accordance with applicable Regulations and Standards, and as described in BH Air CMM 1.5.3.

This system applies management and control of ground handling/cargo records are subject to standardized processes for:

- identification;
- legibility;
- maintenance;
- retrieval;
- protection, integrity and security;
- disposal, deletion and archiving;

and all these records are in accordance with applicable Regulatory Requirements.

Ground Operations Manager is responsible that all records used in this department are labeled (titled) and numbered (dated) in way that ensures the records can be easily identified. Such system for labeling and numbering shall ensure each record has unique reference.

The information included in the record shall be legible, user friendly and clear.

GO Manager is responsible within his scope of operations to ensure all records are kept in way that ensure they are protected from theft and alteration.

The access to the records is limited and is permitted only for people who use these records in their daily work, Nominated Postholders, auditors and other persons nominated from the accountable manager.

Copies of all documents shall be kept for further reference in accordance of applicable storage period and condition within appropriate department.

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The archive system ensures that all documents and records required to be retained and controlled by the records clerk are properly retained. Records are boxed and each box has a label identifying the type of records/documents, the date put into the archive and the date after which the box may be disposed of. Obsolete document except the master copy are destroyed.

Manager Ground Operations is responsible that all records within their scope of operations distributed and archived in electronic format meet the above mentioned requirements for identification, legibility, maintenance, retention and retrieval, protection and security and disposal

## **0.8 DOCUMENTS CONTROL**

Ground Handling Manager and Cargo Manager are responsible for ordering and receipt of documents or data from external sources at time and manner which ensures information or documents will be received in time to satisfy operational requirements.

Process of effective control of externally derived information and documents is established in BH Air. Manager Ground Operations department for documents related to ground operations provided by external sources (IATA, CAA Authorities, Airport Authorities and other companies).

Electronic library “Crew Terminal” is applicable for distribution and/or dissemination of ground operations documentation throughout concerned departments in BH Air.

Retention and/or dissemination of externally provided documents related to ground operations are managed by electronic library “Crew Terminal” in order to control identification of the document and its current version, notification of non-controlled copy if reproduced; access for a minimum periods if defined by BH Air; identification and allocation of documentation access (users and modification rights); scheduled backup, copying and archiving of relevant documents.

All documents must be reviewed by senior management for their currency and adequacy at least once per calendar year.

For external service providers BH Air Ground operations department distributes company Ground Operations Manual according to GOM 0.5.

BH Air Compliance Monitoring Department applies monitoring process that ensures all documents used directly in the conduct of operations are readily identifiable, clear, legible and user friendly. All subcontractors of ground handling and cargo services shall have their system for delivery and distribution of documents from internal and external sources.

## **0.9 DOCUMENTATION STRUCTURE**

The Company is subscribed and receives on a timely manner: regulatory manuals and directives; manufacturer’s manuals and documents that are subcontracted or customized from outsource.

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### 0.10 GO DEPARTMENT LIBRARY

**BH Air controlled documents regarding Ground Operations that are part of company library are:**

- Master copy Ground Operations Manual;
- AHM565;

**Reference documents:**

- The IATA Airport Handling Manual (AHM);
- The ICAO DG Emergency Response Guidance
- The IATA Dangerous Goods Regulations (DGR);
- The IATA Ground Operations Manual

### 0.11 ELECTRONIC BACK UP

BH Air company's electronic system has implemented back-up functionality in accordance with CMM 1.5.5

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# 1. ORGANIZATION AND RESPONSIBILITIES

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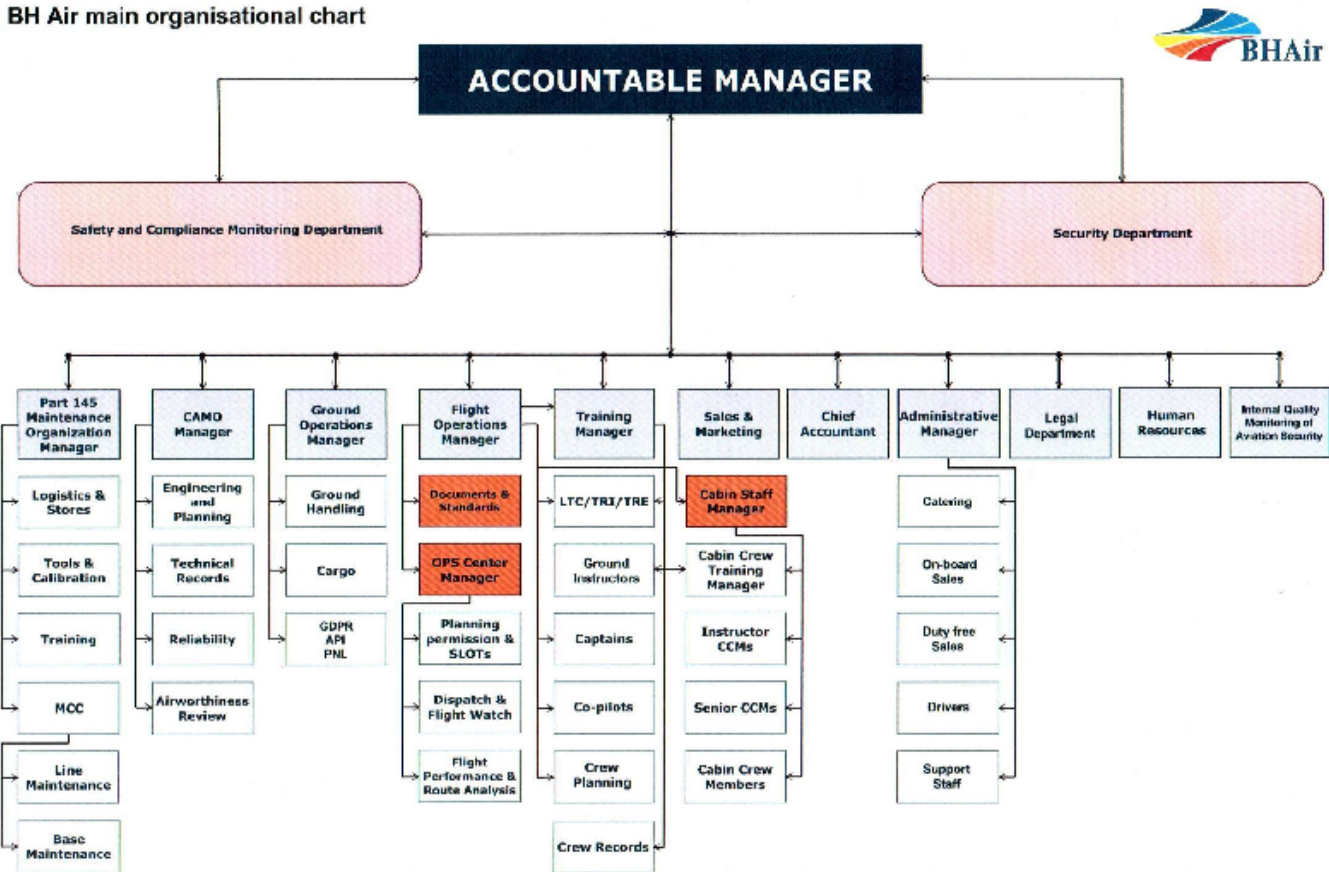
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## BH AIR ORGANIGRAM

BH Air main organisational chart



revision date: 19.01.2023

Approved by Accountable Manager:   
Lachezar Lazarov

The company structure reflects the Quality and Operational Safety responsibilities within BH Air departments.

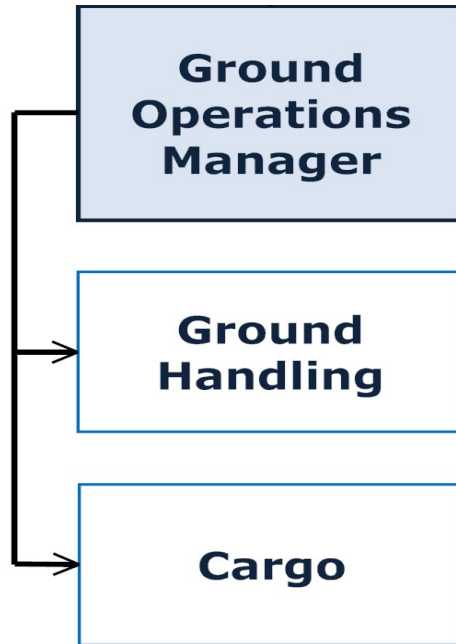
All Management personnel has the authority within their responsibilities to take all necessary measures to comply with legal requirements and regulations for civil aviation industry.

Managers within BH Air and third party handling agents must ensure that reporting lines for individual staff under their control are detailed and that staff are informed of any relevant changes according to the Company Corporate Manual.

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## 1.1 MANAGEMENT SYSTEM OF GROUND OPERATIONS DEPARTMENT

All management positions in BH Air Ground Operations department shall be held by personnel on the basis of appropriate knowledge, skills, training and experience as listed in each job description.



### 1.1.1 Manager Ground Operations Department.

The Manager Ground Operations is authorized and responsible for the management and supervision of Ground Operations activities including passenger and baggage handling, airside operations, loading and unloading, load control, cargo handling, ground support equipment and fuel services, De/Anti-icing in accordance with company standards and regulatory requirements. He is accountable to the senior management for ensuring safety and security company policies are applied to the ground handling and cargo operations.

The Ground Operations Manager is responsible for issuing, updating and distribution of Ground Operations Manual. He assures and provides Ground handling services and cargo services at all network on the level specified and required by BH Air and according to the provisions of local CAA. The Manager Ground Operations is directly responsible to the Accountable Manager that all ground operations are conducted in accordance with provisions in the OM and that all functions and duties, sub-contracted to handling agents, are carried out in compliance with the Quality policy of BH Air, in accordance with instructions of the GO Manual.

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Appropriate knowledge, skills, training and experience for the position Ground Operations Manager are listed in the respective job description approved by the Accountable Manager.

### **1.1.2 Ground Handling Manager**

Ground Handling Manager is responsible to ensure the Company with Handling Providers at the entire network of Operations and to determines the volume of the Services which will be included in Ground Handling Agreements.

Where the Company sub-contracts the GH Activities and Cargo Services he checks and assures that relevant Ground Handling Provider will follow BH Air standards and requirements:

Appropriate knowledge, skills, training and experience for the position Ground Handling Manager are listed in the respective job description approved by the Accountable Manager.

### **1.1.3 Cargo Manager**

BH Air Cargo Manager is responsible for:

- supervision and management control of activities within the scope of cargo operations
- ensuring cargo operations are conducted in accordance with BH Air standards and other applicable regulations.
- keeping close contacts with all departments involved with the cargo transportation
- coordination between shipper, consignee, cargo agents and BH Air operations department.
- Activities related to acceptance of cargo & incoming control of the cargo
- supervision on issuance of all cargo docs - AWB, Cargo Manifest, etc.
- correct distribution of information messages to all parties involved
- handling damaged cargo reports.

Appropriate knowledge, skills, training and experience for the position Cargo Manager are listed in the respective job description approved by the Accountable Manager.

### **1.1.4 Continuity**

BH Air Ground Operations Management System ensures managerial continuity is maintained when operational managers are absent from the workplace or unable to carry out work duties:

- When absent from workplace the Manager Ground Operations is substituted by Handling Manager or Cargo Manager.

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- Ground Handling Manager and Cargo Manager can deputize each other and also Ground Operation Manager can replace them in case of absence

In the event of a planned absence from work, the manager concerned shall identify a deputy (or deputies), and communicate throughout the management system (using a suitable communication medium), the delegation of safety and security responsibilities in the ground operation activities to the relevant deputy/deputies.

In case of non-planned absence the use of telecommuting technology or other acceptable communication means can be used by operational managers to remain available and capable of carrying out their duties

## **1.2 PHYSICAL INFRASTRUCTURE AND FACILITIES**

BH Air ground operation offices at all locations are equipped with the necessary resources – computers, fax machines, internet, telephones, etc. A suitable work environment is provided as temperature, humidity, light, air flow, cleanliness and noisiness. The employer is obliged to provide working conditions for Ground Operations Manager by employment agreement, according app.127 by Labor Code.

All Ground handling and cargo services providers shall ensure existence of necessary facilities workspace equipment and supporting services, as well as working environment satisfy ground handling and cargo operational safety and security requirements. BH Air will monitor and control process, through its quality, system to ensure that service providers meet the specification of this provision.

## **1.3 COMMUNICATION SYSTEMS**

Because of the compact company organization, BH Air communication system is informal and is confined to e- mails, phone calls, SITA messages, telefax messages, letters, written orders and instructions, reports, notices, etc. for day-to-day exchange of operationally relevant information throughout the management system and in all operational areas, as well as all areas where ground handling operations are conducted, including all external organizations that conduct outsourced operational functions;

Communications in Ground Operations Department “BH Air” are realized by e-mail, SITA messaging, phone calls and operative meetings. Feedback and information for ground handling activities is provided through Cabin Crew Member Voyage Reports, Pilot Voyage Reports and Ramp Incident Reports for every flight where discrepancies are found. Any non-conformities in day to day ground operations (handling and cargo) found by the external providers shall be communicated by e-mail.

At list one operative meeting for ground operations must be arranged monthly.

In case of accidents or incidents the responsible/involved Ground Handling or Cargo Operator must provide occurrence report to the Ground Operations Manager at e-mail: [trayan.peshev@bhairlines.com](mailto:trayan.peshev@bhairlines.com) and fax:+359 2 981 0187.

The Communication systems ensure all non-verbal communication of operationally critical information or data requires an acknowledgement of receipt.

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

All operational departments and subcontracted organizations participating in the performance of BH Air flight program have to be kept informed and advised by:

1. Seasonal flight program –  
It will be compiled and published via SITA or e-mail to all concerned in ground handling and cargo operations and will show all flights planned to operate by BH Air during the Summer/ Winter Season.
2. Flight changes or cancellations – this information will be send by SITA or e-mail to all involved in the ground operations. Day to day operational changes will be send by Duty officer in the operations center.
3. Special service Info –  
It is issued for day to day operations (when required) from GH Manager and Cargo Manager for purpose of informing stations of any special load and service requirements(if applicable). Communication will perform via e-mail, SITA or fax.
4. Safety related information  
Safety critical information shall be communicated between BH Air and external ground handling and cargo service providers.

#### **1.4 GENERAL SAFETY POLICY – GROUND OPERATIONS/HANDLING AND CARGO SERVICES/**

All BH Air employees will, individually and collectively, endeavor to achieve continual improvement in safety performance within their relevant areas of responsibility.

The safety, security and welfare of our customers, aircraft and staff will be an absolute priority at all times. In particular BH Air will –

- Set departmental safety goals aimed at improving safety performance and reducing risks and non- conformances, incorporating these into the job descriptions of appropriate managers, staff and contractors monitoring.
- Monitor the long-term performance of the ground services team and contractors in planning, organizing, controlling and changing the way we do business in order to achieve these safety goals
- Ensure that work procedures and practices are developed and applied, that properly integrate safety with the other corporate priorities of service and punctuality
- Ensure that where there is any conflict or potential conflict between the delivery of customer service/punctuality and safety, then assurance of safety has priority.
- Ensure that management, staff and contractor training needs are identified and satisfied to support achievement of defined safety goals
- Encourage all staff and contractors to contribute positively towards maintaining and improving safety standards, by facilitating regular departmental and local forums to discuss all relevant safety and security issues

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- Encourage prompt, open and comprehensive reporting of all safety related events – including but not limited to accidents, incidents, near-misses and security breaches, by both staff and contractors
- Guarantee that disciplinary proceedings will not be instigated against any employee in response to inadvertent human error. The company retains the right to discipline in the event of safety failures that are the result of gross negligence or deliberate acts or omissions
- Ensure that thorough investigations of all significant events are carried out to determine the root causes and so identify cost effective and durable measures to prevent recurrence
- Ensure that the safety policies, practices and performance of potential and existing contractors are assessed and periodically reviewed.
- Encourage exchange of safety information between Ground Services and other company departments

BH Air will plan, implement and monitor safety management systems throughout all parts of the ground operations services which shall be in accordance with IATA Airport Handling Manual and BH Air Ground Operations Manual.

Ground Operations Department safety goals aimed at improving safety performance and reducing risks and non- conformances are based on the following elements of the safety assurance components:

1. Ground occurrence damage to aircraft/equipment or injuries to personnel per (xxx) flight cycles.
2. Loading errors per (xxx) flight cycles.
3. Dangerous Good spillage, leakage and/or improper handling per (xxx) flight cycles.
4. Undeclared Dangerous Good per (xxx) flight cycles.
5. Fire and/or Smoke events, including those where the fires were extinguished per (xxx) flight cycles.

Measurable safety performance indicators as means for monitoring of the safety goals aimed are detailed in BH Air SMS Manual.

## **1.5 SUPERVISION OF GROUND OPERATIONS BY THE OPERATOR**

### **1.5.1 General**

BH Air operates airplanes 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.

To ensure compliance with these principles by all employees and agents BH Air GO Department is responsible that control and supervision are appropriately implemented and performed.

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### 1.5.2 Exercising operational control and supervision

BH Air as the operator is responsible for the maintenance of proper standards, control and supervision during handling of BGH operated flights irrespective of being performed by handling partners or own staff.

**Manager Ground Operations** has the common and overall responsibility for operational control and supervision of the duties concerned within the ground operations department which are:

- establishing appropriate ground handling facilities to ensure the safe handling for flights on ground;
- handling of BH Air aircraft in accordance with IATA publications (IATA AHM, IATA DG)
- to draw up, revise and publish instructions for an effective control of ground operations
- to establish a reporting/feedback system to ensure that BH Air standards and
- requirements for ground handling and cargo operations are followed.
- to monitor, together with the GO Manager, the implementation of corrective or preventive measures
- to evaluate and to analyze reports and other relevant information

**GH Manager** has the common and overall responsibility for operational control and supervision of the duties concerned within the network of stations as are:

- quality control handling procedures
- to perform ground operations assessments at stations
- to assess the qualification of sub-contractors (handling companies)
- establish handling contracts & sending flight program updates

### 1.5.3 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 is the effect on staff morale. Public, customers and employees will ask: "Did BH Air do everything possible to avoid this accident from happening?"

Safety is primary corporate objective of BH Air and shall be delivered as such to all employees, company suppliers and customers.

The permanent goal shall be: zero accidents and zero incidents which means for daily practice:

- compliance with all regulations and instructions for work
- awareness for situations which can lead to safety hazards

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- awareness for safety weaknesses
- reporting of above mentioned situations to superiors and/or authorities.

### 1.6 CONTRACTING AND/OR SUBCONTRACTING SERVICES AT AIRPORTS

One of the most important tasks of BH Air Ground Operations Department is enhancement of efficiency of its interaction with ground handling and cargo service providers. It means practically selection of reliable partners, improvement of cooperation methods on the principles of mutual advantages in order to ensure high quality of services which is particularly important for arrangement and carrying out the ground handling of aircraft, passengers and cargo.

Ground handling and cargo services provided by external companies shall be carried out on the basis of contracts (agreements).

Preferably BH Air contract services with ISAGO certified ground handling providers.

Contracts (agreements) between BH Air and ground operation suppliers shall contain measurable specifications and/or references to the GOM requirements and/or benchmarks that can be monitored by BH Air as operator, in order to ensure constant compliance with the requirements affecting operating safety or aviation security in ground operations.

BH Air executes standard agreements in accordance with IATA's recommendations published in "Airport Handling Manual".

In order to achieve correspondence of quality of the services with the airline industry standards, a Service Level Agreement (SLA) is executed to the Ground Handling Agreement . For ad-hoc flight or series of flights where the SLA cannot be agreed because of reasonable conditions ground handling and or cargo service providers shall follow as minimum required quality and safety standards in the following turnaround plan:

<b>PAX HANDLING – DEPARTURE SEQUENCE</b>	<b>Performance</b>	<b>COMMENTS</b>
Check-in counters identification - BH Air logo, flight number, destination, classes /if applicable/- Business Class and Travel Class, departure time, delay or cancellation	100%	Logo has to be provided to the airport by the Carrier
Check-in starts 2/ two/ hours before STD	100%	
Separate check-in counters for priority passengers /if applicable/ (C/Class, VIP, etc.)	100%	if applicable
At least 2 counters for 120 passengers or less	100%	

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At least 3 counters for more than 120 passengers	95%	
C-check-in time -Y-class passengers- 1.5min.	100%	Except passengers with special equipment e.g. ski, surfboard.
Correct check-in according to PNL/ADL	100%	
Correct check-in according to PNL/ADL of passengers with special services prepaid	100%	
Correct check-in of passengers according to AHM565 requirements	100%	
Check of transport and travel documents (corresponding to detailed carrier's briefing), as agreed in SGHA	100%	
Observance of priorities when accepting PAX for transport, disabled passengers, passengers with children, remaining passengers- according to rows	95%	PRM services are by company assigned by airport authorities.
Check of cabin baggage / max. 7 kg; max. size being 55x40x25 cm, and also the sum of its three dimensions not exceeding 110 cm / and their labeling,	95%	
Check of registered baggage and its correct labeling,	100%	
Informing BH Air representative for non-standard baggage check-in situation	100%	
Taking proper care of passengers of special categories – disabled pax; UM; deportee, etc.	100%	
Check-in completed 40min. before ETD	95%	
At the gate- announcement and boarding in accordance with effective procedures	100%	
At the gate- final check of cabin baggage, applying visual control of the maximum size for passenger cabin bag	95%	

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At the gate- pax identification and travel documents verification corresponding to the carrier's instructions As agreed in SGHA	100%	
Correct Passenger Manifest to be provided to the cabin Crew	100%	
Correct APIS data for the passengers to be send according to the requirements applicable for the destination Country	100%	When applicable
Last PAX boarding at 5 min before ETD	100%	

<b>PAX HANDLING - ARRIVAL SEQUENCE</b>	<b>Performance</b>	<b>COMMENTS</b>
Contact of Handling Company staff with PAX after disembarkation and directing them through controls	100%	
provision of services to special categories of PAX including MAAS	100%	On request
Lost & found office to be available at ATA	100%	

<b>RAMP HANDLING - DEPARTURE SEQUENCES</b>	<b>Performance</b>	<b>COMMENTS</b>
Second passenger stair to be provided on the aircraft at least 40min before STD/ATD	100%	
Baggage loading according to agreed BH Air segregation requirements and loading instructions- latest to be completed 10 minutes to STD/ETD	95%	Deviations in case of big number of special equipment
Final check of load distribution as shown in the load-sheet, corresponding to final loading instruction, latest to be completed 7 minutes > STD/ETD	100%	
Final load-sheet / notoc / flight documentation latest to be delivered to captain / chief flight attendant 5 minutes > STD/ETD	100%	

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Passenger, Cargo / Hold doors latest to be closed 5 minutes > STD/ETD	100%	
Pushback equipment latest to be ready and connected 5 minutes before STD/ETD	100%	
De / Anti icing to be provided immediately after positioning at de/icing stand	100%	
MVT, PTM, LDM, PSM, CPM SOM to be sent Airborne + 10 minutes	100%	
Delay / NI or ETD to be sent as soon as reason known	100%	If advised officially by BGH representative

<b>RAMP HANDLING AIRCRAFT SERVICING ARRIVAL SEQUENCE</b>	<b>Performance</b>	<b>COMMENTS</b>
MVT arrival to be sent On-block time+< 2minutes.	95%	
Ground equipment to be ready and positioned correctly On-block time +< 1 minute	100%	
Wheel chocks (if agreed in SGHA) positioned immediately after on-block time and in accordance to chocking procedures for the different aircraft types	100%	
PLB / pax stairs positioned immediately when wheel chock positioned and anti-collision lights are switched off	100%	PLB operates by airport
Passenger transport positioned prior passenger disembarkation ATA + < 1 minute	100%	
Baggage labeled with Priority - max 10 min after on-block time on delivery conveyor belt	95%	N/A
First piece of Y/class baggage - max 20 min after on-block time on delivery conveyor belt	95%	
Last piece of Y/class baggage - max 35 min after on-block time on delivery conveyor belt	95%	

<b>RAMP HANDLING - AIRCRAFT SERVICING- DEPARTURE SERVICING</b>	<b>Performance</b>	<b>COMMENTS</b>
Toilet service latest to be completed 20 minutes before STD/ETD	98%	
Drinking water service latest to be completed 20 minutes before STD/ETD	98%	
Cabin cleaning to be completed 30 minutes before STD/ETD	100%	
Ground equipment to be positioned 60minutes before STD/ETD	100%	

<b>CARGO</b>	<b>Performance</b>	<b>COMMENTS</b>
The customer is informed about the result of his booking request 15 minutes after first request	90%	
The customer is informed about the result of his booking request 30 minutes after first request	100%	
For all shipments, the exact weight has to be reported.	100%	
All of the shipments shall be accepted only as "ready for carriage" in compliance with the latest IATA resolution 833	100%	
The Handling Agent shall check and process all documents, so that shipments be transportable	100%	
If it is needed the Handling Agent shall label the shipment according to IATA rules.	100%	
The Handling Agent shall ensure that all booked cargo and mail shall be sent on the requested flight, provided there is no limitation that freight capacity concerns	97%	
The Handling Agent shall appoint the responsible persons who have the right to accept the DGR shipments in accordance with the current IATA DGR rules	100%	

Cut off time for DGR cargo acceptance before STD is 180 min.	100%	
After the acceptance the Handling Agent shall issue NOTOC not later than 60 min. before the STD.	100%	
<p>The Handling Agent must file the following documents of the shipments, containing dangerous goods:</p> <ul style="list-style-type: none"> <li>- Cargo manifest</li> <li>- AWB</li> <li>- Dangerous goods declaration</li> <li>- Check list</li> <li>- Load instructions</li> <li>- NOTOC</li> </ul> <p>All abovementioned documents must be filed for the period, specified by the Authorities of the state in which the cargo is accepted, or, if there are no such requirements, in accordance with the current edition of the IATA DGR.</p>	100%	
The shipment's packaging, labeling and marking shall comply with IATA regulations.	100%	
The Handling Agent shall ensure verification process for all cargo and mail before loading on the BGH aircraft.	100%	
Cargo documents must be available at the ramp side under the aircraft 40 min. before STD.	95%	
The NOTOC shall be handed over to the pilot of command directly to be signed	100%	
The Handling Agent shall notify the consignees of freight arrival within 120 minutes after the ATA.	95%	

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The Handling Agent shall ensure that BH Air's shipments are handled without damage.	100%	
The Handling Agent shall ensure that BH Air's shipments are protected from any weather conditions	100%	
Special shipments (DGR, HUM, etc.) shall be handled in accordance with the current IATA rules.	100%	

Based on the experience and excellent planning and cooperation with the ground operations contractors BH Air has fixed the following minimum ground times:

- 50min. for A320 aircraft for holiday charters, ad hoc operations and scheduled operations where full Y class configuration is applicable.
- 60min. for A320 aircraft for special charter flights and/or scheduled operations where more than one cabin class configuration is applicable.

As required by EU Regulation 2016/679 of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, in the provision of the Services under Ground Handling/Cargo Handling Agreement the Handling Company shall use reasonable measures to prevent the unauthorized processing, capture, transmission or use of information relating to identified or identifiable individuals (including customer and employee data) which has been provided by BH Air or collected on behalf of the Carrier.

The Handling Company/ Cargo agent agrees not to use such information other than for the purposes of performing the services or as instructed by the Carrier, and in this regard, unless the dispute caused by negligence and wilful misconduct of the Handling Company, the Carrier shall not make any claim against the Handling Company and shall defend, hold harmless and indemnify it against any legal liability for claims or suits, including costs and expenses incidental thereto, which may arise in respect of the transfer or disclosure of any such information as may be required to enable the Handling Company to perform the Services or pursuant to any instructions received from the Carrier or from any regulatory or governmental agency having authority to require such transfer or disclosure

BH Air shall use reasonable measures to prevent unauthorized processing, capture, transmission or use of information relating to identified or identifiable individuals (including employee and subcontractors data) provided by the Handling/Cargo agent for purposes of coordination in the provision of the Services under Ground Handling/Cargo Handling Agreement.

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## 1.7 RESPONSIBILITIES AND DUTIES OF GROUND OPERATIONS STAFF

Handling and or Cargo Handling Provider is responsible to ensure that all operational positions within the scope of the ground handling and or cargo operations organization are filled by personnel on the basis of knowledge, skills, training and experience, appropriate for the position according to each separate job description or other document specifying these requirements for the respective position.

- For job preparation and realization at each ground operation position the individuals shall perform their duties in accordance to the respective safety and security requirements.
- In the passenger services area BH Air manual's procedures must be followed to guarantee the proper and high quality service, maintaining high safety level.
- In the cargo area all shipment control procedures must be followed and the right data in terms of weights, volumes and characteristics must be communicated properly.
- In the weight & balance area all flight parameters must be checked in view to optimize the loading and organize all the possible precautions to avoid any trouble on the ground and in flight.
- All functions related to the ramp handling activities must contribute to prepare the aircraft in terms of safety.
- Procedures must be respected to guarantee the right loading in terms of weights, distribution and restrain according to the data communicated by the different working areas.
- On any aircraft the baggage check must be performed according to the following: baggage must be counted during loading and equality must be fixed with the total reported on the "loading instructions" form.

### 1.7.1 Responsibilities and Duties of Passenger Handling Staff

#### **Check-in and Boarding staff is responsible for:**

- preflight arrangements
- passenger check-in including LMC, either manually or by DCS: acceptance of ticket and baggage
- issue of boarding pass and baggage tag
- passenger information
- 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

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- organization of transport or hotel accommodation in case of diversion or misrouting- Shall be in coordination with BH Air Operations Centre.
- issue of PIR for passenger in case of missing or damaged baggage
- missing baggage search – if contracted
- delivery of found baggage to passenger – if contracted

## **1.8 Responsibilities and Duties of Ramp and Aircraft Handling Staff**

### **Local ramp operations and aircraft handling staff is responsible for:**

- keeping close contact to all departments involved in handling of BH Air operated flights;
- coordination between ramp handling and airport ground services, technique, catering, fueling, cleaning or other contract partners involved in order to ensure smooth and quick turn-around;
- coordination of all services provided at airplane with local operations staff and crew;
- pre-flight duties in coordination with ramp handling;
- receipt of incoming papers for further action (e.g. records, delivery to head office for records);
- delivery of all outgoing papers needed to flight crew and cabin crew;
- handling of SITA /operational/ messages before and after flight;
- issue of papers needed for flight except Load & Trim sheet
- supervision of loading;
- coordination of passenger boarding between gate and cabin crew;
- supervision of boarding/deboarding of passengers, including fuelling with passengers on board, embarking or disembarking;
- contact person for special requests of crew, gate etc.;
- start-up assistance.

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**Weight and balance staff especially is responsible for:**

- correct load planning according to BH Air and manufacturer’s instructions and other legal regulations;
- issue of loading instruction;
- issue of Load & Trim sheet with all relevant data, eventual LMC information

**1.8.1 Manuals to be held**


Current edition of the following manuals are required to be held by all Handling and Cargo Agents and made available for reference at each station operated by BH Air:

- IATA Dangerous Goods Regulations (DGR) or ICAO Technical Instruction for the Safe Transport of Dangerous goods
- IATA airport handling manual (AHM) (optional)
- BH Air Ground Operations Manual – (GOM)

***Note:** GOM shall be accessible at each location, where passenger (check-in and boarding areas), baggage, cargo and aircraft ramp services are conducted.*

**1.9 QUALITY/SAFETY AND COMPLIANCE MONITORING SYSTEM**


BH Air quality assurance program that provides for the auditing and evaluation of the management system and operational functions within the scope of ground handling operations is described in Chapter 3 of BH Air Compliance Monitoring Manual.

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## **2. TRAINING AND QUALIFICATION OF HANDLING STAFF**

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## 2.1 GENERAL

All personnel involved in ground handling activities – both handling and cargo services of BH Air operated 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, IATA recommended practices and ISAGO requirements for ground handling and cargo procedures as well as to BH AIR instructions. This includes regular update and refresher training.

Ground handling and cargo agents shall have a process to ensure the training programs for initial, recurrent and re-qualification training of their operational personnel are reviewed and updated to remain relevant and current.

As Air Operator BH Air will ensure relevancy and currency of all training programs by audits.

## 2.2 LEVEL OF RESPONSIBILITIES

### Basic level

- To follow safe working practices. GSE operator/specialist level
- Vehicle/equipment checks and maintenance;
- To follow standard operating procedures;
- Damage/accident

### Reporting Supervisory level

- allocation and direction of resources;
- coordination of aircraft handling functions;
- performance monitoring;

### Management level


- Provision of resources;
- Health and safety management;
- Budgetary control.

## 2.3 TRAINING PROCESS

Initial training shall be provided to the personnel (own and external) that perform operational duties in functions within the scope of ground handling and cargo operations prior to be assigned to perform their operational duties.

Training process shall include recurrent trainings at an interval not exceeding 36 months from the date of previous training except Dangerous Goods recurrent training required within 24 months of previous training in dangerous goods.

If for any reason a personnel become unqualified, a re-qualification training must be completed by this personnel prior to being reassigned to perform their operational duties.

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The required qualification can be obtained by training courses, comprising both – theoretical and/or (on job) trainings.

Trainings to be completed by personnel with operational duties within the scope of handling and cargo operations must include:

- testing in written, oral or practical means at defined passing level.
- demonstration of adequate knowledge, competency and proficiency to perform duties, execute procedures and/or operate equipment associated with those duties.

Supervision by a qualified person can be required for evaluation and a final assessment of trained personnel ability to fulfill their duties, as recommended in IATA AHM611.

Training program shall be conducted by personnel who have demonstrated competence on the subjects and who have skills to deliver the training effectively.

Training program of BH Air and external service providers (ground handling and cargo) personnel shall be reviewed and updated on a timely manner to ensure continuous improvement and effectiveness, compliance to the latest regulatory and operational changes and include following:

- familiarization training on general provisions and regulations;
- in-depth training on requirements, including policies, procedures and operating practices;
- training in human factors principles;
- safety training and associated operational hazards identification.

Safety and human factors training shall includes subject areas as appropriate to the individual’s assigned operational functions in accordance with AHM1110 item 11:


Training process and programs are subject of audits by BH Air Safety and Compliance Monitoring Department according to the quality assurance program.

## **2.4 TRAINING RECORDS OF BH AIR GROUND OPERATIONS PERSONNEL**

BH Air has outsourced all direct operational activities of ground handling and cargo operations and observes training only of its managerial ground operations personnel as follows:

- DGR initial and recurrent training not less than once within 24 months from the previous one.
- Security basic( as per BH Air Security Program – Security Training by the BH Air Security Manager)
- SMS - as minimum SMS Basic principles training

**Note:** *Company specific requirements - special instruction is normally published by BH Air commercial department before starting of each summer season and made available to all BH Air staff in electronic format.*

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Ground Operations Manager shall maintain all records of all initial and recurrent training and checking available, of BH Air ground operations staff members and training records will be made available on request. These records will normally be kept on file as long as the employee is with the Company and thereafter for at least 12 months.

Under all circumstances BH Air has to keep records which demonstrate continuity of the training process by filing of the last two trainings passed for each individual.

## **2.5 TRAINING REQUIREMENTS FOR HANDLING AND CARGO AGENT'S STAFF**


All ground handling and cargo services of BH Air flights are outsourced and carried out by a Handling/Cargo Agents on behalf of BH Air. The Handling/Cargo Agent shall have a Training program in conformity with the Regulatory requirements.

The subcontracted Handling/Cargo Agent shall have a Training program in conformity with the Regulatory requirements and includes safety elements that follow at least for initial training to be in accordance with syllabus and content referred to:

- IATA AHM 100 to 199(Passenger Handling)
- IATA AHM 200 to 299 (Baggage Handling )
- IATA AHM 300 to 399 (Cargo and mail handling )
- IATA AHM 400 to 499 (Aircraft handling and Loading)
- IATA AHM 500 to 599 (Load control)
- IATA AHM 600 to 699 (Management and Safety)
- IATA AHM 700 to 799 (Aircraft movement control)
- IATA DGR (Dangerous Good Training course)
- National security program

Ground operation training program by job description are briefly described in IATA AHM 1110. Ground handling agents should have as appropriate to their job functions, received training on the applicable subject on the following but not limited to training program :

- Airside driving
- Load control
- Passenger handling
- Baggage handling
- Aircraft handling and loading
- Passenger Boarding Bridge
- Aircraft loading supervision
- Aircraft ground movement
- Fueling operation

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### **Training requirement for GH Staff**

The requirement apply for full time, temporary and seasonal staff. All personnel providing services to BH Air flights shall be familiar with current edition of BH GOM and act accordingly. In addition, GH agent at stations shall have current version of IATA AHM, DGR manual available and accessible in the process of ground handling and cargo operations.

Each provider shall ensure, that staff receive SMS training. As a minimum such training shall include the identification of hazards related to the handling of passengers, baggage, cargo, crew and aircraft, as well as reporting such a hazards to BH Air safety department on the following address : [safety@bharlines.com](mailto:safety@bharlines.com)

Each service provider shall ensure, that training records of staff, that perform operational duties in function within the scope of ground handling and cargo handling operations, are retained in accordance with standardized process for :

- Identification
- Legibility
- Maintenance
- Retrieval
- Protection, integrity and security
- Disposal or deletion and archiving

### **Ground handling personnel training**


#### **1. Passenger and baggage handling staff**

Ground handling personnel engaged in passenger handling shall have passed general training in passenger handling, the training curriculum shall cover the following elements :

- Aviation basic
- Arrival/departure
- Baggage service
- Check in
- Passenger assistance and PRM
- Post flight requirements
- Special category passengers
- Transfer of load information
- Aircraft cabin door

Staff engaged in passenger and/or baggage handling staff shall have passed training according to current edition of the IATA DGR prior to performing their duties as follow:

- Verification with the passenger that they are not carrying prohibited dangerous goods during the check in and baggage acceptance process

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- Being aware of frequently carried items and questioning passenger if there is suspicion in their baggage
- Reporting to the local authorities and the airline

## **2. Aircraft handling staff**

Staff shall have received training and granted authorization in accordance with the current edition of the IATA DGR and appropriate AHMs section prior to operate in their respective area of operations.

Staff engaged with pushback, walk – out assistance or releasing of aircraft shall receive basic training as per current IATA AHMs section and local working procedures prior to operate in the respective area of operations.


Staff operating the PBB shall be trained and authorized to operate the PBB. The training to operate PBB must include:

- PBB serviceability
- Reporting of malfunctions of the PBB to the appropriate person/authority
- Clearance of movement path of the PBB, walking surfaces are free of FOD and safe to use.
- Parking in safe and designated parking position and safety barriers
- Use of guide person in case of restricted vision during PBB operations

## **3. GSE operating staff**

Staff operating GSE shall have received appropriate training and authorization as laid down in current section of IATA AHM and training shall cover the following elements in order to operate in their respective area of operation:

- Basic ramp handling
- Airside driving basic hand signals
- Aircraft marshaling
- PBB operations
- Aircraft cargo hold doors operation
- Aircraft cabin doors operation
- Aircraft loading
- Aircraft arrival
- Aircraft departure
- Aircraft pushback
- Aircraft towing
- Gse operations

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- Ground to flight desk communication and engine start
- Ramp baggage handling
- Aircraft loading supervision
- Aircraft safety supervision

#### **4. Load control staff**

Staff performing load control shall have passed training and granted authorization in accordance with current AHM prior to perform their duties. Minimum training required following elements:

- Load planning
- Weight and balance calculation and balance calculation
- Supervision of loading of the aircraft
- Check in and finalization of the load sheet and other documents

In addition to have proven knowledge of DCS in terms of EDP if in used and must comply with training requirements in current edition of IATA DGR.

Staff engaged with load control shall cover also the following training topics:

- Aviation basic;
- Aircraft weight and balance principles;
- Load planning and load sheet
- Documentation and messaging

#### **5. Cargo Handling staff**

All staff involved in cargo handling, shall received training according to the standards of the contracted cargo service provide, including training to the current edition of IATA DGR prior to perform and to be authorized to perform their duties.

All staff related to cargo handling shall be competent to perform any functions for which they are responsible for, prior to performing any of the duties. This shall be achieved through training and assessment in accordance with the function which they are responsible.


Such training shall include :

- General familiarization training
- Function specific training- staff to be trained to competency perform the function for which they are responsible;
- Safety training – staff shall be trained on how to recognize the hazard presented by Dangerous goods, on the safe training of Dangerous good and emergency response procedures.

#### **6. Fueling staff**

All fueling staff shall have passed training according to their responsibilities:

- Fuel service operations

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- Fuel service equipment
- Fuel spill prevention
- Emergency control
- Emergency equipment
- Emergency fuel still and fire protection procedure
- Fuel vapour Hazard location( Wing Tips, engine location, etc)

All staff involved in any stage of fueling and de/anti- icing operations must properly have taken initial training prior to being assigned to perform duty and take recurrent training in accordance with requirement of the regulatory authority, but not less than once during 36 months period.

### **7.Airline supervision**

In order to evaluate the agreed standards of competence BH AIR will perform audits on a regular basis as a element of quality program

The personnel of the ground handling, cargo agents and/or other service providers must be appropriately trained to ensure effectiveness, competence, and capability in carrying out their duties. Trainings performed shall be recorded and agents shall have a process for storage of these records.

Performance of the above will be regularly audited by BH Air as an element of BH Air Quality program.

### **Subcontracting of services**

The IATA AHM810 Standard Ground Handling Agreement Article 3 requires a Handling Company who has subcontracted services to be responsible for the proper rendering of such services as if they had been performed by the Handling Company itself.


Handling companies are required to make regular safety and security audits of the subcontractor paying particular attention to procedures, training and vehicle / equipment maintenance.

Corrective action shall be agreed and implemented to address any deficiencies.

### **Training requirements**

External ground handling providers shall ensure initial, recurrent and requalification (if required) training completed by the ground handling personnel as applicable to their duties or functions in the operational areas of:

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

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Programs for Initial and recurrent training of ground handling personnel in the operational areas of passenger handling, ramp services and load control shall include elements that address specific ground handling functions in accordance with table 6.1 in Appendix 1 of BH Air GOM.

All categories personnel involved in passenger and ramp handling, weight & balance and cargo activities shall receive an appropriate initial and recurrent training in Dangerous goods relevant to their responsibilities for certain well-defined functions in accordance to IATA Dangerous Goods Regulations, Section 1.5. and Appendix H.6 - guidance that includes adapted task lists for well-defined job functions.

**Note:** *Recurrent training in dangerous goods must be completed within a validity period that expires 24 months from the previous training to ensure knowledge is current, unless a shorter period is defined by a competent authority. However, when such recurrent training is completed within the final 3 months of the 24-month validity period, the new validity period may extend from the month on which the recurrent training was completed until 24 months from the expiry month of the current validity period. If such recurrent training is completed prior to the final three months of the validity period, the new validity period would extend 24 months from the month the recurrent training was completed.*


The curriculum for dangerous goods training is determined by the handling operator and will vary depending on specific responsibilities and duty functions.

Personnel assigned to perform more than one ground handling function as defined by the Handling/Cargo agent could have different ground handling roles and responsibilities that would require training in a combination of the functions assigned.

For reference please find **EXAMPLES ADAPTED TASK LISTS FOR CERTAIN WELL-DEFINED ROLES** as follow:

The examples below indicate the tasks from the task list provided in **Technical Instructions for the Safe Transport of Dangerous Goods by Air** (Technical Instructions) Chapter 4 that personnel responsible for certain well-defined functions would typically perform and for which training and assessment would therefore be required. Personnel would need to have relevant knowledge to competently perform these tasks. The task/knowledge matrix tool provided in Technical Instructions Chapter 5 may be used as a guide for determining what knowledge is needed for a given task. The examples in this appendix and the task/knowledge tool provided in Technical Instructions Chapter 5 may be used for designing training programs. However, they should not be considered as mandatory. Additional training and assessment may be required for personnel assigned additional responsibilities, and less training and assessment may be required for personnel assigned fewer responsibilities than those presented in these lists. The employer is responsible for ensuring employees are competent to perform the functions for which they are responsible and must therefore ensure that training programs are designed to accomplish this. Dangerous goods training programs are subject to State approval in accordance with national regulations, policies and procedures.


**A. PERSONNEL RESPONSIBLE FOR PREPARATION OF DANGEROUS GOODS CONSIGNMENTS**

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Training and assessment for personnel preparing dangerous goods consignments for transport may be tailored to address only those classes, divisions or even UN numbers that they prepare for transport.

Training and assessment may also be limited to address only the specific tasks personnel perform. For example, where personnel are only responsible for the packing, marking and labeling of packages and overpacks, training and assessment may be tailored to address just those tasks. Personnel would need to have relevant knowledge to competently perform these functions. The task/knowledge matrix tool provided in Technical Instructions Chapter 5 may be used as a guide for determining what knowledge is needed. The following are tasks personnel responsible for preparation of dangerous goods consignments typically perform and for which training and assessment would therefore be required:

1. Classifying dangerous goods
  - 1.1 Evaluate substance or article against classification criteria
    - 1.1.1 Determine if it is dangerous goods
    - 1.1.2 Determine if it is forbidden under any circumstances
  - 1.2 Determine dangerous goods description
    - 1.2.1 Determine class or division
    - 1.2.2 Determine packing group
    - 1.2.3 Determine proper shipping name and UN number
    - 1.2.4 Determine if it is forbidden unless approval or exemption is granted  
5-App A-2 Guidance on a Competency-based Approach to Dangerous Goods Training and Assessment
  - 1.3 Review special provisions
    - 1.3.1 Assess if special provision(s) is applicable
    - 1.3.2 Apply special provision(s)
2. Preparing dangerous goods shipment
  - 2.1 Assess packing options including quantity limitations
    - 2.1.1 Consider limitations (de minimis quantities, excepted quantities, limited quantities, passenger aircraft, cargo aircraft only, special provisions, dangerous goods in the mail)
    - 2.1.2 Consider State and operator variations
    - 2.1.3 Determine if all-packed-in-one can be used
    - 2.1.4 Select how dangerous goods will be shipped based on limitations and variations
  - 2.2 Apply packing requirements
    - 2.2.1 Consider constraints of packing instructions
    - 2.2.2 Select appropriate packaging materials (absorbent, cushioning, etc.)

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- 2.2.3 Assemble package
- 2.2.4 Comply with the packaging test report when UN specification packaging is required
- 2.3 Apply marks and labels
  - 2.3.1 Determine applicable marks
  - 2.3.2 Apply marks
  - 2.3.3 Determine applicable labels
  - 2.3.4 Apply labels
- 2.4 Assess use of overpack
  - 2.4.1 Determine if overpack can be used
  - 2.4.2 Apply marks if necessary
  - 2.4.3 Apply labels if necessary
- 2.5 Prepare documentation
  - 2.5.1 Complete the dangerous goods transport document
  - 2.5.2 Complete other transport documents (e.g. air waybill)
  - 2.5.3 Include other required documentation (approvals/exemptions, etc.)
  - 2.5.4 Retain copies of documents as required
- 3. Collecting safety data
  - 3.1 Report dangerous goods accidents
  - 3.2 Report dangerous goods incidents
  - 3.3 Report undeclared/misdeclared dangerous goods
  - 3.4 Report dangerous goods occurrences

**B. PERSONS RESPONSIBLE FOR PROCESSING OR ACCEPTING GOODS PRESENTED AS GENERAL CARGO**

Personnel responsible for processing goods presented as general cargo should be competent to perform tasks aimed at preventing undeclared dangerous goods from being loaded on an aircraft. They may work for freight forwarders, ground handling agents or operators. Personnel would need to have relevant knowledge to competently perform these tasks.

The task/knowledge matrix tool provided in Technical Instructions Chapter 5 may be used as a guide for determining what knowledge is needed. They may need additional knowledge and be capable of performing at a more advanced skill level depending on the actual responsibilities assigned. The following are tasks aimed at preventing undeclared dangerous goods from being loaded on aircraft that such personnel would typically perform and for which training and assessment may be required.

- 1. Processing/accepting cargo

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- 1.1 Process/accept cargo other than dangerous goods
  - 1.1.1 Check documentation for indications of undeclared dangerous goods
  - 1.1.2 Check packages for indications of undeclared dangerous goods

2 Collecting safety data

- 2.1 Report dangerous goods accidents
- 2.2 Report dangerous goods incidents
- 2.3 Report undeclared/ misdeclared dangerous goods
- 2.4 Report dangerous goods occurrences

**C. PERSONNEL RESPONSIBLE FOR PROCESSING OR ACCEPTING DANGEROUS GOODS CONSIGNMENTS**


The following are tasks personnel responsible for processing or accepting dangerous goods consignments typically perform and for which training and assessment would therefore be required.

1. Processing/accepting cargo

- 1.1 Review documentation
  - 1.1.1 Verify dangerous goods transport document
  - 1.1.2 Verify air waybill
  - 1.1.3 Verify other documents (exemptions, approvals, etc.)
  - 1.1.4 Verify State/operator variations
- 1.2 Review package(s)
  - 1.2.1 Verify marks
  - 1.2.2 Verify labels
  - 1.2.3 Verify package type
  - 1.2.4 Verify package conditions
  - 1.2.5 Verify State/operator variations 5-App A-4 Guidance on a Competency-based Approach to Dangerous Goods Training and Assessment
- 1.3 Complete acceptance procedures
  - 1.3.1 Complete acceptance checklist
  - 1.3.2 Provide shipment information for load planning
  - 1.3.3 Retain documents as required

2. Collecting safety data

- 2.1 Report dangerous goods accidents
- 2.2 Report dangerous goods incidents
- 2.3 Report undeclared/misdeclared dangerous goods

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## 2.4 Report dangerous goods occurrences

### **D. PERSONS RESPONSIBLE FOR HANDLING CARGO IN A WAREHOUSE, LOADING AND UNLOADING UNIT LOAD DEVICES AND LOADING AND UNLOADING AIRCRAFT CARGO COMPARTMENTS**

The following are tasks personnel responsible for handling cargo in a warehouse, loading and unloading unit load devices, and loading and unloading passenger baggage and aircraft cargo compartments typically perform and for which training and assessment would therefore be required.

#### 1. Managing cargo pre-loading

##### 1.1 Prepare load for aircraft

- 1.1.1 Check packages for indications of undeclared dangerous goods
- 1.1.2 Check for damage and/or leakage
- 1.1.3 Apply stowage requirements (e.g. segregation, separation, orientation)
- 1.1.4 Apply ULD tags when applicable
- 1.1.5 Transport cargo to aircraft

#### 2. Transporting cargo/baggage

##### 2.1 Load aircraft


- 2.1.1 Transport cargo/baggage to aircraft
- 2.1.2 Check packages for indications of undeclared dangerous goods
- 2.1.3 Check for damage and/or leakage
- 2.1.4 Apply stowage requirements (e.g. segregation, separation, orientation, securing and protecting from damage)
- 2.1.5 Verify that NOTOC reflects against aircraft load
- 2.1.6 Verify passenger baggage requirements
- 2.1.7 Inform pilot-in-command and flight operations officer/flight dispatcher

##### 2.3 Unload aircraft

- 2.3.1 Apply specific unloading considerations
- 2.3.2 Check packages for indications of undeclared dangerous goods
- 2.3.3 Check for damage and/or leakage
- 2.3.4 Transport cargo/baggage to facility/terminal

#### 3. Collecting safety data

- 3.1 Report dangerous goods accidents
- 3.2 Report dangerous goods incidents
- 3.3 Report undeclared/misdeclared dangerous goods

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### 3.4 Report dangerous goods occurrences

## **E. PERSONS RESPONSIBLE FOR ACCEPTING PASSENGER AND CREW BAGGAGE, MANAGING AIRCRAFT BOARDING AREAS AND OTHER TASKS INVOLVING DIRECT PASSENGER CONTACT AT AN AIRPORT**

The following are tasks personnel responsible for accepting passenger and crew baggage, managing aircraft boarding areas, and other functions involving direct passenger contact at an airport typically perform and for which training and assessment would therefore be required.

### 1. Accepting passenger and crew baggage

#### 1.1 Process baggage

- 1.1.1 Identify forbidden dangerous goods
- 1.1.2 Apply approval requirements

#### 1.2 Accept baggage

- 1.2.1 Apply operator requirements
- 1.2.2 Verify passenger baggage requirements
- 1.2.3 Advise pilot-in-command

### 2. Collecting safety data

- 2.1 Report dangerous goods accidents
- 2.2 Report dangerous goods incidents
- 2.3 Report undeclared/misdeclared dangerous goods
- 2.4 Report dangerous goods occurrences

## **F. PERSONNEL RESPONSIBLE FOR THE PLANNING OF AIRCRAFT LOADING**

The following are tasks personnel responsible for planning of aircraft loading (passengers, baggage, mail and cargo) would typically perform and for which training and assessment would therefore be required.


### 1. Managing cargo pre-loading

#### 1.1 Plan loading

- 1.1.1 Determine stowage requirements
- 1.1.2 Determine segregation, separation, aircraft/compartment limitations

#### 1.3 Issue NOTOC

- 1.3.1 Enter required information
- 1.3.2 Verify conformance with load plan
- 1.3.3 Transmit to loading personnel

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## **G. PERSONNEL RESPONSIBLE FOR THE SCREENING OF PASSENGERS AND CREW AND THEIR BAGGAGE, CARGO AND MAIL**

The following are tasks that personnel responsible for the screening of passengers and crew and their baggage, cargo and mail would typically perform and for which training and assessment would therefore be required.

1. Processing/accepting cargo
  - 1.1 Process/accept cargo other than dangerous goods
    - 1.1.1 Check packages for indications of undeclared dangerous goods
2. Accepting passenger and crew baggage
  - 2.1 Process baggage
    - 2.1.1 Identify forbidden dangerous goods

The validity of the qualification shall be subject to regular testing with defined passing level. Refresher training shall take place at least once in any three year period, as per IATA AHM611.4.3.

Compliance of ground handling service providers with the applicable training requirement is subject of assessment by BH Air safety and compliance monitoring department.

### **TRAINING RECORDS**

The Handling Agent shall have a system for maintaining training records that provides for retention, identification, storage, protection, retrieval and disposal. Training and evaluation records shall be retained for a minimum period of 36 months from the most recent training or evaluation completion date and must be made available upon request. Training records can be held in legible format according to IATA AHM611 subsection 4.4. Training records are kept in way that ensure they are protected from theft and alteration. BH Air as air operator will inspect the training records during an inspection or audit conducted to the Ground Operations Companies/Agents.

### **2.6 SAFETY MANAGEMENT SYSTEM (SMS) TRAINING**

According to BH Air Safety policy a personnel awareness to SMS is one of the key elements maintained by BH Air to achieve compliance with the applicable safety standards.

BH Air company personnel that execute managerial and/or operational functions within the scope of ground handling operations shall be properly trained and competent to perform SMS duties.

BH Air Safety Management Manual /SMM/ states that all external providers shall have Safety Management Program that ensures personnel involved in the scope of ground handling and/or cargo handling services are aware, properly trained and competent to perform their SMS duties.

The scope of SMS training shall be appropriate for each individual's involvement in the SMS.

BH Air will check the SMS training of the personnel involved in ground handling and/or cargo operations by inspections or internal/external audit process.

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### 3. PASSENGER HANDLING

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### 3.1 PASSENGER SERVICES GENERAL INFORMATION

BH Air operates scheduled and non-scheduled passenger flights and Company policy is to offer the highest standards of service to its passengers. Procedures in this Manual are designed to assist Customer Services staff in achieving this high standard.

The forms and procedures described here may need to be modified at certain stations because of local circumstances. In this case, local instructions must be issued to staff, in the form of Station Instructions.

Senior Station Officials and/or Handling Agents local managers have to remember that it is important to use the standard company procedures and forms as far as possible: this reduces costs and ensures the maximum amount of uniformity.

### 3.2 Travel itineraty and general rules

It is a legal requirement that each passenger carried on BH Air flight must hold an BH Air ticket. According to the applicable practice in the industry normally personal electronic ticket is issued for each BH Air passenger. Under no circumstances will any person, other than a member of the Operating Crew, be allowed to travel on any flight without a ticket. BH Air tickets are Non-Transferable.

- Checked / hold Baggage Allowance:
- Passengers (excluding infants) traveling on BH Air flights, has the free baggage allowance, unless otherwise advised, specified as follows
- Business class 30 kg – if applicable.
- Economy class 20 kg. With the exception of the flights to/from UK 22 kg
- Infant's Baggage Allowance:
- Although infants have a 10 kg free baggage allowance, special provision is made for them. Additionally to the free baggage allowance, napkins, feeding bottle and sufficient food for the flight may be carried.
- Baggage pooling
- Baggage may be pooled between registered group of passengers or passengers flying together, such as families. When passenger baggage is pooled , each passenger should be given their won individual baggage claim/receipt. In this situation the baggage allowance for each passenger are combined to make a group total. The airline maximum single item weight restrictions shall be observed.

**General condition of carriage are published on the official airline web site**

[www.bhairlines.com](http://www.bhairlines.com)

**BH Air does not provide online booking and ticket sales.**

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### 3.2.1 PASSENGER PRE- FLIGHT PREPARATION

Prior to opening of the check in verify that all necessary data has been correctly transferred into the check in system according to the following procedure:

- Review the booking status
- Review the curtain version (cabin configuration) and adjust cabin capacity if applicable
- Confirm that the passenger name list (PNL) and additional and deletion list (ADL) were properly transmitted and match the booking status/
- Block seats , if required for security officers, crew, stretcher cases, weight and balance, and if seats are unservicable.
- Confirm the seating plan is set according to the actual aircraft type and version
- Review the flight remarks
- Review the boarding time, departure time and gate. Brief staff the reason for any delay.
- Review the passenger list for special service (ssr) and all passenger requesting assistance ( Wheelchair (wch) assistance, unaccompanied minors (UM), service animals, special baggage etc ) and preassign a seat as per airline procedure and the aircraft type
- Review notifications and handling instructions, if pre- advised for specific passengers and/or baggage by the airline.
- Conduct staff briefing for check In agents
- if not pre-reserved, prepare seating for families travelling with infant and children, as per airline procedures. Check total number if infants booked and order additional life vests , if needed.

### 3.2.2 .Check in counter requirement

Prior to opening to opening of the check in counter passenger handling agent must :

- a) Start and test the equipment
- b) Ensure scales are functioning and calibrated
- c) Scales must be calibrated and checked once a year or as required by the manufacturer or by local responsible authority
- d) The local authority will issue a certificate after the calibration and delivered it to the airport authority
- e) A copy of calibration is kept at each station as a record
- f) A sticker is placed after calibration ( if required)

The responsible check in agent shall check the baggage scales are operating properly prior to check in opening by:

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- Checking the airport authority calibration sticker is current ( if applicable)
- Check the weight indicator at the position to ensure it show “0.0”

**Note :** if the weight indicator shows otherwise inform the relevant airport authority department and if the scales remains out of order, another check in counter shall be requested.

The periodical check of scales and accuracy used in baggage handling process lies in the equipment owners responsibility who is also responsible to make available to the ground handling service providers all relevant documentation, where applicable;

- g) Stock boarding cards and baggage tag printers
- h) Ensure adequate stock of any other tags, handling forms, information on passenger right are available;
- i) display signature required by the operating airline and amrk per clas, customer status and/or as baggage drop off ( if applicable )
- j) Ensure Dangerous goods notification and types of forbidden dangerous goods for transport are prominently displayed as per the requirement of responsible authority.

### 3.3 PASSENGER DOCUMENTATION

Passengers are responsible for having the necessary passport, visa, vaccination certificates, and for all other requirements of the country they are travelling to.

All passenger’s documents must be checked at time of check-in. This is to ensure that each passenger has the necessary passport, visa and health documents etc., to allow him to be admitted into the country of destination. It is important to make this check when the destination country is one where the Authorities find an airline for conveying incorrectly documented passengers.

It is passenger’s liability to check and obtain all the above required documents for the respective destination. The Travel Information Manual where available shall be used as a reference document for government requirements. The ruling published in TIMATIC must be considered as final in the event of any dispute.

If the passengers cannot comply with the applicable requirements of the countries of destination, they must be refused to travel. In this case, apply the Company's normal right of refusal. However, explain to the passenger that it is in his own interest not to travel, as he may be refused entry the country.

**NOTE:** *Flights will not be delayed awaiting passenger passport rectification.*

#### 3.3.1 Advance Passenger Information

Many governments require airlines to submit API data. API is made up of two different information dataset related to the : Flight and Identity of the passenger

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The information related to the passenger are included in the Machine readable Zone (MRZ) of the travel document (surname/given names, date of birth, nationality, travel document number, expiry date, etc ) at specified times for inbound and sometimes outbound passengers.

Information is generally collected at the time of check in or provided by data collected during the booking process and verified during presentation of the travel document.

Collect API data at the time of the check in, review and verified data already provided. Transmit API data as requested by authorities. Always protect the passengers personal information and secure dispose of any related paperwork not kept on file.

### 3.4 PASSENGER CHECK-IN

Handling agents shall ensure that the BH Air flights are correctly displayed on all flight information boards/monitors at their particular airport.

**Notice: BH Air does not operate codeshare flights.**

**Notice: BH Air does not operate passenger domestic flights.**

Information on the types of Dangerous Goods forbidden for transport on board of the aircraft shall be provided by the handling agent via notices, sufficient in number and prominently displayed, in areas of an airport utilised for passenger check-in, boarding and baggage drop.

#### **NOTES:**

- 1. Remote passenger check-in procedures are not applicable for BH Air flights;**
- 2. Self check-in services currently are not available for BH Air flights.**

#### 3.4.1 Check-In Desks

Each check- in desk must display BH Air logo, flight number and destination, clearly visible. The handling agent must ensure at least two check-in desks are opened at least 2 (two) hours before scheduled departure. Passengers must go throughout check-in at least 40 minutes prior to departure.

The amount of check-in desks and opening time is to increase providing the highest customer service offered to passenger i.e. minimum queuing times.

Once have passed through passport control and into the departure lounge, passengers must arrive at the departure gate not later than 30 minutes prior to departure. If they do not so their baggage will be offloaded and travel will be refused.

In case of manual checking (no DCS used) Stationary Documents must be prepared in advance of opening a check-in:

- Boarding cards must be numbered to the booked figure.

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- Baggage tags annotated with the flight number.

### 3.4.2 Check-In Procedures

All passengers must report to the check-in desks appointed for BH Air respective flight.

- Greet the passenger, request tickets, passports and all baggage to be placed on weigh scales.
- Check that the ticket is valid for the flight, note the passenger's name and use it throughout the rest of the check-in transaction.
- Check if the passport is valid, within expiry date, it is signed, children's ages are shown, and any visa (if required, is presented). Also check if the name on the passport is the same as on the ticket.
- All passengers checking their baggage MUST be asked for Security questions detailed in Section Security of this manual. The passenger shall be provided with information (in text or pictorial form) containing a warning about the categories of dangerous goods/items prohibited in hold baggage.
- Remind the passenger to check her/his hand baggage for goods/items not permitted as "cabin baggage" and if necessary to move them into the checked baggage.
- Weight and label the whole passenger's baggage. Every passenger must check-in personally and present his/her baggage individually. This must be listed under his/her own name. Only Families may be allowed to check-in together and their baggage be listed under one name. If a group check-in is performed (e.g. at a separate counter), each group member personally presents and identifies his/her own baggage. Separate baggage tags must be given to each individual passenger as per his baggage checked.

Damaged, fragile or non-properly packed baggage and items other than personal baggage must be tagged with Limited Release Tag. In such cases the passenger must be advised that in the event of damage occurred BH Air may not accept liability for any subsequent claim. If a Limited Release Tag is issued the passenger must sign the tag and be given only the Limited Release Claim Tag.

**NOTE: PLEASE ENSURE ALL SUITCASES "PULL STRAPS ARE REMOVED. ALL PUSHCHAIRS/BUGGIES MUST HAVE A LIMITED RELEASE TAG ATTACHED AT CHECK-IN.**

- In case of manual check-in (no DCS used) the weight and number of pieces checked-in MUST BE WRITTEN on the passenger's flight coupon.
- Attach the passenger's portion of the baggage label (claim tag) to the cover/back of the boarding pass which is valid for passenger boarding.

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- Detach and retain the flight coupon; the passenger seat number and sequence number must be printed /written/ on the flight coupon.
- Check each passenger's cabin baggage, ensuring it conforms to BH Air cabin baggage regulations according to GOM 4.1.4

The following are general rules for passenger agents (check in and gate) when facing a suspected case of communicable disease at the departure airport. A communicable disease is suspected when a passenger:

- has a visible skin rash or;
- is obviously unwell and/or;
- complains in any of the followings:
  - severe cough;
  - high fever;
  - high fever accompanied by abnormal bleeding;
  - persistent diarrhea;
  - skin rash.

It is well understood that most of these signs and/or symptoms may not be obvious at the counter. However the point is when in doubt regarding the health of a passenger, especially during outbreak, go back to the established procedure.

- Inform your supervisor
- if supervisor agrees with your concerns and of medical support is available (own medical department or outside designated physician or group) contact that support immediately.
- if supervisor agrees with your concerns but medical support is not available, deny boarding, and ask the passenger to consult a physician and request a medical clearance before travel is accepted.

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### 3.4.3 Boarding Passes

Boarding passes are to be used in conjunction with a seating plan. All boarding cards must be numbered, the number being placed in the Sequence number (number can be incorporated in the barcode where is applicable). In addition each pass must be annotated with the flight number and destination. Infant mark (at the base of the seat plan) is to be placed on each section of the boarding card of each infant, no sequence number required on Infant boarding passes.

### 3.5 PASSENGER SEATING

For specific seats allocation there is seat plan layout available for each A320 aircraft – for details please check the current AHM 560 data of BH Air’s A320 fleet. Each aircraft is fitted with forward and rear galley units, and there are three toilets, one forward and two at the rear. The normal crew configuration is two Flight Deck Crew Members and four Cabin Crew Members.

BH Air offers to passenger’s seat allocation on all flights on a first come, first served basis, unless it is pre-assigned in the PNL. All BH Air flights are NON SMOKING FLIGHTS.

EMERGENCY EXITS on the Airbus320 are situated at the front of the aircraft forward, over wing and aft at the rear of the cabin (see GOM Chapter10). The seats near to the emergency exits may have only able-bodied persons (18 years +) seated in them (See BH Air AHM565 Airbus 320 seat plan per aircraft registration).

Under NO circumstances can the following passengers occupy these emergency seats:

- Persons who are physically or mentally handicapped to the extent that they would have difficulty in moving quickly if asked to do so.
- Persons whose sight of hearing is impaired to the extent that they might not readily become aware of instructions given to begin evacuating the airplane.
- Persons who are elderly or frail.
- Children and infants, whether or not they are accompanied by an adult.
- Deportees or prisoners in custody.
- Persons whose physical size would prevent them from being able to move quickly.
- Anyone who could cause an obstruction.

Emergency exits seats must be issued as soon as possible when the check-in commences to able-bodied passengers, it may avoid an embarrassing situation later on in the check-in.

Wheelchair, handicapped, PRMs passengers, infants and unaccompanied minors have to be seated in the seats allocated as per BH Air AHM565 Airbus 320.

During check-in, passengers must be reminded that BH Air adheres to No Smoking policy on flights.

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On flights where less than a full load of passengers is to be carried they shall be distributed as evenly as possible throughout the cabin (prepare Load planning distribution).

Correct seat plan layout shall be used according to AHM565 data.

Below are given examples for A320 aircrafts where for seats identification shall be used the following decoding:

- A** = Aisle
- B** = Bassinet position;
- C** = Crew seats;
- E** = Emergency exit;
- G** = Groups;
- H** = Incapacitated passenger;
- I** = Infant preference rows/seats;
- J** = Rear facing seats;
- K** = Near galley;
- L** = Leg space seat;
- M** = Wheel chair;
- N** = No smoking;
- O** = Over wing seats
- P** = Stretcher Location
- Q** = Quiet zone
- S** = Smoking
- T** = Near toilet
- U** = Unaccompanied minor
- V** = Seat left vacant /offered last;
- W** = No movie
- X** = No facility seat, e.g. no distinction  
between smoking and non-smoking
- Y** = Not fitted
- Z** = Buffer zone

*Alpha/Characters – D, F, R, Blank, not used!*

**Example:** Airbus A320 Seat Plan Layout/Facilities and Rows Index Influence

Section:	Row #:	Seat Identifier						Index Influence per Seat Row
		A	B	C	D	E	F	
FWD	1	INQKLT	INQKLTV	INQKLTUVA	IANQKLTUV	INQKLTV	INQKLT	- 0.01021
	2	INQ	INQV	INQUA	IANQU	INQV	INQ	- 0.00948
	3	INQ	INQV	INQA	ANQ	NQV	NQ	- 0.00874
	4	NQ	NQV	NQA	IANQ	INQV	INQ	- 0.00800
	5	INQ	INQ	INQA	ANQ	NQV	NQ	- 0.00727
	6	ONQ	NQ	NQA	IANQ	INQ	IQNO	- 0.00653
	7	ION	IN	INA	AN	N	NO	- 0.00579
	8	ON	N	NA	IAN	IN	INO	- 0.00506
	9	ION	IN	INA	IANO	IN	INO	- 0.00432
	10	ON	N	NA	IAN	IN	INO	- 0.00356
MAIN	11	IONG	ING	INGA	IANG	ING	INGO	- 0.00280
	12	IOENLG	IENLG	IENLGA	ANGLE	NGLEO	NGLEO	- 0.00196
	13	IOENLG	IENLG	IENLGA	ANGLE	NGLE	NGLEO	- 0.00112
	14	ONG	NG	NGA	IANG	ING	INGO	- 0.00038
	15	IONG	ING	INGA	ANG	NG	NGO	+ 0.000352
	16	ONG	NG	NGA	IANG	ING	INGO	+ 0.001089
	17	IONG	ING	INGA	ANG	NG	NGO	+ 0.001826
	18	ONG	NG	NGA	IANG	ING	INGO	+ 0.002562
	19	IONG	ING	INGA	AGN	NG	NGO	+ 0.003299
	20	ON	N	NA	IAN	IN	INO	+ 0.004035
AFT	21	IN	IN	INA	AN	N	N	+ 0.004747
	22	N	N	NA	AN	N	N	+ 0.005458
	23	IN	IN	INA	AN	N	N	+ 0.006169
	24	N	N	NA	IAN	IN	IN	+ 0.006880
	25	IN	IN	INA	AN	N	N	+ 0.007591
	26	NP	N	NA	IAN	IN	IN	+ 0.008303
	27	INP	IN	INA	AN	N	N	+ 0.009014
	28	NP	N	NA	IAN	IN	IN	+ 0.009725
	29	INKTV	INKTV	INKTVUA	ANKTVU	NKTV	NKTV	+ 0.010436
	30	NKTV	NKTV	NKTVUA	IANKTVU	INKTV	INKTV	+ 0.011147

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### 3.6 CABIN CREW PASSENGER INFORMATION LIST (PIL)

The Cabin Crew PIL must be used to record passenger names and seat numbers who require any form of special assistance traveling on a flight e.g. UM, special meal ordered etc.

The PIL shall be handed to the Cabin staff Number One before the passengers commence boarding.

The cabin crew PIL must be complete in duplicated. Original for Number One and second copy for station file.

### 3.7 HANDLING OF PASSENGERS WITH REDUCED MOBILITY AND DISABLED PASSENGERS

Passengers (WCH – S/R/C, BLND, DEAF, STCR) shall be considered disabled when their physical, medical or mental condition requires individual attention which is not extended to other passengers.

BH Air will check by audits the existence of facilities and services to the needs of the elderly and disabled passengers (PRM), including the availability of wheel chairs, passenger movers and medical assistance. Handling company / or subcontractors/ must be in position to arrange for and/or provide such facilities and services, but not limited to:

- Wheelchair;
- Oxygen;
- Stretchers;
- Lifting services;
- Ambulance;
- Devices for supporting limbs;
- Buggies/passenger movers;
- Medical assistance and services;
- Other equipment.

***NOTE: All needed equipment must be serviceable and properly approved/certified.***

All disabled passenger information will be advised to the PRM service providers by PAL/CAL messages.

At check-in, disabled passengers are not to be seated in emergency exits, and the cabin staff PIL must give details of any disabled/PRM passengers and the assistance required, seat numbers, etc.

When a disabled passenger has been accepted for carriage it is the responsibility of the originating station to notify the destination station of the assistance required on arrival, via the PSM message.

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The destination station will be responsible for making the necessary arrangements with the Airport Authorities in order that any requirements will be pre-warned e.g. Ambulance, Ambulift and Wheelchair, etc.

Concerning acceptance of disabled passengers, BH Air will refuse to transport or will remove at any point, any passenger whose physical or mental condition is such as to render them incapable of caring for themselves without assistance, unless:

- The disabled passenger is accompanied by an attendant who will be possible for caring for them en route, and
- With the care of such attendant, the passenger will not require unreasonable attention or assistance from BH Air employees.

### **3.8 MEDICAL CLEARANCE**

Sick passengers or any passenger who has recently undergone surgery or suffered any serious illness or accident must be cleared for travel by the Doctor.

All requests for special assistance are to be submitted with as much prior notice as reasonably practicable and an absolute minimum of THREE working days is required for the necessary formalities to be completed and must be forwarded to BH Air with the booking.

For Medical Clearance, the following details (see GOM3.9 MEDIF FORM) must be forwarded to BH Air- with the reservation.

The information shall be transmitted to BH Air by using standard “Information sheet for passengers requiring special assistance” and “Medical information sheet – MEDIF (see IATA recommended practice 1700A).

### 3.9 MEDIF FORM



<b>PART 1</b> To be completed by SALES OFFICE/AGENT	<b>M E D I F</b> STANDARD MEDICAL INFORMATION FORM FOR AIR TRAVEL Answer ALL questions - Put a cross (x) in "YES" or "NO" boxes. Use BLOCK CAPITALS or TYPEWRITER when completing this form													
<b>A</b> NAME / INITIALS / TITLE														
<b>B</b> PROPOSED ITINERARY (Airline(s), Flight Number(s), class(es), date(s), segment(s), reservation status of continuous air Journey)	<div style="border: 1px solid black; height: 40px; width: 100%;"></div>	Transfer from one flight to another often requires LONGER connecting time.												
<b>C</b> NATURE OF INCAPACITATION	MEDICAL CLEARANCE REQUIRED? NO <input type="checkbox"/> YES <input type="checkbox"/>													
<b>D</b> IS STRETCHER NEEDED ON BOARD? (all stretcher cases MUST be escorted)	NO <input type="checkbox"/> YES <input type="checkbox"/>	Request rate of known												
<b>E</b> INTENDED ESCORT (Name, sex, age, professional qualification, segments if different from passenger) If untrained, state "Travel companion" *	<div style="border: 1px solid black; height: 40px; width: 100%;"></div>	For blind and/or deaf, state if escorted by a trained dog.												
<b>F</b> WHEELCHAIR NEEDED? NO <input type="checkbox"/> YES <input type="checkbox"/> Categories are: WCHR WCHS WCHC Wheelchair Category <input style="width: 50px;" type="text"/>	<table border="1" style="width: 100%; border-collapse: collapse; font-size: x-small;"> <tr> <td style="text-align: center;">OWN Wheelchair</td> <td style="text-align: center;">Collapsible</td> <td style="text-align: center;">Power drive?</td> <td style="text-align: center;">Battery Type (Spillable?)</td> </tr> <tr> <td>NO <input type="checkbox"/></td> <td>NO <input type="checkbox"/></td> <td>NO <input type="checkbox"/></td> <td>NO <input type="checkbox"/></td> </tr> <tr> <td>YES <input type="checkbox"/></td> <td>YES <input type="checkbox"/></td> <td>YES <input type="checkbox"/></td> <td>YES <input type="checkbox"/></td> </tr> </table>	OWN Wheelchair	Collapsible	Power drive?	Battery Type (Spillable?)	NO <input type="checkbox"/>	NO <input type="checkbox"/>	NO <input type="checkbox"/>	NO <input type="checkbox"/>	YES <input type="checkbox"/>	YES <input type="checkbox"/>	YES <input type="checkbox"/>	YES <input type="checkbox"/>	Wheelchairs with spillable batteries are "restricted articles" and are permitted on passenger aircraft only under certain conditions, which can be obtained from the airline(s). In addition, certain countries may impose specific restrictions.
OWN Wheelchair	Collapsible	Power drive?	Battery Type (Spillable?)											
NO <input type="checkbox"/>	NO <input type="checkbox"/>	NO <input type="checkbox"/>	NO <input type="checkbox"/>											
YES <input type="checkbox"/>	YES <input type="checkbox"/>	YES <input type="checkbox"/>	YES <input type="checkbox"/>											
<b>G</b> AMBULANCE NEEDED? NO <input type="checkbox"/> YES <input type="checkbox"/>	To be arranged by AIRLINE NO <input type="checkbox"/> specify Ambulance Company contact: YES <input type="checkbox"/> specify destination address:	<div style="border: 1px solid black; height: 30px; width: 100%;"></div>	Request rate(s) if unknown											
<b>H</b> OTHER GROUND ARRANGEMENTS NEEDED	If yes, SPECIFY below and indicate for each item: (a) the ARRANGEMENT airline or other organisation, (b) at whose EXPENSE, and (c) CONTACT addresses/phones where appropriate, or whenever specific persons are designated to meet/assist the passenger.													
1 Arrangements for delivery at DEPARTURE	NO <input type="checkbox"/> YES <input type="checkbox"/>	<div style="border: 1px solid black; height: 20px; width: 100%;"></div>												
2 Arrangements for assistance at CONNECTING POINTS	NO <input type="checkbox"/> YES <input type="checkbox"/>	<div style="border: 1px solid black; height: 20px; width: 100%;"></div>												
3 Arrangements for meeting at airport of ARRIVAL	NO <input type="checkbox"/> YES <input type="checkbox"/>	<div style="border: 1px solid black; height: 20px; width: 100%;"></div>												
4 Other requirements or relevant information	NO <input type="checkbox"/> YES <input type="checkbox"/>	<div style="border: 1px solid black; height: 20px; width: 100%;"></div>												
<b>K</b> SPECIAL IN-FLIGHT ARRANGEMENTS NEEDED, Such as special meals, special seating, leg-rest, extra seat(s) special equipment etc. (See note at end of PART 2)	NO <input type="checkbox"/> YES <input type="checkbox"/>	If yes, DESCRIBE and indicate for each item: (a) SEGMENT(s) on which required, (b) airline-ARRANGED or arranging third party, and (c) at whose expense. - Provision of SPECIAL EQUIPMENT, such as oxygen etc., always requires completion of PART 2.												
<b>L</b> DOES PASSENGER HOLD A "FREQUENT TRAVELLERS MEDICAL CARD" VALID FOR THIS TRIP? (FREMEC)	NO <input type="checkbox"/> YES <input type="checkbox"/>	If yes, add below FREMEC data on your reservation requests. If no (or if additional data needed by carrying airline(s), have physician in attendance complete PART 2 overleaf.												
FREMEC <input style="width: 50px;" type="text"/> <input style="width: 50px;" type="text"/> <input style="width: 50px;" type="text"/> <input style="width: 50px;" type="text"/> <input style="width: 50px;" type="text"/> <input style="width: 50px;" type="text"/> <small>(FREMEC number) (issued by) (valid until) (sex) (age) (incapacitation)</small>	<input style="width: 100%;" type="text"/> <small>(incapacitation - cont'd) (limitations)</small>													
<b>PASSENGER DECLARATION</b> <small>(where needed, to be read by/to the passenger, date and signed by him/her or on his/her behalf.)</small> I HEREBY AUTHORIZE to provide the airlines with the information required by those airlines medical departments for the purpose of determining my fitness for carriage by air and in consideration thereof, I hereby relieve that physician of his/her professional duty of confidentiality in respect of such information and agree to meet such physician's fees in connection therewith. I take note that, if accepted for carriage, my journey will be subject to the general conditions of carriage/tariffs of the carrier concerned and that the carrier does not assume any special liability exceeding those conditions/tariffs. I am prepared, at any risk, to bear any consequences which carriage by air may have for the state of my health and I release the carrier, it's employees, servants and agents from any liability for such consequences. I agree to reimburse the carrier upon demand for any special expenditures or costs in connection with my carriage.														
PLACE:	DATE:	PASSENGERS SIGNATURE:												



<b>PART 2</b>		<b>MEDIF - MEDICAL INFORMATION SHEET</b>		(FOR OFFICIAL USE ONLY)
<b>To be completed by ATTENDING PHYSICIAN</b>	This form is intended to provide CONFIDENTIAL information, to enable the airlines MEDICAL Department to assess the fitness of the passenger to travel as indicated in PART 1 hereof. If the passenger is acceptable, this information will permit the issuance of the necessary directives designed to provide for the passengers welfare and comfort.  The PHYSICIAN ATTENDING the incapacitated passenger is requested to ANSWER ALL QUESTIONS. (Enter a cross "x" in the appropriate "yes" or "no" boxes, and/or give precise concise answers).  COMPLETEING OF THE FORM IN BLOCK LETTERS OR BY TYPEWRITER WILL BE APPRECIATED.		This form must be returned to: <div style="border: 1px solid black; height: 40px; width: 100%; margin-top: 5px;"></div> (Carriers designated office)	
MEDA01	PATIENT'S PHYSICIAN INITIAL(S), SEX, AGE			
MEDA03	ATTENDING PHYSICIAN Name & Address			
	Telephone contact	Business:	Home:	
MEDA04	MEDICAL DATA DIAGNOSIS in detail (including vital signs)			
	Day/Month/Year of first symptoms	Date of diagnosis:		
MEDA04	PROGNOSIS for the trip			
MEDA05	Contagious AND communicable disease	NO <input type="checkbox"/>	YES <input type="checkbox"/>	Specify: <input style="width: 100%;" type="text"/>
MEDA06	Would the physical and/or mental condition of the patient be likely to cause distress or discomfort to other passengers?	NO <input type="checkbox"/>	YES <input type="checkbox"/>	Specify: <input style="width: 100%;" type="text"/>
MEDA07	Can patient use normal aircraft seat with seat-back placed in the UPRIGHT position when so required?			
MEDA08	Can patient take care of his/her own needs onboard UNASSISTED * (including meals visit to toilet, etc.,)?	NO <input type="checkbox"/>	YES <input type="checkbox"/>	If not, type help needed: <input style="width: 100%;" type="text"/>
MEDA09	If to be ESCORTED, is the arrangement proposed in PART 1/E hereof satisfactory for you?	NO <input type="checkbox"/>	YES <input type="checkbox"/>	If not, type of escort proposed by you: <input style="width: 100%;" type="text"/>
MEDA10	Does patient need OXYGEN ** equipment in flight? (if yes, state rate of flow)	NO <input type="checkbox"/>	YES <input type="checkbox"/>	Litres per minute: <input style="width: 100%;" type="text"/>
MEDA11	Does patient need MEDICATION * other than self administered, and/or the use of special apparatus such as respirator, incubator, etc. **?	(a) on the GROUND while at the airport(s):		
		NO <input type="checkbox"/>	YES <input type="checkbox"/>	Specify: <input style="width: 100%;" type="text"/>
MEDA12		(b) on board the AIRCRAFT		
		NO <input type="checkbox"/>	YES <input type="checkbox"/>	Specify: <input style="width: 100%;" type="text"/>
MEDA13	Does patient need HOSPITALISATION ! (if yes, indicate arrangements made or, if none were made, indicate "NO ACTION TAKEN".	(a) during long layover or nightstop at CONNECTING POINTS en route		
		NO <input type="checkbox"/>	YES <input type="checkbox"/>	Specify: <input style="width: 100%;" type="text"/>
MEDA14		(b) upon arrival at DESTINATION		
		NO <input type="checkbox"/>	YES <input type="checkbox"/>	Specify: <input style="width: 100%;" type="text"/>
MEDA15	Other remarks or information in the interest of your patient(s) smooth and comfortable transportation	NONE <input type="checkbox"/>	Specify if any **: <input style="width: 100%;" type="text"/>	
MEDA16	Other arrangements made by the attending physician			
NOTE (**): Cabin attendants are NOT authorized to give special assistance to particular passengers, to the detriment of their service to other passengers. - Additionally, they are trained only in FIRST AID and are NOT PERMITTED to administer any injection, or to give medication.		IMPORTANT: FEES, IF RELEVANT TO THE PROVISION OF THE ABOVE INFORMATION AND FOR THE CARRIER-PROVIDED SPECIAL EQUIPMENT (**) ARE TO BE PAID BY THE PASSENGER CONCERNED.		
PLACE:	DATE:	ATTENDING PHYSICIAN'S SIGNATURE:		

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**The following categories of passengers will not be carried on BH Air aircraft:**

- Passengers who have an infectious disease.
- Passengers whose appearance would be offensive to fellow passengers.
- Pregnant women beyond the end of the 36th week of pregnancy.
- Passengers who have had a coronary thrombosis within the previous three weeks unless it has been a very mild one and the physician in charge of the case is aware that the passenger may be subjected to a cabin altitude of up to 8,000 feet.
- Respiratory disease sufficient to cause dyspnea at rest or on very mild exertion.
- Passengers who have undergone abdominal surgery within the previous two weeks.
- Passengers who have undergone thoracic surgery within the previous three weeks.
- Passengers who have suffered a spontaneous pneumothorax and where the lung has not yet fully expanded.
- Passengers who within the previous three weeks have suffered a significant hemorrhage or are anemic.
- Certain hemoglobin disorders, particularly sickle cell anemia.
- Passengers who are psychiatrically disturbed in any way must only be carried if they are sedated and/or accompanied by suitable able-bodied escort to provide restraint if necessary.

**3.10 EXPECTANT MOTHERS AND NEW-BORN BABIES**

**Expectant mothers:**

- May normally be accepted for transportation up to the end of 27th week of their pregnancy).
- From 28th up to end of 36th week of their pregnancy may be accepted provided they have a doctor's certificate allowing this and that the duration of the flight is 4 hours or less.

**Note!** *Pregnant women will not be accepted for transportation within two weeks of expected delivery date.*

**Note!** *Between the 28th and 36th week of their pregnancy, expecting woman has to fill-in Company Release Form. Cabin crew can also request from any pregnant passenger to fill in that form in case they doubt their fitness to fly.*

Healthy new-born babies, provided not prematurely born shall not be accepted for carriage within first seven (7) days after birth. Premature babies shall be considered as MEDA and medical clearance is required.

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### 3.11 INFANTS – INF

Passengers up to 2 years are considered as infants INF, as a rule infants can't travel unaccompanied.

The maximum number of infant occupants is limited by the number of oxygen masks, life-jackets and infant safety belts available on board.

Infants under two are NOT allocated a seat, the infant must travel on an adult passengers lap, an infant seatbelt will be provided on board to retain the child during the flight.

Only one infant per adult passenger will be accepted. If there is a second infant traveling, there must be another adult to care for the second infant or a separate seat purchased child fare applicable. It is the responsibility of the passenger to provide sufficient care for the infant. Seats for passengers with infant cannot be allocated on emergencies.

**Passengers with Infants shall not be seated in the following position:**

- **The window seats in a row aft of an exit door unless there is a partition wall between the seat row and the door,**
- **In over wing exit seat rows.**

### 3.12 UNACCOMPANIED MINORS

Children between the ages of five and twelve are usually accepted for travel as unaccompanied minors.

The Company may normally accept 8 UMs (A320) per sector. When number of UM exceeds this number the transport of UM is to be performed as follows:

- From 8 to 10 UM – requires advance confirmation by the airline and one extra Cabin Crew Member,
- From 10 to 15 UM – requires advance confirmation by the airline and two extra Cabin Crew Members,

All children travelling alone (UM) will be handed a plastic folder "I am travelling alone", containing all documents for trip, such as: ticket, boarding card and declaration of responsibility. The plastic folder is to be carried around the neck, and shall be handed out when the child checks in at the airport of departure.

Cabin Crew Members shall ensure that the child is seated at other than an emergency exit. It is preferred that the child be seated near a galley where Crew will be then able to keep an eye on the child throughout the flight. The child must not be allowed to leave airplane unescorted. The child leaves the airplane first.

**Note: At check-in the parent/guardian must remain at the airport of departure until the flight left and to provide a permanent contact to a supervisor at check-in or station manager until plane arrival at destination airport.**

An Unaccompanied Minor Form /handling advice/ has to be completed and signed.

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### Arrival station procedures:

- Meet and assist the UM and collect any travel documents from the cabin crew
- Complete the handling advice/declaration form for airline staff responsible
- Ensure baggage of the UM is collected, if any
- Hand over the UM only to the designated adult noted on the handling advise after verifying the identity of this person and having received a signature for receipt of the UM.

### Group of Children: 2- 12 Years of Age.

It is not permitted to carry two children in the same seat. When transporting a group of children there must be a number of adults covering 10% of the number of children. This may include extra Cabin Crew.

**Note: UM must not be booked on flights, which include a night stop or when in-flight escort is needed.**

### 3.13 BLIND PASSENGERS – BLND

There is no restriction governing the acceptance of blind passengers for travel. Blind passengers, if accompanied, will likely choose to board along with other passengers and to move under their own power.

When traveling alone, assistance will be provided for boarding and arrival. Always remember that the blind person cannot see you approach and if there are other people around, they may not realize that you are addressing them, therefore, preface your remarks by using the passenger's name or touch them lightly on the arm. When communicating with a blind passenger, speak in a normal voice and speak directly to the passenger. Do not ask others present questions that the passenger can answer for themselves.

Provided that prior reservation procedure has been made to BH Air, a trained guide dog, may be carried free of charge ever on board with blind passenger and free of charge. Before traveling the passenger shall seek veterinary advice, as the dog may suffer long term deterioration. The passenger shall also be made aware of the fact that in many countries (including UK) guide dogs can be subject to stringent quarantine regulations and they have to seek expert advice from the Ministry of Agriculture before deciding to take their guide dog abroad.

### 3.14 DEAF AND MUTE PASSENGERS – DEAF

There are no restrictions governing the acceptance of deaf and mute passengers for travel. These passengers, if accompanied will probably elect to board along with the other passengers.

When traveling alone, assistance will be provided for boarding and arrival. Always speak in a normal tone of voice and at a normal pace.

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### 3.15 STRETCHER CASES

Stretcher cases are very ill passengers in dire need of medical treatment and/or are accident victims.

Carriage of any stretcher patient is subject to the approval of authorized physician for the main station or government registered general hospital at outstations. Stretcher patients shall be accompanied by certified medical personnel who must be a doctor or a nurse. Waiver for this requirement must be recommended by the company doctor and approval by General Manager (Operations) or Chief Pilot in his absence. Crew will be kept informed whenever such waiver is granted.

A MEDIF, duly filled along with the signature of the passenger/ next of kin/ escort and of the attending physician, is required to be submitted. Carriage of a stretcher passenger requires advance arrangements and is subject to availability of space.

The MEDIF form is an IATA approved document and lists the minimum information to be provided to the airline for the carriage of disabled passengers. The airline is free to ask for additional information or clarifications, if required.

For carriage of such passengers, the MEDIF form is to be completely filled up by the passenger or his/ her authorized representative in case the passenger is unable to do so.

An important aspect of the MEDIF is to be filled up by the physician in charge of the disabled passenger.

It is mandatory to complete the MEDIF including the treating physician's Certification section and the undertaking/ passenger declaration at the end of the document. Importantly the passenger/ representative must sign the MEDIF requesting for air travel.

Where interline travel on other airlines is involved, advance arrangements with the other carrier is necessary regarding confirmation of special meals, medicines, oxygen, an ambulance and other equipment.

Only 1 stretcher per flight will be accepted in economy class for A320.

**Stretcher location:** 12 seats at last 4 rows LH side  
(Seats to be blocked)

**Doctor or Nurse's seat:** seat/s on row/s directly across the aisle  
of stretcher's location

**Family members' seat:** Preferably last 4 rows of starboard side

Patient shall be boarded from AFT service door (Port side) using DPL (Disabled Passenger Loader)/ special lift truck. If possible, STCR from ambulance shall be "Scoop" type which can be easily dismantled after passenger has been positioned on aircraft stretcher.

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If the stretcher case is on outgoing sector, to minimize the ground time at outstations, after disembarkation of stretcher case passenger, stretcher will not need to be dismantled when onward/ return flight's passenger load is not full.

Apron/ Ramp staff at outstations shall ensure not to offload the stretcher's container from cargo hold.

SOM (seat occupied message) shall be sent to down line station to block the stretcher occupied seats for onward/return flight.

Engineering department must be advised in advance for stretcher/ equipment to be loaded/ fixed.

### 3.16 PASSENGERS REQUIRING OXYGEN

**The company has not a policy for transportation of passengers that have a potential need of therapeutic medical oxygen (compressed oxygen otles, so those categories of passenger are not accepted on board of BH Air aircrafts.**

#### **Portable Oxygen Concentrator/POC/**

BH Air may allow passengers to bring portable oxygen concentrators (POCs) onto airplanes only when this is requested in advance. In the its request passenger shall provide to BH Air detailed information about POS manufacturer and model and official approval from BH Air is needed for POC to be taken onto airplane.

### 3.17 WHEELCHAIRS/MOBILITY DEVICES

Wheelchairs are to be made available to passengers as required. If a passenger is traveling with its own wheelchair, it must be tagged with a destination tag at check-in and loaded last onto the aircraft at the gate, so it is readily accessible at the destination. All wheelchairs will be carried free of charge in addition to their normal baggage allowance.

#### **Classification of Wheelchair Passengers:**

There are three types of wheelchair passenger, according to their needs:

- WCHR Passenger can ascend/descend steps and make their own way to/from cabin seat but cannot walk long distances.
- WCHS Passenger cannot ascend/descend steps but is able to make own way to/from cabin seat. Cannot walk long distances, and must be carried up/down the steps.
- WCHC Passenger completely immobile. Requires wheelchair to/from aircraft and must be carried up/down and to/from cabin seat.

The above codes must be used on Cabin Crew PIL and the departure PSM message advising the destination of a wheelchair requirement.

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### **Handling of Battery Powered Wheelchairs/Mobility Aids and Preparing your Wheelchair/Mobility Aid for the flight:**

Before being accepted for transport all mobility aids powered by batteries must be inspected if their battery type is permitted for carriage.

In all cases the mobility aids must be loaded in a manner that prevents movements and damage from other load and cargo.

#### **Wheelchairs and mobility aids with non-spillable Wet Batteries or Dry Batteries**

- The battery terminals must be protected from short circuits by being enclosed within a battery container;
- The battery must be securely attached to the wheelchair or mobility aid;
- Electrical circuits must be inhibited, so there is no chance of the device being unintentionally activated. If this is not possible – and as a last resort – the battery cables need to be disconnect and the battery terminals must be insulated to prevent short circuits;
- When can be removed from device the battery(ies) must be carried in strong, rigid packaging and protected from short circuit.

#### **Wheelchairs and mobility aids with spillable Batteries**

- The battery terminals must be protected from short circuits by being enclosed within a battery container;
- The battery must be securely attached to the wheelchair or mobility aid;
- Electrical circuits must be inhibited, so there is no chance of the device being unintentionally activated. If this is not possible – and as a last resort – the battery cables need to be disconnect and the battery terminals must be insulated to prevent short circuits;
- If the wheelchair or mobility aid cannot be loaded, stowed, secured and unloaded always in an upright position, the battery(ies) must be removed;
- Removed battery(ies) must be carried in strong, rigid, leak proof packagings and secured upright. Packagings must be marked „BATTER, WET, WITH WHEELCHAIR“ or „BATTER, WET, WITH MOBILITY AID“ and labelled with “Corrosive” label and “Package Orientation” label.

#### **Wheelchairs and mobility aids with Lithium or Lithium- Ion Batteries**

- The battery terminals must be protected from short circuits by being enclosed within a battery container;
- The battery must be securely attached to the wheelchair or mobility aid;
- Electrical circuits must be inhibited, so there is no chance of the device being unintentionally activated. If this is not possible – and as a last resort – the battery cables need to be disconnect and the battery terminals must be insulated to prevent short circuits;

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- If wheelchair or mobility aid is specifically designed to allow its battery to be removed by the user (e.g collapsible), the battery(ies) must be removed.
- Removed battery(ies) must be protected from short circuit by insulating the terminals (e.g by taping over exposed terminals);
- Removed battery(ies) must be protected from damage by placing each battery in a protective pouch;
- Removed lithium battery(ies) must be carried in the passenger cabin;
- The battery must not exceed 300 Wh or for device fitted with 2 (two) batteries each battery must not exceed 160 Wh;
- A passenger may carry a maximum of one spare battery not exceeding 300 Wh or two spare batteries each not exceeding 160 Wh.
- Handling agent shall check to verify that the Watt- hour (Wh) or Lithium content (g) for all installed or spare batteries before to be accepted for carriage. Lithium batteries with no or unclear markings of Watt- hour or Lithium content are not accepted for carriage.

### 3.18 POTENTIALLY DISRUPTIVE PASSENGERS

#### Inadmissible passengers

Information for inadmissible passengers transportation shall be provided in advance to BH Air Operations department:

Phone: +359 2 447 6313

Mobile: +359 887 316266

Fax: +359 2 980 1432

Email: [ops@bhairlines.com](mailto:ops@bhairlines.com)

Procedures and Information regarding preflight arrangement, seating arrangements, escort etc. are subject of coordination between BH Air and respective local authorities according to BH Air Security program.

When assistance from ground handling provider is required this will be subject of separate instruction issued by BH Air Ground Operations department.

#### **Transport on board of deportees or persons under lawful arrest.**

BH Air does not carry deportees and/or passengers who are subject of judicial or administrative proceeding.

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The authorities responsible for the transportation of DEPU/DEPA and passengers in custody shall notify the carrier in writing within 24 hours in advance for the number of DEPU/DEPA passengers and their accompanying escort (when required) to [ops@bhairlines.com](mailto:ops@bhairlines.com) with CC to [security@bhairlines.com](mailto:security@bhairlines.com) . They will be required to fill and submit via e-mail a "Notice to Air Carrier" for DEPU/DEPA passengers (the otice form will be provided upon instruction of BH Air Security departmet).

Only after appropriate risk assessment and receiving confirmation on behalf of BH Air Securitydepartment, DEPU/DEPA can be accepted on board the aircraft.

Pilot in command shall refuse access to board the aircraft of DEPU/DEPA assengers in case where the preliminary procedures for their agreement have not been ollowed, when required escort is not provided, or if additional instructions have not been received from BH AIR Security department.

### OFFLOAD TABLE

If for any reason offloading becomes necessary e.g. aircraft overweight, the following offload order will apply:

The Load Control staff selects the load according to the following Priority list, with regards to the provisions specified in the "Note".

#### Priority list:

- 1 Passengers,
- 2 Baggage:
  - C Class, Priority, VIP,
  - transfer baggage with "SHOCON" tags,
  - other transfer baggage,
  - other baggage,
  - "RUSH" baggage.

#### 3 Cargo:

- special cargo (AVI, perishable),
- other cargo,

*Note: The following categories of passengers shall not be offloaded:*

- Business class, VIP's and CIP'
- Disabled/PRM or any passenger requiring special attention,
- Families with infants and young children,
- AOG specified cargo.

### 3.19 LATE PASSENGERS

Passengers must arrive at the airport at the time stated or sufficiently in advance of the flight to enable departure procedures to be completed. Sufficient time will not be less than TWO Hours before scheduled time of departure STD. It is recommended to

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the passengers to arrive at the airport three hours before departure because of strict and detailed security procedures. The standard Flight Closure for BH Air flights is 30 minutes before STD. Passengers that report after this time may be accepted as L.M.C's, subject to space. Checked-in standby passengers MUST NOT be offloaded to accommodate L.M.C's.

The acceptance of any L.M.C's must not delay the flight departure, the Captain is always to be consulted of L.M.C's and his decision on acceptance will be final.

It is on their personal responsibilities of any passenger who fail to board the aircraft.

### **3.20 TRANSIT(IF APPLICABLE )**

Transit passenger may be allowed to disembark when scheduled ground time and local circumstances and facilities permit.

Local airport requirements shall be applied regarding the security of transit passengers, including screening requirements.

Certain categories of passengers should be escorted during the transit time.

#### **3.20.1 Disembarkation Procedures**

- Each passenger should be provided with transit boarding pass or must be instructed to retain their original boarding passes
- Inform passengers of boarding time, gate and available facilities as well

#### **3.20.2 Transit Passengers remains on Board**

There may be categories of passenger who stays on board the aircraft, if locally permitted and in compliance with government requirements

In this situation numbers of passengers must be checked with cabin crew on board to ensure a correct boarding counts when re- boarding the flight .

#### **3.20.3 Boarding procedure of transit passengers**


- Board the transit passengers before local passengers
- Re-secured the flight by checking travel documents and validating boarding status through collection of transit cards or review of original boarding cards. Validation can be done using the flight manifest or Departure control system ( DCS )

#### **3.20.4 Missing transit passengers**

The flight must be re- secured before doors closure. If passengers are missing, apply the procedures for passenger boarding discrepancies.

### **3.21 BOARDING PROCEDURES**

BH Air flights should be called to the Gate between 40 minutes prior to ETD. Airport information boards or monitors have to show that flight has been called to the Gate. Contact must be made with the aircraft to ensure that the Cabin Crew is present and ready to accept passengers.

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The boarding of passengers have to start no later than 30 minutes before ETD. If an air bridge is used passengers will board through one entrance /1L/.

If boarding from ground level all left side cabin doors must be used whenever possible, directing passengers from the Gate or at the aircraft, in accordance with seat number allocated on the boarding card. Care must be taken to direct passengers round the wing (and fuelling location) when boarding by the rear door.

All passengers must have their passport checked against their boarding card/ticket before boarding a BH Air flight.

When passengers enter the Gate Lounge, or as passengers exit the Gate, the boarding cards must be collected. Each passenger sequence number must be marked off either on a Passenger Control Sheet or entered into the check-in computer. This check-off will identify any missing sequence numbers i.e. No-Show Passengers.

Pre-Boarding is required for the following categories of passenger:

- Slow walkers
- Wheelchair passengers
- Families with infants or young children etc.

Pre-Boarding Announcements must be made to give the opportunities to passengers to prepare themselves for boarding at least 10 minutes before commencing boarding.

### **Boarding in the Case of DCS break down**

Where no DCS is available or in the case of DCS failure , apply manual boarding procedures.

Ensure the final check in counts matches the boarded passengers count prior to door closure. Then prepare and present final manifest

### **Boarding Clearance**

The boarding clearance shall be obtained from the Cockpit Crew in due time. If in exceptional cases the Cockpit Crew is not available, the boarding clearance may be obtained from the Senior Cabin Crew Member.

Boarding shall not be started without a boarding clearance.

### **End of Boarding**

Before flight closure , ensure all accepted passengers have boarded the aircraft.

### **Based on the operating procedures:**

- Secure the flight by matching the check In passengers and boarded passngers.Finish the boarding process and close the flight in DCS.
- Provide final passenger numbers to cabin and/or flight crew
- Provide required flight documents to cabin and/or flight crew.
- Ensure load control is informed about final passengers and/or baggage information. (In case of manual load control , loadsheet preparation by crew , flight crew must be informed)

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### 3.22 NO-SHOW PASSENGERS

In the event of passengers failing to report to the departure gate, having checked-in for a flight, the discrepancy **MUST** be reconciled before the aircraft is allowed to depart. If a passenger count and passenger control sheet at the departure gate fails to comply with the total number of passengers checked-in for the flight, additional calls in the airport public address system must be instituted. Whilst these calls are being made the following checks shall also be carried out:

- Identify the missing sequence numbers on Passenger Control sheet.
- Recheck the number of flight coupons, to ensure a miscount has not occurred. And to identify the missing sequence numbers (written on the flight coupon with the seat number) with a passenger's name. Once the name is identified the passenger is to be paged. The seat number can also be checked on the aircraft.
- Recheck the number of boarding card stubs collected at departure gate and the cross check with the passenger control sheet.
- Carry out a physical head count of the passengers on board.
- If the discrepancy still occurs between the number of passengers checked-in for the flight and the number on board the aircraft, the Captain must be informed. Either baggage identification must be initiated immediately or a search for the missing passengers bag which can be identified by the sequence number written on the baggage tag.

### 3.23 UNRULY AND DISRUPTIVE PASSENGERS. REFUSAL OF TRANSPORTATION

The right to refuse carriage is included in the international conditions for carriage by air and BH Air, and ground handling partners who acts on behalf of BH Air, may refuse to carry or may disembark at any airport any passenger:

- Whose carriage because of his physical or medical condition, on the basis of established facts, could pose a threat to the safety or security of other passengers, their property, the airplane or crew;
- Who refuses to, or does not submit himself to the specific conditions of carriage required by BH Air and/or local rules applicable at the airport.
- Whose conduct, status, mental or physical condition is determined as incapability of his evacuation of the airplane unless he is accompanied by an escort who will be responsible for him and his needs on embarking, disembarking, during flight and during emergency evacuation;
- Who may be a source of infection and in the case of certain diseases, discomfort to other passengers;
- Whose carriage, even with the implementation of special precautions, might cause unusual hazard or risk to himself or to other persons and property;
- Who is apparently under the influence of alcohol and/or drugs to the extent that the safety of the airplane or its occupants is likely to be endangered.

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If a potential unruly/disruptive behavior of passenger/s is identified during check-in and between check-in and boarding of a BH Air flight the following procedure shall apply:

### Level 1 Incident

These are cases which do not interfere with normal operations such as minor verbal abuse. The frontline personnel shall respectfully and politely request that passenger stops his/her unacceptable behavior and give the passenger a verbal warning clearly indicating the legal requirements that passenger shall comply in order to be admitted on board of the flight.

If passenger complies with the request do not call police or airport authority and continue normal servicing of the flight.

No information to PIC and report needed for Level 1 incident.

If behavior continues to escalate or passenger continues to obstruct the operational process ground handling frontline personnel shall try to maintain control of the situation and call the Duty Manager/Supervisor for incident escalation to Level 2.

### Level 2 Incident

The front line personnel /check-in Agent/ requests assistance from the Duty Manager/Supervisor of the handling service provider as well as, if present, the BH Air representative in case of on-going passenger misbehavior.

The Duty Manager/Supervisor or BH Air representative shall:

- Try to direct the unruly passenger to a more isolated location until the incident is resolved in order to minimize delays and discomfort to other passengers.
- Requests passenger to comply in order to be admitted on board of a flight. If possible he/she tries to mitigate on the passengers demands.
- If passenger is willing to comply, select appropriate staff to resume the normal course of operation.
- If the situation is still escalating call the Police and/or local airport Security authorities/as applicable/ and request assistance – this action escalates the incident to Level3.
- Contacts BH Air Operations Control Centre (OCC) and reports the incident as an Unruly Level 2:

Mob: +359 887 316266 – 24/7;

Tel: +359 2 447 6313;

Email: [ops@bhairlines.com](mailto:ops@bhairlines.com);

Sita: SOFBHXH

BH Air OCC shall contact the Pilot in command (PIC) and provide him with the information for unruly passenger. PIC may exercise the right for refusal of carriage.

In any case the Duty Manager/Supervisor or BH Air representative shall report to the PIC if unable to contact the BH Air OCC

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- Reports - A Disruptive Passenger Ground Incident Form (Appendix 2) shall be filed and sent by E-Mail to BH Air Security department (security@bhairlines.com) for review and analysis.

### Level 3 Incident

- The Ground Handling Duty Manager/Supervisor or BH Air representative shall call Airport Police or the Local Airport Authorities
- Waiting passengers shall possibly be redirected to the next available serviceable desks / gates / areas until the incident is resolved
- In the presence of the Police and/or Local Airport Authorities, the Duty Manager/Supervisor or BH Air representative informs the passenger that due to the unruly behavior, he/she is denied boarding for the concerned flight and that the ticket will be invalidated with no refund.
- Duty Manager/Supervisor or BH Air representative call BH Air OCC (Mob: +359 887 316266 - 24/7; Tel: +359 2 447 6313) and reports the incident as an Unruly passenger/s Level 3.
- BH Air Duty officer in OCC informs the PIC of the concerned flight. In any case the Duty Manager/Supervisor or BH Air representative shall report to the PIC if unable to contact the BH Air OCC.
- All personnel involved should possibly remain in area and provide full details to the Duty Manager/Supervisor or BH Air representative and to the Police or Local Authorities in charge.
- Disruptive Passenger Ground Incident Form (Appendix 2) shall be filed and sent by E-Mail to BH Air Security department (security@bhairlines.com) for review and analysis as well as to the Local Authorities if so required

**NOTE:** *If the Unruly / Disruptive passenger has already checked-in any luggage (hold or delivery at aircraft), handling service provider shall ensure that all these baggages are removed from the flight.*

### 3.24 BAGGAGE IDENTIFICATION

A baggage identification is instituted as follows:

- All the baggage is offloaded and placed on the ramp nearby.
- The passengers are to disembark by the forward door and walk past the baggage, ask them to identify and point out their baggage.
- Passengers, after identifying their baggage, can re-board the aircraft by the rear steps.
- Bags so identified may be re-loaded.
- The bags not identified must be regarded as suspect, and if their owners cannot be found must not be loaded but must be left behind and dealt with by the appropriate security authority.

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If any passenger misses BH Air flight, after the handling agent has done all possible to trace the passenger before departure, the passenger shall be directed to the ticket and reservation office or to representative.

BH Air or the Handling agent cannot be held responsible for the passenger missing the flight.

### 3.25 ON ARRIVAL

Ground personnel in charges of arrival must be informed about number of passengers on board in order to determine the number of busses needed.

The door of the aircraft have to be opened after agreement of ground staff and cabin attendant who takes confirmation from the commander.

Steps or loading bridges shall be in correct position. Sufficient number of buses have to be provided on arrival according to the number of passengers arrived. Overload of the ramp buses is strictly forbidden.

#### Disembarkation sequence:

The Senior Cabin Crew Member is in charge of delivering all documents, concerning the passengers.

- Unaccompanied Minors (UM)  
(If not possible, disembark UMs after economy class passengers);
- VIPs;
- Economy Class passengers;
- Passengers with reduced mobility and their escort;
- INADs (It depends on current condition/preferably first or after entire economy class).

### 3.26 PASSENGERS HANDLING IN CASE OF IRREGULARITY

#### 3.26.1 General

According to European Commission [Regulation \(EC\) 261/2004](#) for delayed and cancelled flight, there are three levels of compensation:

- in the event of long delays (two hours or more, depending on the distance of the flight), passengers must in every case be offered free meals and refreshments plus two free telephone calls, telex or fax messages, or emails;
- if the time of departure is deferred until the next day, passengers must also be offered hotel accommodation and transport between the airport and the place of accommodation;
- when the delay is five hours or longer, passengers may opt for reimbursement of the full cost of the ticket together with, when relevant, a return flight to the first point of departure.

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This regulation applies to all airline flights departing from an EU airport or to any airline licensed in the EU if that flight is departing from an airport outside the EU to a destination at an airport in an EU member state.

Irregular flight occurs when flight not operates according to the announced schedule. As most often reasons for irregular can be considered:

- closure of an airport (primary, intermediate or final for the flight), due to weather reasons, or the occurrence of an emergency at the airport;
- Late check-in due to transfer /passengers, baggage / or irregular handling process
- technical problems of the aircraft;
- other reasons.

### **3.26.2 Obligation to inform passengers**

General information shall be clearly visible at the check-in, at EC-airports we expect the airport to act accordingly.

For check-in at NON-EC-airports we offer a respective mobile signs, to be ordered via the usual channels.

BH Air shall provide passengers affected by long delay or cancellation with information setting out the rules for compensation and assistance in line with the EC Regulation.

In case of an irregularity the respective leaflets shall be available at any front office where a passenger could show up (e.g. service center, check-in desk, gate, lounge etc.)

In respect of blind or visually impaired persons, these passengers shall be informed orally about the contents of the leaflets.

### **3.26.3 Communication**

The passenger will be well informed about his rights concerning compensation and assistance in any case of irregularity via newspapers, internet or other media and our brochures.

However, in the first stage it will be necessary to explain the details to passengers as the obligation of the airline to pay compensation depends on the respective reason for the irregularity and is not a matter of course.

Therefore the front desk agents have to be fully aware of the contents of the Regulation in order to give appropriate information to the passenger. The different front desk agents are requested to communicate in the same way concerning reasons for cancellations or delays.

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### 3.26.4 Irregularity handling procedures

Occurrence of irregularity, the representative of BH Air or appointed representative of ground handling company at the airport, must inform the representative of the tourist company to:

- to postpone the hotel/airport transfer of passengers when possible and fix new transfer as appropriate with the expected delay.
- Passengers check-in can be postponed if there is flight delay announced but no clear information is provided about the expected time of departure.
- In case of irregularity to each passenger shall be given care by the 2 fax messages, e-mails or 2 telephone calls, meals and refreshments in a reasonable relation to the waiting time

Up to 2 hours delay expected prompt information shall be provided to the passengers for reasons announced by the airline and expected time of departure.

For delay exceeding 2 hours up to 3 hours – initially announced between 2 and 3 hours - voucher shall be provided to each passenger –

*Voucher GBP 5,00 – UK airports*  
*Vouchers EUR 5,00 – other airports*

- For delay exceeding 3 hours up to 6 hours - initially announced between 3 and 6 hours - voucher shall be provided to each passenger -

*Vouchers GBP 8,00 – UK airports*  
*Vouchers EUR 8,00 – other airports*

BH Air duty operations officer shall send official confirmation to the handling agent when vouchers to be provided to passengers.

Only one voucher to be provided to passengers at the respective cost as delay is announced. Additional expenses must be coordinated with BH Air.

In case of longer delay expected, and after co-ordination with the BH Air duty operations officer, passengers can be accommodated in a hotel with appropriate bus transfer and meals.

Children and sick passengers, with their attendants (or serving them), must be accommodated in specialized areas of the airport for the duration of the delay.

In flight delay status if BH Air flight attendants are available at the airport, the representative has right to engage them with taking care of passengers in the lounges at the airport.

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### 3.26.5 FORCE MAJEURE

The following circumstances can be considered Force Majeure :

- Political instability - civil unrest ; curfew
- Meteorological conditions - Fog, ice, snow, storms etc.
- Security risks - exceptional security measures concerning passengers, baggage, aircraft, airport
- Unexpected safety shortcomings
  - a) o technical problems on the aircraft\*
  - b) o Airport related problems as e.g. runway closures or limitations

***\*BH AIR maintenance bases are certified by the respective authority and performs all technical maintenance and service works strictly according to the official requirements of aircraft and its parts manufacturers, therefore technical problems are considered as unforeseeable and inevitable events. (= Force Majeure)***

- Strikes - strikes within the airline or within essential service companies such as ATC; airport etc.
- Air traffic management decisions - ATC delays

Where the subsequent rotation is affected directly by a previous irregularity- delay or cancellation, because of Force Majeure, the reasons for the subsequent flights are also considered as Force Majeure cases.

Irrespective of the reason of a cancellation (Force Majeure or NON-Force Majeure) specific rights have to be granted.

### 3.26.6 IRREGULARITY OCCURRENCE DURING FLIGHT

If an irregularity, due to the closure of destination airport, bad weather or other reasons the decision to divert the aircraft to alternate airport is taken by the Captain or Flight Operations. These cases must be coordinated with technical and commercial departments in the airline. According to the information on the actual situation, the representative of BH Air notifies the -travel agency whose flight is performed and together they organize a transfer of arrival/departure passengers from/to the alternate airport.

When plane has landed at third airport in the country or abroad, it is necessary as soon as possible, passengers to be carried to the airport of destination by another aircraft or alternative transportation. In the period necessary for organization of the alternative transportation, passengers must be accommodated in transit lounge at the airport.

## 4. BAGGAGE HANDLING

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## 4.1 BAGGAGE HANDLING / LOADING

### 4.1.1 GENERAL

Efficient baggage handling is our final opportunity to send the passenger away satisfied and leave with a lasting positive impression.

All of the reservations, airport processing and in-flight efficiencies an airline can provide, are of little avail if passengers arrive at their destinations without their baggage or if they find it damaged.

Also, if allowed, some passengers would carry with them as much baggage as they felt they needed.

Since the capacity of an aircraft is limited by holds volume and weight limitations, the amount each passenger carries must be kept within reasonable limits.

This ensures that the contracted payload of the aircraft is not exceeded.

These limits are achieved by giving each passenger a free personal baggage allowance and generally making a charge for any excess baggage or refuse to carry an excess baggage if overload can occur.

#### **DEFINITIONS:**

- Ticket:
  - Means the document entitled 'Passenger Ticket and Baggage Check issued by or on behalf of the Carrier and includes the Conditions of Contract and Notices and the flight and passenger coupons contained therein.
- Baggage:
  - Means such articles and effects of personal property as is necessary or appropriate for the wear, use, comfort or convenience of the passenger for the duration of the passenger's trip, subject to the conditions listed below.
    - c) a) It shall include both checked and unchecked baggage of the passenger.
    - d) b) The checked and unchecked baggage accompanies the passenger on the flight.
- Checked Baggage:

Means baggage of which BH Air takes sole custody of and for which BH Air has issued a baggage check issued by the handling agent. Upon delivery to BH Air of baggage to be checked, BH Air shall take custody thereof. BH Air will thereupon make an appropriate entry on the ticket /if paper ticket is issued/, which shall constitute the issue of the baggage

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check. Baggage identification tags, which are issued by BH Air in addition to the baggage check, are for identification purposes only.

All valuables items or documents e.g. House keys, Passport, etc. must not be packed in checked baggage, they must be packed in cabin baggage.

**Unchecked Baggage:**

- Means any passenger`s baggage other than checked baggage.
- • Unaccompanied Baggage

Means baggage carried on a flight and not accompanied by the passenger. BH Air will NOT accept unaccompanied baggage except RUSH baggage.

**NOTE:** *The accuracy of baggage and cargo weight is a critical safety factor. For these reasons scales used must be periodically checked and calibrated by the relevant authorities and such actions must be rerecorded and retained in accordance with applicable regulations.*

**4.1.2 Limit of liability**

BH Air limit of liability for baggage is described in the Conditions of Carriage officially published on BH Air web site.

- We are not liable for Damage to Unchecked Baggage unless such Damage is caused by our negligence.
- Except in the case of an act or omission done with intent to cause Damage or recklessly and with knowledge that Damage would probably result, our liability in the case of Damage to Baggage will be limited to 1000 SDRs per passenger.

If the value of your Checked Baggage is greater than our maximum liability you shall inform us at check in or ensure that the Checked Baggage is fully insured before travelling.

- Unless we have been negligent, we are not liable for any Damage caused by your Baggage, and you will be responsible for any Damage caused by your Baggage to other people or property, including our property.
- We are not liable in any way whatever for Damage to articles not permitted to be contained in Checked Baggage, including fragile or perishable items, items having a special value, such as but not limited to: money, keys, prescribed medicines, glasses/sunglasses, bottles, cameras, jewellery, precious metals, computers, personal electronic devices, mobile telephones, musical instruments, negotiable papers, securities, or other valuables, business documents, passports and other identification documents, or samples.
- We are not liable in any way whatever for cosmetic and/or superficial damage caused to baggage as a result of normal wear and tear during the course of Carriage

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#### 4.1.3 Baggage Tags

Baggage tags must be safeguarded at all times to prevent them becoming available to unauthorized persons. For each checked baggage a tag shall be issued and properly part with its number to stick on the baggage and passenger boarding pass. Form, contain and dimensions of the baggage tag issued for BH Air flights shall be in compliance with IATA recommended rules

#### 4.1.4 Cabin baggage

Each passenger is ONLY allowed ONE piece of cabin baggage with maximum size 55x40x25cm and not exceeding 7 kg in weight.

Cabin Baggage items are to be placed under the passengers seat or in the overhead bins. In addition to the above, the following, or similar items, may also be carried:

- A small handbag / a purse;
- An overcoat / a blanket;
- An umbrella / a walking stick;
- A small camera / binoculars, laptop.
- An infant's carrying basket;
- Infant's food for flight;
- Collapsible wheelchair – only as checked baggage.

However, discretion may be used to allow additional reasonable cabin baggage to achieve passenger goodwill without prejudicing safety aims.

***Note: Transport of cargo or passenger items in the passenger seats of the aircraft cabin is not allowed.***

#### 4.1.5 Cabin Baggage Tags and Delivery at Aircraft Items

If Cabin baggage tags are available they must be attached to all hand baggage allowed into the aircraft's cabin. All items MUST comply with the Cabin Baggage as detailed in GOM 4.1.4.

##### **Delivery at Aircraft Items – procedure**

General Checked baggage items on which a passenger is dependent such as

- wheelchairs
  - infant buggies
  - crutches or similar items
- can remain with the passenger up to the boarding point or gate area if local facilities allow a baggage acceptance in this area. At the destination station loading staff delivers the item at the aircraft in consideration of local circumstances.

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**Procedure:**

- Enter name and destination code on a ›Delivery at Aircraft‹-tag, attach the tag to the baggage item.
- When possible- label the item additionally with a normal baggage tag
- When applicable - Include item with other checked baggage pieces in the ticket box.
- The DAA-item must pass cabin baggage security screening.

Delivery at Aircraft Items procedure can be applicable for baggage found at the gate area that do not comply with cabin baggage requirements and passengers with such baggage should pay a fee for non-compliance with the cabin baggage requirements.

**4.1.6 Baggage handling procedures**

Care must be taken when handle passenger’s baggage to ensure that it is not damaged in any way.

Lift articles carefully (handles of suitcases and bags are especially liable to breakage). Articles shall be placed in position and never thrown or dragged. Packages, even if very light, shall be passed from hand to hand and never thrown from one point to another. Never load heavy items on top of light ones; similarly, light packages must not be wedged between heavier pieces.

Baggage must never be placed on the ramp and must be protected from weather by suitable covers when it is outside.

Affix the identification tag to the cover the passenger ticket taking care not to obscure any notices, especially those of a legal nature. Remove any identification tags remaining on the ticket /if paper ticked issued/ from previous journeys.

**4.1.7 Departure baggage Handling (including special baggage )**

Depending on size of operations of the station , it is important for each departing flight , a pre-planning process is put in place to include:

Review all types of expected checked items for each departing flight and plan for :

The number of checked items and and their categories

Handling of any special baggage items that are planned for departure

Staff assigned to deliver baggage to/from the aircraft/staging area

Review the departure flight parking stand location to plan for on-time delivery of baggage:

- Determine the driving time to the departure stand

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- Determine any special for the use of the stand, such as supervision of baggage awaiting loading or additional security measures in place for the flight
- Consider adverse weather conditions and protection from extreme temperatures

Plan for any special handling equipment that will be used and brief baggage personnel on their use, as needed. This may include processes and procedures for handling mobility aids , weapons, etc.

#### **4.1.8 Preparation for Departure baggage**

The build location that has been allocated for departure flight must be verified. There may be more than one build location for the flight if applicable, such as :

- Specific segregation being built in different area
- Specific build location for out of gauge items.

It must be sure that the baggage personels working at the out of gauge point are aware of the build and/or allocated stand for delivery of items that arrive at OOG point

Ensure that signature of the departure flight is up to date ,(stand information is properly displayed etc )

Ensure the ground personnel handling the flight are aware of any special baggage items requiring processing , especially mobility aids.

#### **4.1.9 Monitoring the Departure Baggage operations**

Baggage performance monitoring is a key element of airline and baggage handling operations. There are a number of metric that can be capture and applied to key performance indicators. Metrics include:

- Number of bags left behind
- Number of bags accepted late from the check in/baggage system
- Number of bags received without tags
- First bag loaded
- Last bag loaded
- Number of gate bags
- Number of bags delivered to the incorrect system output

#### **4.1.10 Terminating baggage**

##### **Planning**

- Review relevant messages BMM, CPM, LDM for arriving flight to determine number, location of the luggage including special baggage
- Review arriving parking stand details

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- Plan for personel to meet the aircraft and determine the arrival activities, including the time they should be present at the stand
- Plan any special handling equipment and brief the arrival staff
- Preparation for Terminating Baggage
- Verify all allocated GSEs are in good working order
- Ensure the baggage team is aware of the delivery location for terminating baggage including the special one
- Ensure the arrival ground personel meeting the aircraft are aware of any special items processing especially mobility aids.
- Ensure the signage for the arrival flight is up to date and appropriately displayed.

### **Execution of Terminating Baggage**

- **Collection**
  - e) Liaise with the ramp team for the collection of baggage according to the unload plan (LDM, CPM )
  - f) Verify the load collected is the appropriate load as per the unload plan.
- **Delivery**
  - a) Deliver the baggage to the designated location
  - b) Observe government requirements such as security screening etc
  - c) First/last bag time recording manually or automatic when systems allowed it
  - d) Ensure there is a good communication between the ramp, baggage team and passenger team regarding the process of the unload, especially in the event of issues and delays
- **In the arrival hall**
  - a) If the reclaim belt is overloaded with baggage, bags should be removed from the belt and set aside in a secure manner (where they can be observed ) in a area that does not present a sfety risk for passengers.
  - b) Once all bags have been delivered to the reclaim and passengers have progressed away from the reclaim area, a sweep of the baggage belt should be undertaken to remove Rush bags and any unclaimed/remaining bags to the lost and found officer or other designated area for further processing.

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#### **4.1.11 Monitoring of Terminating baggage processes**

The following operational performance indicators must be observed:

- First bag delivery time – the time of delivery the first bag to the baggage reclaim belt
- Last bag delivery time – this is the time of delivery the last bag to the baggage reclaim belt
- Baggage delivery duration – duration of delivery the baggage of the arrival flight measured from the first bag delivery time to the last bag delivery time.
- Bag damaged on the arrival – a number of bags delivered to the baggage reclaim belt that have been damaged during their journey. This damaged can occur at any point In the journey or the passengers may have used a bag that was damaged before their journey started.
- Bags delivered out of plan – number of bags that have been delivered out of the intended delivery plan (special baggage delivered to the regular reclaim area etc)

#### **4.1.12 Accepting Damaged Baggage/Limited Release Baggage Tags**

When a bag is presented at check-in and falls into one or more of the categories listed below a 'Limited Release Tag' must be used in place of the normal baggage tag, for the following:

- Fragile or inadequate packing;
- Late check-in;
- Not permitted as cabin baggage;
- Perishable;
- Damaged.

The passenger must be advised of the unsuitability of the item, and that BH Air may not accept claims resulting from the above conditions of acceptance. The appropriate box on the tag shall be ticked and the destination and flight number entered in the normal way.

When the baggage is damaged before check-in, the location and extent of the damage must be indicated on the diagrams on the tag. The passenger must sign the tag agreeing to acceptance.

In the absence of BH Air own stationery, Handling Agents may use their own stationery clearly marked as being used on behalf of BH Air.

#### **4.1.13 Security and/or Safety Removed Items and cabin baggage uploaded to the cargo compartment.**

Security units are authorized to make final assessment of passengers baggage content. At the security screening/check some items contained in passenger baggage can be removed for security and/or safety reasons

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provided that such items can be hazardous and not acceptable to be carried by aircraft. Items removed from passengers baggage which are prohibited for carriage on board of passenger flights must not be loaded on the airplane.

BH Air and Ground handling staff would not be responsible/liable for items removed for security reasons.

Passenger is fully responsible for any disposal or alternative transportation arrangements, which they may require for the item in question. BH Air will not bear any RESPONSIBILITY in case of lost items removed for security and safety reasons at the security check.

Baggage intended to be carried in the cabin that is placed in the cargo compartment must only contain dangerous goods permitted in checked baggage. When baggage intended as carry-on is taken by the handling operator and placed into the cargo compartment for carriage, the handling operator must confirm with the passenger that dangerous goods which are only permitted in carry-on baggage (e.g. lithium batteries, including power banks) have been removed according to Table 2.3.A in Sub-section 6.9.4.

In case of spillage or leakage of unidentified substances from passenger's baggage, passenger services staff shall follow the safety procedures applicable at the respective airport and such baggage shall not be accepted until the substances are identified as non-dangerous and measures are taken to prevent stain of aircraft or other baggage.

#### **4.1.14 Exceptional items of baggage**

The following governs the acceptance of exceptional items of baggage. Exceptional items, including Sporting equipment, in the case of damage it must be noted that BH Air normal liability in respect of carriage will apply, therefore it is strongly recommended the passengers should take out separate insurance to cover any liabilities arising from on these items. Sporting equipment (except snow/water ski equipment) is included in the free baggage allowance. Additional charge may apply for ski equipment, diving equipment, bicycles, and scuba according to additional instructions issued by BH Air.

***Note: BH AIR does not provide packaging materials***

##### **4.1.14.1 Sporting Equipment**

Golf equipment, Skis, Poles and Boots may only be accepted as hold baggage. The golf equipment skis and poles must be securely fastened together and points and sharp edges padded to prevent damage.

##### **4.1.14.2 Scuba Diving**

A set of Scuba diving equipment comprises of one Scuba air tank, air supply regulator and pressure gauge, air tank harness, facemask, pair of diving fins, snorkel, knife, and life jacket. All or

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any of these items must be securely packed in ONE bag. Air tanks may be carried (maximum of 4 cylinders on Airbus A320 aircraft) and must be checked to ensure that they are empty and left open to the atmosphere, the regulator may remain attached.

**NOTE:** At check-in the equipment controls and gauges are to be checked to ensure they indicate cylinders are empty.

**NOTE:** The Captain must be advised the location whenever Scuba diving cylinders have been loaded.

#### 4.1.14.3 Windsurfers and surfboards

These will only be carried subject to space and payload availability and advanced confirmation from BH Air is required.

Windsurfers and surfboards must be properly packed, the dagger plate and skews removed and the board to be lashed to the boom and mast to be securely wrapped with pointed end protected in a manner such as to prevent damage to other baggage on the aircraft. Maximum length of any board must not exceed 370 cm.

#### 4.1.14.4 Bicycles

Bicycle can only be accepted for carriage if packed in nylon sacks, wheels and pedals removed and handlebars turned parallel or in cardboard with deflated tires. Bicycle must always be carried as checked baggage in the baggage hold

**NOTE:** Under NO circumstances can mopeds, scooters or motorcycles be carried. All bicycles must be adequately packed in order to protect them from damage.

#### 4.1.14.5 Small Vehicles Powered by Lithium Batteries



A lithium battery-powered vehicles as airwheel, solowheel, hoverboard, mini-segway, balance wheel etc. are strictly prohibited for transportation on board of BH Air aircrafts.

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#### 4.1.14.6 Tagging of Windsurfers, Surfboards, Bicycles and Fragile Items

Windsurfers, Bicycles or any other fragile miscellaneous articles will have a Limited Release Tag attached (which also acts as the passengers receipt).

#### 4.1.14.7 Live animals

- AVIH : BH AIR does not carry AVIH on A320 aircraft.
- PETC: Transport of Animals in the Cabin is allowed under the following conditions:
  - Two animals (including "seeing-eye" dogs) are allowed in the Cabin with their owners, provided none of the passengers are allergic to animals;
  - The animals are not to exceed 8 kg including cage weight per animal;
  - Their seating is one in the forward part of Cabin and one in the aft part of Cabin;
  - The animals are to be transported in a non leaking cage or basket, and must be placed on the floor in front of the passenger;
  - Antagonistic animals shall not be carried simultaneously on board the aircraft.

"Seeing-eye" dogs, exceeding 8kg, are allowed in the cabin.

"Seeing-eye" dogs accompanying a passenger shall:

- Be properly muzzled and harnessed,
- Not occupy a passenger seat,
- Lie on the floor next to the Cabin wall if possible.

**NOTE:** *Animals which may cause panic among the passengers if they are getting loose in the Cabin-like snakes etc.- shall always be send in a closed freight compartment-even though their weight may not exceed 8kg*

*Animals, accompanied by valid health and rabies vaccination certificate, entry permits and other documents as required by countries of entry or transit will be accepted for carriage*

**NOTE: Any acceptance of any animals on BH Air flights to/from the United Kingdom is STRICTLY PROHIBITED.**

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#### **4.1.15 Baggage loading – Quick guideline**

##### **4.1.15.1 Transfer baggage**

If there is transfer baggage it must be loaded into separate net sectors from point to point baggage and notification In the load message should be sent where the net sectors must be shown under SI with the load category code BT.

BH Air currently operate charter flights only and no transfer baggage is carried.

##### **4.1.15.2 Crew baggage**

Crew Baggage (operating or dead-heading) is always labelled with the Crew Baggage Label. Crew baggage must always be loaded in the same net sector as the priority baggage.

#### **4.2 DANGEROUS GOODS IN PASSENGERS BAGGAGE**

##### **4.2.1 Definition of Dangerous Goods**

Dangerous Goods are articles and substances, which have inherently hazardous characteristics, i.e. characteristics that may pose a significant risk to life, health, or property.

With some exceptions these characteristics will not render dangerous, carriage of those articles and substances by air, provided that all regulations governing their carriage and handling are followed.

Dangerous Goods are defined and classified in the ICAO Technical Instructions and IATA Dangerous goods regulation.

These documents also state in detail the operator's responsibilities. Some Dangerous Goods are not subject to the requirements of the ICAO Technical Instructions. These include items of aircraft equipment and certain items carried by passengers.

Goods, which passengers may carry, include medicinal and toiletry articles, duty free purchases and personal smoking material (within certain limitations) and up to 5 kgs of small arms ammunition for a sporting weapon.

##### **4.2.2 Dangerous Goods carried as Checked /Hold/ Baggage**

For details about carriage of dangerous goods in checked/hold baggage please see Table 2.3.A in Sub-section 6.9.4

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Before baggage acceptance for carriage in the hold compartment handling operator's employees shall ask questions to the travelers about specific dangerous goods prohibited for carriage in the hold baggage as follows:

- **Batteries, spare/loose**, including lithium batteries, non-spillable batteries, nickel-metal hydride batteries and dry batteries for portable electronic devices must be carried in carry-on baggage only.
- *Articles which have the primary purpose as a power source, e.g. power banks* are considered as spare batteries. These batteries must be individually protected to prevent short circuits.
  - *Lithium metal batteries*: the lithium metal content must not exceed 2 g
  - *Lithium ion batteries*: the Watt-hour rating must not exceed 100 Wh
- **e-cigarettes** (including e-cigars, e-pipes, other personal vaporizers) containing batteries must be individually protected to prevent accidental activation.
- **Fuel cells** containing fuel, powering portable electronic devices (e.g. cameras, cellular phones, laptop computers and camcorders)
- **Lithium batteries, spare/loose** with a Watt-hour rating exceeding 100 Wh but not exceeding 160 Wh for consumer electronic devices and PMED or with a lithium metal content exceeding 2 g but not exceeding 8 g. for PMED only. Maximum of two spare batteries in carry-on baggage only. These batteries must be individually protected to prevent short circuits.
- **Mobility Aids**: Battery-powered wheelchairs or other similar mobility devices with lithium ion batteries where the battery is specifically designed to be removed, the battery must be carried in the cabin.
- **Thermometer or barometer, mercury filled** carried by a representative of a government weather bureau or similar official agency

If any of the above items identified in the baggage intended to be checked for carriage in the aircraft cargo compartment the ground handling personnel shall ask the passenger to remove and take it in the cabin/carry on baggage/.

When baggage intended as carry-on is taken by the handling operator and placed into the cargo compartment for carriage, the handling operator must confirm with the passenger that dangerous goods which are only permitted in carry-on baggage

(e.g. lithium batteries, including power banks) have been removed according to Table 2.3.A in Sub-section 6.9.4.

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#### 4.2.3 Dangerous Goods carried in the Cabin baggage

For details about carriage of dangerous goods in cabin baggage please see Table 2.3.A in Sub-section 6.9.4

**NOTE:** For cabin baggage there are additional restrictions for quantity of liquids applicable by Security reasons and all passengers are informed personally during their booking for the flight.

#### 4.2.4 Dangerous Goods Not Permitted in Baggage

The following dangerous goods are prohibited either as or in carry-on baggage or checked baggage:

CLASSIFICATION	EXAMPLES
Explosives	reworks, flares, toy gun, caps
Flammable or non-flammable gas	aerosols (including aerosol paints), Filled aqualung cylinders, carbon dioxide Cylinders for soda siphons, butane gas Cylinders, lighter refills
Cylinders, lighter refills	liquid nitrogen
Flammable liquid	paints, thinners, solvents
Flammable solid	firelighters, strike anywhere matches
Oxidising materials	bleaches
Organic peroxides	resin kits
Poisons	arsenic, cyanide, weed killer, tear-gas
Infectious substances	virus, bacteria
Radioactive materials	instruments containing radioactive Source radioisotopes for research
Corrosive materials	acids, alkalis, metallic mercury, wet-cell batteries, thermometers containing mercury, barometers
Miscellaneous dangerous goods	magnetized materials, formalin

Additional attention have to be provided at check-in for the following types of baggage are often found to contain dangerous goods:

TYPE OF BAGGAGE	POSSIBLE CONTENTS
Rucksacks, kitbags, etc.	gas stoves/lanterns, primus stoves, paraffin, methylated spirits, matches, flares
Industrial type packages	paints, thinners, solvents, acid, mercury, Wooden or fibreboard boxes, resin kits, etc. metal flasks, cans, etc.)
Unusually strong attached cases	industrial samples, resin kits, etc.

NOTE: - THE CARRIAGE OF STRIKE ANYWHERE MATCHES IS FORBIDDEN FOR AIRTRANSPORT.

Information for the Dangerous Goods forbidden for transport on board of an aircraft shall be provided to the passengers at each airport area where tickets and/or boarding passes are issued, baggage drop and aircraft boarding are conducted.



The check-in agent must ask questions to the passenger regarding the contents of their baggage. If a passenger admits to having dangerous goods or you suspect that a passenger has dangerous goods:

- Inform the passenger that the offending item cannot be carried in the baggage.
- Draw the passenger's attention to the fact that it is a breach of the international law to offer such an item for carriage.
- Have the item removed from the baggage and request the passenger to make arrangements for its safe disposal or storage.

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#### **4.2.5 Undeclared, Mis-Declared and not permitted for carriage on board Dangerous Goods**

The handling operator must report any occasion when undeclared or mis-declared dangerous goods are discovered in passengers baggage. Dangerous goods report must be made to the State in which this occurred.

The handling operator must also report any occasion when dangerous goods not permitted for carriage on board of the aircraft are discovered on the passenger or in his/her baggage. This report must be made to the appropriate authority of the State in which this occurs (See section 7.9.2.)

### **4.3 MISHANDLED BAGGAGE**

Mishandled or unclaim baggage includes one or more of the following baggage disruption incidents:

- Delay of checked baggage
- Loss of checked baggage
- Damage or partial loss of check baggage or items from the baggage
- Pilferage of baggage or item from baggage

Mishandled or unclaimed found baggage details must be entered into the tracing system.

Legal time limits apply to the reporting of lost , delay , damaged or pilferage of baggage.

#### **4.3.1 Storage of Mishandled / Unidentified / Unclaimed Baggage**

Store mishandled baggage in a safe and secure area where access is controlled.

Where required, make sure such baggage is subject to security controls before being loaded into an aircraft. These controls could include a combination of:

- Manual search;
- Screened by Explosive Detection System;
- Screened by conventional X-ray equipment'
- Simulation chamber;
- Vapor or trace analysis.

#### **4.3.2 Property Irregularity Report (PIR)**

Handling Agents must complete PIR's for all reports of loss or damage to passenger's baggage. Upon report passenger will be provided with a Property Irregularity Report (PIR).

The passenger must send to BH Air a compensation request form for lost or damaged baggage, with the following documents attached: Property Irregularity Report (PIR) , Airline ticket , Baggage Tag. If the checked

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baggage does not arrive on the flight carrying its owner, and the passenger does not make a report upon arrival, BH AIR will disclaim liability.

Handling Agent shall initiate tracing action via World-tracer if this is contracted by BH Air

#### **4.3.3 Lost and found process for checked baggage**

BH Air is not member of Worldtracer and all PIR and related files must be created and managed in the system by the handling providers / as part of the respective agreement/.

The following procedures have been adopted to expedite the location and recovery of lost baggage and therefore reunite passenger and bag as soon as possible:

When a passenger- reports that their checked baggage is missing to a member of the Handling Agent, Lost and Found office must complete a Property Irregularity Report – PIR and initiate tracing action. Reports must be printed and legible, reports must be written in English. The agent must sign the PIR and obtain the passenger verification and signature.

One copy of the PIR will be handed to the passenger and the remaining two retained in a file specifically set up for the PIR.

Immediately a SITA World tracer message shall be sent to the stations concerned, and to any other stations concerned which the missing item could have been sent to in error. Should no response have been forthcoming after 05 days, all correspondence, including one copy of the PIR, shall be immediately forwarded to the BH Air, to enable further tracing action.

One copy of the PIR shall be retained on file. If the missing bag is located after dispatching the file, the Baggage Services Department shall be notified before the baggage is returned to its owner as an insurance claim may already be in process and would certainly be affected.

NOTE: During all tracing action, the passenger must be kept updated, at least once a day, even if no new information has been received regarding the location of the luggage.

#### **4.3.4 Rush Tags**

When lost baggage has been located it must be forward by the quickest means possible, using other carriers flights free of charge. Such baggage must be labeled as a “RUSH TAG” (Expedite Baggage Tag).

All “Rush Bags” should, be security checked and banded before being handed over to another airline or prior to acceptance by BH Air.

Handling Agents may use their own stationery clearly marked as being used on behalf of BH Air

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#### 4.3.5 Claims Procedure

After the passenger has completed a PIR, their attention must ALWAYS be brought to the BH Air general conditions of carriage wrote in passenger ticket and BH Air web site, concerning claims and liability.

***NOTE: For damaged, delayed or lost baggages PIR report must be generated immediately after notified. BH Air will not accept claims created after passenger leaves the airports claim area.***

In general if the bag is lost and has not been found after 21 days, or if the bag was damaged or pilfered, within 7 days, the passenger may wish to claim for compensation. This must be done in writing and all claims shall be directed towards the passengers Travel Insurance Company, in the first instance or, if they do not hold insurance, to BH Air.

In the letter to the Travel Insurance Company or BH Air , the passenger must include:

- A copy of their ticket, showing the number of pieces and weight checked-in.
- Baggage identification tag.
- Brand name, age and purchase price of the luggage.
- A list of the contents of the bag and/or pictures and the price paid for each item (Lost or Pilfered only).
- For damaged suitcases, a letter stating if the bag is repairable or not from a luggage shop.

Liability for delayed, damaged and pilfered baggage will be reduced if baggage was presented for check-in unsuitably packed. Damage to carry-on baggage (including clothing) must be reported on board the aircraft, or before leaving the transit area at the latest. A Cabin Report or a PIR will be provided to the passenger .

Claims must be submitted in writing within 1 month from arrival to the final destination (that is the last airport indicated in the itinerary), to BH AIR Claims Division or to your insurance company if you are claiming directly.

To help us process your claim quickly, enclose a copy of the Cabin Report or Property Irregularity Report provided to you on board or at the airport when you made your report for delay, damage or pilferage. Please also provide your contacts and account number where indemnity (if any) can be transferred to.

NOTE: A passenger can only claim against one company, either their Travel Insurance Company or BH Air, and as the insurance company will pay more, they shall be contacted whenever possible.

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#### **4.3.6 Mishandled Mobility Aids**

Damaged , delayed or missing mobility aids should ne handled as a priority:

- Document incident as per airline procedure
- Arrange for the repair or replacement of the item , if needed

#### **4.3.7 Unclaimed baggage Procedure**

Baggage which remains unclaimed must be handled as follows: the baggage must be sent to BH Air after 5 days, using the forwarding procedure. Found baggage that remains unclaimed must be stored for at least 3 months.

## 5. TRANSPORT OF CARGO

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## 5.1 MANAGEMENT AND CONTROL

### 5.1.1 General

Cargo transportation is any revenue or non-revenue shipment of goods or property, other than mail and accompanied or mishandled baggage that is transported on an aircraft and is not consumed during the flights.

Revenue cargo – cargo that is transported on an aircraft for commercial purposes, generates revenue for the air operator.

Non- revenue cargo - cargo that is transported on an aircraft for commercial purposes, does not generate revenue for the air operator. COMAT (Company materials) is non-revenue cargo.

Being a charter air carrier primarily dedicated for transportation of passengers, BH Air only undertakes transportation of cargo (and no mail) as an exception.

BH Air does not operate cargo aircraft, combi flights and not transport revenue and or non-revenue cargo on the passenger seats of the aircraft cabin.

BH Air has not set out any cargo interline agreements and interline cargo carriage is not applicable on BH Air flights.

Transfer cargo shipment currently is not applicable on BH Air's flights.

**BH Air does not carry mail and the following category of special cargo:**


- **Time and temperature sensitive items**
- **Perishable cargo**
- **Wet loads**
- **Valuable cargo**
- **Fragile goods**
- **Heavy and oversized cargo (except HUM when weight 150kg. or more)**
- **Live animals (AVIH)**

BH Air does not have own operational personnel involved in cargo operations and has fully outsourced this activity to cargo handling agents.

**BH Air Cargo Manager can be directly contacted as follows:**

Tel: +359 2 4476315

e-mail: [teodora.skelencheva@bhairlines.com](mailto:teodora.skelencheva@bhairlines.com)

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### **RESPONSIBILITIES of BH Air Cargo Manager:**

- supervision and management control of activities within the scope of cargo operations
- ensuring cargo operations are conducted in accordance with BH Air standards and other applicable regulations.
- keeping close contacts with all departments involved with the cargo transportation
- coordination between shipper, consignee, cargo agents and BH Air operations department.
- Activities related to acceptance of cargo & incoming control of the cargo
- supervision on issuance of all cargo docs - AWB, Cargo Manifest, etc.
- correct distribution of information messages to all parties involved
- handling damaged cargo reports.

### **Requirements for this position:**

Appropriate knowledge, skills, training and experience for the position Cargo Manager are listed in the respective job description approved by the Accountable Manager.

### **Continuity:**

- When Cargo Manager is expected to be absent from the workplace and in order to ensure managerial continuity, he will appoint a person who will take over his responsibilities .
- The appointment details will be spread to all concerned via email or another suitable way of communication. In case of unexpected absence Ground Handling Manager will take over the duties of Cargo Manager.

### **Communications:**

Communications between BH Air Cargo Manager, handling cargo operators and station managers is organized by E-mail correspondence, SITA messages and phone calls plus safety & operational reports.

#### **5.1.2 Manuals to be held**

Current edition of "IATA Dangerous Goods Regulations Manual" (or ICAO Technical Instruction) and BH Air Ground Operations Manual are required to be held by all Agents and made available for reference at each airport location including where revenue or non-revenue cargo operations are conducted and Dangerous Goods are accepted.

BH Air will monitor for compliance of the above requirement.

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### 5.1.3 Training and qualification of cargo operations personnel

Each Cargo Handling Provider has to ensure that all positions within the scope of the cargo handling are filled by personnel on the basis of knowledge, skills, training and experience, appropriate for the position according to each separate job description or other document specifying these requirements for the respective position.

Cargo service agent shall have a process to ensure the training programs for initial and recurrent trainings completed by cargo operations personnel provide the knowledge necessary to perform duties, execute procedures and operate the equipment associated with specific cargo functions and responsibilities. These **training programs shall include:**

- familization training on applicable provisions and regulations for cargo carriage
- In-depth training on requirements, procedures and operating practices
- safety training on associated operational hazards
- human factor principles
- security training(access control etc.).

**Training process shall include:**

- Initial training of the operational personnel prior to be assigned to perform their operational duties
- recurrent trainings at an interval not exceed 36 months from the date of previous training except Dangerous Goods recurrent training required at least every 24 months.

The curriculum for dangerous goods training is determined by the handling operator and may vary depending on specific responsibilities and duty functions of the staff.


**Trainings to be completed by the operational personnel must include:**

- testing in written, oral or practical means at defined passing level.
- demonstration of adequate knowledge, competency and proficiency to perform duties, execute procedures and/or operate the equipment associated with those duties.

BH Air requires cargo agents to have a process to ensure training programs are reviewed and updated in a period not exceeding 12/twelve/ months to remain relevant and current.

Compliance of ground handling service providers with the applicable training requirement as well as relevancy and currency of training programs are subject of assessment by BH Air Safety and Compliance Monitoring Department.

Agents shall have process to ensure training records can be identified and held in legible format according to GOM 0.7 and IATA AHM611 subsection 4.4. By monitoring of the cargo agents, BH Air will ensure accuracy and currency of training records.

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#### **5.1.4 Responsibilities and functions of cargo handling staff:**

- acceptance of outbound cargo booking of cargo preparation of AWBs
- control of accompanying documents
- collecting outbound freight charge labeling and marking
- transportation of cargo to the aircraft
- contact with customers in connection with acceptance and delivery of cargo correspondence in connection with cargo
- customs clearance
- issue of arrival notices for incoming shipments collecting or debiting for incoming shipments
- checking that outbound and transfer cargo meet the packing and marking requirements and where appropriate that the regulations for carriage of special cargo are fully complied with storing, manifesting, tally/loading/unloading, distribution of air waybills and cargo manifests,
- reporting of damaged shipments and arranging for re-packing
- full compliance with international, national and corporate security regulations

#### **5.2 ACQUISITION OF CARGO, INCLUDING ANY NON-REVENUE LOAD**

Principally BH Air operates charter flight services with focus on the tourist industry.

The passengers and their baggage are always to be treated with higher priority than cargo, even the baggage of last minute passengers.

If any weight or loading problems occur in connection with cargo, e.g. passenger baggage 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, the responsible BH Air department and Cargo Manager, Logistic department, the local shipper / cargo agent and the agent at destination airport have to be contacted in order to coordinate further action.


#### **5.3 BOOKING AND PLANNING OF CARGO ON LOAD**

Before uplift each shipment has to be booked with BH Air Cargo Department or a respective Handling/Cargo agent. The forwarding agent and/or shipper can place his booking in different ways:

- by telephone
- by telex
- by email

The following information must be provided:

- Number, date and destination of the flight

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- Name of the company booking the cargo
- Origin of the shipment (IATA three-letter-code)
- Final destination of the shipment (IATA three-letter-code)
- Air Waybill number
- Number of pieces
- Total weight of pieces in kg covered by the Air Waybill/single weight of pieces in kg
- Dimensions of the pieces in centimeters
- Volume of the shipment in m3
- Nature of goods
- Regulated Agent Number including security status (RAC-Number, SPX/SCO); for shipments originating

As mentioned in the above paragraph, acceptance and loading of cargo depends on passenger figures and passenger's baggage respectively.

After cargo reservation has been confirmed by BH Air cargo department or other agents at stations concerned, the handling and cargo agents will be informed via e-mail containing all the details for the cargo..

The planned cargo and non-revenue load (see COMAT Cargo) weight will be included in the EZFW of the respective BH Air flight plan.

## **5.4 ACCEPTANCE AND HANDLING OF CARGO**

### **5.4.1 Acceptance**

**Note:** *Details for acceptance of Dangerous Goods are described in 6.11.1*

All cargo assigned to be carried on board of BH Air flights is accepted by the Cargo Handling Agent on the basis of signed IATA Standard Ground Handling Agreement – Chapter 5, Cargo, and must comply with all standards and requirements in the Ground Operations Manual of BH Air and applicable requirements of the local authorities. Cargo acceptance procedures must be carried out in accordance with IATA AHM and BH Air GOM requirements.

#### **Procedures for acceptance**

Upon accepting cargo for transportation by air each consignment shall be:

- visually checked for signs of tampering.
- checked that weight, number of packages and labelling is according to description on airwaybill.
- cargo received from a Regulated Agent shall be covered by a security declaration.
- unless cargo is received from a Regulated Agent or a Known Consignor the person submitting cargo for air transportation shall provide

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- acceptable documentation as to identity, the details of which shall be recorded.

Before accepting a shipment for transportation it shall be checked whether all pieces are on hand, in what condition they are and whether they are loadable on the aircraft. The ascertained details must be checked against those shown on the accompanying documents.

The load is acceptable, provided that the packages are in good condition, the Shipper's or Agent's copy of the Air Waybill is signed and stamped with a date and time stamp when received.

The gross weight of the individual shipment shall be determined by the use of a scale. The weight shown on the Air Waybill shall be checked and, if necessary, be corrected. In case of heavy or oversized cargo which cannot be weighed on the scales available at the airport, an official weighing card must be supplied together with the shipping documents at the time of acceptance.

**Note:** The periodical check of scales and accuracy used in cargo handling process lies in the equipment owners responsibility.

The accuracy of all weighing facilities have to be verified through calibration once per year, or as per manufacture instructions. This verification must be recorded and retained. Check of the authority calibration stickers is current ( if applicable) is mandatory.

The packaging shall keep the goods together and protect them against damage during the transportation. Moreover the packaging shall protect the handling personnel, as well as other cargo and transportation materials from being damaged by the goods carried. It is therefore the shippers responsibility to arrange suitable packaging for the goods, unless they can be carried unpacked.

When accepting a shipment for transportation, the outer packaging shall be carefully checked. If the packaging is found to be deficient as a result of damage or due to insufficient packaging, such defect shall be eliminated. As failure to comply may result in damage or loss of goods, a boarding denial shall be executed.

Furthermore it has to be checked whether the goods are acceptable for carriage in accordance to the various country regulations (see TACT Rules "Information by Countries) and whether the cargo can be accepted, loaded and carried on the requested flight.

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Availability of appropriate facilities for storage of dangerous goods and other special cargo transportation (see GOM 5.1.1) shall be confirmed by the cargo agent when such shipment is requested to BH Air. These facilities are also subject of scheduled audits by Safety and Compliance Monitoring Department of BH Air.

Every piece has to be durably and legibly marked by the shipper with his own as well as the consignees address.

The shipper is free to show any additional markings on the package, such as order numbers, as long as any restrictions of the country of transit and/or destination are observed. Besides the above mentioned markings which are the shippers own responsibility, labels or tags prescribed by IATA and those used by BH Air must be attached as applicable.


The cargo identification label or tag must be affixed to each piece of cargo. The entries shall be as following:

- Air Waybill Number;
- Destination - IATA Three-Letter-Code of airport of destination
- Total Number of Pieces - Total number of pieces belonging to one shipment
- Airport of Departure - IATA Three-Letter-Code of airport of departure
- HAWB Number - House Air Waybill Number of Agent or Consolidator (to be completed by agent or consolidator only)

All entries shall be legible and correctly marked with marker pen or equivalent in black or another dark colour-**Typewriter or ball pen must NEVER be used.**

**Basically the following must be observed:**

- Identification tags or labels must show the complete Air Waybill number, e.g. carriers prefix number followed by all 8 digits
- In case of consolidated shipments, the complete Master AWB Number must be shown in bold figures, (in contrast the HAWB Number)
- Whenever labels or tags for special shipments (e.g. Dangerous Goods) are used, those have to be attached adjacent to the identification label or tag
- Identification labels or tags shall be durably attached to each piece of cargo
- Due to extreme climatic conditions prevailing on many parts of the earth, such as high humidity, etc. the Air Waybill number in full shall be marked in addition to the identification label or tag in a conspicuous

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- place on the package(s).

Old markings or labels shall be removed, obliterated, or covered up by new markings and/or identification labels or tags

- In case of long and/or bulky pieces, the addition of length, width and height of the package in exceeds 3 meters, additional cargo identification tags or labels shall be attached at opposite sides and/or at the ends of extremely long pieces

Security measures outlined above in chapter 5.5 shall ensure that once cargo has been accepted for air transportation it is kept in a safe environment. They also shall ensure that an uninterrupted audit-trail for cargo shipments is established, cargo doesn't contains any prohibited articles and there is no precondition for danger to safety of aircraft, persons and other property as well as no disturbance to passengers.

Cargo agents must provide information about dangerous good transportation prominently displayed and containing visual examples of dangerous goods including batteries at all locations where a cargo shipments are accepted.

#### **5.4.2 Storage of cargo**

Storage of cargo is part of the handling contract between BH Air and the respective cargo agent and must provide for:

- security in all aspects (the possibilities of damage, pilferage or mishandling must be reduced to a minimum),
- segregation of, and suitable (specific) storage facilities for, special types of cargo such as Dangerous Goods, HUM as required in IATA DGR 9.3.2.
- methodical and speedy pre-loading operation whereby the entire load may be pre-assembled in accordance with the local requirements.

Cargo terminals must have enough storage needed depending of the type of cargo handled and expected volume, specialized equipment based and infrastructure. Cargo terminals facilities must meet local and international requirements, including safety, security, enviromental and health standards. Fire safety system, emergency exits and containment areas for hazardous materials.

- BH Air will monitored by conducted inspections that cargo terminal/warehouses has appropriate storage area, loading docks, security features and handling equipment

#### **5.4.3 Delivery of cargo**

Delivery of cargo for flight- The cargo agent is responsible for on-time delivery of cargo to airplane for loading. This includes also the necessary paperwork (see also "Cargo Documents" sub section below)

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Delivery of cargo to consignee or collector- Cargo shipments are only to be handed out against receipt - 4th copy of AWB (yellow colored paper). Irregularities (e.g. shortage of shipment) are to be reported to BH Air Duty Operations Officer:

**Tel:** + 359 2 980 77 62

**Mobile:** + 359 887 316 266

**SITA:** SOFBHXH

**E-mail:** ops@bhairlines.com ; teodora.skelencheva@bhairlines.c

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#### 5.4.4 Human Remains (HUM)

Transportation of HUM is subject of confirmation from the Operator and shall be notified in advance to BH Air at least 48 hours before the flight. Detailed information must be provided in written request sent by e-mail or telex to BH Air Ground Operations Department

- Under no circumstances human remains are to be accepted without permission from BH Air Head Office.
- If permission for uplift is granted the handling agents have to ensure that the HUM are contained in a hermetically sealed inner coffin of bronze, 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. As mentioned above human remains are not to be accepted for carriage without prior permission from BH Air Head Office.
- The PIC has to be informed about carriage of HUM.
- The total weight of the human remains shall be entered into the cargo column and in the weight distribution. The load code HUM shall be used for the remarks box of the loadsheet.
- In the load message section of the movement departure message (MVT), notification of human remain transport must be given, followed by location in hold and the weight.
- Shippers are obliged to follow applicable governmental regulations and also comply with applicable national transportation rules and the instructions of the present procedure. For details, it may refer The Air Cargo Tariff and Rules ( TACT) or inquire directly to government or carriers concerned.
- For all kinds of certification documents, one is kept by airport of departure for future reference, and one is attached to AWB.

For loading of HUM in compartments, the following shall be observed:

- to be loaded and unloaded without risk of damage to the aircraft.
- must be secured and lashed properly against any movement
- Cargo compartment restrictions have to be obeyed

#### 5.4.5 COMAT (Company materials) cargo

Company material, commonly called COMAT, is an industry term used by operators to describe the shipment of non revenue (no freight revenue or compensation received) materials and supplies owned by the operator that are shipped by the operator in support of its operations. Aircraft parts

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owned by the airline shipped from one city to the next for repair of an aircraft would be considered COMAT.

All company materials belonging to BH Air may be accepted for air transport, but must be subject to the same acceptance processes as detailed for other cargo commodities in accordance to BH Air Ground Operations Manual .

For COMAT carriage between BH Air main bases the following procedures must be observed:

- For transportation of a spare part/s, the MCC (Maintenance Control Center) informs the Operational Center (OC) and Ramp-control for the upcoming transportation on the relevant flight.

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- The OC duty officer informs the crew, “Loadcontrol” department and BH Air local representative who is on duty to coordinate the presence of spare parts shipment for the flight. This is done in order to ensure the correct load-sheet will be issued for the respective flight with COMAT shipment included.
- Maintenance Control Centre / MCC/ employee assigns an avio-technician/engineer to prepare and properly pack the shipment.
- Logistic Department will issue airwaybill /AWB/

## 5.5 CARGO SECURITY

### 5.5.1 Company policy

Being a charter air carrier primarily dedicated to transportation of passengers, BH Air only undertakes transportation of cargo (and no mail) as an exception.


BH Air ensures the application of cargo security through designated and listed accordingly regulated agents (RA) or known consignors(KC). Therefore appropriate means of security controls have to be implemented, for which the above mentioned bear the responsibility.

For cargo with “third country” origin destined to an EU country, the application of screening or other security controls by a Regulated Agent that holds a current RA3 validation issued by an EU Independent Validator is evidence the agent has approval by the relevant authority.

**Note:** A RA3 (Third Country EU Aviation Security validated Regulated Agent) is a cargo handling entity located in a third country that is validated and approved as such on the basis of an EU aviation security validation. A RA3 shall ensure that security controls including screening where applicable have been applied to consignments bound for the European Union and the consignments have been protected from unauthorized interference from the time that those security controls were applied and until the consignments are loaded onto an aircraft or are otherwise handed over to an ACC3 or other RA3.

Required security measures in cargo facilities shall be implemented by RA or KC in accordance with requirements of the applicable civil aviation security program and such measures are subject of audits by BH Air Compliance Monitoring Department.

Should the cargo security not be accounted for by a regulated agent and/or known shipper/consignor program, compliance with relevant security requirements of the state where cargo is accepted and other applicable state(s) - including screening where applicable - has to be ensured by a certified ground handling service providers. This is ensured by conclusion of a SGHA or appropriate arrangement applicable to the particular circumstances.

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### 5.5.2 Description of security measures for air cargo

All cargo shall be screened by a regulated agent before being loaded on to BH Air aircraft, unless:

- the required security controls have been applied to the consignment by a regulated agent and the consignment has been protected from unauthorised interference from the time that those security controls were applied and until loading; or
- the required security controls have been applied to the consignment by a known consignor and the consignment has been protected from unauthorised interference from the time that those security controls were applied and until loading; or
- the required security controls have been applied to the consignment by an account consignor, the consignment has been protected from unauthorised interference from the time that those security controls were applied and until loading, and it is not carried on a passenger aircraft; or
- the consignment is exempt from screening and has been protected from unauthorised interference from the time that it became identifiable air cargo and until loading.

Where the cargo consignment cannot be identified as having application of screening or other security control confirmed or accounted by RA, or there is any reason to believe that a consignment to which security controls have been applied has been tampered with, it shall be screened by a Regulated Agent before being loaded onto a BH Air aircraft.

Consignments which appear to have been significantly tampered with or which are otherwise suspect shall be treated as high risk cargo or mail (HRCM).

### 5.5.3 Standards for screening

Before being loaded onto the aircraft, BH Air makes sure that all goods are subjected to all required security screening by checking the accompanying documents.

When screening BH Air cargo:

- the means or method most likely to detect prohibited articles shall be employed, taking into consideration the nature of the consignment; and
- the means or method employed shall be of a standard sufficient to reasonably ensure that no prohibited articles are concealed in the consignment. Where the screener cannot be reasonably sure that no prohibited articles are contained in the consignment, the consignment shall be rejected or rescreened to the screener's satisfaction.

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BH Air Cargo shall be screened by at least one of the following methods:

- hand search;
- x-ray equipment;
- EDS equipment;
- explosive detection dogs (EDD);
- ETD equipment;
- visual check;
- metal detection equipment (MDE).

If agreed by the appropriate authority and notified to the Commission, other appropriate security controls may be applied only where it is not possible to apply any of the other means or methods specified above owing to the nature of the consignment.

#### **5.5.3.1 List of exemptions from security screening or physical examination**

The following categories of cargo may be exempted from screening:

- a) life – saving materials - (LFSM);
- b) biomedical samples - (BIOM);
- c) nuclear materials - (NUCL);
- d) consignments under 6 mm of thickness or under 250 gr., as well as consolidated consignments consisting of the above mentioned - (SMU);
- e) diplomatic mail - (DIPL);
- f) any other exemptions which should be accordingly indicated – e.g., Risk assessment.
- g) transfer cargo, unless:
  - (1) the Commission or a Member State has received information that the cargo or mail cannot be considered as having been subject to appropriate security controls; or
  - (2) it has not previously been screened or subject to security controls by a Regulated Agent or Known Consignor and is to be transferred from an all-cargo or all-mail aircraft to a passenger aircraft

**Note: The cargo categories (b), (c), (e), (g) are not applicable for BH Air.**

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### 5.5.3.2 Screening of high risk cargo - HRCM

Before HRCM may be carried it shall be subjected to one of the following additional security controls:

- a) Explosive detection systems (EDS equipment) that complies at least with Standard 2;
- b) A combination of two or more screening methods, with at least one of the non-explosive trace detection methods

HRCM shall be screened using combination of two or more screening methods, with at least one of the non-explosive trace detection methods:

- searched by hand or physical examination - (PHS);
- x-ray equipment (XRY);
- visual check (VCK);
- cargo metal detector (CMD);

and one of the following:

- explosive detection dogs (EDD); or
- explosive trace detection (ETD).

The security controls employed shall be of a standard sufficient to reasonably ensure that no prohibited articles are concealed in the consignment. Where the screener cannot be reasonably sure that no prohibited articles are contained in the consignment, the consignment shall be rejected or be rescreened to his satisfaction

### 5.5.4 Security control

Security procedures that address landside and airside facility access for vehicles and personnel, as well as the protection of cargo so as to prevent acts of unlawful interference in these facilities must be implemented in accordance with the requirements of the respective Civil Aviation Security Program, and the relevant airport's Security Program. These procedures shall apply to all persons and vehicles that have unescorted access to security restricted areas including where cargo operations conducted.

#### 5.5.4.1 Approval and Security control applied by a Regulated Agent (RA)

##### Approval of Regulated Agents

Regulated Agents shall be approved by the appropriate authority.

Any entity that applies security controls shall be approved as a Regulated Agent. This includes third party logistics providers responsible for integrated warehousing and transportation

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services, air carriers and handling Agents. A Regulated Agent may subcontract one or more of the following:

- a) any of the security controls to another Regulated Agent;
- b) any of the security controls to another entity, where the controls are carried out at the Regulated Agent's own site or at an airport, and are covered by the Regulated Agent's or airport security program;
- c) any of the security controls to another entity, where the controls are carried out elsewhere than at the Regulated Agent's own site or at an airport, and the entity has been certified or approved and listed for the provision of these services by the appropriate authority;
- d) the protection and transportation of consignments to a Hauler.

The regulated agent shall, in turn, ensure that all subcontracted hauliers and agents fully implement the required security controls, when acting on their behalf.

A Regulated Agent shall designate at least one person at each site who shall be responsible for the implementation of the submitted security program. This person shall have successfully completed a background check.

**Security control applied by a Regulated Agent**

Every regulated agent has to assure that premises used by the handling agent for the preparation and storage of cargo provide for an adequate protection against unauthorized interference.

The regulated agent has to ensure that nobody other than a duly authorized person has access to passes through or remains in the storage and packing areas. All personnel shall prominently display a security badge at all times while on duty. All vehicles with access to security restricted areas are subject to security control.

The access points to the storage and packing premises have to be closed and locked when not in use.

When accepting any consignments, a Regulated Agent shall:

- establish whether the entity from which it receives the consignments is a Regulated Agent, a known consignor, an Account Consignor or none of these
- verify that the person/company that delivers known cargo for carriage by air is an authorized person/company of the known consignor/regulated agent
- ensure that the known consignors delivers a complete and written description of the contents of the consignment

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- reasonably ensure that the contents of a consignment do not contain any prohibited articles and accurately reflect their description in the Air Waybill
- ensure that the exterior of each consignment is visually inspected and that it has no signs of tampering
- ensure that the consignments for transport of any BH Air flight is safeguarded from unauthorized interference from the point of acceptance after screening or other security controls have been applied, throughout delivery to the aircraft, and until arrival at the airport of destination (appropriate messaging is also required). More detail for the security process are described in AVSEC Internal Rules and Procedures which is available upon request to the BH Air Security Department- [security@bhairlines.com](mailto:security@bhairlines.com).
- ensure that consignment is subjected to additional security controls as required by a risk assessment.

When accepting consignments the receiving Regulated Agent shall establish the security status of the consignment by verifying whether or not "SPX" or "SHR" is indicated on the accompanying documentation. If there is no such indication, it shall be deemed that no security controls have previously been applied.


If consignment is accepted by the RA agent with "SCO" marking an adequate security measure should take place by the RA to change the security status.

The person delivering the consignments to the Regulated Agent or air carrier shall present an identity card, passport, driving license or other document, which includes his or her photograph and which has been issued or is recognized by the national authority. The card or document shall be used to establish the identity of the person delivering the consignments.

The Regulated Agent shall ensure that consignments to which not all required security controls have previously been applied are:

- a) screened; or
- b) accepted for storage under the Regulated Agent's exclusive responsibility, not identifiable as shipment for carriage on an aircraft before selection, and selected autonomously without any intervention of the consignor or any person or entity other than those appointed and trained by the Regulated Agent for that purpose.

Point (b) may only be applied if it is unpredictable for the consignor that the consignment is to be transported by air.

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After the security controls the Regulated Agent shall ensure that: a) unescorted access to these consignments is limited to authorized persons; and

b) these consignments are protected from unauthorized interference until they are handed over to another Regulated Agent or air carrier. Consignments of cargo and mail that are in a Critical Part of a Security Restricted Area shall be considered as protected from unauthorized interference.

Consignments of cargo that are in parts other than a Critical Part of a Security Restricted Area shall be located in the access-controlled parts of the Regulated Agent's premises or, whenever located outside of such parts, shall:

- be physically protected so as to prevent the introduction of a prohibited article; or
- not be left unattended and access to them shall be limited to persons involved in the protection and handling of cargo.

After the security controls the Regulated Agent shall ensure that any consignment tendered to an air carrier or another Regulated Agent is accompanied by appropriate documentation, either in the form of an air waybill or in a separate declaration and either in an electronic format or in writing.

The external visual check of the consignment must be examined for signs of tampering and indications of possible unauthorized interference. Where there is any evidence that the consignment may have been tampered with, opened after the goods were packed in, or where there is any suspicious sign, the consignment must be classified as High Risk Cargo (HRCM).

HRCM should be identified in accordance of risk assessment valid for the EU. At least HRCM should be identified when:

- is originating from the states enlisted in ATTACHMENT 6-I of the COMMISSION IMPLEMENTING REGULATION (EU) 2015/1998; or
- compromised packaging; or
- investigation information is received from Local CAA, law enforcement entity or investigation body in which the notification confirms the HRCM;

Before each flight involving transportation of a cargo consignment, the crew shall ascertain that the consignments have been subjected to the applicable security measures. In terms of control should be done by checking the documentation provided by RA/KC.

The Documentation shall be available for inspection by the appropriate authority at any point before the consignment is

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loaded on to an aircraft and afterwards for the duration of the flight or for 24 hours, whichever is the longer and shall provide all of the following information:

- a) the unique alphanumeric identifier of the Regulated Agent as received from the appropriate authority;
- b) a unique identifier of the consignment, such as the number of the (house or master) air waybill;
- c) the content of the consignment, except
  - 1) consignments which are individually less both than 6 millimeters in thickness and 250 grams in total weight; and
  - 2) consolidations composed uniquely of consignments exempted under (1);
- d) the security status of the consignment, stating:
  - 'SPX', meaning secure for passenger, all-cargo and all-mail aircraft, or
  - 'SHR', meaning secure for passenger, all-cargo and all-mail aircraft in accordance with high risk requirements
- e) the reason that the security status was issued, stating:
  - 'KC', meaning received from Known Consignor, or
  - 'AC', meaning received from Account Consignor, or
  - 'RA', meaning selected by a Regulated Agent, or
  - the means or method of screening used, or
  - the grounds for exempting the consignment from screening
- f) the name of the person who issued the security status, or an equivalent identification, and the date and time of issue;
- g) the unique identifier received from the appropriate authority, of any Regulated Agent who has accepted the security status given to a consignment by another Regulated Agent.  
 A Regulated Agent tendering consignments to another Regulated Agent or air carrier may also decide to only transmit the information required under points (a) to (e) and (g) and to retain the information required under point (f) for the duration of the flight(s) or for 24 hours, whichever is the longer.

In the case of consolidations, the requirements shall be considered as met if:

- a) the Regulated Agent performing the consolidation retains the information required for each individual consignment for the duration of the flight(s) or for 24 hours, whichever is the longer;

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b) and

c) the documentation accompanying the consolidation includes the alphanumeric identifier of the Regulated Agent who performed the consolidation, a unique identifier of the consolidation and its security status.

Point (a) shall not be required for consolidations that are exempted from screening or the Regulated Agent gives the consolidation a unique identifier and indicates the security status and a single reason why this security status was issued.

When accepting consignments to which not all required security controls have previously been applied, the Regulated Agent may also elect not to apply the security controls, but to hand the consignments over to another Regulated Agent to ensure the application of these security controls.

#### **5.5.4.2 Approval and Security control applied by a Known Consignors (KC)**

##### **Approval of Known Consignors**

A known consignor is an entity who is the originator of cargo for transportation by air for his own account, and who has established business relations with a regulated agent or an airline and has been recognized and listed as known consignor.

The known consignor shall be approved by and responsible towards the Member State Civil Aviation Authority, regulated agents and the airlines for certifying that all cargo sent for carriage by air as cargo has been prepared and transported in accordance with the security controls described in this chapter, and does not include any prohibited articles as stated in the regulations COMMISSION IMPLEMENTING REGULATION (EU) 2015/1998.


##### **The approval as a Known Consignor shall be site specific.**

A known consignor shall designate at least one person at each site who shall be responsible for the application and supervision of the implementation of security controls at that site. This person shall have successfully completed a background check.

Security control applied by a Known Consignors

##### **A Known Consignor shall ensure that:**

- a) there is a level of security on the site or at the premises sufficient to protect identifiable air cargo from unauthorized interference; and
- b) all staff implementing security controls are recruited and trained in accordance with the requirements, and all staff with access to

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- c) identifiable air cargo to which the required security controls have been applied have been recruited and subject to security awareness training; and
- d) during production, packing, storage, dispatch and/or transportation, as appropriate, identifiable air cargo is protected from unauthorized interference or tampering. When, for whatever reason, these security controls have not been applied to a consignment, or where the consignment has not been originated by the Known Consignor for its own account, the Known Consignor shall clearly identify this to the Regulated Agent.

### **5.5.5 Protection of cargo**

#### **5.5.5.1 Protection of cargo during surface transportation**

In order to ensure that consignments to which the required security controls have been applied are protected from unauthorized interference during transportation:

- a) the consignments shall be packed or sealed by the Regulated Agent, Known Consignor or Account Consignor so as to ensure that any tampering would be evident; where this is not possible alternative protection measures that ensure the integrity of the consignment shall be taken; and
- b) the cargo load compartment of the vehicle in which the consignments are to be transported shall be locked or sealed or curtain sided vehicles shall be secured with TIR cords so as to ensure that any tampering would be evident, or the load area of flatbed vehicles shall be kept under observation; and
- c) the Hauler declaration as contained shall be agreed by the Haulier who has entered into the transport agreement with the Regulated Agent, Known Consignor or account consignor, unless the Haulier is itself approved as a Regulated Agent. The signed declaration shall be retained by the Regulated Agent, Known Consignor or Account Consignor on whose behalf the transport is carried out. On request, a copy of the signed declaration shall also be made available to the Regulated Agent or air carrier receiving the consignment or to the appropriate authority concerned.

As an alternative to point (c), the Haulier may provide evidence to the Regulated Agent, Known Consignor or Account Consignor for whom it provides transport that it has been certified or approved by an appropriate authority.

This evidence shall include all requirements contained and copies shall be retained by the Regulated Agent, Known Consignor or Account Consignor concerned. On request, a copy

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shall also be made available to the Regulated Agent or air carrier receiving the consignment or to another appropriate authority.

Point (b) and (c) shall not apply during airside transportation.

#### **5.5.5.2 Protection of cargo at airports for loading onto an aircraft**

Consignments of cargo that are in a Critical Part of a Security Restricted Area shall be considered as protected from unauthorized interference. Consignments of cargo in a part other than a Critical Part of a Security Restricted Area shall be located in the access-controlled parts of a Regulated Agent's premises or, whenever located outside of such parts, shall be considered as protected from unauthorized interference if:

- a) they are physically protected so as to prevent the introduction of a prohibited article; or
- b) they are not left unattended and access is limited to persons involved in the protection and loading of cargo onto an aircraft.

The Regulated Agent has to check before the loading the packing integrity, where there is any reason to believe that a consignment to which security controls have been applied has been tampered with or has not been protected from unauthorized interference from the time that those controls were applied, it shall be screened by a Regulated Agent again before being loaded on to a BH Air aircraft. Consignments which appear to have been significantly tampered with or which are otherwise suspect shall be treated as high risk cargo or mail (HRCM).

#### **5.5.6 Measures for unaccompanied baggage and personal effects carried as cargo**

Baggage and personal effects shipped as cargo shall be processed according to regulations applicable for cargo.

Unaccompanied baggage and personal effects shall be screened so as to reasonably ensure that it does not contain any prohibited article unless it has been declared and properly subjected to applicable safety measures.

### **5.6 LOADING OF CARGO**

Note: Details for loading of cargo are described in GOM 7.3

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## 5.7 DOCUMENTATION OF CARGO, INCLUDING ANY NON-REVENUE LOADS

Information about the transport of cargo has to be given by the following documents.

### 5.7.1 Air Waybill / AWB

#### **Definition**

An AWB is written proof of the contract of carriage. As such, it is the most important document in air freight.

The conditions of the contract are printed on the back of the AWB. They particularly concern the following points:

- the responsibility of the carrier
- the rule which applies in the event of loss, damage or late delivery
- the undertaking by the carrier to transport the shipment
- the undertaking by the shipper or consignee to pay the carriage costs.

Unlike most contracts, a contract of carriage binds three parties: the shipper, the carrier and the consignee. The tripartite nature of the contract has important implications, especially concerning the rights and obligations of each of the parties. A contract of carriage is different from a contract of sale, which binds only two parties the buyer and the seller.

#### **Scope and importance of the AWB**

Once it is issued, the AWB serves several equally important purposes:

- It is a non-negotiable transport document. The short duration of the air transport does not allow the goods shipped to be negotiated (i.e. bought or sold) during carriage.

Therefore, the reference "non-negotiable" must not be deleted or altered.

- It confirms that the goods in question are under the responsibility of the carrier. It thus marks the beginning of performance of the contract of carriage.
- It defines the limitation of the carrier's liability under the terms of the contract printed on the back of each original copy.
- It defines the shipper's instructions: the person to whom the goods must be delivered, special precautions to be taken during carriage.
- It serves as a delivery receipt when the shipment is handed over to the consignee. Signature of the delivery receipt marks the end of performance of the contract of carriage.
- It serves as a title deed for the goods, in accordance with Article 12 of the Warsaw Convention.
- It may serve as a customs document, depending on local regulations.

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- It may serve as a commercial document if required in the context of bank requirements, documentary credit, etc.
- It may serve as the invoice of carriage charges.

**Layout of the AWB**

The standard layout of the AWB is given by a IATA. Any variations will not be accepted. Chapter 6 of TACT presents a facsimile AWB with precise information on each box. This information is not repeated in the present instruction.

BH Air applies only neutral AWB bearing neither serial number nor carrier identification. All agents of BH Air obtain numbers from Cargo Department of BHAir

only under conditions of the Cargo sales Agency Agreement signed between the Airline and the Agent. Cargo Agent of BH Air distributes the numbers among freight forwarders on the respective market.

AWB must comprise a minimum of eight sheets, marked as shown below and in the following order and colors:

**Marking for Color**

- Original 3 for shipper blue
- Copy 8 for agent white
- Original 1 for issuing carrier green
- Original 2 for consignee pink
- Copy 4 delivery receipt yellow
- Copy 5, 6, 7 extra copies white

***Note:** that there are three original copies, numbered 1, 2, and 3. Each has the same value.*

**- Distribution of copies of the AWB**

**Station of departure**

Before the AWB reaches its destination, with the total shipment, or with the first part if it is split up, the different copies must be distributed as follows:

Original 3 is given to the shipper as proof that the carrier assumes responsibility for the goods.

Copy 8 is given to the agent

Original 1 is kept by the carrier at the station of departure.

Original 2 is sent to the destination to be given to the consignee.

Copy 4 is sent to the destination.

Copy 5 and other extra copies are sent to the destination, except the last extra copy which is filed at the departure station.

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### **Station of transit and/ or transfer**

No more than two extra copies of the AWB may be taken from the carriage. If further copies are required, photocopies must be made.

### **Station of destination**

Original 2 is given to the consignee.

Copy 4 is to be dated and signed by the consignee on delivery of the shipment. It will then be filed at the station of destination. This copy is the delivery receipt. Signature by the consignee or his agent marks the end of performance of the contract of carriage.

Extra copies are to be distributed according to local requirements ( customs , GHA, etc. )


### **Filling out an AWB**

In view of the importance of the AWB, it must be filled out extremely carefully. "In accordance with international Conventions and Agreements in force and the conditions of carriage, the shipper is responsible for drawing up the AWB. He is responsible for the accuracy of the information concerning the goods he lists on the AWB or which are listed on his behalf." (TACT paragraph 6.1.6.C) It ensues from the above statement that the AWB may be drawn up by:

- freight forwarder representing the shipper in dealings with the airline
- an airline employee according to the Shippers Instructions filled out by the shipper.

Since the AWB is proof of the contract of carriage, the following boxes must be filled in very carefully :

- Shipper's name and address
- Consignee's name and address
- Airport of departure
- Airport of destination
- Declared value for carriage – not accepted ( must be noted NVD )
- Declared value for customs – not accepted ( must be noted NCV )
- Number of pieces
- Gross weight, expressed in kgs
- Applicable rate
- Nature of goods
- Date and place of issue
- Signature of shipper or agent / Signature of carrier or agent

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When entering the goods covered by the contract of carriage, general descriptions must not be used. Make only precise descriptions which state the exact nature of the goods. Apart from the contractual aspect, this is essential for the security and safety of the flight.

**Correction on an AWB**

Once the AWB has been filled out, it must not be altered or amended. However, in view of the occasional hazards of air transport, it may prove necessary to make an amendment (for example, if the airport of destination is changed). In this case, the amendment must be made to every remaining copy of the AWB. The carrier which makes the modification must be identified, as must the station where the modification is made. Corrections must be authenticated with the carrier's stamp and the initials of the person entering the correction. The amendment request (telex from another station, written instruction from the shipper, etc.) must be filed in the station where the modification is made and a copy attached to the AWB.

**5.7.2 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. One copy remains at the issuing station. For some countries the issue of a NIL cargo manifest is required according to the local regulations applied.

**Cargo Manifest (Air)**

The Consigner (Ad Hoc flights) or AMO (long-term operations) is responsible for drawing up the cargo manifest, a document that provides full information about all cargo on board an aircraft. It contains:

- The number of the corresponding Air Waybill
- Weight & number of "parcels" of cargo
- Description of contents of "parcels".

Two copies of the manifest shall be provided for each airfield at which the aircraft lands, including the departure airfield and final destination.



### 5.7.3 Way of documentation

The following table shows the way of documentation from issue to storage:

Document	To be issued	Departure Station	Aircraft	Arrival Station	Consignee	Storage
Air Waybill	shipper	delivery to cargo agent upon acceptance of cargo	via ops agent or directly by cargo agent to PIC	from PIC via ops agent or directly to cargo agent for further action	from cargo agent upon delivery of cargo	1 copy; cargo agent departure
Shipper's Declaration	shipper	delivery to cargo agent upon acceptance of cargo	via ops agent or directly by cargo agent to PIC	from PIC via ops agent or directly to cargo agent for further action	from cargo agent upon delivery of cargo	1 copy, cargo agent departure station
Cargo Manifest	cargo agent		via ops agent or directly by cargo agent to PIC	from PIC to ops agent and cargo agent		1 copy each: ops agent and cargo agent departure
Special load Notification to Captain/ NOTOC	ops agent		Ramp/ops agent to PIC for signature	from PIC to ramp/ops agent		1 copy: ops agent departure station

*Note: One copy of NOTOC duly signed by the Captain shall be accessible at the departure station until flight has arrived at the final destination of the shipment.*

### 5.7.4 Storage of documents

The cargo agent accepting dangerous goods (including revenue cargo and COMAT) shall keep the following documents:

- Dangerous Goods Acceptance Checklist;
- Shipper's Declaration for Dangerous Goods and other documentation from the freight forwarder;
- Notice to the Pilot in Command (NOTOC)

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The above documents shall be retained for a minimum period of three months after the flight on which Dangerous Goods were transported or for a longer period if required by the State of flight origin.

The cargo agent shall provide the documents kept by the agents upon request from the airline.

#### **5.7.5 Operational Messages**

The operational /SITA/ messages UCM, LDM, CPM are also required for correct documentation of cargo. Additionally a FFM and SCM have to be written for correct handling.

All messages are described in chapter "Station Operations - Communication."

#### **5.7.6 Irregularities with cargo, including any non-revenue load**

##### **Cargo Damage**

If cargo damages are stated which must have happened during transport by air a cargo Damage Cargo Report as per AHM320 has to be completed by the cargo agent and must be sent to BH Air Duty Manager Operations:

**Tel:** + 359 2 980 77 62

**Mobile:** + 359 887 316 266

**Fax:** + 359 2 980 1432


**SITA:** ops@bhairlines.com / SOFBHXH

**E-mail:** [ops@bhairlines.com](mailto:ops@bhairlines.com) ; [teodora.skelencheva@bhairlines.com](mailto:teodora.skelencheva@bhairlines.com)

## 6. DANGEROUS GOODS

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## 6.1 GENERAL

### DANGEROUS GOODS TRANSPORTATION

#### IMPORTANT STATEMENT: BH Air does not carry radioactive materials

#### Terminology

- (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.
- (2) **Approval.** An authorisation referred to in the ICAO 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 Technical Instructions;
- (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:
  - (i) A crew member;
  - (ii) An operator's employee permitted by, and carried in accordance with, the instructions contained in the Operations Manual;
  - (iii) An authorised representative of an Authority; or
  - (iv) A person with duties in respect of a particular shipment on board.
- (4) **Dangerous goods.** 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 ICAO Technical Instructions or which are classified according to those Instructions.
- (5) **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 damage.
- (6) **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 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) **Dangerous Goods Transport Document.** A document which is specified by the ICAO Technical Instructions. It is completed by the person who offers dangerous goods for air transport and contains information about those dangerous goods.
- (8) **Exemption.** For the purposes only of compliance with this Subpart, an authorization referred to in the ICAO Technical Instructions and issued by all the

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authorities concerned, providing relief from the requirements of the ICAO Technical Instructions.

- (9) **Freight Container.** A freight container is an article of transport equipment for radioactive materials, designed to facilitate the transport of such materials, either packaged or unpackaged, by one or more modes of transport. (Note: see Unit Load Device where the dangerous goods are not radioactive materials.).  
**BH Air does not carry radioactive materials.**
- (10) **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.
- (11) **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.)
- (12) **Package.** The complete product of the packing operation consisting of the packaging and its contents prepared for transport.
- (13) **Packaging.** Receptacles and any other components or materials necessary for the receptacle to perform its containment function.
- (14) **Serious Injury.** An injury which is sustained by a person in an accident and which:
- (i) Requires hospitalization for more than 48 hours, commencing within seven days from the date the injury was received; or
  - (ii) Results in a fracture of any bone (except simple fractures of fingers, toes or nose); or
  - (iii) Involves lacerations which cause severe hemorrhage, nerve, muscle or tendon damage; or
  - (iv) Involves injury to any internal organ; or
  - (v) Involves second or third degree burns, or any burns affecting more than 5 % of the body surface; or
  - (vi) Involves verified exposure to infectious substances or injurious radiation.
- (15) **ICAO Technical Instructions.** The latest effective edition of the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air, including the Supplement and any Addendum, approved and published by decision of the Council of the International Civil Aviation Organization (ICAO Doc 9284–AN/905).
- (16) **Unit Load Device.** Any type of aircraft container, aircraft pallet with a net, or aircraft pallet with a net over an igloo.

## 6.2 Types of Dangerous Goods. Classification.

Dangerous Goods are divided into nine classes reflecting the type of risk involved. In some classes Dangerous Goods are divided into division numbers. Class 1 is further subdivided into compatibility groups indicated by a letter after the division number, e.g. 1.4.S. A three-letter **IMP** code-here written in brackets-may also identifies the dangerous good.

### Class 1 Explosives

**Division 1.1** Articles and masses having a mass explosion hazard

**Division 1.2** Articles and substances having a projection hazard but not a mass explosion hazard

**Division 1.3** Articles and substances having a fire hazard, a minor blast hazard and/or minor projection hazard but not a mass explosion hazard

**Division 1.4** Articles and substances presenting no significant hazard (RXS)

**Division 1.5** Very insensitive substances having a mass explosion hazard

**Division 1.6** Extremely insensitive articles which do not have a mass explosion hazard

Explosives Division 1.1; 1.2; 1.3; 1.4F; 1.5 and 1.6 are forbidden for transportation by air.




Explosives Division 1.4(RXB; RXC; RXP; RXE; RXG; RXC/RGX) have permission for air cargo transportation only.



Only Explosives Division 1.4RXS can be transported on board of passenger aircrafts.



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### **Class 2 Gases**

**Division 2.1 Flammable gas (RFG)** – Any gas which, when mixed with air in certain proportions, forms a flammable mixture (e.g. *Butane, Propane, Acetylene, Lighters*)



**Division 2.2 Non-flammable, non-toxic gas (RNG)** – Any non-flammable, non-toxic gas or low-temperature liquefied gas (e.g. *Carbon dioxide, Neon, Fire extinguisher, liquefied Nitrogen or helium*)




**Division 2.3 Toxic gas (RPG)** – Gases known to be toxic or corrosive to humans and known to pose a health risk/ Most toxic gases are forbidden for carriage by air, but some of them are permitted (e.g. *Aerosols of low toxicity, tear gas devices*)



### **Class 3 Flammable liquids**

**Class 3 Flammable liquids (RFL)** – Any liquid having a closed cup flash point of 60°C or below (e.g. *Paint, Alcohols, some Adhesives, Acetone, Petrol, etc.*)



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**Class 4 Flammable solids and substances liable to spontaneous combustion or emit flammable gases in contact with water.**

**Division 4.1 Flammable solid (RFS)** – Any solid material, which is readily combustible or may cause or contribute to fire through friction (*Matches, Sulphur, Celluloid, and Nitronaphthalene*)

**Note:** Some are self-reactive



**Division 4.2 Spontaneously Combustible (RSC)** (Substances liable to spontaneous combustion) – Such substances are liable to spontaneous heating or to heating up in contact with air and then liable to catch fire (e.g. *White or Yellow phosphorus, Magnesium diamide*)




**Division 4.3 Dangerous When Wet (RFW)** (Substances which, in contact with water, emit flammable gases) (e.g. *Calcium carbide, Sodium*)



**Class 5 Oxidizing substances and organic peroxides.**

**Division 5.1 Oxidizer (ROX)** – A substance that yields oxygen readily to stimulate the combustion or other material (e.g. *Ammonium nitrate fertilizer, Calcium chlorate, Bleaches*)



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**Division 5.2 Organic peroxides (ROP)** – An organic material (liquid or solid) that can be ignited readily by external flame and then burns with an accelerating rate; some substances react dangerously with other (e.g. *tert-Butly hydroperoxide*)



**Class 6 Toxic (Poisonous) and infectious substances**

**Division 6.1 Toxic substances (RPB/RHF)** – Liquids or solids, which are dangerous if inhaled, swallowed or absorbed through the skin (e.g. *Arsenic, Nicotine, Cyanide, Pesticides*)



**Division 6.2 Infectious substances (RIS)** – Substances which are known or reasonably expected to contain pathogens and cause disease in humans or in animals (e.g. *Virus, Bacteria, such as HIV (AIDS), Rabies, some diagnostic specimens and biological products, Medical and Clinical waste*)



**Class 7 Radioactive materials (RRW-I; RRY-II; RRY-III)**

**Radioactive Material Category I – White (RRW)**

Radioactive materials with low radiation level on the package surface. No transport index indicated

**Radioactive Material Category II – Yellow (RRY)**


Radiation level higher than Category I and a Transport Index not exceeding 1

**Radioactive Material Category III – Yellow (RRY)**

Radiation level higher than Category II and/or a Transport Index exceeding 1 but not more than 10

(e.g. *Radionuclide or isotopes for medical or industrial purposes, such as Cobalt 60, Cesium 131 and Iodine 132*)



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Radioactive Material Fissile – Critical Safety Index – Critical Safety Index labels must be used in addition to the appropriate Radioactive labels to provide control over accumulation of packages or overpacks containing fissile material

(e.g. *Fissile material: Uranium 233 and 235; Plutonium 239 and 241*)

### **Class 8 Corrosives**

**Class 8 Corrosive Material (RCM)** – A liquid or solid that will cause severe damage when in contact with living tissue or, in the case of leakage will materially damage or even destroy other goods or the means of transport (e.g. *Battery acids, Mercury, Sulphuric acid*)

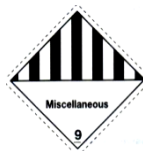


### **Class 9 Miscellaneous Dangerous Goods**

**Miscellaneous Dangerous Goods (RMD)** – Any substance which presents a danger during air transportation that is not covered by other classes. These include aviation regulated solid or liquid substances with anaesthetic, noxious or similar properties which could cause extreme annoyance or discomfort to crew members so as to prevent the correct performance of assigned duties (e.g. *Asbestos, Life Rafts, Internal Combustion Engines, Vehicles*)

**Polymeric Beads (RSB)** – Semi-processed polymeric articles, impregnated with a flammable gas or liquid as a blowing agent; they may evolve small quantities of flammable gas,


**Carbon Dioxide, solid/Dry Ice (ICE)** – Carbon Dioxide, solid/dry ice has a temperature of -79°C. On sublimation it produces a gas heavier than air, which in an enclosed area and in larger quantities can lead to suffocation



### **CARGO AIRCRAFT ONLY**

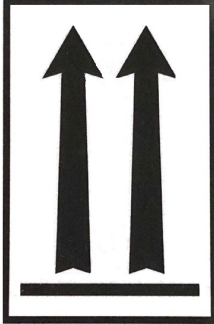
#### **CAO**



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All packages containing Dangerous Liquids must be label with following labels:


**THIS WAY UP**



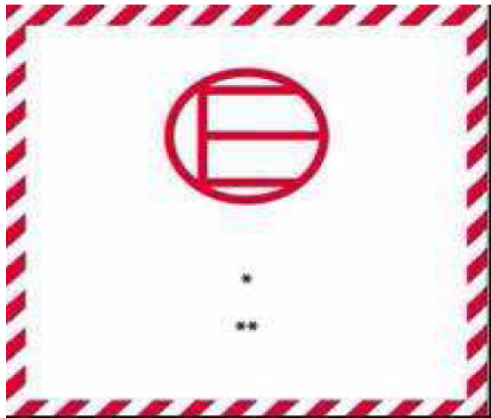
The labels have to be stick on both opposite sides of the package.



These “Keep Away From Heat” labels include the internationally recognized keep away from heat symbol to help ensure that handling instructions are communicated. For packages containing self-reactive substances of Division 4.1 or Division 5.2 organic peroxides, the “Keep Away From Heat” label must be affixed on all packages. This label shall be affixed on the same surface of the package near to the hazard label(s). These shipping labels measure 74mm x 105mm.

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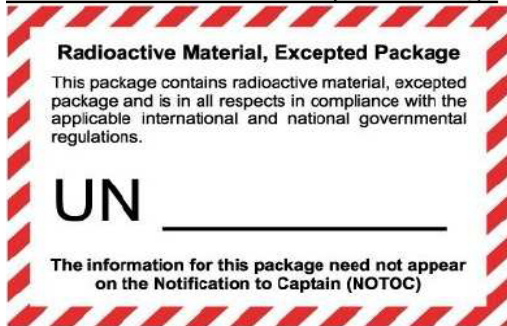
Excepted Quantity Package Mark



Info to be completed by shipper:

- \* Class or, when assigned, Division number(s).
- \*\* Name of Shipper or consignee if not shown elsewhere on the package.

Radioactive Material - Excepted Package



**NOTE:** *The text "the information for this package need not appear on the Notification to Captain (NOTOC)" is optional and does not have to appear on the label.*

Lithium Battery Mark




UN number(s) on the lithium battery mark must be of a minimum size of **12mm high**.

Packages containing lithium batteries packed according to Packing instructions that are not subject to other additional requirement of ICAO Technical Instructions must bear a “Lithium battery” label. The label must show “Lithium metal batteries” or “Lithium Ion battery” as applicable. Where the package contains both types of batteries, the label must show “Lithium Ion and Lithium metal battery”

This label has space for customers to add a contact phone number as required by the regulations.

DANGEROUS GOODS				
IMP Code	Name	Class	Division	
<b>REX</b>	Explosives	1	1.1	
			1.2	
			1.3	
			1.4F	
			1.5	
			<b>RCX</b>	1.3C
			<b>RGX</b>	1.3G
			<b>RXB</b>	1.4B
			<b>RXC</b>	1.4C
			<b>RXD</b>	1.4D
<b>RXE</b>	1.4E			
<b>RXG</b>	1.4G			
<b>RXS</b>	1.4S			
<b>RFG</b>	Flammable Gas	2	2.1	
<b>RNG</b>	Non-Flammable Gas		2.2	
<b>RCL</b>	Cryogenic Liquid		2.2	
<b>RPG</b>	Toxic Gas		2.3	
<b>RFL</b>	Flammable Liquid	3		
<b>RFS</b>	Flammable Solid	4	4.1	
<b>RSC</b>	Spontaneously Combustible		4.2	
<b>RFW</b>	Dangerous When Wet		4.3	
<b>ROX</b>	Oxidizer	5	5.1	
<b>ROP</b>	Organic Peroxide		5.2	
<b>RPB</b>	Toxic Substance	6	6.1	

<b>RIS</b>	Infectious Substance		6.2
<b>RRW</b>	Radioactive – White	7	Cat I
<b>RRY</b>	Radioactive – Yellow		Cat II
			Cat III
<b>RCM</b>	Corrosive	8	
<b>RMD</b>	Miscellaneous Dangerous Goods	9	
<b>ELI</b>	Excepted Lithium Ion - Cargo IMP-Code for "small" Lithium ion batteries according to Section II of PI 965-967		
<b>ELM</b>	Excepted Lithium Metal - Cargo IMP-Code for "small" Lithium metal batteries according to Section II of PI 968-970		
<b>RBI</b>	Restricted Lithium Ion - Cargo IMP-Code for lithium ion batteries according to Section IA or IB of PI 965		
<b>RBM</b>	Restricted Lithium Metal - Cargo IMP-Code for lithium metal batteries according to Section IA or IB of PI 968		
<b>RLI</b>	Restricted Lithium Ion - Cargo IMP-Code for lithium ion batteries contained in equipment or packed with equipment according to Section I of PIs 966 and 967		
<b>RLM</b>	Restricted Lithium Metal - Cargo IMP-Code for lithium metal batteries contained in equipment or packed with equipment according to Section I of PIs 969 and 970		
<b>ICE</b>	Dry Ice		
<b>CAO</b>	Cargo Aircraft only		
<b>MAG</b>	Magnetized Material		
<b>RSB</b>	Polymeric Beads		
<b>OTHER SPECIAL LOAD</b>			
<b>IMP Code</b>	<b>Name</b>	<b>Class</b>	<b>Division</b>
<b>AVF</b>	Tropical Fish		
<b>AVI</b>	Live Animals		
<b>EAT</b>	Foodstuffs		
<b>ATT</b>	Freight Attached		
<b>HUM</b>	Human Remains		
<b>PER</b>	Perishables		
<b>AOG</b>	Aircraft on Ground		
<b>DIP</b>	Diplomatic		
<b>HEA</b>	Heavy		
<b>MUW</b>	Munitions of War		

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<b>VAL</b>	Valuable		
<b>HEG</b>	Hatching Eggs		
<b>SEC</b>	Security		

### 6.3 Dangerous Goods Transport Documents

Cargo agent shall ensure that, except when otherwise specified in the ICAO Technical Instructions, dangerous goods shipments are accompanied by a dangerous goods transport documents - Dangerous Goods Acceptance Checklist; Shipper's Declaration for Dangerous Goods and other documentation from the freight forwarder; Notice to the Pilot in Command (NOTOC).

English language must be used for the dangerous goods transport documents in addition to any other language required by the local regulations of the State of Origin.

### 6.4 Acceptance checklist for Dangerous Goods

The IATA DGR regulations prohibit air operators from accepting packages of dangerous goods unless it is not verified that the shipment is in full compliance with the applicable IATA requirements. Ground Handling/Cargo operators are required to document the process of accepting packages of dangerous goods using a standard acceptance checklist in accordance to the provision of IATA DGR 9.1.3.

All fields of the acceptance check list shall be filled in including name, title and signature of the person that performed acceptance check.

Ground Operations Provider shall use current edition of IATA Dangerous Goods Regulation as it is required in GOM 1.8.3.

**Notice: BH Air does not transport radioactive materials**

Sample forms of Acceptance Check Lists according to IATA DGR:

**2025**  
**ACCEPTANCE CHECKLIST FOR DRY ICE (Carbon Dioxide, solid)**  
**(For use when a Shipper's Declaration for Dangerous Goods is not required)**

A checklist is required for all shipments of dangerous goods (9.1.4) to enable proper acceptance checks to be made. The following example checklist is provided to assist shippers and carriers with the acceptance of dry ice when packaged on its own or with non-dangerous goods.

Copies of the checklist can be obtained from:

Website: <https://www.iata.org/dgr-updates>

Is the following information correct for each entry?

**DOCUMENTATION**

Air Waybill No.: <input style="width: 90%;" type="text"/>	Origin: <input style="width: 90%;" type="text"/>	Destination: <input style="width: 90%;" type="text"/>
---	--	---

	YES	NO*	N/A
The "Nature and Quantity of Goods" box of the Air Waybill or an alternate transport documentation contains the following information [8.2.3]			
1. "UN1845" .....	<input type="checkbox"/>	<input type="checkbox"/>	
2. The words "Carbon dioxide, solid" or "Dry ice" .....	<input type="checkbox"/>	<input type="checkbox"/>	
3. Number of packages (unless these are the only packages within the consignment) .....	<input type="checkbox"/>	<input type="checkbox"/>	
4. The net weight of dry ice in kilograms .....	<input type="checkbox"/>	<input type="checkbox"/>	

**State and Operator Variations**

5. State and operator variations complied with [2.8] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--	--------------------------	--------------------------	--------------------------

*Note: The following questions do not apply where the dry ice, or packages containing dry ice, is offered in a ULD.*

**Quantity**

6. The quantity of dry ice per package is 200 kg or less [4.2] .....	<input type="checkbox"/>	<input type="checkbox"/>	
--	--------------------------	--------------------------	--

**PACKAGES AND OVERPACKS**

7. Same number of packages as shown on the Air Waybill .....	<input type="checkbox"/>	<input type="checkbox"/>	
8. Packages free from damage and leakage .....	<input type="checkbox"/>	<input type="checkbox"/>	
9. The packaging conforms with Packing Instruction 954 and the package is vented to permit the release of gas .....	<input type="checkbox"/>	<input type="checkbox"/>	

**Marks & Labels**

10. "UN1845" marked [7.1.4.1(a)] .....	<input type="checkbox"/>	<input type="checkbox"/>	
11. The words "Carbon dioxide, solid" or "Dry ice" [7.1.4.1(a)] .....	<input type="checkbox"/>	<input type="checkbox"/>	
12. Full name and address of the shipper and consignee [7.1.4.1(b)] .....	<input type="checkbox"/>	<input type="checkbox"/>	

*Note: The name and address of the shipper and consignee marked on the package may differ from that on the AWB.*

13. The net weight of dry ice within each package [7.1.4.1(d)] .....	<input type="checkbox"/>	<input type="checkbox"/>	
14. Class 9 label properly affixed [7.2.3.9, 7.2.6] .....	<input type="checkbox"/>	<input type="checkbox"/>	
15. Irrelevant marks and labels removed or obliterated [7.1.1(b); 7.2.1(a)] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**For Overpacks**

16. Packaging Use marks and hazard and handling labels, as required must be clearly visible or reproduced on the outside of the overpack [7.1.7.1, 7.2.7] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. The word "Overpack" marked if marks and labels are not visible on packages within the overpack [7.1.7.1] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. The total net weight of carbon dioxide, solid (dry ice) in the overpack [7.1.7.1.1] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

Checked by:

Place:  Signature:

Date:  Time:

**\* IF ANY BOX IS CHECKED "NO", DO NOT ACCEPT THE SHIPMENT AND GIVE A DUPLICATE COPY OF THIS COMPLETED FORM TO THE SHIPPER.**

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## DANGEROUS GOODS CHECK-LIST FOR A NON-RADIOACTIVE SHIPMENT:

**2025**

### DANGEROUS GOODS CHECKLIST FOR A NON-RADIOACTIVE SHIPMENT

The recommended checklist appearing on the following pages is intended to verify shipments at origin. Copies of the checklist can be obtained from:

Website: <https://www.iata.org/dgr-updates>

Never accept or refuse a shipment before all items have been checked.

Is the following information correct for each entry?

#### SHIPPER'S DECLARATION FOR DANGEROUS GOODS (DGD)

Air Waybill No.: <input style="width: 90%;" type="text"/>	Origin: <input style="width: 90%;" type="text"/>	Destination: <input style="width: 90%;" type="text"/>
---	--	---

	YES	NO*	N/A
1. Two copies in English and in the IATA format including the air certification statement. This question may be indicated as not applicable "N/A" only when the Shipper's Declaration data is submitted electronically [8.0.2.1, 8.1.1, 8.1.2, 8.1.6.12].....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Full name and address of Shipper and Consignee [8.1.6.1, 8.1.6.2] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
△ 3. If the Air Waybill number is not shown, enter it. [8.1.6.3] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The number of pages shown. This question may be indicated as not applicable "N/A" only when the Shipper's Declaration data is submitted electronically [8.1.6.4].....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The non-applicable Aircraft Type deleted or not shown [8.1.2.5.2, 8.1.6.5] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. If full name of Airport or City of Departure or Destination is not shown, enter it. [8.1.6.6 and 8.1.6.7] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. The word "Radioactive" deleted or not shown [8.1.2.5.2, 8.1.6.8].....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Identification</b>			
8. UN or ID number(s), preceded by prefix [8.1.6.9.1, Step 1] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Proper Shipping Name and the technical name in brackets for entries with ★ [8.1.6.9.1, Step 2] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Class or Division and for Class 1, the Compatibility Group, [8.1.6.9.1, Step 3] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Subsidiary hazard, in brackets, immediately following Class or Division [8.1.6.9.1, Step 4].....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Packing Group [8.1.6.9.1, Step 5].....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Quantity and Type of Packing</b>			
13. Number and Type of Packages [8.1.6.9.2, Step 6].....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Quantity and unit of measure (net, or gross followed by "G", as applicable) within per package limit [8.1.6.9.2, Step 6].....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. For Class 1 (Explosives), the net quantity supplemented with the net explosive mass followed by unit of measurement [8.1.6.9.2, Step 6] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. When different dangerous goods are packed in one outer packaging, the following rules are complied with:			
16.1 – Compatible according to Table 9.3.A. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16.2 – Conditions met for UN packages containing Division 6.2 [5.0.2.11(c)] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16.3 – Wording "All packed in one (type of packaging)" [8.1.6.9.2, Step 6(f)].....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16.4 – Calculation of "Q" value which must not exceed 1 [5.0.2.11 (g) & (h); 2.7.5.6; 8.1.6.9.2, Step 6(g)]...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Overpack			
17.1 – Compatible according to Table 9.3.A. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17.2 – Wording "Overpack Used" [8.1.6.9.2, Step 7].....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17.3 – If more than one overpack is used, identification marks shown and total quantity of dangerous goods [8.1.6.9.2, Step 7] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Packing Instructions</b>			
18. Packing Instruction Number [8.1.6.9.3, Step 8] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. For lithium batteries in compliance with Section IB, "IB" follows the packing instruction [8.1.6.9.3, Step 8] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Authorizations</b>			
△ 20. Check all verifiable special provisions. The Special Provision Number A1, A2, A4, A5, A51, A81, A88, A99, A130, A176, A190, A191, A201, A202, A211, A212, A224, A225, A331, A334 if used [8.1.6.9.4, Step 9] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. Indication that governmental authorization is attached, including a copy in English and additional approvals for other items under [8.1.6.9.4, Step 9] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Additional Handling Information</b>			
22. Additional handling information shown for self-reactive and related substances of Division 4.1 and organic peroxides of Division 5.2, or samples thereof, PBE, infectious and controlled substances, fireworks (UN0336 & UN0337) and viscous flammable liquids [8.1.6.11] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. Name of Signatory and Date indicated and Signature of Shipper [8.1.6.13, 8.1.6.14 and 8.1.6.15] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Clear Form**

**Print**

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	YES	NO*	N/A
24. Amendment or alteration signed by Shipper [8.1.2.6] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>AIR WAYBILL–HANDLING INFORMATION</b>			
25. The statement: "Dangerous goods as per associated Shipper's Declaration" or "Dangerous Goods as per associated DGD" [8.2.1(a)] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26. "Cargo Aircraft Only" or "CAO", if applicable [8.2.1(b)] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27. Where non-dangerous goods are included, the number of pieces of dangerous goods shown [8.2.2] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>PACKAGE(S) AND OVERPACKS</b>			
28. Packaging free from damage and leakage [9.1.3 (i)] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29. Packaging conforms with packing instruction .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30. Same number and type of packagings and overpacks delivered as shown on DGD [9.1.3] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Marks</b>			
31. UN Specification Packaging, marked according to 6.0.4 and 6.0.5:			
31.1 – Symbol and Specification Code [6.0.4.2.1 (a), (b)] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31.2 – X, Y or Z meets or exceeds Packing Group/Packing Instruction requirements [6.0.4.2.1 (c)] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31.3 – Gross Weight within limits (Solids, Inner Packagings or IBCs [SP A179, 6.0.4.2.1 (d)] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31.4 – Plastic drums, jericans and IBCs within permitted period of use [5.0.2.15] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31.5 – Infectious substance package mark [6.5.3.1] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32. UN or ID number(s), preceded by prefix [7.1.4.1(a)] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33. The Proper Shipping Name(s) including technical name where required [7.1.4.1(a)] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34. The full name and address of Shipper and Consignee [7.1.4.1(b)] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35. For consignments of more than one package of all classes (except ID 8000 and Class 7) the net quantity, or gross weight followed by "G", as applicable, unless contents are identical, marked on the packages [7.1.4.1(c)] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
36. Carbon Dioxide, Solid (Dry Ice), the net weight marked on the packages [7.1.4.1(d)] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
37. The Name and Telephone Number of a responsible person for Division 6.2 Infectious Substances shipment [7.1.4.1(e)] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
38. The Special Marking requirements shown for Packing Instruction 202 [7.1.4.1(f)] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
39. Limited Quantities mark [7.1.4.2] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
40. Environmentally Hazardous Substance mark [7.1.5.3] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
41. Battery mark for Section IB [7.1.5.5] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Labelling</b>			
42. The label(s) identifying the Primary hazard as per 4.2, Column D properly affixed [7.2.3.1; 7.2.6] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
43. The label(s) identifying the Subsidiary hazard, as per 4.2, Column D properly affixed [7.2.3.1; 7.2.6.2.3] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
44. "Cargo Aircraft Only" label [7.2.4.2; 7.2.6.3] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
45. "Orientation" labels on two opposite sides, if applicable [7.2.4.4] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
46. "Cryogenic Liquid" label, if applicable as per 4.2, Column D [7.2.4.3] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
47. "Keep Away From Heat" label, if applicable as per 4.2, Column D [7.2.4.5] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
48. Any irrelevant marks and labels removed or obliterated [7.1.1; 7.2.1] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>For Overpacks</b>			
49. Packaging use marks and hazard and handling labels, as required must be clearly visible or reproduced on the outside of the overpack [7.1.7.1, 7.1.7.2, 7.2.7] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
50. The word "Overpack" marked if marks and labels are not visible on packages within the overpack [7.1.7.1] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51. If more than one overpack is used, identification marks shown and total quantity of dangerous goods [7.1.7.3] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>GENERAL</b>			
52. State and Operator variations complied with [2.8] .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
53. Cargo Aircraft Only shipments, a cargo aircraft operates on all sectors .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments: \_\_\_\_\_

Checked by: \_\_\_\_\_

Place: \_\_\_\_\_ Signature: \_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_

**\*IF ANY BOX IS CHECKED "NO", DO NOT ACCEPT THE SHIPMENT AND GIVE A DUPLICATE COPY OF THIS COMPLETED FORM TO THE SHIPPER.**

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### 6.5 Inspection for Damage, Leakage or Contamination

- Ground Operations Provider shall have procedure to ensure that:
- Packages, over packs, freight pallets or ULD (currently not applicable) are inspected for evidence of leakage or damage immediately prior to loading on an airplane, as specified in the ICAO Technical Instructions
- Any package or shipment of Dangerous Goods which appears to be damaged or leaking not to be loaded on or delivered to the aircraft.
- if already loaded, but appears to be damaged or leaking the package or shipment is removed from an aircraft;
- Any package or shipment of Dangerous Goods which appears to be damaged or leaking, is removed from the pallets or other transport devices by the handler or arrangements made for its removal by an appropriate authority or organization. Safe disposal shall be arranged for such packages of Dangerous Goods.
- - In case of leakage an evaluation is conducted to identify and prevent from transport any other cargo, baggage or transport devices that have become contaminated by the leakage of dangerous goods;
- Packages, over packs are inspected for signs of damage or leakage upon unloading from an airplane and, if there is evidence of damage or leakage, the area where the dangerous goods were stowed is inspected for damage or contamination.
- If any package or shipment of Dangerous Goods found to be damaged or leaking immediate notification of BH Air and relevant local authority must be send.

BH air will developed and conduct periodically exercises and testing of the procedure related with :

- the package or shipment is prevented from being loaded into an aircraft
- If already loaded, the package or shipment is removed from an aircraft
- In the case of leakage, an evaluation is conducted to identify and prevent from transport any baggage, cargo, transport devices or other items that may have become contaminated.

It will take place once in two year with relavant contracted external service providers

### 6.6 Removal of Contamination

Any contamination resulting from the leakage or damage to articles or packages containing dangerous goods must be removed without delay and steps are taken to neutralize any hazard as specified in the ICAO Technical Instructions; and

1) BH Air shall:

- inform the shipper if the non-compliance is identified during transport;
- take immediate steps to mitigate the consequences of the non-compliance;

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- communicate the non-compliance to the shipper and relevant competent Authority(ies), respectively, as soon as practicable and immediately whenever an emergency situation has developed or is developing;

2) BH Air shall also, within the scope of its responsibilities:

- investigate the non-compliance and its causes, circumstances and consequences;
- take appropriate action, to remedy the causes and circumstances that led to the non-compliance and to prevent a recurrence of similar circumstances that led to the non-compliance;
- communicate to the relevant competent Authority(ies) on the causes of the non-compliance and on corrective or preventative actions taken or to be taken.

Handling Company shall ensure that any contamination found as a result of the leakage or damage of dangerous goods is removed without delay by its personnel or by an appropriate authority/organization.

**Note:** *BH Air does not carry radioactive materials but if there is assumption for any contamination resulting from radioactive materials the airplane involved will be immediately taken out of service and not returned until the radiation level at any accessible surface and the non-fixed contamination are not more than the values specified in the ICAO Technical Instructions. Contamination resulting from radioactive materials and respective radiation level must be evaluated by appropriately qualified personnel.*

### **6.7 Exemptions for Dangerous Goods Transportation**

The ICAO Technical Instructions provide that in certain circumstances dangerous goods, which are normally forbidden on an airplane /see GOM 6.10/,to be carried. These circumstances include cases of extreme urgency or when other forms of transport are inappropriate or when full compliance with the prescribed requirements is contrary to the public interest. In these circumstances all the States concerned may grant exemptions from the provisions of the ICAO Technical Instructions provided that every effort is made to achieve an overall level of safety which is equivalent to that provided by the ICAO Technical Instructions.

The States concerned are those of origin, transit, over flight and destination of the consignment and that of the operator. For some types of radioactive material, an exemption may not need to be sought from the State of over flight.

The CAA can submit a proposal to the Minister of Transportation and Communications for prohibition for transport by air of articles and/or substances that are not included as limitations in ICAO Technical Instructions and flight instructions , in case of established violations by BH Air of the rules and conditions that endanger the dangerous goods transport safety and represent a threat to flights.

### **6.8 Approval to Transport Dangerous Goods**

Company shall not transport dangerous goods unless approved to do so by the Authority.

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## Company Policy

BH Air has approval to carry dangerous goods issued by the Bulgaria Civil Aviation Authority Company strictly implements and follows the regulations and standards published by ICAO BH Air considers all good practices which are applicable in the industry to increase safety of Dangerous goods transportation BH Air as an air operator and carrier of dangerous goods reserves the exceptional right, before commencement the flight, to check the special shipment and all necessary shipping documents according to requirements of "FI"/IATA/ and ICAO Annex 18, in the presence or absence of shipper or his representative.

In case of any violation found, shortage or damage of packages, marking, contents or shipping documents, the operator or airplane commander have the right to refuse the transport at the base airport. If damage is discovered during transportation and they endanger the flight safety, they can interrupt the flight at any point en-route. The carrier must inform the shipper about the measures undertaken and take into consideration the possible request of the shipper for cassation of shipment with damaged packages or leaving the shipment for storage under the responsibility of custom authorities of the state where the transportation was terminated.

Permanent approval for the transport of dangerous goods is reflected on the airlines Air Operator's Certificate. In other circumstances an approval may be issued separately.

Before the issue of an approval for the transport of dangerous goods, the airline is satisfied the Authority that adequate training has been given, that all relevant documents (e.g. for ground handling, aircraft handling, training etc.) contain information and instructions on dangerous goods and that there are procedures in place to ensure the safe handling of dangerous goods at all stages of air transport.

## 6.9 Dangerous Goods Transportation Scope

BH Air carry Dangerous Goods in mandatory compliance with the provisions contained in the ICAO Technical Instructions on all occasions when dangerous goods are carried, irrespective of whether the flight is wholly or partly within or wholly outside the territory of a State.

### 6.9.1 Dangerous Goods permitted for air transportation

Articles and substances which would otherwise be classed as dangerous goods are excluded from the provisions of this Subpart, to the extent specified in the ICAO Technical Instructions, provided:

1. They are required to be aboard the airplane in accordance with the relevant JAR's or for operating reasons
2. They are carried as catering or cabin service supplies;
3. They are carried for use in flight as veterinary aid or as a humane killer for an animal
4. They are carried for use in flight for medical aid for a patient, provided that

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- (i) Gas cylinders have been manufactured specifically for the purpose of containing and transporting that particular gas;
  - (ii) Drugs, medicines and other medical matter are under the control of trained personnel during the time when they are in use in the airplane;
  - (iii) Equipment containing wet cell batteries is kept and, when necessary secured, in an upright position to prevent spillage of the electrolyte; and
  - (iv) Proper provision is made to stow and secure all the equipment during take-off and landing and at all other times when deemed necessary by the commander in the interests of safety; or
5. They are carried by passengers or crew members.

Articles and substances intended as replacements for those in (1) above shall be transported on an airplane as specified in the ICAO Technical Instructions.

### **6.9.2 Dangerous Goods in accordance with the relevant regulations or operating reason**

Dangerous goods required to be on board an airplane in accordance with the relevant JARs or for operating reasons are those which are for:

- The airworthiness of the airplane;
- The safe operation of the airplane; or
- The health of passengers or crew.


Such dangerous goods include but are not limited to:

- Batteries;
- Fire extinguishers;
- First-aid kits;
- Insecticides/Air fresheners;
- Life saving appliances; and
- Portable oxygen supplies.

### **6.9.3 Medical Aid for a Patient**

Gas cylinders, drugs, medicines, other medical material (such as sterilizing wipes) and wet cell or lithium batteries are the dangerous goods which are normally provided for use in flight as medical aid for a patient. However, what is carried may depend on the needs of the patient. These dangerous goods are not those which are a part of the normal equipment of the airplane.

The dangerous goods referred to in the paragraph above may also be carried on a flight made by the same airplane to collect a patient or after

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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.

**6.9.4 Dangerous goods carried by passengers or crew**

Dangerous goods must not be carried in or as passengers or crew, checked or carry-on baggage, except when as international standards, the ICAO Technical Instructions and IATA Dangerous Goods Regulation permits the carriage of the dangerous goods listed below by passengers or crew members either as or in carry-on baggage or checked baggage or on their person.

Additional restrictions implemented by countries in the interests of aviation security may, however, limit or forbid the carriage of some of these items. BH Air does not apply any limitations or variations and follow strictly the Provisions for Dangerous Goods Carried by Passengers and Crew are shown in ICAO TI 8; 1.1, Table 8-1 and DGR Subsection 2.3, Table 2.3.A as listed below:

**TABLE 2.3.A**  
**Provisions for Dangerous Goods Carried by Passengers or Crew**  
**(Subsection 2.3)**

*Dangerous goods must not be carried in or as passengers or crew, checked or carry-on baggage, except as otherwise provided below. Dangerous goods permitted in carry-on baggage are also permitted "on one's person", except where otherwise specified.*

The pilot-in-command must be informed of the location				
Permitted in or as carry-on baggage				
Permitted in or as checked baggage				
The approval of the operator is required				
Alcoholic beverages, when in retail packagings, containing more than 24% but not more than 70% alcohol by volume, in receptacles not exceeding 5 L, with a total net quantity per person of 5 L.	NO	YES	YES	NO
<b>Note:</b> <i>Alcoholic beverages containing 24% or less alcohol by volume are not subject to any restrictions.</i>				
<b>Ammunition, securely packaged</b> (in Div. 1.4S, UN 0012 or UN 0014 only), in quantities not exceeding 5 kg gross weight per person for that person's own use. Allowances for more than one person must not be combined into one or more packages.	YES	YES	NO	NO
<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.	YES	YES	YES	NO
<b>Baggage with installed lithium batteries non-removable batteries</b> exceeding 0.3 g lithium metal or 2.7 Wh.		FORBIDDEN		
<b>Baggage with installed lithium batteries:</b>	NO	YES	YES	NO
– non-removable batteries. Batteries must contain no more than 0.3 g lithium metal or for lithium ion must not exceed 2.7 Wh;				
– removable batteries. Batteries must be removed if baggage is to be checked in. Removed batteries must be carried in the cabin.				
<b>Batteries, spare/loose</b> , including lithium batteries, non-spillable batteries, nickel-metal hydride batteries and dry batteries (see 2.3.5.8) for portable electronic devices must be carried in carry-on baggage only. Articles which have the primary purpose as a power source, e.g. power banks are considered as spare batteries. These batteries must be individually protected to prevent short circuits. Lithium metal batteries: the lithium metal content must not exceed 2 g (see 2.3.5.8.4). Lithium ion batteries: the Watt-hour rating must not exceed 100 Wh (see 2.3.5.8.4). Each person is limited to a maximum of 20 spare batteries. *The operator may approve the carriage of more than 20 batteries. Non-spillable batteries: must be 12 V or less and 100 Wh or less. Each person is limited to a maximum of 2 spare batteries (see 2.3.5.8.5).	NO*	NO	YES	NO
<b>Camping stoves and fuel containers that have contained a flammable liquid fuel</b> , with empty fuel tank and/or fuel container (see 2.3.2.5 for details).	YES	YES	NO	NO
<b>Chemical Agent Monitoring Equipment</b> , when carried by staff members of the Organization for the Prohibition of Chemical Weapons on official travel (see 2.3.4.4).	YES	YES	YES	NO
<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>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.	YES	YES	YES	NO
<b>e-cigarettes</b> (including e-cigars, e-pipes, other personal vaporizers) containing batteries must be individually protected to prevent accidental activation (see 2.3.5.8.2).	NO	NO	YES	NO
<b>Electro shock weapons</b> (e.g. Tasers) containing dangerous goods such as explosives, compressed gases, lithium batteries, etc. are forbidden in carry-on baggage or checked baggage or on the person.		FORBIDDEN		
<b>Fuel cells</b> containing fuel, powering portable electronic devices (e.g. cameras, cellular phones, laptop computers and camcorders), see 2.3.5.9 for details.	NO	NO	YES	NO
<b>Fuel cell cartridges</b> , spare for portable electronic devices, see 2.3.5.9 for details.	NO	YES	YES	NO
<b>Gas cartridges, small, non-flammable</b> containing carbon dioxide or other suitable gas in Division 2.2. Up to two (2) small cartridges fitted into a self-inflating personal safety device, intended to be worn by a person, such as a life jacket or vest. Not more than two (2) devices per passenger and up to two (2) spare small cartridges per device, for other devices not more than four (4) cartridges up to 50 mL water capacity. (see 2.3.4.2).	YES	YES	YES	NO
<b>Gas cylinders, non-flammable, non-toxic</b> worn for the operation of mechanical limbs. Also, spare cylinders of a similar size if required to ensure an adequate supply for the duration of the journey.	NO	YES	YES	NO
<b>Hair styling equipment</b> containing a hydrocarbon gas cartridge, up to one (1) per passenger or crew-member, provided that the safety cover is securely fitted over the heating element. This hair styling equipment must not be used on board the aircraft. Spare gas cartridges for such hair styling equipment are not permitted in checked or carry-on baggage.	NO	YES	YES	NO

**TABLE 2.3.A**  
**Provisions for Dangerous Goods Carried by Passengers or Crew**  
**(Subsection 2.3) (continued)**

The pilot-in-command must be informed of the location				
Permitted in or as carry-on baggage				
Permitted in or as checked baggage				
The approval of the operator is required				
Insulated packagings containing refrigerated liquid nitrogen (dry shipper), fully absorbed in a porous material containing only non-dangerous goods.	NO	YES	YES	NO
Internal combustion or fuel cell engines, must meet A70 (see 2.3.5.12 for details).	NO	YES	NO	NO
Lithium Batteries: Portable electronic devices (PED) containing lithium metal or lithium ion cells or batteries, including medical devices such as portable oxygen concentrators (POC) and consumer electronics such as cameras, mobile phones, laptops and tablets (see 2.3.5.8). For lithium metal batteries the lithium metal content must not exceed 2 g and for lithium ion batteries the Watt-hour rating must not exceed 100 Wh. Devices in checked baggage must be completely switched off and must be protected from damage. Each person is limited to a maximum of 15 PED. *The operator may approve the carriage of more than 15 PED.	NO*	YES	YES	NO
Lithium batteries, spare/loose, including power banks, see Batteries, spare/loose				
Lithium battery-powered electronic devices. Lithium ion batteries for portable (including medical) electronic devices, a Wh rating exceeding 100 Wh but not exceeding 160 Wh. For portable medical electronic devices only, lithium metal batteries with a lithium metal content exceeding 2 g but not exceeding 8 g. Devices in checked baggage must be completely switched off and must be protected from damage.	YES	YES	YES	NO
Lithium batteries, spare/loose with a Watt-hour rating exceeding 100 Wh but not exceeding 160 Wh for consumer electronic devices and PMED or with a lithium metal content exceeding 2 g but not exceeding 8 g for PMED only. Maximum of two spare batteries in carry-on baggage only. These batteries must be individually protected to prevent short circuits.	YES	NO	YES	NO
Matches, safety (one small packet) or a small cigarette lighter that does not contain unabsorbed liquid fuel, other than liquefied gas, intended for use by an individual when carried on the person. Lighter fuel and lighter refills are not permitted on one's person or in checked or carry-on baggage.	NO	ON ONE'S PERSON		NO
<i>Note: "Strike anywhere" matches, "Blue flame" or "Cigar" lighters or lighters powered by a lithium battery without a safety cap or means of protection against unintentional activation are forbidden (see 2.3.5.8.4(e)).</i>				
Mobility Aids: Battery-powered wheelchairs or other similar mobility devices with non-spillable wet batteries, nickel-metal hydride batteries or dry batteries, (see 2.3.2.2).	YES	YES	NO	YES
Mobility Aids: Battery-powered wheelchairs or other similar mobility devices with spillable batteries or with lithium ion batteries (see 2.3.2.3 and 2.3.2.4 for details).	YES	YES	NO	YES
Mobility Aids: Battery-powered wheelchairs or other similar mobility devices with lithium ion batteries where the design of the mobility aid does not provide adequate protection for the battery(ies) (see 2.3.2.4.3 for details).	YES	NO	YES	YES
Non-radioactive medicinal or toiletry articles (including aerosols) such as hair sprays, perfumes, colognes and medicines containing alcohol; and Non-flammable, non-toxic (Division 2.2) aerosols, with no subsidiary hazard, for sporting or home use (see 2.3.5.1).	NO	YES	YES	NO
The total net quantity of non-radioactive medicinal or toiletry articles and non-flammable, non-toxic (Division 2.2) aerosols must not exceed 2 kg or 2 L and the net quantity of each single article must not exceed 0.5 kg or 0.5 L. Release valves on aerosols must be protected by a cap or other suitable means to prevent inadvertent release of the contents.				
Oxygen or air, gaseous, cylinders required for medical use. The cylinder must not exceed 5 kg gross weight.	YES	YES	YES	YES
<i>Note: Liquid oxygen systems are forbidden for transport.</i>				
Permeation devices, must meet A41 (see 2.3.5.13 for details).	NO	YES	NO	NO
Radioisotopic cardiac pacemakers or other devices, including those powered by lithium batteries, implanted into a person or fitted externally.	NO	ON ONE'S PERSON		NO
Security-type equipment (see 2.3.2.6 for details).	YES	YES	NO	NO
Security-type attaché cases, cash boxes, cash bags, etc. incorporating dangerous goods, such as lithium batteries and/or pyrotechnic material, except as provided in 2.3.2.6 are totally forbidden. See entry in 4.2-List of Dangerous Goods.		FORBIDDEN		
Specimens, non-infectious packed with small quantities of flammable liquid, must meet A180 (see 2.3.5.11 for details).	NO	YES	YES	NO
Thermometer, medical or clinical, which contains mercury, one (1) per person for personal use, when in its protective case.	NO	YES	NO	NO
Thermometer or barometer, mercury filled carried by a representative of a government weather bureau or similar official agency (see 2.3.3.1 for details).	YES	NO	YES	YES

**Note:**  
*The provisions of Subsection 2.3 and Table 2.3.A may be limited by State or operator variations. Passengers should check with their airline for the current provisions.*

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Transportation of Dangerous Goods is subjects of approval from the Operator and shall be notified in advance to BH Air at least 72 hours before the flight. Detailed information must be provided in written request from the tour operator and this request must be sent by e-mail or fax to BH Air Ground Operations department which is responsible to determine how the requested carriage of Dangerous Goods in passenger baggage can be approved.

If an approval is confirmed by the Ground Operations department, the tour operator shall take the necessary action to add this approval to the passenger electronic record and information to be available in the passengers name list /PNL/.

By GOM distribution, Dangerous Goods training provided to BH Air cabin and flight crew and seasonal briefings with the tour operators, BH Air ensures that all staff who interferes with passengers are made aware with the effective approval process.

### **6.10 Limitations on the transport of Dangerous Goods.**

Dangerous goods not permitted for transportation by air in any circumstances:

- Explosive articles and/or substances that inflame or dissolve when exposed to temperature of 75°C for more than 48 hours;
- explosive articles and/or substances, containing chlorates and ammonium salts;
- explosive articles and/or substances, containing mixtures of chlorates and phosphates;
- solid explosive articles and/or substances that are classified as extremely sensitive to mechanical stroke;
- liquid explosive articles and/or substances that are classified as moderately sensitive to mechanical stroke;
- articles and/or substances that could produce a dangerous increase of heat or gas at normal conditions of air transportation.
- Inflammable solid articles and/or substances and organic peroxides demonstrating explosive properties in tests, packed so that the classification procedure will require use of labels of explosive danger due to subsidiary risk.

BH Air shall take all reasonable measures to ensure that articles and substances that are specifically identified by name or generic description in the ICAO Technical Instructions as being forbidden for transport under any circumstances are not carried on any airplane.

BH Air shall take all reasonable measures to ensure that articles and substances or other goods that are identified in the ICAO Technical Instructions as being forbidden for transport in normal circumstances are only transported when:

- They are exempted by the States concerned under the provisions of the ICAO Technical Instructions (see Note- States concerned with exemptions), or
- The ICAO Technical Instructions indicate they may be transported under an approval issued by the State of Origin.

**Note: For Exemptions of Dangerous Goods Transportation see GOM 6.7**

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## 6.11 Acceptance, Handling and Transportation of Dangerous Goods

### 6.11.1 Acceptance of Dangerous Goods

One of the important requirements for accepting dangerous goods air shipments is to utilize an acceptance checklist to verify the shipper properly prepared the DG shipment for transportation.

Dangerous Goods Acceptance check-list shall be used in form /see GOM6.4/ which allows recording of the acceptance check results by manual, mechanical or computerised means and cargo agent shall not accept dangerous goods unless:


- (1) the package, over-pack, freight container or ULD (currently not applicable) has been inspected in accordance with the acceptance procedures in the IATA DGR or ICAO Technical Instructions for proper marking and labeling, leakages and compromised integrity.
- (2) except when otherwise specified in the IATA DGR or ICAO Technical Instructions, they are accompanied by two copies of a dangerous goods transport document (Shipper's declaration for dangerous goods) that complies with the requirements of the current edition of DGR).
- (3) the English language is used for:
  - (i) package marking and labelling; and
  - (ii) the dangerous goods transport document, In addition to any other local language requirements if applicable.

Where a document is provided, one copy of the shipper's declaration form must accompany the consignment to the final destination and one copy must be retained by BH Air (or its authorized agent) at a location on the ground where it will be possible to obtain access to it within a reasonable period; the shipper's declaration form must be retained at this point on board of the aircraft until the goods have arrived at final destination, after which time it may be stored elsewhere.

If a dangerous goods consignment does not pass the acceptance check due to errors or omissions by the shipper following process apply

When shipper correct the errors and resubmit the correct documentation, a new acceptance check list must be completed ensuring all issues have resolved.

All documents related to the failed consignment, including the original acceptance check list (indicating the errors/omissions), correspondence with the shipper regarding the errors; failure report; resubmitted correct documentation(if applicable); any communication with regulatory authorities(if applicable) must be retained for minimum period of three months starting from the date of original acceptance check list was completed and should be securely stored in paper and/or electronic formats in designated airline folder within the Handling agent directories.

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After three month retention period, documentation may be securely destroyed, destruction must be recorded for auditing purposes.

BH air will monitor the process by audits performed from Compliance monitoring department.

### 6.11.2 Handling

BH Air does not have its own ground handling organization. Any load classified as or suspected as dangerous goods shall be handled by operators or agents having their own certified handling department and the agent being approved by the Authority to handle dangerous goods.

Ground Handling and/or Cargo Handling provider must assign a qualified individual who is responsible for the correct loading and securing of dangerous good shipment on board of the aircraft.

This requirement is a subject of regular audits and inspections. Safety and Compliance Monitoring Department to be ensured that all third parties personnel is properly trained for handling of Dangerous Goods and the activities are conducted according to the IATA Dangerous Goods Regulations.

Dangerous Goods are articles that may be harmful or danger for aircraft, passengers and crew, ramp handling staff and all handling procedures of Dangerous Goods shall be carried according to ICAO DOC 9284-AN/905 - ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air and IATA DGR.


Dangerous Goods shall be handled with maximum attention and care to prevent any damage to packages during loading and unloading operations onto the airplane.

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. Dangerous goods are to be loaded last in order to be offloaded first.

Inspection for leakage or other damage always has to be made before loading or unloading as described in GOM 6.5.

They must be restrained to prevent themselves shifting or any crushing, tipping or damage by other load - **see also GOM Chapter 7**

After completion of loading, the separation and door nets must be installed and secured.

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### 6.11.3 Labelling, Segregation and Stowage of Dangerous Goods:

#### 6.11.3.1 Labelling

It is the shipper's responsibility to take care of the proper packing, labelling and marking of all packages. A package must be marked in English language with the following:

- A proper shipping name and UN number, e.g. "corrosive liquids n.o.s. (Copoly chloride) UN 1760"
- A mark indicating that the packaging has been designed to the specification of, and tested in accordance with the instructions
- Hazard and handling labels
- Name and address of the shipper and consignee.

Dangerous Goods are divided into nine classes reflecting the type of risk involved. In some classes Dangerous Goods are divided into division numbers. Class 1 is further subdivided into compatibility groups indicated by a letter after the division number, e.g. 1.4.S. A three-letter IMP-code (interline message procedure) codes are used extensively within the airline industry for quick reference and may also identify the dangerous good.

#### Replacement of Labels:

When the cargo operator discovers that labels have become lost, detached or illegible, he must replace them in accordance with the information provided on the "Shipper's Declaration for Dangerous Goods". This procedure does not apply when the labels are found to be missing or illegible at time of acceptance. (see GOM 6.11.3)

#### 6.11.3.2 Segregation of Dangerous Goods in Accordance with IATA Dangerous Goods Regulation:

Packages containing dangerous goods, which might react dangerously with each other, must not be stowed on an aircraft next to each other or in a position that would allow interaction between them in the event of leakage. To maintain required acceptable segregation between packages containing dangerous goods having different hazards, the segregation requirements shown in DGR, Table 9.3.A must be observed. The segregation requirements apply based on all hazard labels applied on the package, irrespective of whether the hazard is the primary or subsidiary risk.

#### Explanation of Incompatibility of loads

Currently BH Air does not carry some special loads and dangerous good as stated in GOM 6.1 but it is important to be

marked that the following items must not be loaded in the same hold:

- Animals that are natural enemies (e.g. dogs and cats) must not be loaded in immediate vicinity.
- Laboratory animals ("Specific Pathogen Free") must be loaded far from other animals.
- Fresh fruit and vegetables (EAT) must be loaded far from flowers (PER).
- Incompatibility with HEG results when EAT shipments are refrigerated with dry ice (ICE).
- For ethical reasons, it is advisable that dogs and similarly responsive animals be loaded far from human remains in coffins (HUM)
- Dangerous goods, if transported as cargo, must not be loaded in the passenger cabin or cockpit.
- Dangerous goods classified as "cargo aircraft only" (CAO) must under no circumstances be loaded on passenger aircraft, including combi aircraft.

***Incompatible dangerous goods must also be segregated during acceptance, handling and loading. Operators, freight forwarders and ground handling agents must also ensure that local government regulations applicable to the storage and handling of dangerous goods are complied with. These local government regulations may impose a greater requirement than that specified in DGR Table 9.3.A shown below.***

## TABLE for Segregation of Packages

TABLE 9.3.A  
Segregation of Packages (9.3.2)

Hazard Label	1 excl 1.4S	2.1	2.2 2.3	3	4.1	4.2	4.3	5.1	5.2	8	9 see 9.3.2.1.3
1 excl 1.4S	See 9.3.2.2.5	X	X	X	X	X	X	X	X	X	X
2.1	X	—	—	—	—	—	—	—	—	—	X
2.2, 2.3	X	—	—	—	—	—	—	—	—	—	—
3	X	—	—	—	—	—	—	X	—	—	X
4.1	X	—	—	—	—	—	—	—	—	—	X
4.2	X	—	—	—	—	—	—	X	—	—	—
4.3	X	—	—	—	—	—	—	—	—	X	—
5.1	X	—	—	X	—	X	—	—	—	—	X
5.2	X	—	—	—	—	—	—	—	—	—	—
8	X	—	—	—	—	—	X	—	—	—	—
9 see 9.3.2.1.3	X	X	—	X	X	—	—	X	—	—	—


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**An “X” at the intersection of a row and a column indicates that packages containing these classes/divisions of dangerous goods must be segregated. A “—” at the intersection of a row and a column indicates that packages containing these classes/divisions of dangerous goods do not require segregation.**

**Notes:**

1. Only explosives in Division 1.4, compatibility group S, are permitted to be transported on passenger aircraft. Only the following explosives may be transported on cargo aircraft:
  - Division 1.3 Compatibility groups C, G
  - Division 1.4 Compatibility groups B, C, D, E, G, and S
2. Explosives in Division 1.4B and explosives in Division 1.3 must not be stowed together. Division 1.4B and Division 1.3 explosives must be loaded into separate unit load devices and when stowed aboard the aircraft, the unit load devices must be separated by other cargo with a minimum separation distance of 2 m. When not loaded in a unit load device Division 1.4B and Division 1.3 explosives must be loaded into different, non-adjacent loading positions and separated by other cargo with a minimum separation distance of 2 m.
3. Packages containing dangerous goods with multiple hazards in the class or divisions, which require segregation in accordance with Table 9.3.A, need not be segregated from packages bearing the same UN number.
4. The extent to which explosives may be stowed together in an aircraft is determined by their “compatibility”. Explosives are considered to be compatible if they can be stowed together without significantly increasing either the probability of an accident or, for a given quantity, the magnitude of the effects of such an accident.
5. Explosives in Compatibility Group S may be stowed with explosives in all compatibility groups.
6. Except as provided for in NOTE 2 explosives of different compatibility groups may be stowed together, whether or not they belong to the same division.
7. Packages containing dangerous goods, which might react dangerously with each other, must not be stowed on an aircraft next to each other or in a position that would allow interaction between them in the event of leakage. To maintain acceptable segregation between packages containing dangerous goods having different hazards, as a minimum the segregation requirements shown in Table 9.3A must be observed. The segregation requirements apply based on all hazard labels applied on the package, irrespective of whether the hazard is primary or subsidiary risk.

**Note:** Packages and overpacks containing lithium ion batteries prepared in accordance with Section IA or Section IB of PI 965 and packages and overpacks containing lithium metal batteries prepared in accordance with Section IA or Section IB of PI 968 must not be stowed on an aircraft next to, or in a position that would allow interaction in the event of damage/fire with packages or overpacks containing

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*dangerous goods which bear a Class 1, other than Division 1.4S, Division 2.1, Class 3, Division 4.1 or Division 5.1 hazard label. To maintain acceptable segregation between packages and overpacks, the segregation requirements shown in Table 9.3.A must be observed. The segregation requirements apply based on all hazard labels applied on the package or overpack, irrespective of whether the hazard is the primary or subsidiary risk.*

#### **6.11.4 Emergency Response Procedures for Dangerous Goods Incidents during Ground Operations**

Should a damage or leakage be noticed by any person during the **loading or unloading of Dangerous Goods:**

- Protect yourself personally.
- Remain calm.
- Secure the area.
- Inform the supervising ramp agent.

##### **The supervising ramp agent:**


- Protects himself and notify the PIC for evacuation of the aircraft if required
- Informs his Operational Control, who immediately inform the BH Air Flight Dispatch;
- Inspects the secured area.
- If possible, separates the undamaged packages from the damaged package.
- Inspect the remainder of the consignment to ensure it is in a proper condition for transport.
- Completes a Dangerous Goods Occurrence Report
- If necessary, informs the Airport Fire Brigade.

**NOTE:** *Follow the procedures as stipulated for the aerodrome concerned!*


Emergency procedures must be available at Handling Agent's offices, wherever Dangerous Goods are handled. If there are such procedures, established by local airport authorities or other government authorities, they shall be used by Handling (Cargo) Agent.

If such official local procedures do not exist, Ramp Agents must apply the following general procedures in case of emergency involving dangerous goods.

- In case of any damage or leakage of the package, containing dangerous goods:
  - Advise the local dangerous goods supervisor.
  - Isolate the package by removing other packages or property.


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- Avoid contact of the personnel with the contents of the package.
- If contents come in contact with body or clothes:
  - thoroughly wash off body with plenty of water;
  - remove contaminated clothes;
  - keep hands away from eyes, mouth and nose
  - apply for medical assistance / call the local medical office / .
- If there are problems with identifying the content of the package, and the level of danger, immediately call emergency response telephone number, which is mentioned on labels or other documentation of the shipment. If no emergency contact exists, call the shipper or consignee.
- The procedures contained in the chart below must be followed in case of Dangerous Goods Ground Incidents.

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### Dangerous Goods Emergency response Chart

Hazard Class Division and Compatibility Group	Dangerous Goods Class	Hazard Description	Immediate Action Minimise leakage and contact with other cargo		
1.3C 1.3G	Explosives (Acceptable on Cargo Aircraft only)	Fire and minor blast hazard and/or minor propulsive hazard	Notify Fire Department Guard Against fire		
1.4B 1.4C 1.4D 1.4E 1.4G		Fire, But no other Significant hazard			
1.4S		Explosives (safety)		Small fire hazard	
2.1 2.2 2.2 2.3		Flammable Gas Non-Flammable Gas Cryogenic Liquid		Ignites when leaking High pressure cylinder bursting Sub cooling	Notify Fire Department Evacuate goods Ventilate area Keep away Minimum 25 m
		Toxic Gas (acceptable on Cargo Aircraft only)		High pressure cylinder and toxic inhalation	
3	Flammable Liquid	Ignites when leaking	Notify Fire Department Do not use water under any circumstances		
4.1 4.2 4.3	Flammable Solid Spontaneously Combustible Dangerous when wet	Combustible, contributes to fire Ignites in contact with air Ignites in contact with water			
5.1 5.2	Oxidizer Organic Peroxide	Ignites combustibles on contact Reacts violently with other substances		Notify Fire Department Do not use water	
6.1 6.2	Poison Infectious Substance	Harmful if swallowed, inhaled or in contact with skin Causes disease in Humans and Animals	Isolate area Obtain qualified assistance Do not touch Keep away Minimum 25 m		
7 Cat I 7 Cat II/III	Radioactive – White Radioactive – Yellow	Radiation hazards and h Harmful to health			
8	Corrosive	Hazardous to skin and metal	Notify Fire Department Avoid contact with skin		
9	Polymeric Beads Magnetized Material Dry Ice Miscellaneous Dangerous Goods	Evolves small quantities of flammable gas Affects navigation system Causes sub cooling/suffocation Hazards not covered by other classes	Avoid contact with skin No immediate action required		

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## 6.12 Hidden Risks or Dangers

Cargo acceptance staff and cargo attendant check-in staff as appropriate must be provided with information, and this information must be readily available to such staff on:


- 1) general descriptions that are often used for items in cargo or in cargo attendant's baggage which may contain Dangerous Goods;
- 2) other indications that dangerous goods may be present (e.g. labels, markings); and
- 3) those dangerous goods which may be carried by cargo attendant in accordance with OM A 9.3.1.4.

Experience has shown that when shippers offer packages containing the following commodities, they must be asked to check their consignments against the class definitions and Special Provisions in the Regulations and confirm by endorsement of the "Air Waybill" that no part of the package contents is dangerous. e.g. "Not restricted".

**Typical examples are listed below:**

Aircraft Spare parts, Aircraft equipment	They may contain explosives, chemical oxygen generators, unserviceable tyre assemblies, cylinders of compressed gas (oxygen, carbon dioxide, nitrogen or fire extinguishers), paint, adhesives, aerosols, lifesaving appliances, first aid kits, fuel in equipment, wet or lithium batteries, matches, etc.
Automobile parts	May contain ferro-magnetic material which may be subject to special stowage requirements due to the possibility of affecting aircraft instruments. May also contain engines, carburettors or fuel tanks which contain or have contained fuel, wet batteries, compressed gases in tyre 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.) or other dangerous goods.
Chemicals	May contain items meeting any of the criteria for dangerous goods, particularly flammable liquids, flammable solids, oxidisers, organic peroxides, toxic or corrosive substances.
COMAT (COmpany MATerials)	Such as aircraft parts, may contain Dangerous Goods as an integral part, e.g. chemical oxygen generators in a PSU, compressed gases, such as oxygen, carbon dioxide and nitrogen, gas lighters, aerosols, fire extinguishers, flammable liquids such as fuels, paints and adhesives, and corrosive material such as batteries. Other items such as flares, first aid kits, lifesaving appliances, matches, magnetised material, etc.
Consolidated consignments	May contain any of the defined classes of Dangerous Goods.
Cryogenic (liquid)	Indicates very low temperature, gases such as Argon, Helium, Neon, Nitrogen.
Cylinders	May indicate compressed or liquefied gas.
Dental apparatus	May contain hazardous chemicals such as resins or solvents, compressed or liquefied gas, mercury and radioactive material.

Diagnostic specimens	May contain infectious substances.
Diving equipment	May contain cylinders of compressed gas or high intensity diving lamps which can generate high heat when operated in air. In order to be carried safely, the bulb or battery must be disconnected.
Drilling and mining equipment	May contain explosive(s) and/or other dangerous goods
Dry shipper (vapour shipper)	May contain free liquid nitrogen. Dry shippers are subject to these regulations when they permit the release of any free liquid nitrogen irrespective of the orientation of the package.
Electrical equipment	May contain magnetised materials, mercury in switch gear and electron tubes or wet batteries
Electrically powered apparatus	May contain wet batteries (such as wheelchairs, lawn mowers, golf carts, etc.).
Expeditionary equipment	May contain explosives (flares), flammable liquids (gasoline), flammable gas (propane, camping gas) or other dangerous goods.
Film crew or media equipment	May contain explosive pyrotechnic devices, generators incorporating internal combustion engines, wet batteries, fuel, heat producing items, etc.
Frozen embryos	May contain refrigerated liquefied gas or carbon dioxide, solid (dry ice).
Frozen fruit, vegetables, etc.	May be packed in carbon dioxide, solid (dry ice).
Fuels	May contain flammable liquids, flammable solids or flammable gases.
Fuel control units	May contain flammable liquids.
Hot air balloon	May contain cylinders with flammable gas, fire extinguishers, engines internal combustion, batteries, etc.
Household goods	May contain items meeting any of the criteria for dangerous goods including flammable liquids such as solvent based paint, adhesives, polishes, aerosols (for passengers, those not permitted under subsection 2.3 of the IATA DGR), bleach, corrosive oven or drain cleaners, ammunition, matches, etc.
Instruments	May conceal barometers, manometers, mercury switches, rectifier tubes, thermometers, etc. containing mercury.
Laboratory/testing equipment	May contain items meeting any of the criteria for dangerous goods, particularly flammable liquids, flammable solids, oxidisers, organic peroxides, toxic or corrosive substances.
Machinery parts	May contain adhesives, paints, sealants, solvents, wet and lithium batteries, mercury, cylinders of compressed or liquefied gas, etc.
Magnets and similar	May individually or cumulative meet the definition of magnetised material.
Medical supplies	May contain items meeting any of the criteria for dangerous goods, particularly flammable liquids, flammable solids, oxidisers, organic peroxides, toxic or corrosive substances.
Metal construction material, metal fencing, metal piping	May contain ferro-magnetic material, which may be subject to special stowage requirements due to the possibility of affecting aircraft instruments.

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Passengers baggage/personal effects (accompanied or unaccompanied)	May contain items meeting any of the criteria for dangerous goods. Examples include fire works, flammable household liquids, corrosive oven or drain cleaners, flammable gas or liquid lighter refills or camping stove cylinders, matches, ammunition, bleach, aerosols (those not permitted under subsection 2.3. of IATA DGR), etc.
Pharmaceuticals	May contain items meeting any of the criteria for dangerous goods, particularly radioactive material, flammable liquids, flammable solids, oxidisers, 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, oxidisers, organic peroxides, toxic or corrosive substances.
Promotional material	See passenger baggage
Racing car or motorcycle team equipment	May contain engines, carburettors or fuel tanks which may contain fuel or residual fuel, flammable aerosols, cylinders of compressed gases, nitromethane, other fuel additives or wet batteries, etc.
Refrigerators	May contain liquefied gases or an ammonia solution.
Repair kits	May contain organic peroxides and flammable adhesives, solvent based paints, resins, etc.
Samples for testing	May contain items meeting any of the criteria for dangerous goods, particularly infectious substances, flammable liquids, flammable solids, oxidisers, organic peroxides, toxic or corrosive substances.
Semen	May be packed with carbon dioxide, solid (dry ice) or refrigerated liquefied gas. See also dry shipper.
Ships' spares	May contain explosives (flares), cylinders of compressed gas (life raft), paint, lithium batteries (emergency locator transmitter), etc.
Show, motion picture, stage and special effects	May contain flammable substances, explosives or other Dangerous Goods.
Swimming pool chemicals	May contain oxidising or corrosive substances.
Switches in electrical equipment or instruments	May contain mercury.
Tool boxes	May contain explosives (power rivets), compressed gases or aerosols, flammable gases (butane cylinders or torches), flammable adhesives or paints, corrosive liquids, etc.
Toys	May be made of flammable material and/or may contain batteries.
Torches	Micro torches and utility lighters may contain flammable gas and be equipped with an electronic starter. Larger torches may consist of a torch head (often with a self-igniting switch) attached to a container or cylinder of flammable gas.
Vaccines	May be packed in carbon dioxide, solid (dry ice).

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### 6.13 Carriage Of Weapons Of War And Munitions Of War And Sporting Weapons

- For transport of military weapons and munitions permission by the states involved must be issued.
- The Security Manager of BH Air must be informed;
- Military weapons and munitions must be loaded/stored in cargo hold inaccessible for crew and passengers during the flight;
- Exceptions can be made by all involved parties prior to flight beginning. Thus military weapon and munitions could be carried in other circumstances that differ partially or completely by the procedures specified;
- Crew members are not permitted to carry firearms in cockpit and passenger cabin.
- Employees, escorting staff must give their unloaded weapon to the commander of the crew for hold storage until the end of the flight. The commander is placing the unloaded weapon in special fire-resistant safe specially designed for such use. After arriving the weapon shall be returned before the cabin crew disembarking.
- Sport rifles, hunting guns belonging to cargo attendants and any other type of light weapon is not permitted to be carried on board the airplane except as checked baggage in baggage compartments /unloaded and suitably packed/.
- The company shall takes any necessary measures to make sure that will be informed on probable transport of sport weapon or munitions on any of company's airplanes.
- When a sport weapon is accepted for transport, the company have to be sure that it:
  - is arranged in a place inaccessible to cargo attendants during the flight, unless the state authorities have specified that this regulation cannot be adhered to and have accepted that other procedures must be followed;
  - unloaded, if that is a firearm or other weapon that could contain munitions;

These containers must be made of light, but firm styropor, with internal porous rubber lining preserving the gun from damage.

Sport weapon munitions can be carried in checked baggage only it corresponds to **“Technical Instructions for the Safe Transport of Dangerous Goods by Air”** (ICAO Doc 9284–AN/905), including the Supplement and any Addendum, approved and published by decision of the Council of the International Civil Aviation Organization and ICAO Annex 18.

Transport of ammunition (cartridges for weapons in Division 1.4S, UN0012 and UN0014 only) is permitted if they are only for personal use of the person that carries them and if they are securely packed in a box and in amount not exceeding 5 kg gross weight.

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Prior to flight the commander must be informed by a company employee on details concerning the weapon and munitions that are going to be carried.

### **Conditions under which sporting weapons may be carried onboard**

Sporting weapons may be carried on board according to the provisions of ICAO ICAO Technical Instructions. Sporting weapons shall be placed in the load compartment, inaccessible to persons onboard.

**The Pilot in Command must be notified before flight.**

### **6.14 Dangerous goods in excepted quantities**

Some dangerous goods may be transported under a simplified procedure. They are marked with the label Dangerous Goods in Excepted Quantities. This means that for certain products the quantities of dangerous goods are so small that they do not present a real danger to the crew , staff, airplane and environment and do not conform the regulations for special packings as noted per 2.7.5. from the IATA Dangerous goods regulations.

Only dangerous goods which are permitted on passenger aircraft and which meet the criteria of the following classes, divisions and packing groups (if appropriate) may be carried under the provisions for Dangerous Goods in Excepted Quantities:

- Substances of Division 2.2, without a subsidiary risk;
- Substances of Class 3, all packing groups;
- Substances of Class 4, Packing Groups II and III but excluding all self-reactive substances;
- Substances of Division 5.1, Packing Groups II and III;
- Substances of Division 5.2, only when contained in a chemical kit or first aid kit;
- All Substances of Division 6.1, except those having an inhalation toxicity of Packing Group I;
- Substances of Class 8, Packing Groups II and III but excluding UN 2803 and UN 2809; and
- Substances and articles of Class 9, other than magnetized material and carbon dioxide, solid.

Packages with this label are handled like normal cargo:

- no entry in the Notification to Captain (NOTOC)
- no restrictions concerning segregation requirements
- no use of dangerous goods load information codes

### **6.15 Radioactive excepted package**

**BH Air does not transport radioactive dangerous goods including radioactive excepted packages specified in IATA DGR section 9.5.8**

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### 6.16 Lithium batteries

**Lithium-metal batteries** are **non-rechargeable** batteries which have lithium as an anode. They are widely used in products such as portable consumer devices.

**Lithium-ion batteries** are **rechargeable** batteries in which lithium ions move from the negative electrode to the positive electrode during discharge and back when charging (i.e. lithium compound is used as one electrode material only). They are most commonly used batteries for portable electronic devices.

Both lithium-metal and lithium-ion batteries are classified as dangerous goods and must meet the requirements of IATA Dangerous Goods Regulations when accepted for transport by air.

**Spare lithium batteries are permitted in carry-on baggage WITHOUT operator approval** only as follows:

- for lithium-metal batteries the lithium metal content must **NOT** exceed 2 g;
- for lithium-ion batteries the watt-hour rating must **NOT** exceed 100 Wh;
- spare batteries must be individually protected so as to prevent short circuits, by placement in original retail packaging or by otherwise insulating terminals;
- **-each person** is limited to a maximum of **20 spare batteries**.

**\* More than 20 spare batteries may be carried only with approval of the operator!**

**Spare lithium batteries for PMED and consumer electronics are permitted with operator approval in carry-on baggage only** as follows:

- no more than two lithium-ion batteries with a watt-hour rating exceeding 100 Wh but not exceeding 160 Wh;
- no more than two lithium-metal batteries with a lithium content exceeding 2 g but not exceeding 8 g;
- spare batteries must be individually protected so as to prevent short circuits, by placement in original retail packaging or by otherwise insulating terminals.

**Electronic cigarettes** containing lithium batteries are permitted in **carry-on baggage only**.

**Security-type equipment containing lithium batteries** (attaché cases, cash boxes, cash bags) may be carried as **checked baggage only**. **Approval of the operator is required.**

**Portable oxygen concentrators (POC), consumer electronics** (cameras, mobile phones, laptops and tablets when carried for personal use) **containing lithium-metal or lithium-ion batteries** are permitted in checked and carry-on baggage **WITHOUT approval** of the operator as follows:

- for lithium-metal batteries, a lithium content of not more than 2 g;
- for lithium-ion batteries, a watt-hour rating of not more than 100 Wh;
- each person is limited to a maximum of **15 PED**;

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- if offered as **checked baggage** the battery must be **removed** and **carried in the cabin**;

**\* More than 15 PED may be carried only with approval of the operator!**

**Lithium batteries-powered electronic devices (PMED, PED)** are permitted in checked and carry-on baggage **with the approval** of the operator as follows:

-for lithium-metal batteries, a lithium content exceeding 2 g, but not exceeding 8 g;

-for lithium-ion batteries, a watt-hour rating exceeding 100 Wh, but not exceeding 160 Wh.

**Lithium-ion powered wheelchairs/mobility aids** are acceptable with **operator approval**. If they are specifically designed to allow its battery (ies) to be removed by the user, the battery (ies) must be carried **in the passenger cabin** as follows:

- the removed battery must be protected by damage by placing in a protective pouch;
- the battery must not exceed 300 Wh, or for a device that is fitted with two batteries required for operation, each battery must not exceed 160 Wh;
- the **Commander must be informed** of the location of the mobility aid and/or the batteries.

**Smart luggage/Baggage with installed non-removable lithium batteries** exceeding - 0.3 g lithium metal content or lithium ion batteries with Watt-hour rating exceeding – 2.7 Wh are **FORBIDDEN**.

Baggage where the lithium battery is designed to charge other devices and cannot be removed is FORBIDDEN for carriage.

**Smart luggage/Baggage with installed non-removable lithium batteries NOT** exceeding - 0.3 g lithium metal content or **NOT** exceeding 2.7 Watt-hour rating for lithium ion batteries are **PERMITTED** as carry-on and checked baggage.

**Smart luggage/Baggage with installed removable lithium batteries** - Batteries must be removed if baggage is to be **checked in**. Removed batteries must be carried **in the passenger cabin**.

**For batteries with wat-hour rating exceeding 100 Wh please refer to GOM 6.9.4 table 2.3A**

## **6.17 Dangerous Goods Loading Restrictions and Limitations**

### ***Passenger Cabin.***

Ground handling operator shall have procedures are in place to ensure that dangerous goods are not accepted and or loaded for carriage in an airplane cabin occupied by passengers, except as permitted in the IATA DGR Section 2 and Section 9. This provision applies also to all dangerous goods carried in passenger and crew baggage (GOM6.9.4)

***Flight Deck.*** BH Air shall observe for necessary training, physical checks and aircraft security during ground operations of its flight crew and maintenance staff, which ensures that dangerous goods are not accepted and or loaded for carriage on the

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aircraft flight deck, except as permitted by the Authority of the IATA DGR Section 2 and Section 9.

**Cargo Compartments.** BH Air shall ensure that dangerous goods are loaded, segregated, stowed and secured on an aeroplane as specified in the ICAO Technical Instructions.

***Dangerous Goods Designated for Carriage Only on Cargo Aircraft.***

BH Air does not operate cargo aircrafts and handling/cargo agents shall ensure that packages of dangerous goods bearing the "Cargo Aircraft Only" label are not loaded on board of BH Air aircraft.

If package/s of dangerous good labeled "Cargo Aircraft Only" is found to be delivered for loading onto BH aircraft the individual assigned to observe correct loading and securing of dangerous goods shall immediately take necessary actions to prevent this package to be loaded and inform load-control to check correct (if required) weight and balance documentation for the flight. Cargo warehouse and the respective cargo handling supervisor should be informed for transportation of this package/s to the correct aircraft.

***Dry Ice***

The following requirements to loading shall be observed for carriage of carbon dioxide, solid (dry ice) on board the aircraft.

- Structures of the baggage compartment or unit load devices must be protected with insulating materials from the immediate contact with ICE or its packing.
- Intermediate airport and destination point must guarantee a time for relevant ventilation of compartment before entry of personnel.
- Dry ice for transportation on BH Air aircraft is permitted in maximum quantity 200kg per flight loaded only in AFT compartment;

***Corrosive substances (CLASS 8 - RCM).***

Corrosive materials must not be loaded into aircraft or unit load devices near, above or under a package with dangerous goods classified as: explosives (RCX/ RGX/ RXB/ TXC/ TXD/ RXE/ RXG/ RXS), inflammable substances (RSC/RFW), oxidizing substances (ROX), organic peroxides (ROP).

***Toxic and infectious substances (CLASS 6- RPB and RIS).***

A package with stickers "Toxic" (RPB) or "Infectious substance" (RIS) must not be laid in the same baggage compartment or unit load devices with live animals or foodstuffs (EAT).When poisons or infectious substances and foodstuffs are loaded into separate unit load devices, a warranty is required that relevant unit load devices are not near each other in case of loading to the same aircraft.

**6.18 Undeclared or Mis-Declared Dangerous Good**

The handling/cargo operator must report any occasion when undeclared or mis-declared dangerous goods are discovered in passengers baggage and or cargo. Dangerous goods report must be made by BH Air to the Bulgarian authorities and by Ground Operations Provider to the State in which this occurred.

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The handling operator must also report any occasion when dangerous goods not permitted under IATA DGR Subsection 2.3 are discovered in passenger's baggage. This report must be made to the appropriate authority of the State of occurrence (See section 7.9.2.)

## **6.19 Provision of Information**

### **6.19.1 Information to Ground Staff**

Information is provided to enable ground staff to carry out their duties with regard to the transport of dangerous goods, including the actions to be taken in the event of incidents and accidents involving dangerous goods.

The cargo /ground handling/ agent accepting dangerous goods or COMAT shall ensure that information about dangerous goods intended for loading on board the aircraft is communicated to the employee responsible for calculating aircraft weight and balance for the flight - Load Control Office. The information shall include:

- a) air waybill number (if applicable);
- b) proper shipping name in addition to the cargo name and UN or ID number
- c) class or division and subsidiary risk corresponding to the tag attached; compatibility group (for class 1);
- d) packaging group;
- e) for non-radioactive material, number of packages, exact loading location and as applicable net quantity or gross weight of each package except:
  - For UN 1845: carbon dioxide, dry ice, UN number; proper shipping name, classification, total quantity of each aircraft hold and offload airport
  - For UN 3480, (Lithium ion batteries) and UN 3090 (lithium metal batteries), UN number, proper shipping name, class, total quantity at each loading location, and whether the package must be carried on a cargo-only aircraft are required
- f) offload airport.
- g) dangerous goods transported under a state exemption (if applicable)

The above information shall be made readily accessible at the airports of origin and next scheduled arrival station until the flight has arrived at the destination point by SI information included in the dispatched MVTs and LDMS for the respective Dangerous Goods carriage.

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## **6.19.2 Information to Passengers and Other Persons**

Company shall ensure that information is promulgated as required by the ICAO Technical Instructions so that passengers are warned as to the types of goods which are forbidden from transporting aboard an airplane; and Company and, where applicable, its handling agent shall ensure that notices are provided at acceptance points for cargo giving information about the transport of dangerous goods.

### **6.19.2.1 Information to Passengers**

Information to passengers shall be promulgated in such a manner that passengers are warned as to the types of dangerous goods that must not be carried on board an airplane.

As a minimum, this information must consist warning notices or placards sufficient in number and prominently displayed at each of the places at an airport where tickets are issued, passenger's check- in, airplane boarding and baggage drop areas .

The information to passengers may include reference to those dangerous goods which may be carried.

### **6.19.2.2 Information to Other Persons**

Information to persons offering cargo for transport by air shall be promulgated in such a manner that those persons are warned to the need of properly identify and declare dangerous goods.

As a minimum this information must consist of warning notices and visual examples sufficient in number and prominently displayed at any location where cargo is accepted.

Information shall be easily understood and identify that there are various classes of dangerous goods including batteries.

## **6.19.3 Information to Crew Members**

Company shall ensure that information is provided in the Operations Manual to enable crew members to carry out their responsibilities in regard to the transport of dangerous goods, including the actions to be taken in the event of emergencies arising involving dangerous goods.

## **6.19.4 Information to the Pilot in Command /PIC/**

A NOTOC must be issued for transportation of Dangerous Goods and/or any special loads.

Before departing flight Ramp supervising agent must present to PIC and chief purser - Notification to the Captain / NOTOC/, together with Cargo Manifest, if Dangerous Goods or special load is loaded as part of transported cargo load.

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**NOTOC shall include the following information:**

- i) If applicable, Air Waybill number.
- ii) Proper shipping name and/or UN/ID number, and where required, technical name(s).
- iii) Class or division, and subsidiary risk(s) corresponding to the label(s) applied, and for Class 1, the compatibility group.
- iv) Packing group.
- v) For non-radioactive material, number of packages, exact loading location and, as required, net quantity or, if applicable, gross weight of each package, except:
  - a) For UN 1845: carbon dioxide, solid (dry ice), UN number, proper shipping name, classification, total quantity in each aircraft hold and offload airport;
  - b) 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 of iv) and v).
- vi) For radioactive material, number and category of packages, overpacks or freight containers, exact loading location and, as applicable, transport index for each package. – currently N/A as BH Air doesn't transport radioactive materials.
- vii) Any restriction for transport on cargo aircraft only.
- viii) Offload airport.
- ix) If applicable, dangerous goods transported under a state exemption.
- x) An indication that aircraft loading personnel observed no evidence of damage to or leakage from packages, loaded onto the aircraft.

Pilot in command (PIC) declares understanding over the type, quantity, loading position in the holds of the special load by his signature.

**6.20 Incident Reporting Procedure when Dangerous Goods are Carried**

In case BH Air, as operator, is involved in an airplane accident or incident with respect to Dangerous goods transportation a report shall be made to the appropriate authority of the State in which the accident / incident occurred and to Bulgarian CAA

**For detailed reporting procedure see GOM 7.9.2**

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SPECIAL LOAD NOTIFICATION TO THE CAPTAIN NOTOC for special load														
Airport of loading		Flight number		Дата Registration of aircraft			Prepared by :							
<b>DANGEROUS GOODS</b>														
Station of unloading	Airwaybill number	Proper Shipping Name	Class or Division For Class 1 compatibility group	UN or ID number	Subsidiary Risk	Number of packages	Net weight or transport Index	Gross weight	Category of Radio active material	Packing Group	ERG Code	Cargo aircraft only (x)	Loaded	
													ULD ID	POS
Note: There is no evidence that any damaged or leaking packages or ULDs containing dangerous goods have been loaded on the aircraft.														
OTHER SPECIAL LOADS														
Airport of unloading	Number of airwaybill	Content and description	Number of packages	Quantity	Supplementary information								Loaded	
													ULD ID	POS
Other information														
Signature of Captain				Signature of loading supervisor										
				LOADING CERTIFICATION: Hereby signature certifies that these articles have been loaded in accordance with all regulations and that there is no evidence of leaking or damaged packages										

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## 7. AIRCRAFT RAMP SERVICING OPERATIONS

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## 7.1 AIRSIDE OPERATIONS SUPERVISION

During aircraft turnaround all handling and cargo activities shall be supervised by an assigned person/s to ensure quality, safety and timely performance of the provided services in accordance to the applicable standards and BH Air turnaround plan (GOM 1.7).

At all stations ground handling and cargo services providers shall assign a qualified individual responsible for supervision and oversight of ramp operations in areas near and around the aircraft. This personnel shall be properly trained for airside supervision (in accordance with IATA AHM1110) and the specific requirements set in SLA or turnaround plan /refer to GOM 1.7/.

The person(s) assigned to turnaround coordination will support supervision personnel to co-ordinate and when necessary, direct all operational turnaround activities.

Effective two-way communication between ramp supervisor, ramp coordinator and flight crew improves ramp services performance and prevents discrepancies and problems which can cause abnormal and/or offschedule operations.

## 7.2 RAMP OPERATIONS – AIRCRAFT SERVICING AND RAMP HANDLING

### 7.2.1 Standard Operating Procedures and Safety During Airside (RAMP) Operations

#### General:

Safety in aviation is a primary requirement. Airside safety rules and procedures ensure safe handling. Safety regulations shall be understood and always applied on the apron, and around aircraft.


***Only adequately trained, qualified and authorized personnel shall be permitted to execute their duties at the apron and to operate respective equipment.***

It is responsibility of handling company to provide training of personnel in correct operating procedures and safe work practices.

The training shall stress to the personnel the benefits/value to themselves of using all appropriate personnel protective equipment and of following established practices and procedures.


Aircraft must be inspected for damage after arrival and immediately before departure when most ramp operations are completed. In case of aircraft damage identified during the inspection it must be documented and reported in accordance to GOM 7.6.1

Even the slightest scratch in the aircraft occurs or be noticed it must immediately be reported for technical and safety evaluation. At the home base airports – e.g. Sofia, Varna and Burgas this check will be performed by BH Air ground engineer. At non base turnaround stations this check will be performed by the cockpit crew.

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The safety ramp operations include but not limited the following procedures:

- Equipment must be used for its intended purpose.
- Equipment do never move across the path of taxing aircraft or embarking and disembarking passengers. Aircraft and pedestrians shall always have the right of way.
- Apron equipment is to be positioned behind the equipment restraint line with parking brakes applied prior to the arrival of the aircraft at the parking position.
- Personnel must not operate motor vehicles or equipment whilst using hand held portable electronic devices. Such devices shall not be used unless a suitable 'Hands Free' device, either personal or installed, is available.
- At the airports where passengers are moving between the aircraft and terminal during embarkation/ disembarkation the apron area shall be clearly marked and observed for passenger's protection.
- The passenger loading bridge is to be in the fully retracted position prior to aircraft arrival.
- During positioning of passenger loading bridge, only the bridge operator must be in the bridgehead. For safety reason, all other staff must keep sufficient distance from the bridgehead.
- Equipment including passenger loading bridges must not move towards the aircraft until it has come to a complete stop, chocks are positioned, engines shut down, anti- collision beacons switched off, and if applicable ground/flight deck contact established.
- The interface of equipment with the aircraft must take into consideration the hazard areas.
- Equipment shall have parking brakes applied, with gear selection in park or neutral when parked away from , or positioned at the aircraft.
- Ground equipment which interface with the aircraft pax doors ( pax steps, catering vehicles, etc) should have platforms of sufficient width that will allow the aircraft doors to be opened/closed with the equipment in place and the safety rails deployed.
- Guides and safety rails on loaders must be properly deployed.
- Stabilizers, when fitted on equipment must be deployed.
- Prior to the movement of any GSE a walkaround check must be made.
- Houses or cables on equipment must be securely stowed before the unit is moved.
- Elevating devices must not be driven In elevated positioning except for final positioning.

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- Trains of carts/dollies tend to “drift in” or shorten the turning radius on corners. Therefore drivers must avoid turning prior to, or immediately after passing an obstacle.
- When operator vision is restricted a guide person shall be used.

The guide person must be positioned so that clearances can be accurately fixed and be visible/able to communicate the signals to the vehicle operator at all time, using internationally recognized marshaling signals. If visual contact with the guide person is lost , the driver will stop immediately.


- When electrical/motorized equipment are in operating mode, an operator must be within easy reach of emergency controls. Vehicles without external emergency controls that have their engines running may not be left unattended in the stand area.
- Motorized equipment must make a full stop as a brake check before entering the equipment restraint area and again before reaching the airside side.
- Protective rubber bumpers or equipment, e.g pax steps, loading bridges, conveyor belts, catering tracks must not be compressed against the aircraft fuselage, in order to prevent damage and to allow aircraft setting during servicing.
- When loading has been completed remove all loading equipment well clear of aircraft.
- Before removing GSE from any aircraft cabin access door, the equipment operator must ensure that the door has been closed and secured by an authorized person, or that a clearly visible safety device has been placed across the opening. Prior to moving the equipment the operator must advise any personnel on board the aircraft and/or the person responsible for the operation around the aircraft that the equipment is to be removed.
- Before removing a pax loading bridge from the aircraft , a safety device must be put across the forward opening area of the loading bridge platform.
- All equipment except the necessary for the departure , to be positioned behind the equipment restrained line before the aircraft pushback is commenced.
- The pax loading bridge is to be in fully retracted designated position before aircraft departure.
- On an open gate area, equipment must be positioned so as to allow the clear movement of the aircraft.
- Personnel shall not walk or stand on a moving conveyor belt;
- Personnel shall never attempt to jump off or on a moving vehicle;
- Personnel shall not be transported on equipment unless there is a seat for them;

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- Personnel on moving equipment must be seated properly and must keep their bodies within the confines of the vehicle structure;
- Personnel must not ride on elevating platforms when the vehicle is in the drive mode;
- Personnel must keep clear of aircraft engine intake and exhaust areas;
- Personnel must stand clear of exits and entrances of facilities when a train of carts passes;
- Operators of equipment shall ensure that other personnel are not entrapped by movement of load either in the aircraft or on loading equipment;
- Handling load by the metal strapping, which is frequently used to bind heavy or awkward shipments, shall be avoided;
- All loads shall be set down easily (rather than dropping it) to avoid injuries to the feet and toes as well as to prevent damage to aircraft flooring and load;
- Gates of loaded carts must be lowered carefully. Serious injuries have resulted from cargo tumbling out of carts;
- Extreme care shall be exercised when entering and leaving aircraft cabins, holds, and compartments. Aircraft cabins shall only be entered or exited by using stands, steps, loading bridges which have been properly positioned and secured. Holds and compartments shall only be entered or exited by using appropriate elevating device and has been positioned and secured, e.g. belt conveyor;
- Personnel must assess the weight and never attempt to lift or move more than their physical capabilities.
- Heavy tags or labels must be placed on all pieces of baggage/cargo and mail weighing 25kg or more with actual weight of piece being shown on the HEAVY tag or label.

**The following measures shall be taken in order to achieve the highest possible safety standards:**

- Clothing appropriate to the weather conditions have to be available to the airside personnel.
- Lifting shall be done using arms and legs. The back shall be kept as straight as possible.
- The wearing of jewelry such as rings and identification bracelets shall be discouraged; they are prone to catch on hooks, nails, buckles, locks or straps, and have been known to damage fingers severely, even to sever them completely.
- Cargo must be slid into small spaces. It shall not be pushed into place as this may cause fingers and hands to be jammed between objects.
- Handling cargo by the metal strapping which is frequently employed to bind heavy or awkward items must be avoided. All cargo must be positioned

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carefully (without allowing it to drop), to avoid injuries to the feet and toes as well as to prevent damage to aircraft flooring and shipments.

- Appropriate gloves shall be worn.
- When a poorly packaged shipment is noticed, proceed with caution. Contents shall be prevented from falling out, as this could cause injuries.
- Neckties should not be worn, but if they are, employees must make sure that they are firmly clasped or tucked into their shirts to prevent possible catching in conveyor rollers or pinch points.
- Safety shoes and helmets shall be worn to prevent foot and head injuries.
- Cargo must be stowed evenly in cargo carts, with heavy pieces on the bottom and in the centre to ensure stability. All doors, gates and coverings must be secured to prevent cargo from falling out. When attaching carts to tractors, employees have to make sure the fittings are properly locked.
- The unloading gates of loaded carts must be lowered carefully. Serious injuries could result from cargo tumbling out of carts. Therefore, carts must be unloaded from the top. The dollies are drawn by tractors or powered tow bars. Movement of this equipment is very simple, but can cause many accidents.
- Fingers shall be kept clear of locks.
- Employees assisting jet aircraft shall wear approved hearing protection.
- Employees shall keep clear of aircraft with running engines.

## **7.2.2 Aircraft arrival**

### **7.2.2.1 Pre arrival check**


The person receiving the aircraft (marshaller or other delegated person) is responsible for checking the parking stand prior to aircraft arrival and to make sure that the required and appropriate equipment is available. The aircraft docking guidance system is operational or marshaling personnel is in place.

Marshaller shall be clearly identifiable on the ground to permit positive identification by the flight crew.

The responsible person for the supervision shall ensure that personnel not involved in the aircraft arrival and all GSE required for arrival procedures are positioned outside the equipment restraint area (ERA).

For prevention of ground incidents, personnel injuries and/or aircraft damage the following procedures shall take place prior to aircraft arrival at the assigned stand or gate:

- The aircraft movement path and the parking stand/gate area shall be inspected and must be free of debris that could cause

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foreign object damage (FOD) and contaminations that may cause hazard to aircraft movement.

- Visual inspection to ensure the aircraft movement path is clear of object and obstacles.
- If applicable, remove any object found on the position (use FOD bins)
- Marshalling personnel are in place or, when available the aircraft docking guidance system is operational.
- No equipment must be parked inside the taxiing hazard zone and no personnel stands there. Required equipment and GSE shall be available and positioned clear of the ERA.
- Wing walkers and/or other applicable personnel are present if applicable;


Establishing ground/onboard contact is mandatory during arrival and departure operations.

#### 7.2.2.2 Aircraft reception procedure

**Do not allow anyone to approach the aircraft before the anti-collision lights have been switched OFF and all engines have come to a complete stop on the final parking position.**

The person responsible for the aircraft reception shall give the clearance to approach the aircraft.

- (a) After engines and anti-collision lights have been switched off:
1. Position wheel chocks at nose landing gear wheels.
  2. Position wheel chocks at the main landing gear wheels if required
  3. Notify the Commander that chocks are engaged
  4. Position and connect the Ground Power Unit
  5. Notify the Commander that GPU is connected
  6. Position the safety cones as per aircraft and operator requirements.
  7. Conduct an aircraft exterior inspection for damage starting from left side (PIC side) checking the following parts of the aircraft:
    - confirm there is no damage on the cabin door area
    - all cargo doors
    - all access panels and servicing access points
    - aircraft fuselage
    - aircraft engine cowlings
    - Winglets/wingtip

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In case of low light condition, a light system (i.e: a flash light) shall be used.

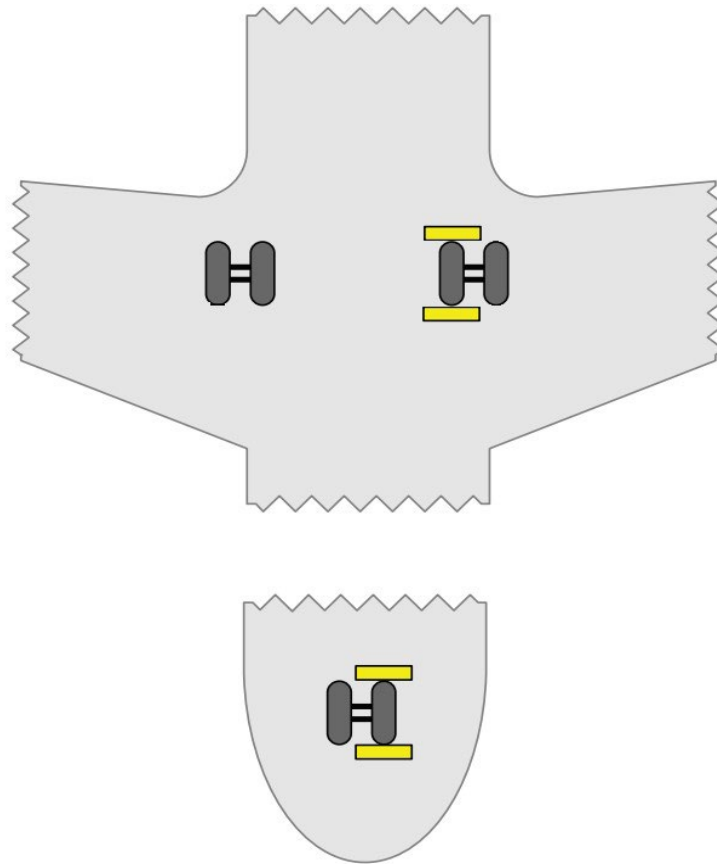
- (b) When exterior aircraft inspection completed provide clearance for GSE safely to approach aircraft and being properly positioned.

**Note:** If any damage is found, report it immediately to supervisor, the maintenance staff (applicable for BH Air main bases) and PIC. Do not approach the aircraft with any GSE in the area where the damage has been found without the OK from the PIC.

### 7.2.3 Choking of aircraft

- Chocks shall be of high visibility colour or to be identified by high visibility markings. Must be triangular I shape, with an approximately 45° angle at the point at which the tire makes contact. They must be made of material that has a suitable coefficient of friction that has adequate rigidity.
- The length of the chocks shall be such that it covers the full width of the wheel(s) required to be chocked. The height of the chocks must be in relation to the size of the wheel and the type of tire.
- Chocks shall be stored in a dedicated area so that they are not the cause of FOD.
- Chocks shall be positioned on an aircraft according to aircraft manufacturer recommendations and the following procedure:
  - a) Wait for aircraft to come to a complete stop before approaching the aircraft to position the chocks.
  - b) One designated ground personnel will immediately place chocks forward and afterward of the nose gear. This is the first action to take place around the arriving aircraft and shall be completed before any other activities take place.
  - c) Before approaching the main gear, wait until engines shut down, anti-collision lights switched off and clearance to approach the aircraft is given by the person responsible for aircraft arrival.
  - d) Walk toward to the main gear in a path parallel to the fuselage avoiding engine intake areas.
  - e) Place chocks forward and afterward of one of the main gears in accordance with the following normal operation chocks placement diagram:

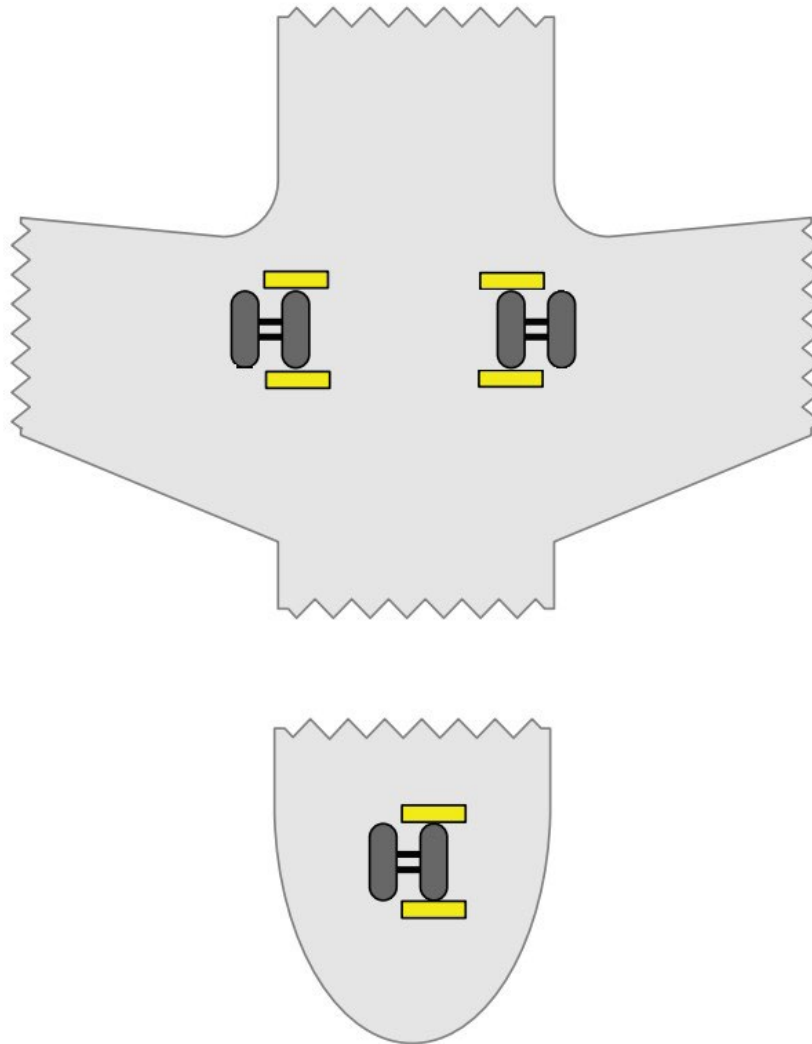
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- As applicable, when wheel chocks are positioned at the landing gear wheels it shall be verbally/visually confirmed to the flight crew.
- When positioned wheel chocks shall be parallel to the wheel axle and only lightly touching the tires.
- When the aircraft is parked on a slope, the chok on the the down-slope side should just touch the wheels and the chock of the up-slope shuld not touch the wheels.

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- During night stop, aircraft out of service and high wind conditions additional chocking is required on both main landing gears to secure the aircraft as shown on the following diagram:




- Chocks shall not be removed from an aircraft until clearance is given by the cockpit crew or other designated personnel. After use, chocks must be removed to a designated storage area.

#### 7.2.4 Use of safety cones

To assist with the prevention of damage to vulnerable parts of aircraft during the ground handling, safety cones are to be placed at strategic points around all BH Air aircraft.

After engines shut down, the anti-collision lights switched off and chocks placed, before ground handling equipment and staff approach the aircraft,

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cones are to be placed at a maximum of 1 metre in front of each engine and a maximum of 1 metre outside each wing-tip.

**The following information shall be considered:**

- Cones shall be between 0.75 metres and 1 metre in height and be of sufficient weight to aid stability.
- Cones shall be reflective with a luminous band of at least 30cms around the centre
- Cones shall be placed in front of other areas on an aircraft that are in conflict with the normal flow of equipment during handling operations

The cones must be removed and stored after the aircraft handling has been completed.

**7.2.5 Ground Service Equipment GSE**

Ground operations provider shall demonstrate a process and procedures implemented that ensure only qualified and authorized personnel are permitted to operate GSE.

The ground operations provider shall ensure a maintenance program for GSE is in place to assure such equipment remains serviceable and in good mechanical condition.

The GSE maintenance program shall contain a preventive maintenance program plan for each type of equipment.


Completed maintenance of GSE shall be recorded and these records are retained for a period specified in the GSE maintenance program.

Unserviceable equipment shall be clearly tagged “out of service” and immediately be sent to the repair/maintenance department.

**Prevention of aircraft damage caused by ground servicing equipment**

To prevent aircraft damage and injury to personnel ground handling and cargo service providers shall have Operations manual and/or other supporting documents containing practices and procedures to ensure that GSE is:

- Subjected to a walkaround safety inspection prior to use;
- Parked only in designated areas - During aircraft taxiing all ground equipment must be parked at a safe distance and at an even greater distance in the case of an aircraft with swept wings where the wing extremity is not visible from the cockpit.
- Driven safely on the apron and within the ERA - Ground equipment and loading bridges may be moved towards the aircraft only after the aircraft has completely stopped, the brakes are engaged, the chocks are inserted, the engines are off, and, if possible, after contact is established between the cockpit and the ground.
- As applicable to equipment type, operated with a load that is securely locked;

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- Where applicable, operated with the use of guide persons;
- As applicable to equipment type, operated with stabilizers, handrails, attachment fittings, transfer bridges and/or platforms correctly deployed when in position at the aircraft;
- Positioned so as not to obstruct an aircraft evacuation or the free movement of other GSE
- Ground equipment found fairly near to the aircraft must have brakes on so as to avoid the air flow from the aircraft engines causing it to move.
- The technical equipment used must always be in excellent condition.
- Equipment must be carefully and cautiously maneuvered at a low speed in the proximity of the aircraft and, once in position, have the brakes on to prevent slipping or uncontrolled movement.


**NOTE:** Even the smallest scratch or dent that occurs or be noticed on the outside surface of the aircraft must be immediately reported.

It shall be borne in mind that even the smallest defect, REGARDLESS of whether it has consequences on normal aircraft performance, could be the cause of serious accidents. This is because the aircraft's ability to withstand enormous stress at great altitudes could be effected.

### **Passenger Boarding Bridge**

The operator of the Passenger Boarding Bridge (PBB) must be trained and authorized to operate the PBB and shall ensure that:

- a) PBB is serviceable before use.
- b) PBB is secured to prevent movement from non-authorized persons.
- c) the walking surfaces are free of FOD, obstacles and safe for use.
- d) Only personnel required for the PBB operation shall be in the PBB while it is moving.
- e) The PBB must be fully retracted or parked in its safe designated parking position prior to arrival and departure.
- f) The safety barrier must be in place whenever the PBB is not at the aircraft.
- g) Make sure the movement path is clear before moving the PBB.
- h) When positioning the PBB at doors and driver/operator vision is restricted, use a guide person.
- i) Make sure the guide person can accurately judge clearances and communicate signals to the driver/operator. Stop immediately if visual contact with the guide person is lost.
- j) PBB is moved slowly to the aircraft cabin access doors;
- k) PBB is engaged using the auto leveling safety system;

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A guide person is not required if the PBB is fitted with systems that enable the operator to accurately judge clearances and properly position it to and from the aircraft (e.g., sensors).

### 7.2.6 Typical ramp layout of Ground Support Equipment Positioning

Aircraft servicing 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 airplane.

Once the airplane has been parked, ground support vehicles must be stationed clear of its extremities and, if possible, parallel to the fuselage or main plane centerline so that in the event of brake failure they will not collide with the airplane itself. Ground equipment must also be positioned so that inadvertent movement will not endanger the airplane structure. In all cases, free access to the airplane main exit must be preserved.

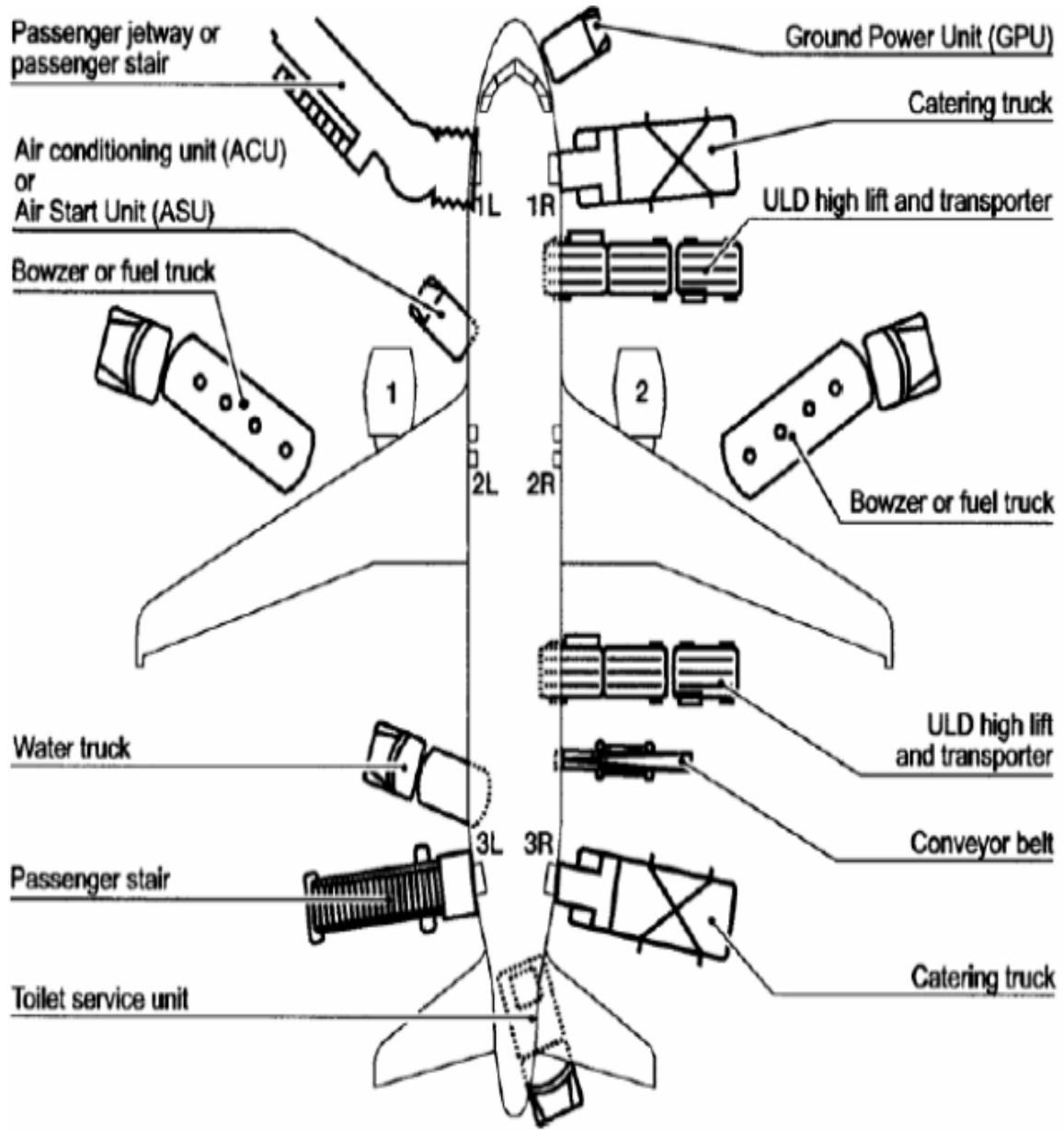
Only qualified personnel is permitted to operate equipment.

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.

Boarding /deplaning by air bridge /jet way must not be completed while the rear passenger doors are open.

All equipment, especially entry stairs are to be positioned in a way that equipment does not touch aircraft body - with a distance of about 5 cm.


**Typical ramp layout A320 family aircraft.**



**7.2.7 Operation of airplane doors**

**7.2.7.1 Cabin Doors  
Responsibility**

Cabin doors, i.e. passenger entrance and service doors shall be opened only by cabin crew staff on the respective position.

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## Signals

In order to prevent injury to personnel and damage to aircraft and equipment due to misunderstanding, the standard signals must be used between flight crew, cabin crew and ground staff to maintain safety during normal door operations to indicate

The standard signals for this purpose are: thumb-up signal & knocking at the door.

### **Positioning of GSE and cabin doors opening.**

The passenger, galley service, cargo bay etc. doors shall not be opened until all engines have stopped and the parking brake has been set or chocks are in.

Before cabin doors opening cabin crew responsible for door operation shall use communication signals and ensure with the ground personnel that that:

- ground equipment (passenger steps, passengers boarding bridge, galley vehicles etc.) are correctly positioned,
- the area for the deployment of integral stairways is free from obstruction.

### **Cabin doors closure and removal of ground support equipment**


**Before removing boarding equipment, the cabin door must be closed.**

### **A safety strap is not an appropriate fall prevention device.**

The ground support equipment or passenger boarding bridge is not removed from an aircraft cabin access door and remains in position until:

- The door has been closed and secured by an authorized person or a highly visible safety device has been placed across. In case of door open and secured by visible safety device the crew shall be informed and If applicable also the ramp staff shall be aware.
- Equipment is removed from a cabin access door immediately after such door is closed.
- Inform the crew or any person on board about the removal of the boarding device.
- After closure, observe/check that door is fully closed and check for damage. Observe that the door seated in the fuselage recess and the exterior door handle in the stowed position.
- If a door has to be reopened again (request by ground handling company), It must be coordinated with PIC and/or cabin crew.

Before starting the engines all doors shall be closed and locked. In exceptional cases, when one engine needs to be running, doors are

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allowed to be opened only on the side opposite to the running engine

#### 7.2.7.2 Cargo doors and lower compartment doors operation

Opening and closing of electrically operated lower compartment doors may only be performed by loading staff which has been trained for the respective aircraft type. For all other compartment doors no special instruction is necessary for opening or closing.

Only technical steps, belt loaders or other GSE equipped with safety rails to prevent falls can be used by the personnel to reach cargo hold doors for opening and closing operations. The safety rails shall be raised or extended, as applicable, while personnel are accessing, opening and closing the doors to prevent falls.

**Note:** After loading, check carefully, that no loose items or compartment nets get tangled in the door-sill whilst closing the compartment door. In any case it is the duty of the station engineer, flight engineer or first officer to check that compartment doors are closed and locked properly after loading has been completed.


#### 7.2.8 Aircraft departure procedures

After aircraft services have been completed it must be checked that all servicing doors and panels are closed and aircraft found free from any damage prior to aircraft operation.

In case of damage found it must be reported to the flight crew, the supervisor and the maintenance staff (if available).

Prior to aircraft departing the parking gate or stand an inspections have to be made to ensure that:

- surface condition of the parking stand is clear and adequate to conduct aircraft movement operations
- parking stand area is free of debris that might cause aircraft FOD
- apron surface is free of contaminations and objects that can be hazardous to aircraft movements and subjected to jet blast effect
- personnel not involved in the aircraft departure are positioned outside the ERA
- check for visible damages on the aircraft (e.g. fuselage, wings, wing tips, tires, etc.)
- if applicable, wing walkers and/or other applicable personnel are present
- vehicles and personnel remain clear of aircraft engine intake and/or blast areas during engine start.
- communication with the flight crew on air starter unit (ASU) positioning, engine start sequence and identification of minimum specifications for volume and pressure of air supply (If applicable)

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- communication with the flight crew is established. Normally the communication is established through use of the aircraft intercom system. However, when necessary, such communication may be conducted using standardized hand signals.

Immediately prior to the aircraft departing the parking gate or stand an aircraft walkaround inspection shall be completed to ensure that:

- the ramp area surface is free of debris that could cause foreign object damage (FOD);
- power cables and loading bridge are detached
- GSE and other passenger boarding equipment are detached from the aircraft
- the aircraft movement path is clear of objects and obstacles
- aircraft servicing panels and/or hatches are closed and secured (except external power and headset panels)
- aircraft cabin and cargo doors are closed and handles are flush with fuselage.
- check for any abnormalities on the aircraft (e.g. fuel or hydraulic fluid leakage, flat tires, unremoved pitot covers, other visible damage or dents on the aircraft)
- GSE and vehicles are positioned clear of the aircraft movement path
- adequate clearance exists between the aircraft and facilities or fixed obstacles along the aircraft movement path
- chocks are removed from all wheels
- landing gear safety pins are removed (if applicable)

***CAUTION: Anti-collision lights that are switched on are a visual indication to ground staff of imminent engine start-up or aircraft movement. Vehicle traffic must stop until the aircraft has departed from the area.***

If the anti-collision lights are switched on unexpectedly (other than in preparation for the departure or towing operation), ground personnel shall move away and remain outside ERA. The ground staff member shall check with the flight deck (or other involved person like maintenance) before resuming ground handling activities.

#### **7.2.8.1 Aircraft pushing and towing procedure**

Foreword and definitions

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.

For the purpose of the GOM the following definitions will apply:

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- “pushback“ moving of Aircraft from parking position to taxi position by use of specialized ground support equipment.
- “Towing” moving of aircraft, other than pushback operations, with/without load on board by use of specialized ground support equipment.

**General**

Only trained and qualified personnel shall perform aircraft movement operations functions. Assigned person is “In charge” of the operation. The person “In charge” of the operation must brief all other personnel involved in the operation of their responsibilities. Personnel shall be instructed on the hazards associated with aircraft movement operations, e.g. engine ingestion, nose wheel movement, aircraft track, visibility.

The equipment used in this operation must be suitable with the aircraft type.

The maximum aircraft nose gear turn limit must not be exceeded. For BH Air A320 aircrafts the max angle is:

- Towing and pushback: Max NWS angle +95°
- Towbarless towing and pushback: Max NWS Angle +85°
- An inspection is made of the surface conditions of the apron to determine if it is safe to conduct the operation.
- Personnel shall ensure that all ground support equipment is removed from the aircraft and there are adequate clearance between the aircraft and facilities/equipment.
- Verification must be made that power cables, loading bridges etc. are detached from the aircraft.
- A visual inspection shall be made of the aircraft to ensure all service doors/panels are closed and locked or identifying any damage after most of the ground handling activities had been completed. For domestic airports this is conducted by the maintenance staff and for airports outside country must be performed by the Ramp agent or other authorized person. BH Air cockpit crew is also involved in the visual inspection for identifying any aircraft damages during ground operations after most of the ground handling activities had been completed.
- A visual inspection by pushback team shall be made to ensure chocks are removed from all wheels.

**STANDARD CALL OUTS FOR COMMUNICATION BETWEEN COCKPIT AND GROUND CREW**


<b>TO REMOVE GROUND SUPPLY</b>
--------------------------------

<b>EVENT</b>	<b>Pilot</b>	<b>GND CREW</b>
Initial ground contact	<b>GROUND FROM COCKPIT</b>	<b>COCKPIT FROM GROUND</b>
External disconnection	<b>REMOVE EXTERNAL.....</b>	<b>EXTERNAL.....REMOVED</b>
<b><i>PUSHBACK/ ENGINE START</i></b>		
<b>EVENT</b>	<b>Pilot</b>	<b>GND CREW</b>
When ready for pushback and pushback clearance received from ATC	<b>GROUND FROM COCKPIT, CLEARED FOR PUSH</b>	<b>COCKPIT FROM GROUND, RELEASE BRAKES</b>
Start to push	<b>BRAKES RELEASED. CLEAR TO PUSH</b>	
When ready to start engines	<b>REQUEST TO START ENGINE 2(1) STARTING ENGINE 2(1)</b>	<b>CLEAR TO START</b>
When pushback completed	<b>BRAKES SET</b>	<b>PUSHBACK COMPLETED. SET BRAKES</b>
When ready to disconnect (after engines started and parameters are stabilized)	<b>CLEAR TO DISCONNECT. HAND SIGNALS ON THE LEFT/RIGHT</b>	<b>DISCONNECTING. HAND SIGNALS ON THE LEFT/RIGHT</b>

### **7.2.8.2 Pushback operations**

#### **7.2.8.2.1 Nose gear controlled (tractor and towbar)**

The tractor and towbar /shear –pin combination shall be suitable for the operation, considering the aircraft type and weight, the weather conditions, the apron surface conditions. The tractor shall be in the appropriate drive mode prior to the commencement of the operation. Chocks shall be removed from the main gear until the tractor and towbar are fully secured to the nose gear and the parking brake set on the tractor. When connecting the towbar to the

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aircraft's nose gear assembly the towbar must be detached from the tractor. Personnel shall be facing the tractor and have both legs on only one side of the towbar, they shall not straddle the bar. The tractor and towbar must be in line with the center line of the aircraft before the pushback commences. The tractor must not be left unattended with its engine running. The wheels on the towbar must be retracted/off the ground before the pushback commences.

For aircraft fitted with a Steering By pass system, ensure that the by pass pin is correctly installed prior to connecting the towbar to the aircraft and before pushback commences and is removed after the towbar has been disconnected.

For aircraft not fitted with a Steering By pass system ensure that either the steering hydraulic system is depressurized or the noseleg steering torque links are disconnected.


Personnel shall not step across the towbar whilst the pushback operation is in progress. If the connection between the aircraft and tractor appears to be lost while in motion it is important to inform the flight deck to apply brakes gently. When stopping the pushback the throttle on the tractor will be closed and brakes applied gently. At the end of the pushback sequence and before the towbar is disconnected, the flight deck shall be instructed to set the aircraft brakes and hold position until receipt of visual signals for final clearance to taxi.

**Note:** *brakes must be confirmed to ground staff.*

At the end of the pushback sequence and before the towbar is disconnected tension must be released from the towbar. A chock must be positioned in front of the nosewheel while the disconnect of the tow bar takes place. Before the aircraft commences taxiing under its own power, ground staff shall give final clearance signal, display the by-pass pin (if appropriate) to the flight deck and receive acknowledgement.

#### **7.2.8.2.2 Nose-gear controlled (towbarless)**

The tractor shall be suitable for the operation, considering the aircraft type and weight, the weather conditions, the apron surface conditions. The tractor must be in the appropriate drive mode prior to the commencement of the operation. The aircraft shall not be lifted while equipment and/or boarding bridge are still connected to the aircraft. Inform flight deck crew prior to lifting the aircraft nose landing gear. Chocks shall not be removed from the main gear until the tractor is fully secured to the nose gear and the parking brakes on the tractor set. Ensure that the aircraft nose wheels are safely locked in the tractors locking mechanism when connected to aircraft. Ensure that the nose wheels are fitted well above ground

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during the entire pushback. The tractor must be in line with the center line of the aircraft before the pushback commences.

For aircraft fitted with a Steering By pass system, ensure that the by-pass pin is correctly installed prior to connecting the tractor to the aircraft and before pushback commences and is removed after the tractor has been disconnected.

For aircraft not fitted with a Steering By pass system ensure that either the steering hydraulic system is depressurized or the nose landing steering torque links are disconnected.

If the connection between the aircraft and tractor appears to be lost while in motion it is important to inform the flight deck to apply brakes gently. At the end of the pushback sequence and before the tractor is disconnected, the flight deck shall be instructed to set the aircraft brakes and hold position until receipt of visual signals for final clearance to taxi.

Note: Brakes set must be confirmed to ground staff.

After disconnecting the tractor from the nose gear and before removal of the by-pass pin, position the tractor in such away that it is visible from the flight deck (e.g. at a 90 degrees angle from the aircraft).

Before the aircraft commences taxing under its own power, ground staff shall give final clearance signal, display the by-pass pin (if appropriate) to the flight deck and receive acknowledgement.

### **7.2.8.3 Towing operations**


#### **7.2.8.3.1 Tractor and towbar**

The tractor and towbar /shear pin combination shall be suitable for the operation, considering the aircraft type and weight, the weather conditions, the apron surface conditions. The tractor must be in the appropriate drive mode prior to the commencement of the operation. Chocks shall not be removed from the main gear until the tractor is fully secured to the nose gear and the parking brakes on the tractor are set.

For aircraft fitted with a Steering By pass system, ensure that the by - pass pin is correctly installed prior to connecting the tractor to the aircraft and before pushback commences and is removed after pushback is complete.

For aircraft not fitted with a Steering By pass system ensure that either the steering hydraulic system is depressurized or the nose landing steering torque links are disconnected.

Prior to the commencement of any towing operation a check shall be made to ensure the aircraft is “configured” correctly for the operation. Prior to the commencement of any towing operation a

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check shall be made that the communication link between the tractor and the aircraft is functional.

In the event that the communication link between the tractor and aircraft is broken during the tow the operation must be immediately stopped.

When towing on ice or snow the towing speed must be considerably reduced and in particular before entering any turns. Under slippery conditions stopping the towing operation while in a turn shall be avoided. If the aircraft is about to overtake the tractor the flight deck operator must immediately be warned by horn signal or radio/interphone to immediately apply the aircrafts brakes gently. The “break rider” in the flight deck must wear a seat belt. Any personnel on board a moving aircraft must be seated. The aircraft shall have full hydraulic brake system pressure prior to and for the duration of the towing operations. When towing on a “down slope” the operation shall be at a very low speed to prevent the aircraft overtaking the tractor. When towing during low visibility /night conditions at the aircraft shall be adequately illuminated. If maintenance towing is done a chock shall be placed behind the main gear before the tag is disconnected.

#### **7.2.8.3.2 Towbarless**


The tractor shall be suitable for the operation, considering the aircraft type and weight, the weather conditions, the apron surface conditions. Chocks must not be removed from the main gear until the tractor is fully secured to the nose gear and the parking brakes on the tractor are set

For aircraft fitted with a Steering By pass system, ensure that the by - pass pin is correctly installed prior to connecting the tractor to the aircraft and before pushback commences and is removed after pushback is complete.

For aircraft not fitted with a Steering By pass system ensure that either the steering hydraulic system is depressurized or the nose landing steering torque links are disconnected.

When towing on ice or snow the towing speed must be considerably reduced and in particular before entering any turns. Under slippery conditions stopping the towing operation while in a turn must be avoided. If the aircraft is about to overtake the tractor the flight deck operator must immediately be warned by horn signal or radio/interphone to immediately apply the aircrafts brakes gently.

When towing on a “down slope” the operation shall be at a very low speed to prevent the aircraft overtaking the tractor. When towing during low visibility /night conditions at the aircraft should be adequately illuminated.

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When approaching any facilities or congested areas the tractor operator must request the guidance of wingwalkers.

### **7.2.9 Marshalling SIGNALS**

Clear communication between cockpit crew and ground staff shall be established and maintained for starting, operating and finishing of any aircraft maneuvering at aprons stand. Furthermore, Guide Person hand signals shall to be used by an assigned guide person in direct liaison with the equipment operator to facilitate safe movements of any type of GSE.


The person giving the hand signals shall:

- a) Use only approved hand signals. (b) Wear a high visibility vest.
- b) Maintain the same role throughout the procedure.
- c) 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.
- d) Remain clear of the intended pathway of the vehicle/aircraft where possible.

#### **7.2.9.1 From aircraft pilot to marshaller**

The pilot uses these signals from the cockpit holding his hands, illuminated as necessary, in such a way as they can be clearly seen by the marshaller.

The engines are numbered from the marshaller's right to left with marshaller facing aircraft, i.e. engine N°1 is the external left engine.

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### **Brakes**

The moment of engagement of the brakes is indicated by the pilot clenching his fist, and their disengagement is shown by his extending his fingers

- a) Brakes engaged: pilot raises arm and hand with fingers extended horizontally in front of face then clenches fist
- b) Brakes disengaged: pilot raises arm with fist clenched horizontally in front of face then extends fingers

### **Blocks**

- a) Insert blocks: pilot spreads arms, palms outwards, and moves hands inwards to cross in front of face
- b) Remove blocks: pilot crosses hands in front of face, palms outwards, and moves arms outwards.

### **Engines starting**

Pilot raises appropriate number of fingers of one hand to indicate number of engine to be started.

#### **7.2.9.2 From Marshaller to Aircraft**

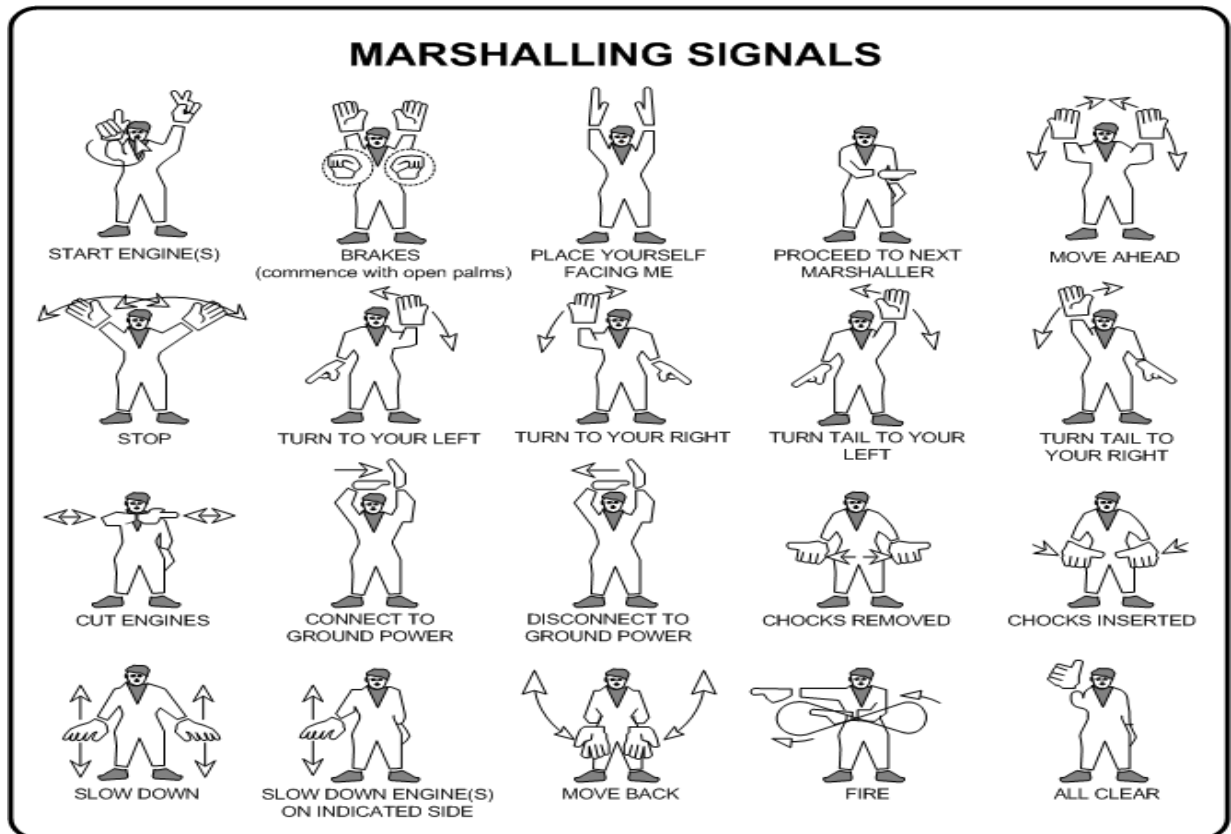
The Marshaller uses the signals on the following pages with his hands illuminated enough for the pilot to see them clearly. The Marshaller faces the aircraft from a position forward left of the left wing-tip and is clearly visible from the cockpit.

The signals continue to have the same meaning even when carried out using bats, whether lit or not, torches.

The engines are numbered from the marshaller's right to left with marshaller facing the aircraft, i.e. engine N° 1 is the external left engine.

**Please note**

Before using the signals, the Marshaller must ensure that the area in which the aircraft will manoeuvre is free from obstacles into which it could crash.




**7.2.9.3 Guide Person hand signals**

**To Attract the 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.

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### Forward Movement



Arms held above the head with elbows a little bent and palms facing backwards; repeatedly move arms upwards and backwards, beckoning onwards.

**Meaning:** Move towards the guide person.

### Backward Movement




Arms by sides, palms facing forward, swept forward and upwards repeatedly. **Meaning:** Move directly away from the guide person.

### Turn Right (from the Driver's Point of View)



Left arm pointed downward, hand extended; right arm repeatedly moved upwards and downwards towards the guide person's left. Speed of arm movement indicates rate of turn.

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### Turn Left (from the Driver's Point of View)



Right arm pointed downward, hand extended; left arm repeatedly moved upwards towards and downwards towards the guide person's right. Speed of arm movement indicates rate of turn.

### Lift



Stretch both arms toward load or equipment, palms up; hand movement in upward direction.

### Lower



Stretch both arms toward load or equipment, palms down; hand movement in downward direction

**Accompanied Movement**



Come with load or equipment. Maintain eye-to-eye contact with operator/driver. Swing down opposite arm.

**Indicate Distance**



Raise arms above head, palms facing inward. Distance shown between hands shall correspond exactly with actual margin.

**Stop**



Arms raised and crossed over head. Palms forward.  
**Immediate stop:** Hands cross over head with clenched fists.

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**OK**



Lift right arm above head, hand closed, thumb raised. Meaning: All is clear or continue on your own or drive away.

**Chocks Inserted; Stabilisers On**




Arms down, hands closed, palms facing backwards, thumbs extended; move arms in towards sides.

**Chocks Removed; Stabilisers Off**



Arms down, hands closed, palms facing forwards, thumbs extended; move arms out away from sides.

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### To Interrupt Power Source (Electricity, Fuel, Air)



Right arm and hand level with shoulder, palm downward; swing extended arm horizontally toward throat by bending elbow.

### Stop Engine




Right arm and hand level with shoulder, palm downwards, hand on throat making horizontal move to the right, passing hand across throat.

### To Connect or Disconnect



Raise left arm and hand in front of body, fingers extended horizontally, palm down.  
**Connect:** Right hand with clenched fist moving upward to contact left palm  
**Disconnect:** Right hand with clenched fist leaving left palm downward.

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## Brakes On/Off



Right arm and hand raised horizontally in front of body.

**Release brakes:** With fist clenched, extend fingers, palm inward.

**Engage brakes:** With extended fingers, clench fist, palm inward.

### 7.2.10 Foreign object damage (FOD) prevention program

#### Introduction

Damage to aircraft/equipment/property/injury to personnel caused by foreign object debris is not only a serious threat to safety but continues to cost aircraft operators annually in direct losses resulting from aircraft/equipment out of service and disruption of schedules. Creating a FOD prevention culture requires constant vigilance.

#### Definition


FOD is defined as damage to aircraft, aircraft engines, tyres or aircraft components caused by foreign object debris. This does not include damage from natural causes such as lightning and hail. FOD (foreign object debris) can result in FOD (foreign object damage).

#### General

This information provides guidance for establishing and conducting an effective foreign object damage (FOD) prevention program. Responsibilities are specifically outlined in this program but ultimately the responsibility for FOD prevention and the implementation of this program rests with senior management. Key elements in the FOD program but not limited to are; tool accountability, enforcing proper maintenance practices and housekeeping.

#### Application

The program applies to all aircraft operators, airlines, ground handling companies, refuellers, airport companies and all airport stakeholders.

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## Causes of FOD

FOD may results from:

- Failure to properly clean areas and account for removed objects, nuts, bolts, paper, plastic, drink containers/cups/cans, rags, pavement fragments, baggage components/tags, aircraft waste, catering equipment etc used during the performance of any task.
- Inadequate housekeeping.
- Clean-up operations after severe weather.
- Failure to account for tools and parts.
- Failure to maintain ground support equipment, i.e. parts break off or fall off.
- Apron works in progress/construction sites.

## Training

All personnel involved in aircraft handling, ramp operations, maintenance and associated business shall receive initial and recurrent training in FOD detection/prevention/removal.

## Housekeeping

Effective housekeeping to maintain a FOD free and tidy work-place is the key element to FOD prevention.

Conducting inspections to ensure areas where aircraft operate are clean of rubbish and other debris that can cause FOD.

A FOD check shall be completed at each gate area prior to any aircraft arrival and departure or aircraft movement.


### 7.2.11 Adverse weather condition operations

It is Airport/Ground handling company responsibility to establish a process of monitoring of weather conditions that may affect the ground operation. A process shall be in place to advice in a timely manner of forecast weather conditions that may affect the ground operations. Under certain conditions, consideration shall be given to suspending the ground operations.

#### 7.2.11.1 Wintery 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.

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- 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.

Reduce speeds on slippery roads in slippery apron conditions. Adjust all activities and operations on the ramp to suit the conditions at the time.

### 7.2.11.2 Storms–Lightning

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. 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.

On receipt of an alert, make a preparations for the stop phase:

- Suspend non-essential activities in open areas and ensure any staff using or about to use headsets are informed of the alert.
- Fueling operations can continue, however the proximity of the thunderstorm / lightning should be continually monitored.
- Avoid using highly conductive equipment.

- b) Stop/Suspend Activities–Lightning activity is detected within 5 km (3 miles) of your operation. Disseminate the order to stop all airside activities and seek shelter to all airside operating staff.

On receipt of stop phase:

- Stop fueling. Fueling hoses cannot be left attached to the aircraft during any Thunderstorm / Lighting event.
- Discontinue aircraft communication by headset.
- Stop all ramp activity and clear ramp.
- Personnel should seek shelter inside buildings or inside metal bodied vehicles. No one should seek shelter under any part of the aircraft, loading bridge, near light poles, fences, under trees.

- In accordance with local procedures, the aircraft may come on stand but the aircraft doors should remain closed and ground servicing suspended.
- c) All Clear–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.

The distances referred to above may vary depending on local climatic parameters and/or local procedures which shall be followed.

### 7.2.11.3 High Wind Conditions

High winds pose a great risk of damage and the following minimum precautions should be taken:


- (a) Ensure the safety of the aircraft by installing additional chocks and removing all equipment from around the aircraft.
- (b) Take extreme care when opening or closing any aircraft doors.
- (c) Make sure parking brakes are set on all parked GSE.
- (d) Set parking brakes and secure by additional means, if necessary, all non-motorized ramp equipment. (i.e., baggage carts and ULD dollies).

### 7.2.11.4 High Winds Activity Table

High winds pose a great risk of damage and injury.

The following actions shall be taken when sustained winds and/or gusts of wind 25 knots or greater are predicted however it is the actual wind speed at the aircraft parking position, which constitutes the risk for injuries and damages.

Staff Actions	25-39 kt	40-59 kt	>60 kt
	46-72 km/h	73-110 km/h	>111 km/h
Chock aircraft landing gear as per Aircraft Out of Service/Night–Stop/High Wind, see 7.2.3.	X	X	X
Remove safety cones	X	X	X
Secure PCA hoses	X	X	X
Remove FOD	X	X	X
Secure rolling stock	X	X	X
Secure PBB and position to minimize surface exposed to the direct force of the wind		X	X

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Close cargo hold doors and access panels *up to 50kt if the aircraft nose is into the wind or if the cargo doors are on the leeward side		X	X
Close passenger doors *up to 65kt			X
Do not initiate the elevation of high-lift equipment and stairs		X	X
Park GSE closely together, and adjacent to a building, if possible			X
Retract PBB			X

### 7.2.11.5 Sandstorms and Low Visibility

Low visibility includes rain, snow, sandstorms or fog conditions. The decision to declare the following low visibility operations is taken by the airport authorities:

- Operate vehicles illuminated, with dipped headlight and where fitted with fog lights and proceed with extreme caution.
- Switch on vehicle obstruction lights.
- Only undertake essential tours on the apron.
- Take extra caution at all intersections and vehicle / apron taxiway crossings.
- Be alerted to the sudden appearance of an aircraft entering a stand and be prepared to give way accordingly.

In case of sandstorm the following minimum precautions should be taken:

Issue appropriate Personal Protective Equipment (PPE) such as goggles, masks, covered clothing.

Ensure the provision of shelter, as required.


### 7.2.11.6 Intense Heat

The following minimum precautions should be taken:

- Issue appropriate Personal Protective Equipment (PPE) (i.e., covered clothing).
- Ensure the provision of rehydration for staff.
- Ensure the provision of a temperature-controlled environment during rest breaks.

### 7.2.12 Fire protection and prevention

- Fire prevention is more important than fire fighting.

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- Good housekeeping is essential.
- Garbage shall not be allowed to accumulate but must be disposed of into approved containers.
- Any suspected or known fire and faults and electrical wiring must be reported immediately.
- Smoking shall NOT be permitted on any apron areas or in vehicles on the apron.
- The wearing of boots with steel tips showing, steel heels or nails in soles should be prohibited.
- The location of fire fighting equipment, fire alarms, emergency shut-offs, must not be obstructed.
- In case of aircraft fire PIC, Emergency services and Airport Authority shall be notified. If required evacuation of passengers and staff performed.
- If possible, doors and hatches an aircraft shall be closed.
- If fire occurs on a piece of GSE it shall be controlled utilizing either the apron extinguishers or extinguishers on the equipment. As soon as is practical the equipment must be removed from the vicinity of the aircraft. Equipment shall not be operated in the vicinity of fuel spill.
- fire extinguishing equipment suitable for at least initial intervention in the event of a fuel fire shall be readily available, and personnel shall be trained in the use of it.
- In the event of a fire or major fuel spill, the rescue and firefighting service shall be immediately summoned.


### **7.2.13 Emergency evacuation of ground personnel during handling operations**

In the event of an emergency situation occurring during ground handling operations evacuation of and aircraft may be necessary. Since the safety of passengers and staff in such circumstances is of utmost importance and as part of its ERP, BH Air periodically will prepares excercises and conduct rehearsals on the following two scenarios.

#### **7.2.13.1 Emergency evacuation during handling operations when crew and passengers on board**

The decision and method of evacuation will be dependent of the circumstances and at the decision of pilot in command /PIC/ and designated authority at the respective airport.

Handling providers shall have Emergency Response Plan /ERP/ with clearly defined procedures and responsibilities for directing passengers and crew to a safe assembly area as appropriate to the type of emergency and the conditions at the time.

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Handling organizations shall also instruct and train their staff for safe movement and maneuvering of ground service equipment in case of emergency evacuation of aircraft for avoidance of passengers, crew or other staff injuries or aircraft damage.

**7.2.13.2 Emergency evacuation of ground personnel ( No aircrew present on board )**

Emergency evacuation of aircraft by ground personnel may be required when there is no crew on board. Ground handling providers shall instruct and train their staff in the procedures that must be enacted in emergency situations during ground operations such as engineering, catering, cleaning, aircraft and ramp handling

Ramp-agent or station manager would take charge of the emergency, co-ordinate the evacuation and direct personnel to the assembly point.


Aircraft evacuation facilities must be prepared as follows:

- The door normally used for passenger boarding/disembarkation shall be open when stair or bridge is connected. If weather conditions do not allow to keep it open it may be closed but not locked.
- The stairs (an air bridge may be used instead of the front stair) are normally required to be attached at the front or rear exit doors on the opposite of the refueling side of the aircraft.
- Doors, steps or air bridge in use must not be obstructed so as to allow safe evacuation in the case of an emergency
- Effective communication (radios, audible warnings) is vital to a safe evacuation.

**7.2.14 Spillage of Fluids and other danger material in airside area**

Spillage of liquids in the holds, cargo warehouse or during the transportation must be reported and treatment shall be applied relevant to type of liquids and/or class of danger.

- If a package containing dangerous goods be damaged or found to be leaking, immediate action must be taken in accordance with carrier's and local airport regulations.
- If fuel be spilt under the aircraft the fact must be reported and the area cleaned by the local airport authority.
- Spillage of acids or other dangerous liquids in the holds must be reported as it might result in damage to the aircraft floor or to wiring.

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### 7.2.15 Securing of the aircraft

As a general rule the BH Air's aircraft operate only from the critical parts (CP) of the airport's security restricted areas (SRA). The Airport Operator has the obligation to inform the air carriers regarding the changes of the established CP. In accordance with the provisions of the Regulation (EC) 185/2010 and the National civil aviation security program the aircraft is considered secure when parked within a CP.

Nonetheless all requirements of the BH Air Security Program Manual (SPM), regarding the protection of the aircraft on the ground apply and shall be observed by the respective staff (crew or maintenance staff).

When overnight/lay-over is planned, after completing of cabin cleaning, all servicing doors and panels must be checked and closed and steps/bridges removed. Subject to the specific circumstances the aircraft shall be either searched and/or sealed, to ensure no prohibited articles that might be used for an act of unlawful interference are introduced on board. To this extend the BH Air crew shall follow the standard operational procedures SOP.3.1 and SOP.3.2 in the SPM also reflected briefly in the OM A10.5.4.

Special arrangements shall be made in case the pre-flight services are to be provided by a ground handling service provider in the absence of the crew.

## 7.3 AIRCRAFT LOADING/UNLOADING OPERATIONS

Loading/unloading operations shall carried according to industry standards for ramp and aircraft services, BH Air GOM and rules published by the airport authority at local station because they have direct impact to the passengers impression of airline operations and may cause aircraft and/or GSE damages.

### 7.3.1 Safety Requirements Specific to Aircraft Loading/Unloading

#### 7.3.1.1 Loading

- Holds and compartments shall only be entered or exited by using the appropriate loading equipment, which shall be positioned and secured at the aircraft door.
- Carts shall not be used to gain access to cargo compartments.
- Loading equipment shall not be removed from the aircraft when personnel are still in the cargo hold.
- Equipment operators shall ensure that other personnel are not entrapped by movement of loads, either in the aircraft or on the loading equipment.
- Personnel shall not walk between carts and dollies even when they are stationary on the ramp.
- Hinged side gates of loaded carts should be lowered carefully in case loads fall out and cause injury.
- Extreme caution shall be used when using covered carts.

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- Take care when pulling or pushing carts especially when ramp conditions are slippery. When necessary, obtain assistance.
- Use tarpaulins or covered carts during adverse weather.
- Use correct manual handling techniques and practices when handling

heavy items. Get assistance when moving heavy articles.

- When loading has been completed, equipment operators shall move all loading equipment to the designated parking location outside of the ERA.
- Always handle baggage and cargo with maximum care.
- Always give careful consideration to passenger baggage: handle the suitcases with special care and do not place any other type of load on top of them. The handles are particularly prone to damage; therefore, do not lift suitcases solely by the handles but use the other hand to support them.
- Lift all other articles carefully, pass them from hand to hand, and place them in their intended position
- Respect the specific instruction labels such as: “Fragile”, “Top”, “This side up”, etc.
- Report torn or missing baggage labels and cargo tabs, so that suitable action may be taken on the spot.
- Report any damage to the load immediately, whether it occurs during handling or is noticed on arrival.
- Always report to the appropriate authority when undeclared or misdeclared dangerous goods are discovered in cargo during aircraft loading or unloading.
- Always be ready to face situations which could present dangers or cause damages and irregularities.

### 7.3.1.2 Unloading

- Check to ensure that the aircraft hold load has not shifted during the flight.
- Check for damage to the aircraft hold as the unload progresses.
- Take care if load has shifted during flight, a check to verify the contour of the cargo loads passing through the doorway shall be made to ensure sufficient space between the doorway depressor seals and cargo load is assured. Contact the person responsible for the aircraft loading supervision if load will not safely exit the door.
- Report any discrepancies e.g. spills, unusual fumes or smells, etc. prior to or during the unloading process to the person responsible

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for the aircraft loading supervision, operating crew, station engineer and BH Air OCC.

***Not: Loading/Unloading operations can make an impact to aircraft ground stability –please refer to GOM 8.4.***

### **7.3.2 Supervision of loading operations**

The handling agent shall assign a person performing the aircraft loading/unloading supervision who is responsible for the safe and efficient loading and unloading of the aircraft as well as the protection of the loads carried. The task will ensure the aircraft is loaded as specified by the weight and balance calculation in accordance with the corresponding loading instruction report (GOM7.3.6.)

#### **7.3.2.1 Actions Prior to Loading**

Prior to loading, the person responsible for the aircraft loading supervision shall:

- (a) Verify the aircraft registration with the registration on the LIR.
- (b) Carry out a hold inspection once unloading is complete or prior to commencing loading, in accordance with the requirements detailed in GOM 7.3.4 and action issues accordingly.
- (c) For bulk loading, confirm:
  1. Carts identification labels are correctly filled in
  2. Loose pieces/weight information is correct (where applicable)
- (d) Ensure the LIR is received and understood by the persons responsible for aircraft loading, including details and requirements of special loads.


#### **7.3.2.2 Actions During Loading**

During loading, the person responsible for the aircraft loading supervision shall:

- (a) Crosscheck the load against the LIR
- (b) Regularly check with loading personnel who are physically loading the aircraft

and in particular, attend to any issues raised concerning loading.

- (c) Liaise with the person responsible for weight and balance calculation and receive authorization for any deviations including any last-minute changes.
- (d) If an authorized change of load order occurs, provide confirmation of change to the persons responsible for aircraft loading prior to recommencing loading in the hold.
- (e) At the completion of loading, receive confirmation of the following from the persons responsible for aircraft loading:

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1. The loading status of the aircraft holds and compliance with the latest edition of the LIR.
  2. Confirmation that loads are secured and that all nets and net tensa-barriers are closed and installed and that loads have been correctly secured.
- (f) Undertake a final visual inspection of the aircraft holds to ensure that no load has been left in the hold un-planned and that no FOD is present.
- (g) Load and restraints that are visible are properly secured and/or raised.

### 7.3.2.3 Actions After Loading

Loading may only be considered as being completed after the load has been secured and the compartment doors have been closed properly. Door safety nets/compartment separation nets shall be installed properly; this is also applicable when there is no load in the compartment or when no unit load devices are carried.

Great care must always be taken when opening and closing the cargo hold doors. This duty must be performed by qualified staff. Be careful that no equipment obstructs the door passage.

After loading has been completed the person responsible for aircraft loading supervision shall:


- (a) Perform a final hold check to ensure:
1. The cargo doors have not been damaged during loading
  2. The doors are closed and properly locked
- (b) Sign the LIR, and in doing so, confirm that:
1. The aircraft has been loaded in accordance with the LIR and the LIR edition number
  2. That the load is secured, and nets, are correctly installed
- (c) Confirm the final actual loading is in accordance with the final LIR, in order to finalize the weight and balance calculation. The final LIR shall include last minute changes (LMC).

**Note: The LIR can be signed when the total number of remaining bags and loading position is known e.g. when the last cart of bags or cabin bags are still to be loaded.**

## 7.3.3 Securing of Load

### 7.3.3.1 General Rules

When transporting a load in an aircraft, it must be secured such that:

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- (a) It shall not move during the flight, which could dangerously affect the weight distribution and balance of the aircraft.
- (b) It shall not cause damage to the aircraft structure or other important parts of the aircraft.
- (c) It shall not cause damage to another load or become damaged itself.
- (d) In case of an emergency landing, neither passengers nor crew are injured by the load.

#### **7.3.3.2 Bulk compartments**

BH Air A320 fleet is not equipped with Cargo loading system and BH Air operate bulky loading of all aircraft baggage/cargo compartments - all they are equipped with adequate cargo and lining components. ULDs not applicable for BH Air A320 fleet.

- (a) The Load in bulk compartments is generally secured by door nets and net sector divider nets. Ensure that following items are always secured:
  - Heavy pieces (HEA) weighing 150 kg (330 lb) or more
  - Powered mobility devices
  - Load which needs spreading
  - Fragile loads
- (b) Following loads shall not move vertically upward or horizontally during flight. If the available volume of the compartment or net section is not volumetrically filled (three quarters of the height) with load, additional securing is necessary for:
  - Load which is sensitive against shocks or tilting.
  - High density packages.
  - Pipes, tubes, bars, beams, planks, poles or other objects of a penetrating nature.

#### **7.3.3.3 Securing of ULDs**

Not applicable for BH Air A320 fleet.

#### **7.3.3.4 Partition nets**

These nets are used for cargo loading areas separation. They have fixed locations in each cargo hold and dedicated attachment points on the ceiling and side-wall linings and on the floor panels.

There is also a divider net separating AFT and BULK cargo holds. This divider net has to be linked with a tarpaulin.

**7.3.3.5 Door net**

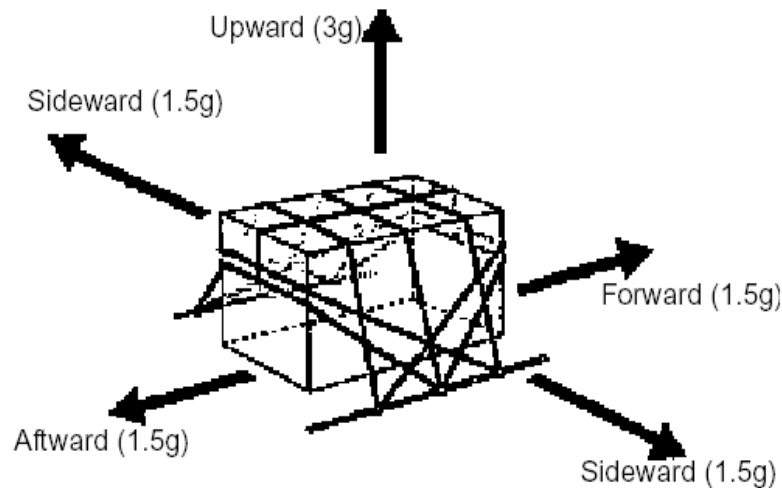
These nets are used to delimit the entrance door area which must remain unloaded.

**7.3.3.6 Attachment point**

Attachment points are used to fasten the nets. They are located on the ceiling and side-wall linings and on the floor panels. Attachment points in the side-wall and ceiling linings are for nets fastening only. Attachment points on the floor panels that are not used for nets fastening can be used for load restraint.

**7.3.3.7 Tie-Down**

In order to prevent shifting during take-off, landing or in flight, load must be restrained against the forces shown in the following drawing



For tie-down of load following values are applicable:

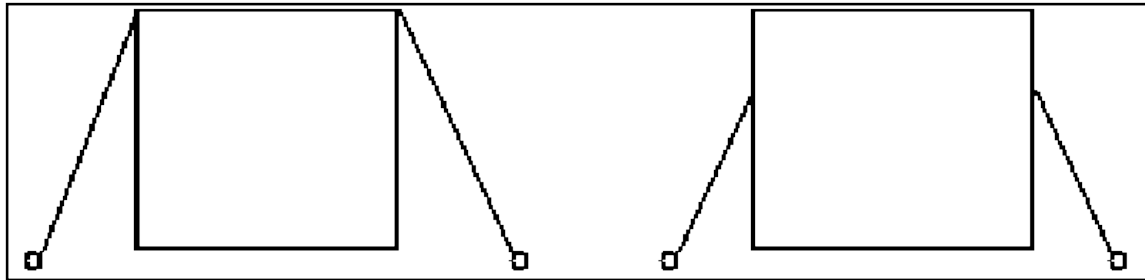
Force	Forces Lower Deck Cargo Compartment	Passenger Cabin
to front	1.5 g	<b>9.0 g</b>
to aft	1.5 g	1.5 g
sidewards	1.5 g	1.5 g
upward	3.0 g	3.0 g

The respective g - factor indicates to which extent the weight of the load shall be secured (e.g. 1.5 g equals 1.5 x the weight).

**Attention:** For safety reasons a **combination** of the double stud tie-down strap and the single stud tie-down ring is **strictly forbidden!**

The standard capacity figures of the tie-down straps and ropes are based on lashing from one tie-down ring across or around the cargo piece, respectively, to a second tie-down ring (see example 1).

If a strap is fastened directly to the cargo piece and one tie-down ring (e.g. securing aircraft engines), the capacity figure of the strap must be halved (see example 2).



Example 1: Example 2:

Capacity of tie-down strap (single stud): Capacity of tie-down strap (single stud):

at 3.0 g: 450 at 3.0 g: 225 kg

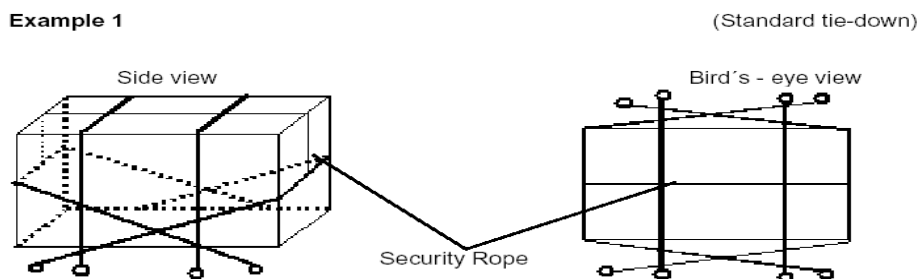
at 1.5 g: 900 kg at 1.5 g: 450 kg

### STANDARD TIE-DOWN

Standard tie-down requires 4 tie-down straps and one security rope. 2 tie-down straps will be used against upward forces, one tie-down strap each against forward and backward forces. The security rope is necessary to prevent a gliding down of the tie-down straps used against forward and backward forces.(see example 1). As the sideward forces are already included in the standard tiedown, normally no individual lashing against sideward forces is required.

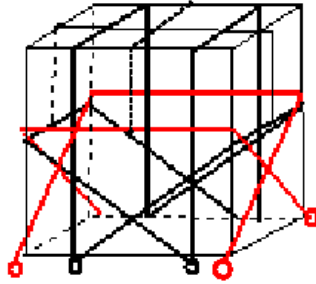
The following figures illustrate the standard tie-down:

#### Example 1



If a piece is loaded that is more than twice as high as wide, an individual tie-down against sideward forces is required in addition to the standard tie-down. This additional tie-down (to withstand 1.5 g) shall be placed between half and two third of the piece's height and be secured by two security ropes in order to prevent a gliding-down (see example 2 below).

**Example 2** (Standard tie-down with additional lashing against sideward forces for high and narrow pieces)




For **standard tie-down** the following table indicates the maximum weight of a piece based on the lowest standard capacity of the tie-down equipment used.

<b>Used tie-down equipment</b>	<b>Used Attachments</b>	<b>Maximum Weight of a Piece</b>
Tie-down strap with single stud fitting	Single stud tie-down fittings, which are fixed part of the strap	900 kg
Tie-down strap with double stud fitting	Double stud tie-down fittings, which are fixed part of the strap	2200 kg

### 7.3.4 Cargo Hold Inspection

#### 7.3.4.1 General

- a) A cargo hold inspection shall be performed:
  1. After aircraft unloading is complete;
  2. Prior to loading if this does not follow immediately after unloading is complete;
  3. In case the aircraft was unattended between unloading and loading;  
or
  4. There was a change of persons responsible for the aircraft loading and supervision.
  
- b) The person undertaking the cargo hold inspection shall perform a visual check of all cargo holds to ensure:
  1. No damage of compartment floors, walls, ceiling, door frames, panels, door.
  2. No missing, damaged or malfunctioning floor locks, load restraints or nets.
  3. No spills.
  4. No Loads have been left on-board the aircraft.
  5. Any other items that should not be present in the hold have been unloaded.
  
- (c) The person responsible for undertaking the cargo hold inspection shall provide positive confirmation that the inspection has been carried out

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to the person responsible for the aircraft loading supervision prior to the start of loading.

- (d) Any damage or discrepancies observed shall be reported to the person responsible for the aircraft loading supervision as a minimum.

**Note:** A check shall be conducted in a hold even if on arrival the hold was reported as being empty.


#### 7.3.4.2 Cargo Hold Damage

Any damage such as holes, tears or detachment of compartment liners may reduce their effectiveness, permitting air to enter the compartment and fire suppression agents to escape, reducing the capability to handle a fire event and may lead to specific loading limitations, therefore:

- a) Any technical malfunction or damage shall be reported to the flight crew, and/or Station Engineer (if presented) for further action as applicable.
- b) Adhere to any resulting load limitations according to the operator's instructions.
- c) Inform the onward stations of the load limitations if the defect cannot be rectified before departure


#### 7.3.4.3 Spills in Cargo Holds

- a) Spills can occur in cargo holds during unloading and/or loading and in flight due to:
  1. Improper packaging
  2. Damage due to mishandling prior to loading
  3. Improper loading in the compartment
- b) Spills can be of liquids, gels, or material in a powdered or granulated form.
- c) Spills can be hazardous, corrosive, flammable, explosive, toxic, poisonous, etc. Even water can cause serious damage to electrical components and systems.
- d) Spills can be corrosive to the aircraft structure. Mercury spills are particularly corrosive to the extent that the affected aircraft structure may have to be completely replaced if the spill is not cleaned up quickly.
- e) It is essential that any spill is reported immediately so that corrective action can be taken.
- f) Initiate the local spill response plan for spill events.
- g) Request information from the respective party about the nature of what has leaked as well as the Safety Data Sheet, if applicable

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### 7.3.5 Aircraft loading procedures

- a) Loading shall not commence if there is no LIR either electronic or hard copy.
- b) Prior to loading commencing, a cargo hold inspection check, shall be performed.
- c) Carry out a visual Damage Check prior to loading.
- d) Carry out a visual inspection of all items of bulk load prior to loading to ensure no damage/leakage.
- e) Whilst loading into bulk holds the person carrying out the loading of baggage/cargo/mail shall:
  1. Load in accordance with LIR requirements.
  2. Cross check cart labels to ensure that the load is correct.
  3. Check baggage labels to ensure correct destination/flight number.
  4. Inspect all loads, for leakage and damage prior to loading, raising issues found to the person responsible for aircraft loading supervision, immediately.
  5. Reconcile bags loaded by compartment and destination, as applicable and as is required to ensure correct reconciliation prior to load sheet finalization.
  6. Load items in accordance with directional handling labels and ensure the labels shall be visible during unloading.
  7. Report any issues, errors, changes or other loading matters to the person responsible for the aircraft loading supervision immediately.
  8. Ensure the load is correctly secured.
  9. As a minimum visually inspect that all load requiring special handling is secured against shifting and all necessary nets have been closed..
  10. Position/close/lock compartment separator/cargo door barrier nets and ensure load is correctly secured as required once compartments/hold loading has been completed.
  11. Ensure the necessary clearance between the load and the aircraft hold ceiling is achieved to avoid any obstruction or damage to aircraft smoke detector/fire suppression system and movement of the blowout panels in the event of a decompression.
  12. Baggage must not be loaded above the "MAX. LOADING HEIGHT" line. This requires a minimum clearance of 2 inches (5 cm) between the loaded baggage and the ceiling. Ground

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Crew must confirm on the LIR that the max. loading height has been respected.

The persons responsible for aircraft loading shall confirm to the person responsible for the aircraft loading supervision, the status of loading, confirming loading is in accordance with final edition of LIR and that load is secure, compartment separator/cargo door barrier nets are closed as appropriate.

Any load information change between LIR and actual shall be communicated to the person responsible for completing the weight and balance calculation as soon as known to avoid unnecessary re-loads, weight and balance issues and last-minute pressure.

### **7.3.6 Load Planning and Loading Instructions Report**

BH Air company and IATA regulations require that aircraft be loaded according to written loading instructions- IATA AHM514 and AHM515. It also requires that aircraft shall not be loaded except under the supervision of a trained person, who has been provided with written instructions and information as to the distribution and securing of the loads so as to ensure that the load may be safely carried on the flight.

#### **7.3.6.1 Load Planning**

The Load Planning shall ensure loads are planned safely and distributed in

the aircraft compartments and/or holds considering all aircraft limits.

The Load Planner shall:


- Check and consider load information provided by operational messages from the previous flight or leg, including any special loads, if applicable.
- Check observe aircraft operational limitations or any other restrictions that may limit load planning.
- Check any other dangerous goods and/or special loads that require special handling and segregation.
- Allocate loading positions for all traffic load and special loads, if applicable, taking into consideration all flight legs planned.
- Give consideration to aircraft ground stability to avoid tail tipping, as per

operator requirements and aircraft specifications.

- Prepare LIR.

#### **7.3.6.2 Loading Instructions Report**

The Loading Instruction form (LIR), is prepared by the Load Planner once he knows complete traffic load and:

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- LIR shall be issued for each departing flight, to ensure all safety parameters specific to each flight are adhered to.
- Complete load distribution for the departing flight, using provisional data and adhering to the segregation policy, as per AHM 514 to AHM 515 and
- Indicate all information that could affect loading in the Remark or Supplementary

Information (SI) section (as marked in the LIR form).

- Refer to AHM 514 for Electronic Data Processing (EDP) LIR and AHM 515

for Manual LIR.

- LIR revisions shall be immediately communicated via appropriate means to

loading staff.

This form is a mean of communication between the Load Planner and the Loading Supervisor and flight crew. On the one hand, it allows the Load Planner to give loading and off-loading instructions to the Loading Supervisor, and on the other hand, it allows the Loading Supervisor to know everything about the shipment (nature, distribution, etc.) and to report the loading distribution is effectively performed.


The loading instructions become loading instruction report when the person responsible for supervising the loading signs the certification on the loading instructions to say that the aircraft has been loaded in accordance with the loading instructions and any adjustments have been notified. This can only be done when the loading is complete, or has reached a point where it is certain that no further changes will be made.

The load sheet must be altered to show what has actually been loaded in the holds. It is gross negligence for a load sheet officer to sign and present to the Captain a load sheet that has not been checked against the signed loading report.

**While distributing the passengers, the luggage, cargo and also while preparing the loadsheet a sustainability of the centre of gravity of the aircraft within the operational limits must be guaranteed during offloading at destination or transit airport.**

**The centre of gravity sustainability within the operational limits must be guaranteed also at transit landing during the offloading, stay (with or without PAX on board) and loading.**

Either manual or EDP the LOADING INSTRUCTIONS issued for flight operated by BH Air shall comply with IATA AHM515 AHM514.

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EDP LIR is applicable at all stations where weight and balance is processed by an automated weight and balance system.

The form must be issued for all departing aircrafts, both originating and in transit. **LOADING INSTRUCTIONS** must be issued in the number of copies needed for performing ground operations.


The box "Remarks" and/or "Departure report deviation" must be filled during loading, reporting all variations to the original instructions.

Once loading operations are completed, the original copy, containing all variations to the original instructions and duly signed by the load supervisor, must be delivered to the Captain in order to verify its coherence with loadsheet(cross- check).


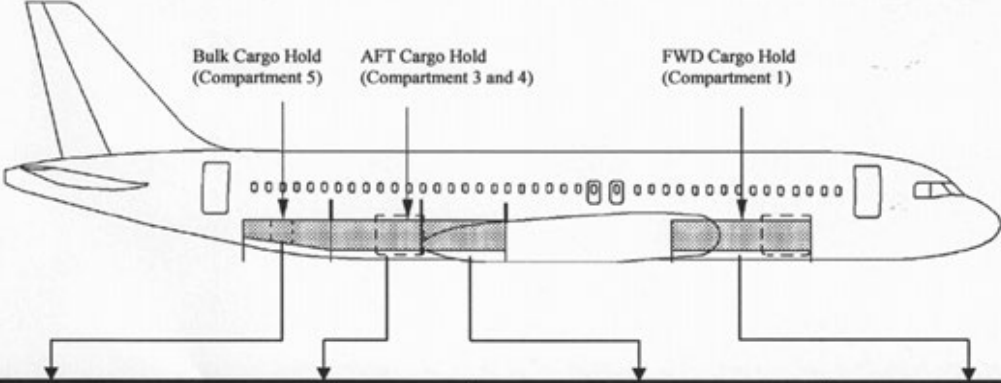
Once the Captain has verified data, he must sign the form in acceptance and give it back to the load supervisor.

The original copy must be filed at the issuing station.

At all Stations Load Control department of ground operations provider will handle distribution and filing of **LOADING INSTRUCTIONS** forms.

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For manual load planning, loading instruction report shall be issued according to the following form for A320 family aircraft:

LOAD INSTRUCTION				A320 - 200
Station: .....	Flight Number: .....	Date: .....	A/C registration: LZ-BH	
				
Bulk Cargo Compartment 5	AFT Cargo Compartment 4 (FR. 53-59)	AFT Cargo Compartment 3 (FR. 47-53)	FWD Cargo Compartment 1	
..... planned	..... planned	..... planned	..... planned	
..... actual	..... actual	..... actual	..... actual	
Max gross weight: 1497 kg (Compartment 5)	Max gross weight: 2110 kg (Compartment 4)	Max gross weight: 2426 kg (Compartment 3)	Max gross weight: 3402 kg (Compartment 1)	
Remarks:			Signature responsible Ramp Agent: .....	
Prepared by: ..... Signature/Name		One (1) copy to Flight Deck Crew One (1) copy to Local Station File		

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**Note: At stations where load check operations are carried out by a handling agent, LOADING INSTRUCTIONS form with BH Air logo may be replaced by local ones, if provides equivalent content.**

The layout of the LIR may vary with aircraft type or with company which issues it, but for all of them, the following information is required, as stated in IATA AHM 515.

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**Heading:** Station, Flight number, Aircraft registration, Destination(s), Local date, name of the Load Planner who prepared it.

**Compartment number and Weight limitations:** clearly indicates the weight limitations for each cargo hold.

**Remarks:** gives any information that might be considered as important or useful by the Load Planner, such as dangerous goods, lashing of heavy items, relocation of some cargo to balance the aircraft, airway bill of dangerous goods.

**Signatures:** Two names and two signatures are required:

- The Load planner who prepared the Loading Instructions
- The Responsible Ramp Agent, who performed the Loading, to confirm that the aircraft is loaded in accordance with the instructions or to advise of any deviations.

The Load Planner has to fill in the header part, the arrival part from the incoming LDM (in case of multi-sector flights) as well as the Loading Instructions part. To give its loading instructions, the load planner must use, for each hold section, the following items:

- the destination of the shipment (3-letter IATA code)
- the content of the section (Baggage, cargo, mail.) through a one letter code (as per AHM 510)
- the estimated weight of the load
- the nature of the shipment in case of special loading (as per AHM 510)
- the available volume in the section (as per AHM 510)

### 7.3.7 Communication of Load Information

The efficient operation of an airline depends on fast and accurate communications on all levels.


The operator in charge of loading, who deals with the vital information needed for the efficient performance of the loading/unloading and ground operations, could be considered as the hub of wheel.

Information is directed to him from such areas as the passenger check-in or the cargo and mail terminals, and messages are sent out by him to ramp operators, the captain, the servicing personnel, etc.

These communications may be instructions or requests for further information: they may be expressed orally (telephone, radio, face to face) or in writing, but in all cases they must be concise and exact.

To avoid ambiguity, and to reduce the time required to transmit the information, standard forms and the use of a specific terminology have been adopted.

To ensure satisfactory communications and a correct allocation of responsibilities, a series of forms have been devised for very specific purposes (e.g. Notification to Captain of special load on board, loading instructions/report.).

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***NOTE: These forms are kept on file and constitute a precise historical record of the preparation and actual loading of each flight. In addition to the documents there is a need for oral communications during load preparation.***

### **7.3.8 Remote Load Control**

Remote load control is the process of performing the load planning task/or weight and balance calculation task for a departing flight in a location away from the departure station. The key roles of the departure station are

- To supervise the aircraft loading/unloading
- To communicate to the remote load control any discrepancies and/or deviations during loading/unloading process
- To report final loading of the aircraft to the remote load control

Information exchange is essential for a safe remote load control process. Data shall be transmitted between the remote load control, departure station and flight crew.

### **7.3.9 Loading/Unloading equipment**

Individually assigned positions of ground servicing equipment allow for the simultaneous activities of all ground equipment that are necessary for aircraft handling. If additional ground equipment has to be parked near the aircraft, it must not interfere with aircraft handling. (see layouts in GOM 7.2.4.)

- **Carts:**


- When using carts, the load shall be distributed as evenly as possible, with the heavy item at the bottom.
- Do not wedge light packages between heavier items.
- Aim for stability and balance: a falling item may easily be damaged.
- Do not overload and ensure that the restraint and safety equipment is used. Check that the items are the right side up, and that instructions relative to its covering, etc., have been followed. Carts without a towing vehicle parked near the aircraft must have the brake on and must be prevented from movement with a pad.

- **Tractors**

- Tractors must be driven at a slow, regular speed. Avoid sharp turns, jerks and sudden stops.
- Limit the number of carts and dollies in a train to the maximum specified by airline regulations

- **Conveyor Belts**

- When using belts inside buildings or at the aircraft, maintain proper distance between articles to avoid them piling up and remember that some items must never be placed on belts

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To prevent damage to aircraft or collisions with the belt loader, keep a gap of at least 1 m (3 ft.) between carts/dollies and the belt loader when towing.

When unloading or loading items onto a belt loader, ensure that they are stable, and correctly positioned on the belt to avoid items falling off.

Stabilize irregularly shaped items to prevent falling from the conveyor belts during loading and unloading.

Do not place any loads directly on the ramp, especially if the ramp is contaminated.

### 7.3.10 Loading of Human Remains

The crated coffin shall be loaded according to the quick reference loading table and it must be lashed on a pallet in the following manner.

An appropriate entry must be made in the loading instruction.

The ground handling agent must supervise and check prior to departure that proper loading and lashing have been completed.

HUM shall not be loaded in close proximity with catering materials.

Cremated human remains in urns will be handed and loaded as normal cargo but may be loaded also in the cabin.

The total weight of the human remains shall be entered into the cargo column and in the weight distribution. The load code HUM shall be used for the remarks box of the loadsheet.

In the load message section of the movement departure message (MVT), notification of human remain transport must be given, followed by location in hold and the weight.


The load code HUM is not required for cremated human remains in urns.

### 7.3.11 Loading and Securing of Electric Mobility Aids(EMA)

When loading EMA's:

- a) Load in a separate netting compartment from baggage and other loose items
- b) Secure EMA in an upright position using appropriate tie-down points
- c) Inhibit electrical circuits following instructions on the EMA loading form
- d) Isolate battery following instructions on the EMA loading Form
- e) Complete the EMA loading form
- f) Ensure load is correctly accounted for on LIR

**Note 1:** It is permissible to load 2 EMA's within the same netting compartment; however they must be secured separately.

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**Note 2:** Where a battery has been removed and carried in the cabin, the EMA must still be loaded and secured in accordance with EMA loading procedures.

**Note 3:** If instructions for inhibiting electrical circuits and isolation of battery are not available consult with the person responsible for supervision of the turnaround.

### 7.3.12 Structural limitations and floor panel limitations

Aircraft have a flexible structure. In addition to their natural contortion in flight, the repartition and the quantity of load transported have an influence on the fuselage deformation. Therefore, Airbus has defined structural loading limitations that the operator must respect. These limitations are certified by airworthiness authorities and can be found in the Limitations section of the manufacturers Weight and Balance Manual. They follow IATA AHM 513 recommendations.

## 7.4 FUELING PROCEDURES

### General - quality, facility and training requirements

BH AIR requires that fuel suppliers will maintain the applicable standards of fuel safety and quality to ensure fuel delivered and loaded onto aircraft:

- Is free of contamination;
- Of the correct grade and specifications for each aircraft type
- Is stored, handled and serviced according to the accepted standards

BH AIR requires fuel suppliers also to ensure:

- Availability of fuel facilities
- Compliance with the relevant safety and quality procedures

Appropriate initial training of the personnel shall be conducted before assignment of their operational duties and recurrent training is required on a frequency not less than 36 months period.

Training programs for ground handling personnel assigned to perform aircraft fueling shall include the following training elements:

- Safe operation of equipment;
- Emergency procedures;
- Fuel spillage avoidance response;
- Aircraft fueling and defueling procedures;
- Aircraft-specific training.

The compliance of fuel suppliers to the above requirements is monitored by BH Air's Compliance Monitoring Department (ref CMM 3.6.)

### Fuel management procedure :

Included but not limited to the following elements :

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- Fuel reception, storage and quality maintenance
- The assessment of fuel quality;
- The safe delivery into an aircraft of fuel;
- The tanking and storing of fuel samples;
- The onward distribution of fuel
- Incident prevention;
- Incident management
- Preventing or minimizing electrostatic discharge during handling of fuel;
- Handling fuel during extremes of weather- electric storms in the aerodrome vicinity or in high ambient temperatures;
- The action to be taken if fuel found to be contaminated
- Regular and periodic maintenance and cleaning of fuel installations and equipment.

Before defueling is commence, sample shall be taken from the drain cocks of each aircraft tank involved in the defueling operation. Unsatisfactory sample do not preclude defueling, but will call for particular attention and thoroughness in the cleaning of vehicles and tank installation after disposal of the fuel.


Until satisfactory quality checks have been completed, fuel removed from an aircraft shall be segregated from uncontaminated fuel, preferably by defueling into an empty fueling vehicle or storage tank. This potentially contaminated fuel shall be checked for water, sediment and compatibility in order to ensure that any resultant blend with existing content of the next receiving installation meets the appropriate product specification.

Sampling check shall be made throughout the fuel handling, storage and distribution process to ensure that the fuel is free from water and solid particle contamination, is of the appropriate correct grade and is in a state fit for use by the aircraft.

When fuel has been delivered into a fuel installation a settling period shall be allowed before a sample is taken. If a fuel sample proves to be unsatisfactory then the sampling procedure shall be repeated.

If a third sample is necessary and proves to be unsatisfactory, then action shall be taken to identify the cause of contamination and no fuel shall be dispensed to aircraft from the installation concerned. It would, in this case, be advisable to inform and seek advise from the fuel supplier concerned.

- a) Samples shall be take and retained for the minimum of 7 days :
  - From fuel on delivery, whether by road tanker, pipeline or in package ;
- b) Each day aircraft refueling takes place – fuel from stored in bulk tank, hydrant system, vehicle or packed stock
- c) Whenever laboratory testing is required, as JET fuel has been stored and not added to for a period of six months.

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d) In addition to when they are required by the other process, fuel sample shall be taken at the following times:

- Immediately before receipt into the fuel installation;
- After receipt of fuel into the fuel installation
- Each day before the first delivery from the fuel installation
- After prolonged heavy rainfall or snow
- After de-fueling;
- After vehicle washing
- Immediately prior to fueling an aircraft

Fuel samples from the above ground storage tanks and aircraft fueling vehicles shall be drawn from sampling or drain cocks. A thief pump shall be used for obtaining samples from buried tanks and barrelled supplies.

All sampling equipment shall be kept in a scrupulously clean condition. Clear glass jars with necks and screw caps shall be used for sample examination and retention.

Prior to sample being taken, the pipeline shall be “flushed” to an extent that will remove residual fuel from within it. Licensees sample seek the advice of the fuel supplier on the quantity required to achieve a satisfactory check. Fuel that is not to be retained and is found to be free of contamination can be returned to the tank.

Sample of fuel shall be taken by a person designated/ appointed from BH Air’s Compliance department and shall be clearly labelled and transferred to a certified laboratory. The results to be retained as evidence that the fuel stored in the installation is fit for use in aircraft. They will be of particular value in demonstrating compliance with ANO requirements following an accident occurring to and aircraft that had received fuel from the installation.

**Correct grade of fuel :**


Currently BH Air operates with A320 aircrafts, therefore main JET FUEL (standard) is JET – A1. If deviation occurs, please contact BH Air OCC center with no delay.

**7.4.1 Fuelling preparations**

The zero fuel weight shall be calculated in advance for each flight by the station concerned and shall be reported to the flight operations officer or Commander as soon as possible.

The flight operations officer or the flight crew member designated by the Commander shall calculate and respectively check the planned take-off fuel based on current flight preparation procedures and appropriate cruise procedures.

Fuel figures for trip and planned take-off fuel, if not pre calculated, shall be determined by the Commander and shall be given to the station concerned.

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The station shall also be informed if:

- There is a relevant deviation of the actual from the requested TOF quantity
- The fuel distribution on board does not correspond with the recommended fuel loading procedure.

#### **7.4.2 Fuelling / De-fuelling**

Fuelling/de-fuelling is considered to start as soon as the filler hoses are connected to the aircraft and pressurized.


Fuelling / defuelling shall only be considered terminated after all filler hoses have been disconnected from the aircraft. The cockpit crew shall be informed about the end of the fuelling/ de-fuelling process. The cockpit crew shall in turn inform the cabin crew appropriately.

The Fuelling Safety Zone (FSZ) shall be observed as an area defined at least 3 m in any direction from the centre point of all fuel vent exits, refuelling plugs, aircraft refuelling ports, fuel hydrants, fuel hoses and fuelling vehicles. This distance may

be increased as required by local airport or civil aviation authorities.

BH Air will appoint a responsible person for oversight of the technical aspects of aircraft fuelling for each fuelling operation; this will usually be the Crew. They must remain in the vicinity of the aircraft whilst fuelling is in progress to ensure all safety procedures are adhered to.

The responsible person for the technical aspects of fuelling may also have responsibility for ensuring the safety requirements of ground servicing activities are met whilst fuelling. The Captain has final authority for fuelling operations.

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### 7.4.3 Safety precautions during fuelling/de-fuelling

During fuelling/defuelling the following safety precautions shall be adhered to:

- Fuel hoses shall be positioned by the shortest way to the fuel inlets and sufficient safety distance shall be kept from wheel-brakes (at least 1 meter) and from the APU Air- Inlet/-Outlet to prevent any damages.
- Bonding connections from the fuelling truck to the aeroplane must be established to discharge any static electricity before fuel hoses are connected.
- Vehicles, shall not be positioned within the venting areas.
- Spilled fuel shall be removed or dried up immediately in the presence of the fire brigade before passengers are boarded.
- Ground and/or aeroplane auxiliary power units shall be connected and switched on before commencement of fuelling/defuelling and shall not be switched off or disconnected until fuelling/defuelling is terminated. Connecting or disconnecting of electrical equipment to the aircraft is prohibited when fuelling/defuelling is in progress.
- During pressure fuelling electrical and/or electronic systems may be operated as far as required during preflight activities, except weather radar and microphone buttons on HF.
- During heavy thunderstorms and threat of lightings fuelling/defuelling is strictly prohibited.

### 7.4.4 Safety procedures during fuelling/de-fuelling with passengers on board.

Ref: (AMC5 CAT.OP.MPA.200, AMC6 CAT.OP.MPA.200)

#### General

This procedure must be followed, unless an airport specific alternative has been approved. In these specific cases, the alternative procedure is clearly stated in the relevant OM C Airport Briefing. For all other airports, the following applies for both fuelling and defueling.

- May be performed with passengers on board, embarking or disembarking to reduce delays;
- Not permitted with wide-cut fuels (e.g. Jet-B) or mixtures containing wide-cut fuels, with passengers embarking, on board or disembarking (wide-cut fuels not permitted on current BH Air fleet)
- For all other types of fuel, necessary precautions shall be taken, and the aircraft shall be properly manned by qualified personnel ready to initiate and direct an evacuation of the aircraft by the most practical and expeditious means available;
- As a general principle, safety and other operational requirements such as flight preparation will take precedence over this procedure.

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Refuelling while passengers are on-board/embarking/disembarking:

- Shall only be undertaken subject to local airport or authority restrictions;
- During LIFUS is at the discretion of the LTC and shall not take precedence over training requirements.

#### **7.4.4.1 Procedure**

When refuelling with passengers on-board/ embarking/ disembarking, the following precautions will be observed:

- Ground servicing activities and work inside the aircraft, such as catering and cleaning, should be conducted in such a manner that they do not create a hazard and allow emergency evacuation to take place through those aisles and exits intended for emergency evacuation.
- ATC and the aerodrome fire services will be informed, if required by local regulations;
- Crew, ramp staff and passengers must be aware that refuelling is about to take place;
- "Fasten Seat Belt" signs must be off, "No Smoking" signs must be ON;
- Emergency Lighting switch selected to ARMED in Flight Deck;
- Cabin light in ON to 100 %,
- One pilot must be on the flight deck through the refuelling;
- Two-way communication has been established and remains available by the aeroplane's inter-communication system or other suitable means between the ground crew supervising the refuelling and the pilot on board the aeroplane as per the procedure in OM A 8.2.1.4(COMMUNICATION DURING REFUELING);
- Passengers must remain seated with the seat belts unfastened;
- One cabin crew member must be stationed at each pair of main doors - main door slides need not be armed, but the crew member must be ready to arm any closed doors in the event of a need to evacuate;
- Cabin crew members stationed at the main doors pair must observe that:
  - o The ground area beneath aircraft exit doors that have been designated for rapid deplaning or emergency evacuation is kept clear of obstructions;
  - o Where a passenger boarding bridge is not in use, aircraft passenger steps or an alternate means of emergency evacuation is in place

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- Unnecessary electrical switching should be avoided on the aircraft and no personal electrical items are to be used or switched on;
- The ground below main door and emergency exit slide deployment areas must be clear, except at doors with steps/jetway in position;
- In the event that fuel vapour is detected inside the aircraft, or any other hazard arises, it must be reported to the pilot on the flight deck and refuelling must be stopped immediately;
- An emergency evacuation may have to be initiated;
- Out of the 3 following procedures, only 2 can be conducted simultaneously:
  - o refuelling,
  - o boarding (or disembarking) of passengers,
  - o boarding (or disembarking) PRMs, In case that a jetway/airbridge is in use, PRMs are considered as regular PAX.

#### **7.4.4.2 Duties and Responsibilities:**

The refuelling operator is responsible for fuelling actions.

##### **The Commander shall:**


- Ensure, that the precautionary actions are taken on board;
- The commander shall designate the pilot on the flight deck and the person supervising the refuelling on ground;
- Ensure, that permission from the aerodrome operator/authority has been obtained for refuelling operations when passengers are on board, embarking or disembarking, where necessary (check OM C briefings or seek advice from dispatcher).

##### **The pilot on the flight deck shall:**

- Keep watch for any alert of fire or risk of fire (e.g. spillage) from the person supervising the refuelling on ground;
- Be prepared to order expeditious evacuation of the aircraft if necessary.

##### **The designated person supervising the refuelling on ground shall:**

- Ensure, that precautionary actions are taken on the ground;
- Communicate with ramp agent/dispatcher or other appropriate personnel engaged in aircraft ground handling activities to ensure safe ramp conditions are maintained during fuelling operations with passengers on board.

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- Inform the pilot on the flight deck of the commencement and completion of refuelling operations;
- Ensure that refuelling is stopped if such a request is made by one of the flight crew;
- Alert the pilot on the flight deck if a fire or spillage occurs;
- Provide immediate notification to the pilot in flight deck when hazardous condition or situation has been determined to exist.
- Assess the risk and co-ordinate with the pilot on the flight deck as to what action, if any is necessary.

**The ramp agent/supervisor shall observe for:**

- Embarkation or disembarkation path is not obstructed by GSE;
- Aircraft handling operations do not create a hazard or obstruct emergency exits;
- Where a boarding bridge is in use, an interior access path is maintained from the aircraft to the terminal;
- Where a passenger boarding bridge is not in use, aircraft passenger steps or an alternate means of emergency evacuation is in place
- The ground area beneath aircraft exit doors that have been designated for rapid deplaning or emergency evacuation is kept clear of obstructions;
- That any passenger boarding / disembarkation is achieved in a controlled manner.

**7.4.4.3 Communication during Refuelling**


**GENERAL**

The following steps shall be followed:

PM (or designated person supervising the refuelling on ground) establishes two-way communication with the other pilot on the flight deck;

**Note:** *When positioning flight crew are travelling on the journey log, the Commander may request assistance in performing this task if he deems it necessary.*

- SCCM to be advised that refuelling is taking place and passengers may embark or disembark;
- Two-way communication shall be established and shall remain available whilst refuelling is in progress:
- The primary way of communication is via headsets;
- If the refuelling headsets are not available, or not usable, the alternative way of communications may be used. The alternative

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way of communications is via visual contact/signals or phone or open cockpit window and use verbal communication.

- Allowed only during VMC when headsets are not available/not usable;
- 1 L door must be open and stairs / jet bridge attached.

**Note:** *If two-way communication cannot be maintained between the pilot on the flight deck and the person on the ground, refuelling while passengers are on-board / embarking / disembarking is not allowed.*


## TWO WAY COMMUNICATION

To ensure continuous direct two-way communication, the following requirements shall be complied with:

	Using Refuelling Headset / Phone	Headset Not Available (VMC only)
1 Pilot on flight deck	Required	Required In sign
1 person on ground	Below A/C nose wearing headset	At a place with direct visual contact to the pilot on flight deck
Continuous visual contact	Not required	Required

The following communication standards shall be used:

Message	Direction	Using Refuelling Headset (verbal)	Headset Not Available (VMC only)
"Request to establish 2 way communication"	GND>flight deck	"FLIGHT DECK FROM GROUND"	COCKPIT CALL button, or bang on the fuselage
"Cleared to start refuelling"	Flight deck>GND	"CLEARED TO START REFUELING"	"all clear" hand signal <sup>(1)</sup>
"Stop refuelling"	Flight deck>GND	"STOP REFUELING"	"recommended stop" emergency hand signal <sup>(2)</sup>
Coordination	Flight deck<>GND	Via voice	Verbal through open cockpit window
"Fuel spillage detected"	GND>flight deck	"FUEL SPILLAGE"	"recommended evacuation" emergency hand signal <sup>(2)</sup>

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Message	Direction	Using Refuelling Headset (verbal)	Headset Not Available (VMC only)
"Fire observed"	GND>flight deck	"FIRE"	"fire" emergency hand signal <sup>(2)</sup>

<sup>(1)</sup>Refer to OM-A 12.3.3 Signals

<sup>(2)</sup>Refer to OM-A 12.3.3.6 Standard Emergency Hand Signals, or open cockpit window and use verbal communication.

#### 7.4.5 Fuel Spillage

There shall be a constant monitoring provided by the supervising person for possible leakage occurrence during fueling with passengers on board.

In the event of a fuel spillage the following actions shall take place.


- STOP the refuelling operation, advise the Captain or appropriate Authority and the Emergency Services. Assist aircraft evacuation if required.
- As directed by the Captain or appropriate Authority evacuate all persons from the immediate area.
- The rescue and firefighting service shall be immediately summoned if major fuel spill or fire occurs.
- Mobilize all available fire fighting equipment as standby protection until the arrival of the airport emergency services.
- Control the movement of unauthorized personnel and equipment into the area.
- As far as possible restrict all activities inside and outside the spill area to reduce the risk of ignition.
- All electrical equipment in use during the fuelling operation must be switched off immediately.
- Unload the APU and shut it down. DO NOT start the APU until the spilled fuel is removed and there is no further risk of spilled fuel.
- Normal operations must not be resumed on the aircraft or any engines started before the person in charge of the emergency determines that it is safe to continue
- If fuel is spilled on any load, then such items are not to be loaded into the aircraft

#### 7.5 TOILET SERVICING

The complete procedure for servicing the aircraft toilet waste tanks consist of the following three steps: Draining the waste tanks; Flushing the waste tank; adding the amount of pre-charge and/or concentrated deodorant pre – charge product , if applicable

#### !!! Caution :

1. Toilet fluids are corrosive

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2. Prior to servicing, inspect the toilet servicing panel on the aircraft for signs of leakage
3. If any horizontal blue streaks are observed, the blue streak shall be cleaned prior to servicing.
4. After cleaning, look again for signs of leakage
5. Blue ice build-up at higher altitudes may influence airworthiness. In the case of possible leak, immediately inform the airline representative, ground engineer, or the flight crew.

### Hygiene Precautions

- a) Wear heavy rubber gloves, full face protection and protective clothing against harmful wastes when performing toilet servicing
- b) Do not park the toilet service unit in the same area as the water service unit or at the water filling point.


### !!! Caution:

Once the agent has performed toilet servicing on an aircraft, the same agent can not perform water servicing during the same task.

#### 7.5.1 Toilet servicing procedure

General specific requirements for toilet servicing and the amount of pre-charge and/or concentrated deodorant pre – charged , if applicable.

- a) Prior to opening a toilet service panel, check for stains around the panel
- b) While opening the service panel, stay clear and watch for signs of leakage
- c) Stay clear of the drain fitting cap while opening and watch for sings of leakage
- d) Ensure the drain hose Y-fitting coupling is connected correctly before the drain valve handle is pulled.
- e) Empty the waste tank(s)
- f) Flush the waste tanks, if applicable
- g) Pre charge the tanks with correct quantity of water and disinfectant, if applicable
- h) Fill the waste tanks with the correct amount of water and concentrated deodorant pre charge products or premixed fluids, if applicable. For aircrafts equipped with a conventional toilet system, fill the waste tanks with the correct amount of water and pre charged or concentrated deodorant pre charge.
- i) After servicing, ensure there are no leaks at the drain fitting cap or the end of the drain dose hose Y- fitting coupling
- j) Close the nozzle tightly to prevent the accumulation of ice during flight and wipe off residual water and disinfectant.
- k) Check for possible leakage
- l) After servicing, close and latch the fitting caps and service panel door.

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**Note:**

1. Inform aircraft maintenance or flight crew, if:
  - a) Fluid leakage is observed
  - b) The drain valve will not open, or the waste tank can not be drained.
2. Report any spillage of waste to the supervisor

**Draining**

- a) Drain the aircraft waste system into the waste tank of a toilet service unit
- b) Observe the waste drain hose during draining to confirm that the waste tank is completely emptied. The hose will vibrate for a few seconds as the contents of the waste tank pass into the waste tank of a toilet service unit.

**7.5.2 Servicing During Freezing Conditions**

- a) Fill the aircraft toilet system only after electrical power supply has been restored, and as close to flight departure time as possible
- b) Ensure the fill line is fully drained before closing the cap to prevent freezing of fluid in the fill line.


**Caution:**

***Do not attempt to remove frozen substance from the fill lines, connections or service panels. Contact maintenance immediately.***

**7.5.3 inoperative toilet system**

If defects in the toilet system prevent regular servicing, ask qualified technical personnel, if available, for assistance.

If no technical personnel are available, inform the flight crew or an airline representative.

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## 7.6 Potable Water servicing

- The water used for uplift shall fully meet the hygiene and testing requirements detailed in AHM 440 7.5 , 8.11.1 and those detailed in GOM 7.6.2
- Equipment used shall fully comply with the specifications detailed in AHM 970 for water servicing vehicles or AHM 981 for towed service carts.
- All equipment shall be serviced according to the manufacturers recommendation. Records shall be kept of all servicing, cleaning, disinfection and maintenance tasks performed.
- All equipment and facilities used shall be maintained to the highest possible hygienic standards.
- Only uplift water to aircraft if authorized or requested by the operating airline
- Airline representatives shall be informed of any issues that may affect(or may have affected) the standards of water uplifted to their aircraft, including contamination incidents, maintenance finding and test failures.

### 7.6.1 Potable Water Servicing Procedures

#### 7.6.1.1 Filling Aircraft Water Tanks

- Before connecting the aircraft filling hose to the aircraft, flush the hose  
**Note :** *The hose needs to be flushed into a bucket or waste container before connecting the hose to the aircraft filling port (not required on consecutive servicing)*
- Do not place hose ends on the ground.
- On immediate turnaround sequence, water service shall always be performed before toilet service.
- The aircraft filling port shall be cleaned/wiped dry with antiseptic wipes before the hose is connected to the aircraft adaptor  
**Note :** Cleaning may be carried out either by wiping with a towelette or equivalent soaked with a disinfecting solution or wiping with a presoaked disinfectant towelette. However, personnel should not spray directly into the aircraft coupling.
- Fill the water tanks(s) to the required level
- When not in use, hose end shall be:
  - Kept capped , or
  - Attached to a dummy connector, or
  - Kept in container filled with disinfectant solution, or
  - Treated with disinfectant before use

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### 7.6.1.2 Water servicing during Freezing Conditions

The following actions shall be followed to prevent water freezing in the aircraft water tanks and lines during freezing conditions:

- a) Drain the aircraft water tank if instructed by the operating airline as per procedure. Dispose of the water in accordance with airport operator requirement.
- b) Ensure the fill line is fully drained before closing the cap to prevent freezing of fluid inside.

**Caution :**

**Keep aircraft cargo hold access doors closed to prevent water lines from freezing when the cargo compartment are not being loaded or unloaded.**

**Do not attempt to remove the frozen substance from the fill lines, connections or service panels. Contacts maintenance immediately.**

### 7.6.2 Potable Water Hygiene Requirements


#### 7.6.2.1 Fill points and water cabinets

- a) Daily, weekly and montly tasks shall be conducted and recorded as per AHM 440 7.5 and 9.1
- b) Hoses, connectors and water quality shall meet AHM 440 specification and hygiene requirements
- c) The water shall only be used as potable water for aircrafts
- d) The area around the fill point shall be kept clean and free from waste
- e) When not in used, all fill point hoses shall be secured and locked in a metal pest- proof enclosure. Fill points without attached hoses shall be capped.
- f) When not in use, hose – ends shall be:
  - Kept capped, or
  - Attached dummy connector , or
  - Kept In a container filled with disinfectant solution , or
  - Treated with disinfectant before use
- g) Do not place hose ends on the ground.

#### 7.6.2.2 Water service vehicles and towed service carts

The water service vehicles and towed service carts shall:

- a) Conduct and record daily, weekly and monthly task as per AHM 440 8.11.1
- b) Only be filled at a designated potable water fill points using approved hoses and coupling

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- c) Only be used to fill aircraft potable water tanks
- d) Be parked in a clean and secure area, away from toilet servicing vehicles
- e) Not to be positioned close to toilet servicing unit at any time, particularly when toilet servicing or toilet waste disposal is taking place.

**Notes:**

1. *The water service vehicles and towed services carts should be parked in a shaded area during hot sunny weather, particularly if filled.*
2. *The tank shall be drained completely at least once per calendar day.*

**7.6.2.3 Water servicing personnel**

The water servicing personnel shall:

- a) Be dressed in clean working clothes in accordance with the World Health Organization (WHO) drinking water quality standard to be assigned to drinking water services.
- b) For hygiene reason, if operators conduct both toilet and water servicing functions during the course of their shift, the operator must service potable water before servicing aircraft toilets

**Caution:**

*Should the operator be reassigned to perform water servicing after he/she has performed toilet servicing, the operator shall shower and change into clean external clothes/overalls and PPE.*

The operator should wear single use or disposable gloves during water servicing.

**7.6.2.4 Water Treatment Chemical ( Sanitizer)**


Water uplifted to aircraft potable water tanks shall contain a low concentration of disinfectant chemical (sanitizer) of type suitable for potable water. More details can be found in AHM 440

**7.6.2.5 Water Service Vehicle Cleaning and Disinfection**

Water service vehicle, towed service cart tanks and hoses shall be checked every day, disinfected at least once per week and deep cleaned once per month.

**7.6.2.6 Fill points and Water cabinet Cleaning and disinfection**

- a) Fill points, hose cabinets and their surrounding shall be checked daily for general cleanliness
- b) Fill points and hoses shall be disinfected at least once a week.

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## **7.7 Aircraft cleaning and Disinfection**

### **7.7.1 Aircraft cleaning and disinfection**

- Aircraft cleaning – remove visible dirt and/or particles through mechanical action on a routine and frequent basis.
- Disinfection/Sanitization/Sanitation  
The procedure applies measures taken to control or kill infectious agents on a human or animal body, on a surface, on goods or in/on baggage, cargo, container, and/or conveyance by direct exposure to chemical or physical agents
- Event – An event is an occurrence of suspected or confirmed communicable disease on board an aircraft, or aircraft contaminated with body fluids, or other non standard situation necessitating additional cleaning and disinfection.

### **7.7.2 Aircraft cleaning intervals**

- Turnaround cleaning
- Transit cleaning
- Layover/Night- stop cleaning
- In flight cleaning
- Deep cleaning

### **7.7.3 Cleaning and disinfection products**

#### **7.7.3.1 General**


Informed selection and correct use of product is vital to ensure effective cleaning and disinfection of an aircraft without damaging the aircraft interior, system and/or equipment while minimizing the likelihood of transmission of any communicable diseases.

#### **7.7.3.2 Product selection**

- a) Refer to the cleaning and disinfection product manufacturers instructions to ensure the proper application, ventilation and PPE is used.

#### **7.7.3.3 Product use**

- a) It is important that the cleaning and disinfection liquid are used exclusively according to the product specification and manufacturer safety data sheets(SDS)
- b) Special attention must be paid to the application instructions and mixing ratios (wipe on, wipe off, water rinsing, drying after cleaning)

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**Caution !**

***Use of non – certified cleaning and disinfection liquids can lead to severe damage to material in the aircrafts interior.***

***Use of cleaning and disinfection liquids in the wrong mixing ration or using the wrong applicant method can lead to severe damage to material in the aircraft interior.***

***Some cleaning and disinfection products, such as IPA are flammable. Care must be exersied in the aircraft interior, especially near various electric installations and boxes as these are sources of ignition.***

**7.7.3.4 Cleaning equipment**

All equipment and materials used to clean the aircraft must be accordance to the approved standarts.

**7.7.4 Cleaning task**


Below cleaning tasks needs to be followed for providing a safe and sanitary operating enviroments for passengers, crew and cleaning personnel:

- Monitor high-contacts surface area in aircraft as much as possible
- Ensure the cleaning products are used with the correct mixing ratio according totheir application instructions and/or product SDS
- Ensure correct mixing ratio is used for relevant areas as per SDS. (e.g 1:10 for cleaning in cabin surraounding and 1:5 for lavatories and galleys)
- To avoid contaminations on board, cleaning personnel shall carry their own cleaning equipment to avoid unnecessary exchanges of cleaning items between different teams or persons

**Caution!!!**

***If spraying methods are used, do not spray directly into power supply panels, lighting, vents, interphone, coffeemaker or other electrical system. Disinfectants should be only be applied using clothes in these areas.***

***Immediately inform the airline representative if any of those areas are incidentaly sprayed. Ensure a suitable cloths is used for aircraft cabin cleaning.***

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Time frame requirements for Ground Handling Agents staff :

**1. 0-5 min :**

- Remove waste from passenger cabin
- Remove waste from the toilets
- Clean toilet seat with damp cloth
- Remove waste from the galley

**2. 5-20 min**

**a) Passenger cabin**


- Remove waste from seat pockets
- Remove waste from the floor
- Place seat belts crossed on seats
- Clean passengers table
- Clean the aisle with the vacuum cleaner or sweep it with a broom
- Tidy up seat pockets
- Vacuum clean the floor

**b) Toilets**

- Empty garbage bins
- Replace plastic bags
- Wash washbasin
- Clean mirror
- Clean walls and the doors
- Wash the floor
- Spray the toilet with an air freshener

**c) Galley**

- Empty garbage bins
- Replace plastic bags
- Clean cabinet surfaces and tables with a specially designated damp cloth
- Clean the ramp if required
- Vacuum clean the seats
- Vacuum clean the floor

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TASK	TURNAROUNG	LAYOVER
Remove waste from passenger cabin		
Remove waste from toilets		
Clean toilet seat with damp cloth		
Remove waste from galley		

**PASSENGER CABIN:**

TASK	TURNAROUND	LAYOVER
Remove waste from seat pocket		
Remove waste from the floor		
Place seat belts crossed on the seat		
Clean passenger table		
Clean the aisle with vacuum cleaner or sweep it with a broom		
Tidy up the seat pockets		
Vacuum clean the floor		

**TOILETS:**

TASK	TURNAROUND	LAYOVER
Empty garbage bin		
Replace plastic bags		
Wash washbasin		
Clean mirror		
Clean walls and doors		
Wash the floor		
Spray the toilets with air freshener		

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**GALLEY :**


TASK	TURNAROUND	LAYOVER
Empty garbage bin		
Replace plastic bags		
Clean cabinet surfaces and tables with specially designated damp cloth		
Clean the ramp if required		
Vacuum clean the seats		
Vacuum seats the floor		

**7.7.5 Aircraft cleaning and Disinfection during a pandemic**

During a pandemic, all existing cleaning best practices are, in principal, still applicable. However they need to be revised and amended based on the regulatory requirement, airport cleaning plans and OEM recommendations to include new measures addressing the threat.

**7.7.5.1 Actions during Cleaning and Disinfection**

- a) Once on board, ventilation system should be kept running while cleaning takes place, but depending on the technique used for disinfection in some cases regulator may recommend that the air conditioner be turned off during the disinfection operation and the passenger cabin fully ventilated after disinfection.
- b) To avoid contamination on board, the cleaning crew shall:
  - Be assigned specific tasks, as much as possible.
  - Use different cleaning materials in each task area, potentially using color coded items
  - Carry their own cleaning items on board to avoid unnecessary exchange of cleaning items between teams/persons.
  - Use new disposable gloves in each area. Disposable gloves shall not be reused in other sections of the cabin.
  - Follow the correct sequence of cleaning – from top to bottom or front to bac

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### 7.7.5.2 Actions after cleaning and disinfection

After cleaning and disinfection, ensure cleaning crew disembark with all items for cleaning, including all waste, and that the following provision are followed:

- Disposal of waste must be done in accordance with local airport authority regulations
- Personnel disembark the aircraft with waste materials shall wear gloves to protect themselves and dispose of gloves after the disposal process.
- Keep PBB or steps unobstructed by waste bags
- Do not throw waste bags onto the ramp from the aircraft or steps.
- If any amenities are to be loaded prior to departure, ensure this is done and indicates in the handover documentation.

### 7.7.5.3 Handover procedure


When required, a handover protocol should be established, including a record to indicate that the aircraft has been cleaned and disinfected to the ICAO aircraft disinfection sheet.

For lost, found, damaged and suspicious items:

- Do not check/open any items found as the nature of the contents is unknown and has the potential of being harmful/dangerous
- Any lost property found must be report and handled to the crew
- Any seat or cabin interior/area found damaged must be reported, as appropriate
- Any suspicious item found must be immediately reported to the crew

#### **Caution !!!**

**Limit the number of personnel moving into/out of the cleaned aircraft to maintain the sterile environment prior to boarding.**

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## 7.7.6 Cleaning and Disinfection during an Event

### 7.7.6.1 Suspected or confirmed case of communicable Disease on Board

### 7.7.6.2 Aircraft contaminated with body fluids

When contaminated with blood, respiratory secretions, vomit, excretions and other bodily liquids/contaminants, the aircraft cabin should be disinfected by ground cleaning crew or specially qualified personel after disembarkation.

The air condition unit (ACU) should be adjusted to ensure full ventilation is completed and then turned off.


Once the air ventilation is finished:

- Wear disposable gloves and other PPE according to local instructions
- Absorb the contaminant(s) into a towel or apply absorbent powder and disinfectant to the contaminants evenly.

**Note:** *Absorbent and disinfectant used must have been tested and approved for the interior material being cleaned.*

- Place the used towels and gloves in a biohazard or other waste bag. When using absorbent powder, remove the coagulated contaminants with portable pickup shoves and place in biohazard waste bags.
- Clean and disinfect the contaminated area wearing new gloves.
- Remove gloves and clean/disinfect hands before removing other PPE in the following order:
  - a) Take off protective suits/aprons and gloves
  - b) For visibly soiled hands, wash with soap and water thoroughly
  - c) Take off goggles and facial mask/shield
  - d) Apply skin disinfection/hand sanitizer to clean hands and other parts of the body that may have been exposed to contaminants.
  - e) Place all used PPE and contaminated items in a biohazard waste bag and seal the bag.
  - f) Dispose the biohazard as per local regulations.

**Note:** *When cleaning and disinfection was initially performed by cabin crew during flight, they should inform ground departments at destination to prepare for additional cleaning and/or disinfection and disposal of biohazard.*

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## 7.8 DE-ICEING AND ANTI-ICING

The successful treatment of ice and snow deposits on aircraft on the ground is an absolute necessity to the safety of winter operations.

Regulations governing aircraft operations in ground icing conditions shall be followed, particularly: ***A flight to be planned or expected to operate in suspected or known ground icing conditions shall not take off unless the aircraft has been inspected for icing and, if necessary, has been given appropriate deicing/anti-icing treatment. Accumulation of ice or other naturally occurring contaminants shall be removed so that the aircraft is kept in an airworthy condition prior to take-off.***

### CLEAN AIRCRAFT CONCEPT –

The CAC is a crucial element for the safety of flight. An aircraft is considered to be clean when all surfaces are completely clean or when surfaces are protected by de-icing/anti-icing fluid and the surface aerodynamic characteristics are unaffected.

During conditions conducive to aircraft icing during ground operations, take-off must not be attempted when ice, snow, slush or frost is present or adhering to the wings, control surfaces, engine inlets or other critical surfaces that might adversely affect the performance or controllability of the aircraft.

Compliance with this requirement can be achieved by appropriate use of anti-icing or deicing procedures, or where necessary a combination of both.

Detailed procedures and requirements for deicing and anti-icing can be found in SAE Global Aircraft Deicing Standards consist latest published version of the following documents:

- ICAO Doc 9640-AN/940, Manual of Aircraft Ground De-icing/Anti-icing Operations, Chapter 7
- AS 6285 - Aircraft Ground Deicing/Anti-Icing Processes
- AS 6286 – Aircraft Ground Deicing/Anti-Icing Training and Qualification Program
- AS 6332 – Aircraft Ground Deicing/Anti-Icing Quality Management and other relevant SAE documents.

This section provides general guidelines for safe ground deicing/anti-icing operations.


The term deicing will be used throughout this section, but should also be considered to refer to the anti-icing process.

Deicing operations must be performed with extreme caution to prevent injury to personnel and damage to aircraft and equipment.

Deicing is not permitted during the fueling process.

De-icing/anti-icing activities for BH Air aircrafts operating at the applicable locations are subcontracted to external service providers (Ground Handling Operators) which have developed De/Anti-icing Program and this program is approved by the respective Authority if applicable.

By audit planning and execution process at applicable locations BH Air ensure the availability and use of adequate facilities and equipment for aircraft de-/anti-icing operations.

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### 7.8.1 Definitions and abbreviations

**Active Frost** - a condition when frost is forming. Active frost occurs when aircraft surface temperature is at or below the frost point, or there is water in liquid form on the aircraft surface and surface falls to/or below 0 °C (32°F).

**Anti-icing** - a precautionary method to provide protection against the formation of ice, slush and snow for a limited period by applying a layer of anti-icing fluid on the aircraft critical surfaces, which is assumed to flow off during take-off.

**Anti-icing fluid:**

- a) mixture of water and Type I fluid;
- b) Premix Type I fluid;
- c) Type II fluid, Type III fluid, or Type IV fluid;
- d) mixture of water and Type II fluid, Type III fluid, or Type IV fluid.

For deicing/anti-icing purposes in a one-step procedure, fluids mentioned in a) b) and d) shall be heated to ensure a temperature of 60 °C (140 °F) minimum at the nozzle.

**Anti-Icing Code** - This code is given to the flight crew that deicing/anti-icing has been carried out and the details of the anti-icing procedure that was applied.


**Blade ice** - can form on the back side of fan blades when the engine rotates overnight, in a humid atmosphere, at temperatures close to or below 0°C. It can be detected reliably only by a tactile check of the rear of the blade. It must be removed, using hot air, before dispatch.

**Check** - examination of an item against a relevant standard by a trained and qualified person to ascertain satisfactory condition.

**Chemical Contamination** - condition when substances (chemicals) are present where they should not be or are at concentrations higher than they should be.

**Clear Ice** – ice difficult to detect visually. It is normally formed in the area of the wing fuel tanks, caused by cold-soaking. Clear Ice may be hidden under a layer of snow or slush on the wings etc. It can only be removed by deicing fluid, hard or sharp tools should not be used to scrape or chip the ice off as this can result in damage to the aircraft.

**Cold-soak effect** – ice can form on aircraft surfaces even when the outside air temperature (OAT) is well above 0 °C (32 °F). An aircraft equipped with wing fuel tanks may have fuel that is at a sufficiently low temperature such that it lowers the wing skin temperature to below the freezing point of water. The low temperature of the fuel may come from flying at a high altitude, where cold temperature prevails, for a period of time, or from fueling with cold fuel. This phenomenon is known as cold soaking. While on the ground, the cold-soaked aircraft will cause ice to form when water as rain or as vapor (humidity), comes in contact with cold-soaked surfaces.

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**Contamination** - all forms of frozen or semi-frozen deposit on an aircraft, such as frost, snow, ice or slush.

**Contamination check** - check of aircraft surfaces and components for contamination to establish the need for deicing.

**Deicing** - procedure by which frost, ice, slush or snow are removed from an aircraft in order to provide clean surfaces and components.

**Deicing/anti-icing** - combination of the procedures “deicing” and “anti-icing”. It may be performed in one or two steps.

**Deicing fluid:**

- a) heated water;
- b) heated mixture of water and Type I fluid;
- c) heated premix Type I fluid;
- d) heated Type II or Type IV fluid;
- e) heated mixture of water and Type II or Type IV fluid.

**Deicing Service Provider** – the company responsible for the aircraft deicing/anti-icing operations of BH Air aircraft at the airport.

**Freezing drizzle** (METAR code: FZDZ) - fairly uniform precipitation composed exclusively of fine drops (diameter less than 0.5 mm / 0.02 inch) very close together which freezes upon impact with the ground or other exposed objects.

**Freezing fog** (METAR code: FZFG) – a suspension of numerous very small water droplets which freezes upon impact with the ground or other exposed objects, generally reducing the horizontal visibility at the earth's surface to less than 1 km (5/8 mile).


**Freezing point** - temperature at which a liquid starts to become a solid.

**Freezing Point Buffer** - the difference between the outside air temperature (OAT) and the freezing point of the fluid used.

**Freezing Point Buffer, negative** - condition when the freezing point of a deicing/anti-icing fluid is above the OAT.

**Freezing rain light** (METAR code: -FZRA)- precipitation of liquid water particles which freezes upon impact with the ground or other exposed objects, either in the form of drops of more than 0.5 mm (0.02 inch) or smaller drops which, in contrast to drizzle, are widely separated. Measured intensity of liquid water particles is up to 2.5 mm/h (0.10 in/h) or 25 g/dm<sup>2</sup>/h with a maximum of 0.25 mm (0.01 inch) in 6 minutes.

**Freezing rain moderate** (METAR code: FZRA) - precipitation of liquid water particles which freezes upon impact with the ground or other exposed objects. Moderate freezing rain may appear in the form of large drops or can appear to fall in sheets where individual drops are not identifiable. Moderate freezing rain has a measured intensity of between 0.10 to 0.30 in/h.

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**Freezing rain heavy** (METAR code: +FZRA) - precipitation of liquid water particles which freezes upon impact with the ground or other exposed objects. Heavy freezing rain can seem to fall in sheets and individual drops may not be identifiable. Heavy freezing rain has a measured intensity of more than 0.30 in/h.

**Frost/hoar frost** – tiny ice crystals formed on a surface at or below the frost point. Frost generally occurs with clear skies at temperatures below freezing point. Frost can also occur from the freezing of dew.

**Frost localized** - the limited formation of frost in localized wing areas cooled by cold fuel or large masses of cold metal in the wing structure, this type of frost does not cover the entire wing.

**Fuel frost** - frost, normally in the area of the wing fuel tanks, caused by the cold-soaking. Also known as non-environmental frost or cold-soaked fuel frost.

(METAR code: GR) - precipitation of small balls or pieces of ice with a diameter ranging from 5 to 50 mm (0.2 to 2.0 inches) falling either separately or agglomerated.

**HOT** - Holdover time - estimated time for which an anti-icing fluid will prevent the formation of frost or ice and the accumulation of snow on the protected surfaces of an aircraft, under weather conditions as specified in the Holdover Time Table.

**Ice pellets** (METAR code: PE) - precipitation of transparent (grains of ice), or translucent (small hail) pellets of ice, which are spherical or irregular, and which have a diameter of 5 mm (0.2 inch) or less. The pellets of ice usually bounce when hitting hard ground.


**Icing Conditions** - means an atmospheric environment that may cause ice to form on the aircraft or in the engines. Icing conditions may be expected when the OAT (on ground and for takeoff), or when the TAT (in flight) is at or below 10°C, and there is visible moisture in the air (such as clouds, fog with low visibility of 1500 meters or less, rain, snow, sleet, ice crystals) or standing water, slush, ice or snow is present on the taxiways or runways.

**LOUT** - Lowest Operational Use Temperature - the LOUT is the higher (warmer) of

- a) The lowest temperature at which the fluid meets the aerodynamic acceptance test (according to AS5900) for a given type (high speed or low speed) of aircraft
- b) The freezing point of the fluid plus the freezing point buffer of 10°C (18°F) for Type I fluid and 7°C (13°F) for Type II, III or IV fluids.

For applicable values refer to the fluid manufacturer's documentation.

**Post Deicing check** - a check by qualified ground personnel to ensure that all critical surfaces are free of adhering contamination after the deicing procedure has been completed.

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**Post Deicing / Anti-icing check** - A check by qualified ground personnel to ensure that all critical surfaces are free of adhering contamination after the deicing/anti-icing has been completed.

**Pre-deicing process** - a process to remove large quantities of frozen contamination prior to the regular deicing/anti-icing process with the objective of reducing the quantity of deicing fluid to be used.

**Per-flight contamination check** - a check performed by the flight crew or ground crew prior to departure to verify the presence of adhering contamination to establish the need for deicing/anti-icing (check to determine if the aircraft requires deicing and/or anti-icing, or if anti-icing has failed and the aircraft needs re-treatment). It may be part of the flight crew walk-around before the flight.

**Pre-takeoff check** - check by the flight crew prior to take-off and within holdover time. This check is normally conducted from inside the flight deck. It is normally accomplished by a continuous assessment of the conditions that affect holdover time and includes an assessment and adjustment of holdover time.

**Pretakeoff contamination check** - check of the critical surfaces for adhering contamination. This check is accomplished after the holdover time has been exceeded and must be completed within 5 minutes prior to the beginning of takeoff. This type of check is not applicable in BH Air operations.

**Qualified staff** - trained staff who have passed theoretical and practical training tests and have been qualified for performing this type of job, based on SAE AS6286 requirements.

**Rain or high humidity** (on cold soaked wing) - Water, visible moisture or humidity forming ice or frost on the wing surface, when the temperature of the aircraft wing surface is at or below 0 °C (32 °F).

**Rain** (METAR code: RA) - precipitation of liquid water practices either in the form of drops of more than 0.5mm (0.02 inch) diameter or of smaller widely scattered drops.


**Rime ice** - Small frozen water droplets, spherical opaque/milky granular appearance looking similar to frost in a freezer. Typically rime ice has low adhesion to the surface and its surrounding rime ice particles.

**Sleet** – precipitation in the form of mixture of rain and snow. For operation light sleet shall be treated as light freezing rain.

**Slush** - snow or ice that has been combined with water.

**Snow** (METAR code: SN) - precipitation of ice crystals, most of which are branched, star-shaped or mixed with unbranched crystals. At temperatures higher than -5 °C (23 °F), the crystals are generally agglomerated into snowflakes.

**Snow grains** (METAR code: SG) - precipitation of very small white and opaque particles of ice that are fairly flat or elongated with a diameter of less

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than 1 mm (0.04 inch). When snow grains hit hard ground, they do not bounce or shatter. For holdover time purposes treat snow grains as snow.

**Snow pellets** (METAR code: GS) - precipitation of white, opaque particles of ice. The particles are round or sometimes conical, their diameter range from about 2 - 5 mm (0.08 - 0.2 inch). Snow pellets are brittle, easily crushed; they do bounce and may break on hard ground. For holdover time purposes treat snow pellets as snow.

**Tactile check** – process by which a person physically touches specific aircraft surfaces. Tactile checks, under certain circumstances, may be the only way of confirming the critical surfaces of an aircraft are not contaminated.


Abbreviations:

- **OAT**: outside air temperature
- **FP**: freezing point
- **oC** - Degrees Celsius
- **oF** - Degrees Fahrenheit

#### 7.8.2 Training of staff assigned to perform aircraft DEICING/ANTI-ICING

Deicing service provider shall ensure that all ground handling personnel assigned to perform aircraft deicing/anti-icing operations for the BH Air aircraft complete an:

- (a) Initial training - by all ground handling personnel prior to being assigned to perform any deicing/anti-icing operations on BH Air flights. Initial qualification is achieved after successful theoretical training (including a written examination) is completed and practical training (including assessment where relevant), is also successful.
- (b) Recurrent training - previous season qualification remains valid for the beginning of the next deicing season but must be renewed before the end of calendar year, including the theoretical instruction and written examination. Local regulation could overrule the end of year requirement.
- (c) Re-qualification training applicable to personnel that become unqualified for any reason, prior to being reassigned to perform operational duties.

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According to training programs following guidelines and recommendations published in AS6286, the scope of training should be adjusted to local demands, however the minimum level of training shall be covered in all cases.


The training program shall address all elements of the training material, levels of qualifications, verification of success, functions, duties, responsibilities, quality control, and regular overview of instructing. All training records shall be kept as per the regulatory or company's recordkeeping policy.

The training program shall be reviewed at least annually to ensure that it covers all current aspects of deicing/anti-icing operations.

Training subjects are to include, but are not limited to:

- a) common standard, regulation and recommendation including local rule and restriction
- b) hazard of snow, ice and frost
- c) basic characteristics of de-icing/anti-icing fluids;
- d) general techniques for de-icing (removing deposits of frost, ice, snow and slush from aircraft surfaces) and for anti-icing;
- e) de-icing/anti-icing procedures in general, specific measures to be performed on different aircraft types, and procedures specifically recommended by the air operator, aircraft manufacturer or fluid manufacturer;
- f) types of checks required and procedures and responsibilities for checks;
- g) safe operation of equipment and de/anti-icing operation including aircraft critical area;
- h) quality control procedures;
- i) fluid characteristics and application, and limitation of holdover time;
- j) health effects, safety precautions and accident prevention;
- k) emergency procedures;
- l) deicing/anti-icing codes, communication and coordination
- m) special provisions and procedures for contract de-icing and anti-icing when performed by sub-contractors (if applicable);
- n) environmental considerations for de-icing and anti-icing operations, i.e. locations for de-icing and anti-icing, reporting spillage and hazardous waste control; and
- o) new procedures, new developments and lessons learned from the previous winter experience.

Additionally, training for ground personnel shall include procedures and methods for the storage, testing and handling of de-icing and anti-icing fluids.

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Training and qualification of the personnel designated in de-icing/anti-icing are subject of monitoring and audit by BH Air Compliance Monitoring Department.

### 7.8.3 Processes and Procedures

#### Effects of Frozen Deposits

- Loss of lift;
- More drag;
- More weight;
- Increase of stall speed;
- Stall before warning;
- Stall at lower angle of attack;
- Less efficient flight controls;
- Loss of engine thrust;
- Fan/engine vibration;
- Incorrect readings on instruments;
- Frozen wheels/brakes/landing gear

When aircraft surfaces are contaminated, they shall be de-iced prior to dispatch.

**Critical Surfaces** of the aircraft are:

- Leading edges and upper surfaces of wings;
- Vertical and horizontal stabilizers;
- All control surfaces;
- Slats and flaps;
- Radome.


When there is a risk of contamination of the aircraft surfaces at the time of dispatch, these surfaces shall be anti-iced.

If both de-icing and anti-icing are required, the procedure may be performed in one or two steps. The selection of a one- or two-step process depends upon weather conditions, available equipment, available fluids and the holdover time to be achieved.

In suitable weather conditions, deicing and anti-icing should be performed only with Type I to help avoid formation of dried residues.

#### 7.8.3.1 One-step Deicing/Anti-icing

With this method heated deicing and/or anti-icing fluids are applied in one single step.

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One-step deicing/anti-icing includes anti-icing. In this process fluid used to deice the aircraft remains on the aircraft surfaces to provide limited anti-ice capability.

A one-step procedure can be used, with the deicing/anti-icing fluid heated to a minimum temperature of 60°C at the nozzle. Hot water may not be used as a one step process.

The correct fluid concentration shall be chosen with regard to desired holdover time, dictated by OAT and weather conditions.

### **7.8.3.2 Two Step Deicing/Anti-icing**

With this method first step is performed with deicing fluid and the second step is performed with anti-icing fluid to protect the surface. The second step shall be performed before the first step fluid freezes (if necessary area by area) and cover completely the first step fluid. Deicing service providers shall ensure the first step fluid and the second step fluid used on aircraft are compatible.

Where refreezing occurs following the initial treatment, both the first and second step must be repeated.


The correct fluid concentration shall be chosen with regard to desired holdover time, dictated by OAT and weather conditions.

Aircraft shall be treated symmetrically, that is the same area in the same location, left-hand and right-hand side shall receive the same and complete treatment, even when only one side of the aircraft needs treatment.

### **7.8.3.3 Interrupted De-icing/Anti-icing treatment**

A deicing/anti-icing treatment should be continuous and as short as possible. If a treatment is interrupted (for example a truck ran out of fluid), the Aircraft Commander shall be immediately informed stating:

- a) reason for interruption;
- b) actions to be taken (in consultation with the Commander);
- c) expected time of delay.

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Before continuing the treatment:

- a) inform the Commander;
- b) establish in consultation with the Commander, further treatment to be carried out, including any surfaces requiring re-treatment in relation to holdover time.

When continuing the treatment, the previously treated surfaces must be fully deiced and anti-iced again, when the holdover time of the treatment from before the interruption is not sufficient.

#### 7.8.3.4 Pre-step Processes

Pre-step process is to be done prior to deicing/anti-icing. The purpose of this process is a large amounts of frozen contamination (e.g. snow, slush or ice) to be removed and may be considered as a method reducing the quantity of glycol-based deicing fluids normally used in deicing/anti-icing process.

Pre-step process may be performed with various means:

- a) manual removal with brooms, brushes, ropes, scrapers
- b) removal with forced air, hot air.


##### Manual Snow Removal

Reducing the amount of deicing fluid used can have a positive impact on both the cost and the environment. Alternate methods to normal deice fluid may also be necessary when removing contamination from areas and structures on the aircraft sensitive to deice fluids such as; landing gear, flight deck windows, radome, nose area, engine inlet etc. Some of the more common devices are brooms, brushes, ropes and scrapers.

Where aircraft are laden with snow, brushing must be considered as the primary method of removing snow whenever conditions permit providing safety is not compromised. Extreme care must be exercised whenever manual methods are employed to protect the highly sensitive and often fragile sensors and navigation antennas. When sweeping or "pulling" contamination off an aircraft, care must be taken to use motions which pull contamination away from any openings, in order to avoid forcing the contamination into any openings on the wings or stabilizers.

Only soft bristled brushes may be used to remove contamination from aircraft surfaces to alleviate damage to the aircraft skin. The brush that is employed to sweep contamination from the aircraft should not be used for any other purpose, e.g. to break ice or sweep snow from floors or other surfaces.

##### Forced Air Deicing

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Forced air snow removal equipment can be used on BH Air aircraft with the prior approval of BH Air.

Forced Air utilizes an air stream to remove accumulations of frozen contamination from the aircraft with or without fluid. Forced Air could provide the option of injecting heated or unheated fluid into the air stream for removal of heavier frozen contamination. Forced air or forced air/fluid equipment for the removal of frozen contaminants shall meet requirements Air 6284.

#### **7.8.3.5 Tactile check**

An external physical check of the aircraft surfaces before or after a deicing/anti-icing treatment to ensure that critical surfaces of the aircraft are free from any frost, ice, snow or slush.

To perform the tactile check, an appropriate device (e.g. a ladder or stair with appropriate height) may be required.

Tactile check shall be deployed as means of:

- a) contamination check;
- b) clear ice check;
- c) post deicing check.


#### **7.8.3.6 Preventive Anti-icing**

Preventive anti-icing can be carried out as a precautionary measure well in advance of a flight (e.g. during overnight stop) to prevent frost, ice, snow or slush to form and/or accumulate on the protected surfaces of an aircraft. This treatment will be applied before the flight crew arrives at the aircraft.

Where an aircraft has been deiced and/or anti-iced some time prior to the arrival of the Flight Crew, an additional 'Contamination Check' shall be carried out prior to departure, in order to establish whether further treatment is required.

#### **7.8.3.7 Local Deicing**

Removal of local area contamination. When no precipitation is falling or expected, a "local area" de-icing may be carried out under the below mentioned or similar conditions. In some cases a full or complete deicing is not necessary. When the presence of frost and/or ice is limited to localized areas on the surfaces of the aircraft and no holdover time is likely to be required, only the contaminated areas will require treatment. This type of contamination will generally be found on the wing and/or stabilizer leading edges or in patches on the wing and/or stabilizer upper surfaces.

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### **7.8.3.8 Engine Fan Blade De-icing**


Fan Blade Ice can form at any time in freezing conditions but is most likely to occur with high humidity levels and temperatures below 0°C. Careful inspection of the fan blades is required at all times when operating in freezing conditions so that fan blade ice does not remain undetected.

Minor ice deposits can usually be removed by turning the fan by hand 180 degrees counter clockwise (clockwise as seen from the rear, normal operation) in order to the draw warm engine air towards the inlet. This may melt small deposits, and will also be a good practice in order to avoid the warm air melting small residues on the top blades which then could flow into the spinner and refreeze with subsequent engine vibration after start.

Engine fan blade deicing with hot air must be performed with low flow hot air sources, not more than 80°C, such as Air Conditioning Units, Cabin Heaters, or special GSE designed for fan blade deicing.

The Commander must determine whether fan blade deicing is required. If the Commander is not available, fan blade deicing may also be requested by qualified and trained ground staff.

- a) FOD check must be performed prior and after fan blade deicing to make sure that there are no foreign objects in the engine inlet which may damage the engine. Air starter or mounted jet engines must not be used. Pressure on loose held hoses, blast and temperature cannot be controlled.
- b) Use a protection blanket to avoid damage of the acoustic liner.
- c) Position the hot air unit preferably in front of the contaminated engine. Focus the hot air on the fan blades. Melt the frozen deposits, remove the ice by hand and dry up the front and rear side of the fan blades by means of soft cloth to avoid refreezing.
- d) Remove any of the frozen deposits that may have been bonded to the fan blades, including the rear side of the fan blades.
- e) Remove any of the frozen deposits that may have been bonded to the lower surface of the engine intake.
- f) Remove any melt water which may have collected at the lowest point of the engine intake with a soft cloth to avoid refreezing of the fan blades.
- g) Perform a contamination check to ensure that the fan blades including the rear side are clean and dry, and that they are free to rotate counter clockwise.
- h) Remove the protection blanket and perform a visual FOD check.

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- i) Ensure that there is no remaining water in the engine inlet.
- j) Inform the Flight Deck crew that the fan blade de-icing was performed successfully.

### 7.8.3.9 Dried and Re-hydrated Fluid Residue

Dried thickened-fluid (SAE Type II, III or IV) residue could occur when surfaces have been treated, but the aircraft as not subsequently been flown and has not been subject to precipitation. The fluid may then have dried on the surfaces. This dried fluid should be treated as contamination of the wing and must be removed prior to flight by applying new hot mixed fluid.

Repetitive application of thickened deicing/anti-icing fluids may lead to the subsequent formation/build-up of a dried residue in structural and aerodynamically quiet areas. This residue may re-hydrate if exposed to high humidity conditions, precipitation and increase its original size/volume. Residue will re-freeze if exposed to conditions at or below 0°C. This may cause moving parts such as elevators, ailerons, and flap actuating mechanisms to stiffen or jam in flight. Re-hydrated residues could form on exterior surfaces, which can reduce lift, increase drag and stall speed.

Radar Altimeter Antennas, pitot probes, static ports, and TAT probes are required to be clear of any re-hydrated fluid on departure and particular attention should be paid to this matter when completing walk-arounds on arrival and departure. Any rehydrated fluid on any part of the aircraft should immediately be reported to the Commander.

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## 7.8.4 Contamination checks during Deicing/Anti-icing

### 7.8.4.1 Contamination Check to Establish the Need for Deicing

A contamination check shall include areas like: wings, tail (horizontal stabilizer, vertical stabilizer) and control surfaces; pitot tubes, static ports and all other air data sensing devices; engines; air conditioning inlets and outlets; landing gear and landing gear doors; fuel tank vents; fuselage; flight deck windows and nose, radome area and shall be performed from points offering sufficient visibility of these parts ( from the deicing vehicle, a ladder, or any other suitable means of access as necessary). Any contamination found on the surfaces or components of the aircraft that are critical to safe flight shall be removed by a deicing procedure, which shall be followed by anti-icing treatment when required.

Where an aircraft has been deiced and/or anti-iced some time prior to the arrival of the flight crew, an additional contamination check shall be carried out prior to departure, in order to establish whether further treatment is required. Requests for deicing/anti-icing shall specify the parts of the aircraft requiring treatment.

### 7.8.4.2 Post Deicing/Anti-icing Check


No BH Air Aircraft shall be dispatched after deicing/anti-icing treatment until the aircraft has received a post deicing/anti-icing check by qualified staff. This check include wings, horizontal stabilizers (both lower and upper surfaces), vertical stabilizer, and fuselage, including pitot heads, static ports temperature, and angle of attack sensors. This check shall also include any other parts of the aircraft on which a deicing/anti-icing treatment was performed according to the requirements identified during the contamination check.

The post deicing/anti-icing check shall be performed from points offering sufficient visibility of all treated surfaces (e.g., from a deicing/anti-icing vehicle, ladder, or other suitable means of access). Any contamination found shall be removed by further deicing/anti-icing treatment, and the post deicing/anti-icing check shall be repeated.

Before take-off, the flight crew must ensure that they have received confirmation that this post deicing/anti-icing check has been accomplished.

### 7.8.4.3 Pre-takeoff Check

The flight crew shall continually monitor the weather conditions after the deicing/anti-icing treatment. Prior to take-off, a flight crew member shall assess whether the applied holdover time is stil

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If appropriate and/or if untreated surfaces may have become contaminated.

This check is normally performed from inside the flight deck.

### 7.8.5 Roles and responsibilities

BH Air subcontract its de-icing/anti-icing service providers. Subcontracted service providers are responsible for safety and operability of the designated de-icing facilities or designated de-icing areas.

Subcontracted service providers are responsible for the de-icing/anti-icing process. People involved in the process must be clearly designated, trained and qualified.

Service providers check the airplane for the need to de-ice, initiates de-icing/anti-icing, if required, and are responsible for the correct and complete de/anti-icing treatment of the aircraft. The final responsibility for accepting the aircraft after de/anti-icing rests with the pilot in command.

BH Air Ground Operational Manager and Manager Part 145 are responsible for content, currency and distribution of GOM and MOE which compose applicability of De/Anti – icing program according to GOM chapter 7 and MOE chapter 2L, 2.24.3.5, where is described the responsibility of BH Air technical staff for the de-icing of the aircraft.

The pilot-in-command is responsible for continually monitoring the condition of the aircraft after de-icing/anti-icing has been completed and for ensuring that the aircraft complies with the CAC at the time of take-off.

The ground de-icing crew shares this responsibility by providing an aircraft that complies with the CAC. To ensure compliance, the pilot-in-command evaluates:


- a) actual and forecast weather conditions;
- b) taxi times and conditions;
- c) de-icing/anti-icing fluid characteristics; and
- d) other relevant factors.

This information is used to determine the estimated HOT.

A member of the flight crew or qualified ground personnel shall perform a visual check of the critical surfaces before take-off, if any contamination is suspected.

Take-off shall not commence unless the critical surfaces are clear of any deposits that might adversely affect the performance and/or controllability of the aircraft.

At stations where a ground engineer is available, the ground engineer is responsible for release of the aircraft free of frost, snow or slush. He is also

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responsible for the correct and complete de-icing/anti-icing treatment of the aircraft.


At stations where no ground engineer is available, the Ground handling service providers subcontracted by BH Air are responsible for the de-icing/anti-icing processes. They shall have clearly designated, trained and qualified personnel for check the aircraft for the need to de-ice, initiates de-icing/anti-icing, if required, and are responsible for the correct and complete de-icing/anti-icing treatment of the aircraft.

#### **7.8.5.1 De-icing by mechanical methods**

- At the main base where BH Air can manage de-icing procedures the base maintenance manager is responsible for elaborating a schedule for de-icing of BH AIR aircraft and the control of the de-icing procedure performance according to that schedule. The respective duty managers assigned according to the schedule of the maintenance base manager are responsible for de-icing performance according to this schedule.

#### **7.8.5.2 De-icing/Anti-icing with fluids.**

- The decision for De-icing/Anti-icing and for determining the type and density of the fluid is taken from the airplane captain, after consulting the aircraft supervisor.
- The quality of the performance of De-icing/Anti-icing with fluids in accordance with the approved standards is under the responsibility of the De-Icing/Anti-icing providers.
- The control for clean surface of the aircraft before the release to flight is a responsibility of the aircraft supervisor.
- The supervisor or maintenance technician, checks the certificate of the anti-icing fluid.
- The supervisor defines the water/ de-icing fluid mixture ratio and it's holdover time, which depends on the ambient temperature and weather conditions, using the anti-icing fluid manufacturer's tables.
- The aircraft supervisor is responsible to report by the interphone to the aircraft captain that the De-icing/Anti-icing procedure with fluids is finished and to report the type and density of the fluid and the local time of the start of Anti-icing.  
(When a two-step Anti-icing is performed, the time of the start of the second step is reported).
- The aircraft captain is responsible for acceptance and recording of Anti-icing performed.
- The aircraft captain is responsible to decide if additional De-icing/Anti-icing is needed according to timeliness of operations and weather conditions.

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Before commencement of de-icing/anti-icing treatment, if needed, the designated person shall report it to the Commander. He shall also report the applicable anti-icing code (type and mixture) and the actual starting time of the treatment. After completion of the de-icing/anti-icing treatment, the aircraft shall be thoroughly checked. The de-icing/anti-icing handling agent shall carry out these checks. To release the aircraft for flying, the Commander has to be assured that this check has been carried out properly.

If only a preventive anti-icing treatment was carried out, it shall also be reported to the Commander.

Deicing service provider is responsible for the safety, operability and efficient aircraft ground deicing/anti-icing with use of adequate facilities, equipment or designated de-icing areas at all applicable location.

Deicing service provider shall have aircraft deicing/anti-icing procedures, including a quality control procedures, which cover all aspect of aircraft ground deicing/anti-icing process including instructions, tasks, responsibilities, authorizations, infrastructure, personnel, equipment which ensure compliance with relevant regulations and SAE Global Aircraft Deicing Standards.

The final responsibility for accepting the aircraft after de-icing/anti-icing rests, however, with the pilot-in-command.

De-icing/anti-icing processes, availability and use of adequate equipment, facilities and areas are subject of monitoring and audit by BH Air Compliance Monitoring Department.

### 7.8.6 Deicing and Anti-icing Fluids

Procedures used in cold weather operation with respect to deicing and anti-icing are based upon standards from the SAE International .


The SAE anti-icing code has been developed to represent the quality of the treatment the aircraft has received. The PIC can use this code, in correlation with the holdover time tables, to evaluate the amount of protection he has against re-freezing.

Only the following three fluid types (and their mixture with water) are approved for BH Air operations:

**a) SAE Type I – fluids qualified to meet all the requirements of SAE AMS 1424 standard.**

Type I fluids are unthickened, orange in colour, diluted with water and heated before use, provide efficient deicing and are primarily used to cleaning the aircraft.

Type I fluids provide a very limited protection against re-freezing during precipitation conditions. The concentration of this fluid is not related to the

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holdover time. Due to their properties Type I fluids form a thin liquid wetting film that provides limited holdover time especially in conditions of freezing precipitation. With this type of fluid an increase in the concentration of the fluid in the fluid/water mix would not provide additional holdover time. Type I fluids show a relatively low viscosity which only changes depending on temperature.

**b) SAE Type II and Type IV - fluids qualified to meet all the requirements of SAE AMS 1428 standard.**

Type II (yellow in color) and IV (green in color) fluids are thickened using polymers and staying on surface until takeoff. They absorb incoming precipitation withing the holdover time for the weather conditions, keeping the aircraft free from frozen contamination.


Type II and Type IV fluids provide an extensive protection against re-freezing during precipitation conditions. Type II/IV fluids contain a pseudo-plastic thickening agent that enables the fluid to form a thicker liquid wetting film on external aircraft surfaces. This film provides a longer holdover time especially in conditions of freezing precipitation. With this type of fluid additional holdover time will be provided by increasing the concentration of the fluid in the fluid/water mix, with maximum holdover time available from undiluted fluid. Type II/IV fluids can be diluted with water and heated up or applied undiluted, for these fluids the concentration has a relation with the holdover time.

**7.8.7 Holdover time**

The holdover time is the estimated time an anti-icing fluid will prevent frost, ice, snow or slush to form or accumulate on the protected surfaces of an aircraft under average weather conditions as specified in FAA Holdover Time Guidelines. The time of protection will be shortened in heavy weather conditions, heavy precipitation rates or high moisture content. High wind velocities or jet blast may reduce holdover time below the lowest time stated in the range. Holdover times may also be reduced when aeroplane's skin temperature is lower than OAT. The only acceptable decision criterion is the shortest time within the applicable holdover timetable cell. When weather conditions change after the Commander has determined the applicable holdover time, he shall determine a new applicable holdover time based on the changed weather conditions.

Anti-icing fluids remaining on the aircraft surfaces ensure ice protection. With a one-step de-icing/anti-icing operation the holdover time begins at the start of the operation and with a two-step operation at the start of the final (anti-icing) step.

Holdover time will effectively run out when frozen deposits start to form/accumulate on treated aircraft surfaces.

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Just before take-off, the Commander shall make sure that the holdover time has not run out. If so, the aircraft has to be de-iced/anti-iced again. Under no circumstances can an airplane, that has been anti-iced, receive another coat of Type II/IV fluid on top of the existing film. If the holdover time is exceeded, surfaces must first be de-iced with a mixture of hot water and de-icing fluid, before another application of Type II/IV fluid is made.

Proper fluid application methods and safe holdover times for de/anti icing operations of BH Air aircraft shall be provided in accordance with Holdover time (HOT) guidelines for de-icing and anti-icing aircraft issued by Canada Transport.

Transport of Canada update and reissue HOT guidelines every year. Sometimes they publish a revision in the same year. These guidelines contain tables with explanatory notes. These tables provide aircraft flight crews and other personnel involved in de-anti icing operations with safe holdover times given the following criteria:

- Air temperature
- Type of precipitation
- Rate of precipitation
- Type of de-icing or anti-icing fluid

Normally, aircraft should not take off after the holdover time has expired. Aircraft may take off only after either:


- a pre-take-off contamination inspection is done
- the aircraft is de-iced or anti-iced again

Current issues of Holdover time (HOT) guidelines including free subscription for their updates and revisions are available and at the FAA's Aircraft Ground Deicing website.

De/anti icing service providers shall have procedure to make available to the operational personnel a current issue of FAA's Holdover time (HOT) guidelines or the specific parts/tables of the document which are related to the type and brand of the fluids used by this operator at the relevant location. This requirement is subject of audits provided by BH Air Safety and Compliance Monitoring Department.

Take-off is never allowed when the time from start of final anti-icing treatment up to take-off exceeds the applicable holdover time or frozen deposits start to accumulate.

In case of doubt, select the time that is more restrictive (e.g. use time for moderate instead of light). Use of light freezing rain holdover times for freezing drizzle is not acceptable.

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## 7.8.8 Standard methods for De/Anti- icing fluid application

### 7.8.8.1 Deicing fluid application

For effective removal of snow and ice, the following techniques shall be adopted.

Certain aircraft can require unique procedures to accommodate design differences, and for the compliance for specific aircraft limitations, de-icing providers shall observed the manufacturers instructions

Ice, snow or frost dilutes the fluid. Apply enough hot de-icing fluid ensure that re-freezing does not occur and all contaminated fluid is driven off.

#### • Wings, horizontal stabiliser, and elevators

Spray from the leading edge to the trailing edge. Start at the highest point of the surfaces and work to the lowest parts.

#### Vertical surfaces

Start at the top and work down.

#### Fuselage

Spray along the top centre-line and then outboard. Ensure that it is clear of ice and snow in accordance with aircraft manufacturer's manuals. Hoarfrost may be allowed.

#### Landing gears and wheel bays

The application of de-icing fluid in this area shall be kept to a minimum. De-icing fluid shall not be sprayed directly onto brakes and wheels.

**NOTE:** *Accumulations such as blown snow may be removed by other means than fluid (mechanically, air blast, heat etc.). However, where deposits have bonded to surfaces, they can be removed by the application of hot air or by spraying with hot de-icing fluids.*

#### • Engines

Deposits of snow shall be removed mechanically from engine intakes prior to departure.

Any frozen deposits that have bonded to either the lower surface of the intake, the fan blades including the rear side, or propellers, shall be removed by hot air or other means recommended by the engine manufacturer.

### 7.8.8.2 Anti-icing fluid application

The process shall be continuous and as short as possible.

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Anti-icing shall be carried out as near to the departure time as operationally possible in order to utilize maximum holdover time.

The anti-icing fluid shall be distributed uniformly and with sufficient thickness over all surfaces to which it is applied.

In order to control the uniformity, all horizontal aircraft surfaces shall be visually checked during application of the fluid.

Certain aircrafts can require unique procedures to accommodate design differences, and for the compliance for specific aircraft limitations , anti-icing providers shall observed the manufacturers instruction

The most effective results are obtained by commencing on the highest part of the wing section and covering from there towards the leading and trailing edges. On vertical surfaces, start at the top and work down.


The following surfaces shall be treated:

- a) wing upper surface and leading edges
- b) horizontal stabiliser upper surfaces including leading edges and elevator upper surfaces
- c) vertical stabilizer and rudder
- d) fuselage upper surfaces depending upon the amount and type of precipitation (especially important on centre-line engine aircraft)

It is the responsibility of the Deicing Operator to ensure that the surfaces mentioned above are free of frost, ice, slush and snow, prior to the start of the anti-icing treatment. Ensure that on completion of the treatment these surfaces are fully covered with an adequate layer of anti-icing fluid.

Choosing a correct spray method may vary as much as the winter weather does. The procedure must be adapted according to the situation and local settings. Ice, snow, slush or frost may be removed from aircraft surfaces by heated fluids, mechanical methods, alternate technologies or combinations thereof. For maximum effect, fluids shall be applied close to the surface of the skin to minimize heat loss. The heat in the fluid effectively melts any frost, as well as light deposits of snow, slush/sleet and ice. Heavier accumulations require the heat to break the bond between the frozen deposits and the structure; the hydraulic force of the fluid spray is then used to flush off the residue.

For longer anti-icing protection, unheated type II or type IV fluid should be used. The high fluid pressures and flow rates normally associated with de-icing are not required for this operation and, where possible, pump speeds should be reduced accordingly. The nozzle of the spray gun should be adjusted to provide a medium spray. The process should be continuous and as short as possible. Anti-icing should be

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carried out as near to the departure time as operationally possible in order to utilize maximum holdover time. The anti-icing fluid shall be distributed uniformly over all surfaces to which it is applied. In order to control the uniformity, all horizontal aircraft surfaces shall be visually checked during application of the fluid. Anti-icing fluids may not flow evenly over wing leading edges, horizontal and vertical stabilizers. These surfaces should be checked to ensure that they are properly coated with fluid.

When applying the second step fluid, use a spraying technique, which completely covers the first step fluid and provides a sufficient amount of second step fluid. Where re-freezing occurs following the initial treatment, both first and second step shall be repeated. With regard to holdover time provided by the applied fluid, the objective is that it be equal to or greater than the estimated time from start of anti-icing to start of takeoff based on existing weather conditions. Aircraft shall be treated symmetrically, that is, left-hand and right-hand side shall receive the same and complete treatment when anti-icing. De-icing only may be local but still symmetrical. Aerodynamic problems could result if this requirement is not met. During anti-icing and de-icing, the moveable surfaces shall be in a position as specified by the aircraft manufacturer.


**CAUTION:**

***Anti-icing fluids may not flow evenly over wing leading edges, horizontal and vertical stabilizers. These surfaces must be checked to ensure that they are properly coated with fluid.***

**7.8.9 Specific technical and operational requirements in deicing/anti-icing process**

Basic areas of caution when deicing/anti-icing are engine-inlets, APU inlet/exhaust, windows, doors/ seals, brakes/landing gear, vents, probes, sensors, cavities and any opening where sprayed fluid is not allowed. The procedures described below must be followed:

- Do not spray into engine openings.;
- Do not spray into engine exhaust;
- Do not spray directly at flight deck windows/windscreen;
- Do not spray directly at main deck cabin windows or doors;
- Do not apply Type II, Type III or Type IV to radome;
- Do not spray directly at or into aircraft intake or exhaust vents, ram air inlets, scoops, drains, outlets or pressurized outflow valves;
- Do not spray directly at aircraft wheels, brakes, oleo struts, mechanisms and switches;

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- Do not spray directly at or into pitot tubes, TAT probes, angle of attack vanes or other data sensing devices/probes/tubes;
- Do not spray directly at static ports;
- Do not spray into APU inlet;
- Do not spray into APU exhaust.

Following the de-icing/anti-icing procedures and prior to takeoff, the critical aircraft surfaces shall be clean of all frost, ice, slush, and snow accumulations in accordance with the following requirements.

- Wings, tail and control surfaces
- Wings, tail and control surfaces shall be free of ice, snow, slush, and frost except that a coating of frost may be present on wing lower surfaces in areas cold soaked by fuel between forward and aft spars in accordance with the aircraft manufacturer's published manuals.

***NOTE: Frost or any other contamination is not acceptable on the lower side of the horizontal stabilizer and elevator, unless specified otherwise in the AFM (Aircraft Flight Manual) or other aircraft manufacturer's documentation.***

**- Pitot heads and static ports**

Pitot heads and static ports shall be clear of ice, frost, snow and fluid residues.

**- Engine inlets**

Engine inlets shall be clear of internal ice and snow and fan blades shall be free to rotate and clear of ice, frost and snow.

**- Air conditioning inlets and exits**

Air conditioning inlets and exits shall be clear of ice, frost and snow. Outflow valves shall be clear and unobstructed.

**- Landing gear and landing gear doors**

Landing gear and landing gear doors shall be unobstructed and clear of ice, frost and snow.

**- Fuel tank vents**

Fuel tank vents shall be clear of ice, frost and snow.


**- Fuselage**

Fuselage shall be clear of ice and snow. Frost may be present in accordance with the aircraft manufacturer's manuals.

**- Flight control check**

A functional flight control check using an external observer may be required after de-icing/anti-icing depending upon aircraft type (see relevant manuals).

This is particularly important in the case of an aircraft that has been subjected to an extreme ice or snow covering.

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**- Dried fluid residues when the aircraft has not been flown after anti-icing**

Dried fluid residue could occur when surfaces have been treated but the aircraft has not subsequently been flown and not been subject to precipitation. The fluid may then have dried on the surfaces.

In such situations the aircraft must be checked for residues from de-icing / anti-icing fluids and cleaned as necessary.

**7.8.10 Precautions for Deicing/Anti-icing**

In order to have maximum benefit from the anti-icing protection, the deicing/anti-icing treatment should be carried out at the latest possible time after all passengers have boarded, all doors are closed, boarding ramps are removed and the aircraft is ready to depart, as the holdover time starts at the beginning of the anti-icing treatment.

Engines and/or APU may be running (idle) during deicing/anti-icing treatment, but air conditioning, anti-icing or bleed air shall be switched off as per AFM instructions.

For this reason the ground engineer or deicing/anti-icing handling agent has to report when the deicing/anti-icing treatment will start.

Deicing/anti-icing must not commence until all doors and hatches are closed and permission has been expressly obtained from the crew to commence deicing. The galley areas of the cabin can become very slippery and dangerous when deicing fluid is present, which is a hazard to passengers, crew and ground staff.

Deicing/anti-icing agents are instructed to inform the Commander when the actual spraying commences.

Reasonable precautions shall be made to minimize fluid entry into engines and other intakes. (NO SPRAY AREAS).

Deicing/anti-icing fluids must not be directed into the orifices of pitot heads, static vents or angle of attack sensors.


Before starting engines a check must be made to ensure that compressors and turbines are free to rotate.

Wings, both horizontal stabilizers and both sides of the vertical fin must be treated the same way, not one side of the aircraft different from the other.

Any traces of deicing/anti-icing fluids on Flight Deck windshield / windows must be removed prior to departure. Particular attention should be paid to windows fitted with wipers. In addition, any forward areas from which fluid may flow back onto windscreens during taxi and take-off must be clean prior to departure.

**7.8.11 Communication Procedures**

**Communication**

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During off-gate de-icing/anti-icing a two-way communication between pilot and de-icing/ anti-icing operator/supervisor must be established prior to the de-icing/ anti-icing treatment. This shall be done either by intercom or by VHF radio. In case VHF is used, the “tail number” of the aircraft instead of flight number must be used during all communications. By establishing of communication the pilots and ground staff shall ensure that:

- The aircraft is properly configured for beginning of de-/anti icing process
- Flight crew will receive all necessary information relevant to fluid applied to the aircraft surfaces.
- Confirmation of a clean aircraft will be received by the cockpit crew.
- All clear signal will be received by the cockpit crew after completion of de-/anti icing process and before aircraft movement.

During treatment all necessary information to the cockpit must be given by this means (Beginning of treatment, treatment of sections requiring de-activation of aircraft systems, anti-icing code, etc.). Contact with the pilot may be closed after the anti-icing code and readiness for taxi out has been announced.

### **Taxi Guidance**

When off-gate de-icing/anti-icing area is entered by taxiing, a sufficient taxi and stopping guidance must be arranged, or marshaller assistance must be given. In case radio contact must be established before entering the de-icing/anti-icing area, the signs with clearly marked operation frequency must be visible from the cockpit before entering this area.

### **General Instructions**

The de-icing/anti-icing operator together with the airport authorities must publish all necessary information about how to operate on the off-gate site by NOTAM or in local AIP. This information has to include at least the location of, and standard taxi routing to the de-icing/anti-icing area, the means to coordinate the de-icing/anti-icing operation, the means to communicate before and during the de-/anti-icing operation and information about taxi and stopping guidance.


### **Terminology**

The following standard communication terminology is to be used during offgate de-/anti-icing procedures:


- (DIS = De-icing/anti-icing supervisor)
- (COMMANDER = Pilot in command)
- DIS: "Set parking-brakes, confirm aircraft is ready for treatment, inform of any special request."

After aircraft is configured for treatment:

- COMMANDER: - "Brakes are set, you may begin treatment and observe...(any special request like: ice under wing/flaps, clear-ice on top of wing, snow on fuselage, ice on landing-gear, anti-ice with type IV fluid, etc.)"

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- DIS: "We begin treatment now and observe... (special request given, like "ice under wing", etc.) I will call you back when ready".  
Only after equipment is cleared from aircraft and all checks are made:
- DIS: "De-icing/anti-icing completed, ANTI-ICING CODE IS:.....  
(plus any additional info needed). I am disconnecting, standby for clear signal at right/ left and/or contact ground/tower for taxi clearance.
- COMMANDER: "Deicing/anti-icing completed, anti-icing code is....." -  
Under no circumstances must the De-icing rig be used to pass documentation to crew via the flight-deck window.

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### Anti-Icing Codes

Referring to the last step of the procedure the following information shall be communicated to the commander and recorded in TLSP in the sequence provided below:

- a) the fluid type; i.e. Type I, II, or IV;
- b) the concentration of fluid within the fluid/water mixture, expressed as a percentage by volume;
  - ISO Type II/100 - 100% Type II fluid used
  - ISO Type II/75 - 75% Type II fluid used with 25% water
  - ISO Type II/50 - 50% Type II fluid used with 50% water
  - ISO Type IV/100 - 100% Type IV fluid used
  - ISO Type IV/75 75% - Type IV fluid used with 25% water
  - ISO Type IV/50 50% - Type IV fluid used with 50% water

**NOTE:** Type III fluid is designed primarily for aircraft with low rotation/take-off speeds. When used for anti-icing, Type III fluids have holdover time guidelines typically less than those of a Type II fluid but significantly longer than those of Type I fluids.  
Type III shall not be used in BH Air operations!
- c) the local time (hours/minutes) at the beginning of the final deicing/ anti-icing step;
- d) the date (written: day, month, year);  
**NOTE:** required for record keeping, optional for commander notification.
- e) the complete name of the anti-icing fluid (so called "brand name").
- f) the statement "Post de-icing/anti-icing check completed"  
**NOTE:** This statement (not the check) is optional, and only to be used if the check has been performed by a trained and qualified person.


If two different companies are involved in the de-icing/anti-icing treatment and post de-icing/anti-icing check, it must be ensured that the Anti-Icing Code is not given before this check is completed.

### Post de-icing/anti-icing check and transmission of the Anti- Icing Code to the Commander

Transmission of elements a), b), and c) of this paragraph to the Commander confirms that a post de-icing/anti-icing check was completed and the aircraft is clean.

### All clear signal

Flight crew shall receive a confirmation "all clear" signal from deicing crew after the deicing/anti-icing operation that all operations are completed, confirming that all personnel and equipment have been removed safely away from the aircraft area before reconfiguring and prior to aircraft movement

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### 7.8.12 Fluid and Equipment Management

Deicing/anti-icing fluid is a chemical product with environmental impact. During fluid handling, avoid any unnecessary spillage and comply with local environmental and health laws and the fluid manufacturer's safety data sheet. Different products shall not be mixed without additional qualification testing.

#### Deicing Truck Serviceability

Aircraft deicing trucks used at BH Air handling shall meet requirements specified in SAE ARP1971, be fully serviceable and checked periodically according manufacture and local requirements.

Before being initially filled with deicing/anti-icing fluid trucks shall be clean in order to prevent fluid contamination.


Deicing truck failures which could have negative impact on BH Air operations must be immediately reported to the responsible Ground Operations Manager. The nature of the failure should be identified and the estimated return to service time indicated as well.

#### 7.8.12.1 Fluid Storage

- a) Tanks dedicated to the storage of de-icing/anti-icing fluids shall be used to avoid contamination with other fluids.
- b) Storage tanks shall be of a material of construction compatible with the de-icing/anti-icing fluid, as specified by the fluid manufacturer (corrosion resistant steel, plastic, etc). Care should be taken to avoid using dissimilar metals in contact with each other, as galvanic couples may form and degrade thickened fluids.
- c) Tanks shall be conspicuously labelled to avoid contamination (as minimum: type of fluid, fluid name, fluid concentration or mixture).
- d) Tanks shall be examined annually for corrosion, contamination and/or leaks. If corrosion or contamination is evident, tanks shall be maintained to standard or replaced. To prevent corrosion at the liquid / vapour interface and in the vapour space, a high liquid level in the tanks is recommended.
- e) The storage temperature limits shall comply with the fluid manufacturer's requirements.
- f) The stored fluid shall be checked routinely to ensure that no degradation/ contamination has occurred.

#### 7.8.12.2 Pumping and Fluid Transfer System

Deicing/anti-icing fluids can show degradation caused by excessive mechanical shearing or chemical contamination. Therefore only compatible pumps, control valves, piping, hoses and spraying nozzles shall be used. The design of the pumping systems shall be in accordance with the fluid manufacturer's recommendations. Fluid

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transfer systems shall be dedicated to the specific fluid being handled to prevent inadvertently mixing fluids of different types or manufacturers.

All fill ports and discharge points shall be clearly labeled to prevent inadvertent product mixing and protected to prevent foreign contamination.

### **7.8.12.3 Heating**

Deicing/anti-icing fluids shall be heated according to the fluid manufacturer's guidelines. For Type I fluids, water loss may cause undesirable aerodynamic effects. For Type II / IV fluids thermal exposure and/or water loss may cause degradation making them not usable.

Avoid unnecessary heating of fluid in vehicle tanks. Prolonged or repeated heating of fluids (directly or indirectly) may result in loss of water or oxidation which can lead to performance degradation of the fluid.

The integrity of the fluid following heating shall be checked periodically. Factors like heating rate, time, and temperature cycling should be considered in determining the frequency of fluid inspections.

### **7.8.12.4 Fluid Quality Control**

To ensure the necessary safety margins are maintained in the deicing/anti-icing operation, the fluid used on BH Air aircraft to both deice and anti-ice aircraft surfaces shall meet SEA specification and be at the correct concentration.


### **7.8.12.5 Fluid Delivery / Acceptance**

Fluid check must be carried out at the time of delivery. Fluid acceptance consists of delivery documentation checks, seal checks and fluid tests. Fluid acceptance shall be performed for each delivery of aircraft deicing and anti-icing fluids before the first use of the delivered fluid for filling a storage tank or deicing vehicle tank.

In case of nonconformities or discrepancies are identified during the fluid delivery documentation checks and fluid sample tests, documented procedure appropriate action shall be taken.

### **7.8.12.6 Daily Concentration Tests**

Fluids or fluid/water mixture samples shall be taken from the deicing/anti-icing vehicle nozzles on a daily basis when vehicles are in use, before the first deicing/anti-icing operation of the day, this is to verify that the quality of the fluid, freezing point and mixture are correct. Refractive index check shall be performed according to

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established procedures and results recorded. To preserve the integrity of the sample, it shall be protected against precipitation.

Concentration checks identify that the vehicle mixing system is functioning properly and that the fluid at nozzle is what has been selected. Note that the lines may have different mixtures of fluid or even water so the fluid at the nozzle can be something else than selected if not purging the lines properly.

For Type I heating requirements a temperature measurement shall be conducted on a periodical basis in realistic conditions for verification of temperature in the tank (as a comparison vs. nozzle temperature if applicable) and at the nozzle.

SAE Type II and IV deicing/anti-icing fluids, if heated directly or indirectly, shall be heated in a manner to preclude fluid degradation in storage or application. The integrity of the fluid following heating shall be checked periodically. Factors like heating rate and heating time cycles should be considered in determining the frequency of fluid inspections.

If there are found any deviations outside the limits of the fluids, a corrective measure must be taken immediately to correct the fluid, equipment or procedures.

#### **7.8.12.7 Training and qualification**

All person engaged in de/anti – icing process have to be trained and approved to do their responsibilities on the following topic , but not limited to:

Principles of aerodynamics

Aircraft control surfaces

Recognition of relevant weather phenomena

Effect of frost, ice, snow and slush on aircraft performance

Basic characteristics of aircraft de/anti – icing fluids

General techniques for removing deposits of frost, ice, slush and snow from aircraft surfaces and for anti- icing

De/anti-icing procedures in general and specific measures to be performed on different aircraft types

Types of checks required


Safety precaution

Emergency procedures

Fluid application and limitation of holdover time tables

Hot air application

De/anti- icing codes and communication procedures

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Special provisions and procedures for contract de/anti-icing (if applicable)

Environmental consideration, eg where to de-ice, spill reporting, hazardous waste control

SAE Global standards

De/anti-icing equipment and facilities

Operational procedures


## 7.9 INCIDENT REPORTING and Emergency Response Plan /ERP/

Reportable incidents may include but are not limited to:

- An act of aggression (e.g. BOMB THREAT or HIJACKING).
- Injury to an employee, or employee of a contracted company conducting services for the ground service provider.
- Security procedures are breached.
- Damage to the aircraft.
- Undeclared Dangerous Goods are discovered.
- Emergency equipment is non-operational or not present.
- Unattended baggage is located within the secure airside perimeter.
- A terminal building is evacuated.
- There is a potential hazard which may cause injury to a passenger or ground personnel.
- Unsafe practices are noted.
- Airside ramp safety measures are not being followed by vehicular traffic.
- A flight is dispatched unsecure and does not meet applicable baggage security regulations.
- A stowaway is discovered.
- Any event where safety standards may have been compromised.
- An environmental incident (e.g. fuel spill etc.).
- Any other incident considered reportable by regulations and/or BH Air

Ground Operations Provider shall have a station emergency response plan (ERP) for management and coordination of activities associated with the response to a major accident, incident, crisis or other disastrous occurrence. This plan shall be coordinated with the local airport authority for compliance with airports ERP. Periodical ERP testing against various scenarios shall be performed by the ground handling operator to ensure continuing of ERP effectiveness.

BH Air Safety and compliance monitoring system observes if the above requirements for Emergency management are fulfilled.

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### 7.9.1 Ramp incident - Aircraft, GSE Damage or Aircraft Contamination

If incident occurs (Aircraft, GSE Damage or Aircraft Contamination) during ground handling operations immediate actions to be taken as follows:

- Deal with any personal injuries and request appropriate assistance.
- Stabilize the incident to prevent any movement. Keep equipment in place and inform the crew and locally defined authority.
- Take suitable photographic evidence of the incident. A clear view of the incident scene as well as any pertinent areas pertaining to the incident. A close up photograph with a scale reference and wide angle shot as a minimum.

Responsible Manager at the relevant station shall inform BH Air Operations Department and send Ramp incident report **immediately**.

The Ramp incident report shall contain the following details:

- flight number, date, routing
- aircraft registration
- station where the damage or contamination occurred
- cause of damage or contamination
- person and company who caused the damage or contamination
- circumstances of incident
- initial actions taken to limit re-occurred and prevent other incident.

**The Ramp incident report shall be submitted to BH Air Duty Operations Officer available contacts 24 hours, as follow:**

**Contact:** Duty Manager Operations 24H

**Tel:** + 359 2 980 77 62

**Mobile:** + 359 887 316 266

**Fax:** + 359 2 980 1432

**Email / SITA:** ops@bhairlines.com / SOFBHXH

Duty officer at BH Air Operations Department shall inform responsible managers in the airline as follows:

- Manager Ground Operations
- Maintenance Manager
- Maintenance Control Centre
- Safety and Compliance Monitoring Manager


The recording of ground incident/accident occurrences in a standard format will enable an organization to develop preventive action as well as provide the basis for an accident database. The report must be used for all types of damage events, (aircraft, equipment, facility) occurring during ground operations.

Following sample of Ramp incident reporting form must be used or equal one which is in compliance to IATA AHM650.

<h1>AIRLINE</h1>		<h1>AIRPORT</h1>																																								
<b>GROUND INCIDENT/ACCIDENT/DAMAGE REPORT</b>																																										
Title: _____ One line statement of the main features of the incident/accident _____																																										
<b>Part 1. DAMAGE BY</b> <input checked="" type="checkbox"/>		Date _____ Time of Occurrence _____ Phase of Operation _____ Area (Stand, etc.) _____ Aircraft Reg. _____ Aircraft Type _____ Flight Nr. _____ Scheduled Ground Time _____ Flight Delay hrs. _____ min. _____ Flight Cancelled YES/NO (delete as appropriate)																																								
Other Aircraft <input type="checkbox"/> Ramp Equipment <input type="checkbox"/> Vehicle <input type="checkbox"/> Foreign Object <input type="checkbox"/> Jet Blast <input type="checkbox"/> Unknown (Previously Unreported) <input type="checkbox"/> Other (specify) _____																																										
<b>Part 2. DETAILS OF DAMAGE</b>		<b>Part 3. NUMBER OF CASUALTIES</b>																																								
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<b>Part 6. CONDITIONS</b>																																										
<b>Weather</b> Use of official met. report _____ Visibility _____ m _____ km Wind/gust _____ / if kts _____ Temperature _____ c		<b>Surface</b> dry <input type="checkbox"/> wet <input type="checkbox"/> snow <input type="checkbox"/> slush <input type="checkbox"/> ice <input type="checkbox"/> contamination <input type="checkbox"/>																																								
		<b>Lighting</b> Good <input type="checkbox"/> Poor <input type="checkbox"/> Day <input type="checkbox"/> Night <input type="checkbox"/> Twilight <input type="checkbox"/>																																								
<b>Part 7. CONTRIBUTORY FACTORS</b> Identify by code from the checklist factors which in your opinion contributed to the incident/accident by major factor																																										
Other factors (specify) _____ Which of these contributory factors are normal practice? <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>																																										

Within 72 hours from occurrence the report shall be completed and this will ensure that the facts and circumstances of the occurrence are accurately recorded.

Further detail on any of the report items not available at the time of the occurrence shall be submitted as soon as available.

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A copy of the records of incidents or accidents is retained in BH AIR Compliance Monitoring Department for at least 5 years according to SMM1.5.

Handling agent at the relevant station must also report to the local Airport Authority, Civil Aviation Authority and others required by the local rules applicable as soon as possible.

The report shall be used for all types of damage events (aircraft, equipment, facility) during ground handling operations.

Further details on any of the reports items not available at the time of the incident occurrence must be submitted as soon as available, e.g. vehicle inspection report.

When aircraft damage event occurs report must be send also to IATA Ground Damage Database (GDDB) in accordance with the reporting requirements published by IATA. BH Air participates in IATA GDDB and appreciates this as effective tool for improvement of its safety performance in ground operations. Report to IATA must be sent from the persons appointed in the GDDB participation form.

### 7.9.2 Dangerous goods accident or incident


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. 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 hemorrhage, nerve, muscle or tendon damage; or
- d) involves injury to any internal organ; or (e) involves second or third 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.

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 type of dangerous goods occurrence must be reported, irrespective of whether the dangerous goods are carried by a passenger or crew on their person or in their carry on or checked-in baggage.

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A dangerous goods occurrence report must be made also when:

- undeclared or mis-declared dangerous goods are discovered in cargo
- dangerous goods are discovered to have been carried when not loaded, segregated, separated and/or secured in accordance with provisions of the DGR
- dangerous goods are discovered to have been carried as cargo without information specified in 6.19.4 have been provided to the PIC.

Goods found prior to or during check-in are not required to be reported.

The occurrence report, duly completed in accordance with the requirements of the appropriate authorities must be sent as soon as possible but not later than 72 hours of the occurrence to the Authority of the State:

- of the incident occurrence and
- of the operator


Copies of all relevant documents and any photographs must be attached to or sent with this report.

Providing it is safe to do so, all dangerous goods, packagings, documents, etc. relating to the occurrence must be retained in a suitable location until after the initial report has been sent to the Dangerous Goods Office, CAA and they have indicated whether or not these shall continue to be retained.

***THIS REPORT MUST CONTAIN AT LEAST THE FOLLOWING DETAILS:***

- a) Date of the incident or accident;
- b) Location of the incident or accident, the flight number and flight date, if applicable
- c) Description of the goods and the reference number of the air waybill, pouch, baggage tag, ticket, etc;
- d) Proper shipping name (including the technical name, if appropriate) and UN number, where known;
- e) Class or division and any subsidiary risk;
- f) Type of packaging, if applicable, and the packaging specification marking on it;
- g) Quantity involved;
- h) Name of address of the shipper, passenger, etc;
- i) Any other relevant details;
- j) Suspected cause of the incident or accident;
- k) Action taken;
- l) Any other reporting action taken; and
- m) Name, title, address and contact number of the person making the report.

Copy of Dangerous Goods Occurrence Report and relevant documents must be provided to:

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1. Local Airport Authority
2. Aircraft Operator BH Air

**Fax:** + 359 2 980 1432

**Email / SITA:** ops@bhairlines.com / SOFBHXH

Dangerous Goods Occurrence Report form according to IATA Dangerous Goods Regulations, Chapter 9 Subparagraph 9.6.1 shall be used if no any other form required by the Authority of the State in which incident/ accident is occurred.

**Using this form will meet the reporting requirements of Dangerous Goods Regulations, Chapter 9 Subparagraph 9.6.1**


		DGOR No:.....		<b>Dangerous Goods Occurrence Report</b>	
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. (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 (when known):		16. Subsidiary risk(s):	17. Packing group	18. Category, (class 7 only)	
19. Type of packaging	20. Packaging specification marking:	21. No of packages:		22. Quantity (or transport index, if applicable)	
23. Reference no of Air Waybill:					
24. Reference no of courier pouch, baggage tag, or passenger ticket:					
25. Name and address of shipper, agent, passenger, etc:					
26. Other relevant information (including suspected cause, any action taken):					
27. Name and title of person making report:				28. Telephone no:	
29. Company:				30. Reporters ref:	
31. Address:				32. Signature:	
				33. Date:	
Description of the occurrence (continuation):					

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## 8. WEIGHT AND BALANCE

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## 8.1 WEIGHT AND BALANCE CALCULATION

The objective of the weight and balance calculation is to ensure that a final and accurate load sheet is issued and this has been crosschecked against:

- Final LIR from the person in charge of the Loading Supervision.
- Final passenger close-out data.
- Final fuel figures.
- All aircraft operational and structural limitations for the appropriate aircraft registration. If a preliminary loadsheet is produced, one or more criteria may not have been finalized.
- The person designated with the weight and balance calculation shall ensure all data is finalized or confirmed for manual or electronic load sheet production.
- Loadsheet accuracy check will continuously be performed prior to production or transmission of the final loadsheet:
  1. Correct flight number, destination and date (flight identifier).
  2. Correct aircraft registration.
  3. Correct crew composition
  4. Correct DOW/DOI used according to aircraft type, registration, version, number of crew and pantry.
  5. Underload (total traffic load not exceeding allowed traffic load).
  6. Correct entry of final fuel figures.
  7. Correct passenger close out data.
  8. Hold baggage distribution, weights and gate delivery items shall be added.
  9. Actual loading positions of dangerous goods and other special load indicated on NOTOC, if applicable.
  10. Balance calculation and conditions of loaded aircraft, including LMCs, are within prescribed limits.
  11. The loadsheet shall be checked against the final LIR and other information related to the actual load.
  12. All specified documents shall be duly signed.
    - a) Loadsheet format and contents shall meet the minimum criteria set in AHM 516, AHM 517, AHM 518.
    - b) The prepared and correct load sheet shall be delivered to PIC.
    - c) Any changes occurring after the final loadsheet has been produced shall be accounted for by either production of a new edition of Loadsheet or via documented Last Minute Change process.
    - d) Prior to departure person performing loadsheet check shall record on the LIR weight of load in each compartment based on the loadsheet to ensure compliance between bulk load amount and weight and to confirm that correct accuracy check have been performed.

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The name of the person preparing the loadsheet must be printed on the document. The person supervising the loading of the aircraft must confirm by signature that the load and its distribution are in accordance with the weight and balance documentation, this document must be acceptable to the Commander, his/her acceptance being indicated by countersignature or equivalent.

BH Air Flight Operations department prepares the AHM565 for the respective aircraft type and is responsible for internal distribution of the document in BH Air, according AHM565 distribution list.

BH Air's Operations Centre distribute AHM565 to each contracted external Ground Operations provider via e-mail.

For ad-hoc flights Ground Operations department is responsible to provide current AHM565 to the respective handling agents.

When AHM565 distributed the Ground handling providers must check and update the data uploaded into the DCSs and Weight and Balance systems used for BH Air flights.

In case of initial data setup of AHM565 in weight and balance system test loadsheets must be produced and send to BH Air operations department ([ops@bhairlines.com](mailto:ops@bhairlines.com)) for check and approval.

Aircraft weight and balance conditions and limitations can be considered correct in a particular load control system when the test loadsheet is approved.

## 8.2 PRE AND POST DEPARTURE ACTIONS

### 8.2.1 Flight Preparations

- PNL received and edited.
- Cargo manifest issued and distributed
- The estimated A/C ZFW (Zero Fuel Weight) must be calculated.
- The load must be distributed on the basis of clear and detailed written Loading instructions form. On the basis of the load distribution, check the estimated balancing of the aircraft, and compile the "Balance Chart" to this effect.
- Check that all aircraft type limitations are respected.
- Check load feasibility according to M.E.L.
- Deliver "loading instructions" to the loading supervisor
- Receive "Loading instructions", confirmed or amended and signed, from the load supervisor;
- Check that the final fuel data does not affect load distribution and compile the final balance chart on the basis of the flight closure data received (passengers, goods, ramp, crew);
- Preparation of load sheet;
- Flight documents delivered to the Captain.

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### 8.2.2 After Departure

All post-departure messages and any other relevant messages pertaining to flight handling shall be sent to the defined stations.

Messages shall be produced and delivered in accordance with respective AHM chapters.

### 8.3 CALCULATION OF ESTIMATED ZFW

The estimated ZFW must be calculated by adding the following data:

- + dry operating weight, DOW.....(1)
- + any corrections to DOW.....(2)
- + passenger weight.....(3)
- + payload weight.....(4)  
*(baggage weight + cargo weight + mail weight)*
- + weight of any other particular loads.....(5)

#### Notes:

(1) DOW is published in the BH Air AHM565 data and is relevant to:

- conventional aircraft weight;
- adjustments for each aircraft;
- standard catering /PANTRY CODE –specified in AHM565;
- crew (flight deck crew + cabin crew members).

(2) Corrections may relate to

- additional crew;
- extra spare parts;
- extra catering if loaded.

(3) This weight must include, up to aircraft capacity

- booked passengers;
- passengers on the waiting list;
- crew checked-in as passengers.

Passengers shall be considered as male and female unless specified as children, infants should not be considered for weight purposes


(4) Baggage weight shall be calculated as follows:

- determine the weight of suitcases by multiplying the passenger total by the weight of baggage per passenger, as formulated in BH Air AHM565.

Weight of baggage per passenger - 18 Kg

(5) For example: extra equipment for flight leg.

*Note: The Captain of the aircraft or the Operations Centre, where present, shall be provided with the estimated ZFW as soon as possible. The accuracy of the estimated ZFW has a significant effect both on traffic load and on determining the flight plan.*

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## 8.4 GROUND STABILITY OF THE AIRCRAFT TAIL TIPPING PREVENTION.

### 8.4.1 Introduction

During on-loading and off-loading operations, an aft center of gravity position may lead to a tail tipping of the aircraft. Therefore, specific precautions shall be considered to avoid this kind of critical situation.



### 8.4.2 Precautions

#### Load planning

During load planning, the load planner must allocate a sufficient load ahead of the aircraft center of gravity, and pay a particular attention to the distribution of the transit load on multi-sector flights.

#### Loading/Off-loading


Loading operations must start in the forward compartment and then in the aft ones, while offloading operations must start in the aft compartment and then the forward ones. The same sequence applies for the galleys, whereas passenger distribution must not be considered to secure ground stability.

To help the operator establishing its own recommendations for loading and off-loading, the tip up CG position (max aft CG position) is provided in the limitation section of the Weight & Balance Manual (refer to the graph Aircraft stability on wheels). Thus, the operator can simulate different

#### Maximum wind for stability on wheels

Due to the large surface of the wings, the wind can affect the stability of the aircraft on ground by providing a lift force ahead of the center of gravity and as a consequence a rolling moment around the main landing gear group or the center gear if any.

The following graph, provided in the limitation chapter of the weight and balance manual, enables to determine the maximum allowable wind for a given aircraft weight and center of gravity position, as shown in the example. It can help the operator establishing its own recommendations for loading and off-loading rules in windy conditions.

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## 8.5 DISTRIBUTION OF PASSENGERS ON BOARD

In cases where seats are not allocated, weight and balance/ramp operators **MUST** communicate to the assistant responsible for the cabin how passengers are to be distributed on board, before passenger boarding.

**NOTE:** *The information must be written on the loadsheet (if it isn't printed on automatic loadsheet then it must be written manually).*

For commercial reasons passengers must be allowed to choose their seats. It is the responsibility of weight and balance operator to communicate to the persons in charge of seat allocation any passenger distribution requirements in relation to the estimated load, and to arrange this distribution beforehand so as to avoid having to move passengers once they have boarded.

For balancing purposes, it may become necessary to modify passenger distribution on board when the aircraft is not fully booked.

The distribution of passengers in the various cabin areas shall be planned beforehand so as to allow personnel to allocate seats correctly in good time without inconveniences caused to passengers. Any change of seats allocation when boarding is completed is not applicable except for safety reasons or in emergency situations management.

## 8.6 BAGGAGE DISTRIBUTION ON BOARD

- a) Baggage is distributed on board bearing in mind the requirements of destination airports

This in order to speed up and reduce operations, both for baggage delivery to TERMINATING passengers and the transfer of CONNECTING baggage , by allowing to optimize the use of the workforce, equipment and infrastructures available to the stations.

- b) Generally, therefore, the baggage for each destination is divided in the holds according to the aforesaid criteria.

## 8.7 IMPACT OF THE CENTER OF GRAVITY POSITION TO AIRCRAFT PERFORMANCE AND FUEL CONSUMPTION

- Impact of CG position on:
- Stall speed - The further aft the CG, the smaller the stall speed ( $V_s$ ) value.
- Take off
  - The further aft the CG,
  - the smaller the take-off distance (the greater the TOW).
  - the better the take-off roll performance.
  - the better the take-off climb performance.

The best take-off performances will correspond to an aft CG position.

- In-Flight
  - The further aft the CG, the lower the fuel consumption.

**Note:** *Contrary to the other aircraft, specific range variations with respect to the CG position are random for the whole A320 family. This is due to a complex interaction of several aerodynamic effects. Whatever the influence of the CG position on specific range, it is negligible.*

- Landing

The further aft the CG, the smaller the landing distance (the greater the LW).

Conclusion: The further aft the CG, the better the aircraft performance.

Therefore, stations shall ensure that loading results in the aircraft's centre of gravity being as aft as possible within weight and balance limitations.

## 8.8 LOADING INSTRUCTION REPORT

BH Air company and IATA regulations require that aircraft be loaded according to written loading instructions- IATA AHM514 and AHM515. It also requires that aircraft shall not be loaded except under the supervision of a trained person, who has been provided with written instructions and information as to the distribution and securing of the loads so as to ensure that the load may be safely carried on the flight.


**More details and BH Air sample form for manual loading instruction report of A320 are available in GOM 7.3.6**

## 8.9 Load and Volume information codes used in operational loading documents

### 8.9.1 Load Information Codes

The following codes enable to define the type and priority of deadload transported in the cargo holds. To be used on the LIR and the CPM.


Code	Description
B	Baggage
C	Cargo
D	Crew baggage
E	Equipment in compartment
F	First class baggage and/or priority handled baggage
H	ULD and/or its load to be transhipped to a connecting flight (destination or flight number indicated in Supplementary Information part of the CPM)
M	Mail
N	No ULD at position
Q	Courier baggage
S	Sort on arrival
T	Load for transfer to connecting flights
U	Unserviceable ULD
W	Cargo in security controlled ULD
X	Empty ULD
Z	Load deliberately mixed by destination when these destinations are known to be beyond a planned

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### 8.9.2 Codes used for loads requiring special attention

The following codes (non exhaustive list) indicate in the LIR, CPM, Loadsheet, and LDM, the content of the dead load requiring special attention.

Code	Description	LDM format	Remark
AOG	Spare part for Aircraft On Ground	.AOG/12L	ULD position 12L
AVI	Live Animals	.AVI/4	Loaded in CPT4
BAL	Ballast hold loaded	.BAL/5/100	100 kg ballast in CPT5
BED	Stretcher installed	.BED/6/2Y	6 seats blocked by 2 pax in Y
BEH	Stretcher in cargo hold	.BEH/33/50	Position 33, 50 kg
BIG	Item loaded on two or more pallets	.BIG/11P12P/26 50	2650 kg loaded on 11P + 12P
COM	Company mail	.COM/42L/216	216 kg loaded in 42L
CSU	Catering equipment not used for flight	.CSU/22R/500	500 kg loaded in 22R
DHC	Crew occupying pax seats (not on duty)	.DHC/0/2/5	2 seats in B class, 5 in Y class
DIP	Diplomatic Mail	.DIP/1/2	2 bags loaded in CPT1
EAT	Foodstuff for human consumption	.EAT/31R	Loaded in 31R
EIC	Miscellaneous items not included in DOW	.EIC/4/50	50 kg loaded in CPT4
FIL	Undeveloped Film/Unexposed film	.FIL/3	CPT3
FKT	Flight Kit	.FKT/53/450	450 kg loaded in section 53
HEA	Heavy cargo (above 150 kg per piece)	.HEA/2/216	216 kg loaded in CPT2
HEG	Hatching eggs	.HEG/32L	ULD position 32L
HUM	Human remains in Coffins	.HUM/42P/210	210 kg loaded in 42P
ICE	Carbon dioxide, Dry ice	.ICE/11R	Loaded in 11R
LHO	Live Human Organs/Blood	.LHO/2	Loaded in CPT2
MAG	Magnetized material	Not to be used	Not mentioned in LDM
MOS	Miscellaneous Operational Staff	.MOS/0/2/0	2 seats in B class
NIL	No item loaded		
OBX	Obnoxious deadload	.OBX/12P	Loaded in 12P
PAD	Passenger Available for Disembarkation	.PAD/0/1/5	1 seat in B class, 5 in Y class
PEA	Hunting trophies, skin, ...	.PEA/2	Loaded in CPT2
PEF	Flowers	.PEF/4	.PEF/4
PEM	Meat	.PEM/11P	Loaded in 11P
PEP	Fruit and vegetables	.PEP/3	Loaded in CPT3
PER	Perishable goods	.PER/41P	Loaded in 41P
PES	Seafood/Fish for human consumption	.PES/1	Loaded in CPT1
R...	Dangerous goods	.RNG/31L	Loaded in 31L
RRY	Radioactive Category II and III	.RRY/41P/6PT4	Sum of Transport Indexes = 6.4
SOC	Seats occupied by baggage, cargo, mail	.SOC/6/12	6 seats in F/B class, 12 in Y class
VAL	Valuable cargo	Not to be used	
WET	Wet materials not packed in watertight	.WET/41R	Eg : fish packed in wet ice
XPS	Priority small package	.XPS/41P	

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## 8.10 LOADSHEET

### 8.10.1 General Information

The loadsheet is a document prepared and signed by the loadsheet agent at the departure airport. This form gives information about the weight of the aircraft as well as the distribution of the load in the different cargo holds. In case of multi-sector flights, the weight that must be unloaded at the different stations is indicated.

The loadsheet allows to check, before each departure, that the weight of the shipment is consistent with the structural limitations of the aircraft. The loadsheet must reflect the actual state of the aircraft before takeoff. It is often necessary to adjust it after completion to take into account Last Minutes Changes (LMC).

The loadsheet must be issued in not more than four-fold, distributed as follows:

- one copy for the aircraft, delivered to the Chief purser
- one copy for the departure station file
- one copy for the carrier, delivered to the Captain

IATA AHM 516 gives recommendations about the kind of information that must appear on a loadsheet, which can be manual or computerized (EDP loadsheet).

Note: So that crew may carry out checks in good time, the loadsheet shall be delivered to the Captain at least five minutes before the estimated off block time (EOBT).


### 8.10.2 Manual loadsheet

BH Air operates paper less cockpit concept and manual loadsheet form doesn't applicable. In case of DCS / Load control system failure or not available the handling agent shall provide complete passenger and load figure to the Captain and electronic loadsheet will be prepared by the cockpit crew on board of the aircraft.

All BH Air's fleet has printers available on board and printout of the loadsheet produced by the crew will be left to the handler at the departure station

### 8.10.3 EDP Loadsheet

With computerized Load control systems, cargo, mail and passenger boarding information are interconnected. EDP loadsheets can be issued very quickly at the last minute, generally besides the aircraft. That's why it is advisable to adjust passenger and load figures before the final version is printed or sent to the aircraft. This enables to avoid Last Minute Changes on the loadsheet.

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According to IATA AHM 517, an EDP loadsheet must look like the following example:

**EDP loadsheet example**

```

B H AIR

LOADSHEET      CHECKED BY      APPROVED      EDNO
ALL WEIGHTS IN KG                               01

FROM/TO FLIGHT  A/C REG VERSION  CREW  DATE TIME
SOF VAR BGH001/02 LZAWA C24Y242  2/8  02MAY15 1124
                WEIGHT      DISTRIBUTION
LOAD IN COMPARTMENTS  2080 1/640 2/480 3/480 4/480 5/0 0/0
PASSENGER/CABIN BAG  22078 266/0/0/0  TTL 266 CAB 0
                PAX 24/242
TOTAL TRAFFIC LOAD  24158
DRY OPERATING WEIGHT  121284
ZERO FUEL WEIGHT ACTUAL 145442 MAX 170000 L ADJ

-----
TAKE OFF FUEL      15000
TAKE OFF WEIGHT ACTUAL 160442 MAX 230000  ADJ

-----
TRIP FUEL          5000
LANDING WEIGHT ACTUAL 155442 MAX 182000  ADJ

-----
BALANCE AND SEATING CONDITIONS  LAST MINUTE CHANGES
DOI 104.95          DEST SPEC  CL/CPT + - WEIGHT
LIZFW 120.81 MACZFW 29.93
LITOW 122.31 MACTOW 29.79
LILAW 112.81 MACLAW 27.84

STAB TO 02.7 UP
SEATING
0A/24 0B/131 0C/111

UNDERLOAD BEFORE LMC  24558      LMC TOTAL + -

LOADMESSAGE AND CAPTAINS INFORMATION BEFORE LMC
BW 119404 KGS      BI 108.25

PANTRY A EUROPEAN  1110/-01.1

NOTOC - NIL

LDM
BGH001/02.LZAWA.C24Y242.2/8
-VAR.266/0/0/0.0.T2080.1/640.2/480.3/480.4/480
.PAX/24/242.PAD/0/0
SI VAR B/NIL.C/NIL.M/NIL.E/NIL

REMARKS:
CARGO LOADER REQUIRED

```

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#### 8.10.4 CONFIGURATIONS, VERSIONS, CREW SEATING ETC.

The number of seats installed in the passenger cabin determines the aircraft CONFIGURATION

In addition to these seats, the aircraft is provided with a certain number of CREW SEATS located:

- in the COCKPIT , for flight deck crew
- in the passenger cabin (FOLDING SEATS), for flight attendants

For various reasons crew may have to use one or more passenger seats for various reasons: insufficient crew seats, rest, special duties, etc.

On certain aircraft, routes and/or legs, the SEATS BLOCKED for crew on-duty are clearly DEFINED, as established by specific agreements, in other circumstances, one or more passenger seats are blocked each time (see BH Air AHM565)

The number of SEATS AVAILABLE for passengers and the service classes programmed for the route determine the VERSION of the aircraft:

Example: 10C126Y means: Business Class 10 seats Economy Class 126 seats

Of all possible aircraft versions, relating to the routes and/or leg to be flown, only certain VERSION are considered for passenger check-in and balance operations.

It may however occur that, owing to traffic agreements, operational reasons, etc. the number of PASSENGER SEATS AVAILABLE or SEATS FOR SALE on particular routes or legs, be lower than what is indicated in the applicable version.

Catering on board of the aircraft can vary depends of the type of operations and respective services required appropriate pantry code published in BH Air's AHM565 shall be used because pantry weight and distribution on galleys affects DOW and DOI.

#### 8.11 CREW WEIGHT CALCULATION

On load and weight and balance documents, the weight of on-duty crew members shall be calculated using the following standard values (see BH Air AHM565):

Cockpit 85 kg, baggage included.

Cabin 75 kg, baggage included.

This weight shall be used for each crew member (cockpit crew and cabin attendants) entered in the "crew" box. Crew baggage weight is included in the mentioned above crew weights.

On-duty crew members are NOT included in the "dry operating weight & index" (DOW/DOI)

**Note:** *In the event of there not being enough crew seats, one or more crew members may have to occupy passenger seats, in this case XCR code/information must be entered in the loadsheet "remarks".*

## 8.12 PASSENGER WEIGHT CALCULATION

On loading and weight and balance documents, passenger weight shall be worked out, as a rule, on the basis of the following standard unit values

	All flights except Holiday charters	Holiday charters
Adult Male	88 kg	83 kg
Adult Female	70 kg	69 kg
Child	35 kg	35 kg
Infant	10 kg	10 kg

These weights include cabin baggage weight (see BH Air AHM565).

## 8.13 REGISTERED /HOLD/ BAGGAGE WEIGHT CALCULATION

For all flights the registered baggage weight must be calculated on the basis of the actual weight.

For security reasons, the number of baggage items actually loaded per destination must be entered in the "SI" box of the loadsheet.

In the event of "rush" baggage being loaded, it should:

- be entered on the loadsheet on the basis of actual weight,
- be highlighted in the "SI" box of the loadsheet.

The number of baggage items loaded must correspond to the number of baggage items checked-in plus any "rush" labeled.


### 8.13.1 Non-standard Passenger and Baggage Weights

Any flight identified as exclusively carrying passengers whose weights are expected to fall outside the standard passenger weight, e.g. fully equipped military personnel or athletic teams, the passenger weight shall be determined either by weighing or by requesting the passenger to provide their individual weights.

The load sheet must be endorsed to show whether actual weights or weights provided by the passengers were used. Include the total passenger weight and his endorsement in the SI part of the load message.

If passengers are scale weighed, they shall be asked to carry their personal articles and unchecked baggage while being weighed.

Where such a passengers are exceptions and forms only a slight part of the total passenger load, the total passenger weight may be calculated using either actual weights or standard weights as mixture of both methods is not acceptable. If standard weights are used, an arbitrary adjustment to the passenger weight must be included in the total passenger weight and any balance implications have to be considered.

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When passengers are asked to provide their personal weights, a weight constant being specified by the carrier must be added to account for clothing, personal articles and unchecked baggage.

An identifiable group, e.g. sport team, music band, medical or humanitarian crew may have a substantial amount of equipment in addition to regular checked baggage. Since this is defined as non-standard baggage, it must be weighed.

Where standard baggage weights are used, the difference between the actual weight of the group baggage and the standard weights must be included in the total baggage weight and any balance implications must be accounted.

Ground handling provider shall have a procedures for identification and communication to load control of:

- 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 office.

When passenger carry baby buggy or hand baggage with label "Delivery at aircraft" ramp agent must inform loadcontrol and must be entered in the "SI" box of the loadsheet. Such information must be noted in the LDM message.

#### **8.14 LAST MINUTE CHANGES (LMC)**

Any changes made after the loadsheet has been issued are defined as "last minute changes" (LMC). LMC shall be accepted 15 minutes before scheduled departure. The appropriate documents shall be corrected and signed by the agent and the Pilot in Command PIC.

The Last Minute Change shall not exceeded the weight value specified in AHM565. If LMC weight value specified is exceeded a new loadsheet and balance table shall be prepared and dully signed by the handling agent and PIC.

#### **8.15 Flight Documentation List**

The following documentation is required for each individual flight departure and must be stored for a period not less than 3 months after each flight operated. If necessary for administrative or legal process the storage period can be longer:

- loading instructions/report;
- loadsheet;
- balance chart (if manual);
- flight plan;
- yellow copy of TSLP (Technical Logbook), if not withhold by Line Maintenance (in case of lack of technical assistance);

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- passengers manifest;
- copy of cargo documents and cargo manifest;
- NOTOC (if required);
- post flight messages.

	<p style="text-align: center;">AIRCRAFT DATA</p>	<p style="text-align: center;">Issue 07 Rev 02</p>	<p style="text-align: center;">9-1/ 8</p>
		<p style="text-align: center;">22/03/2024</p>	

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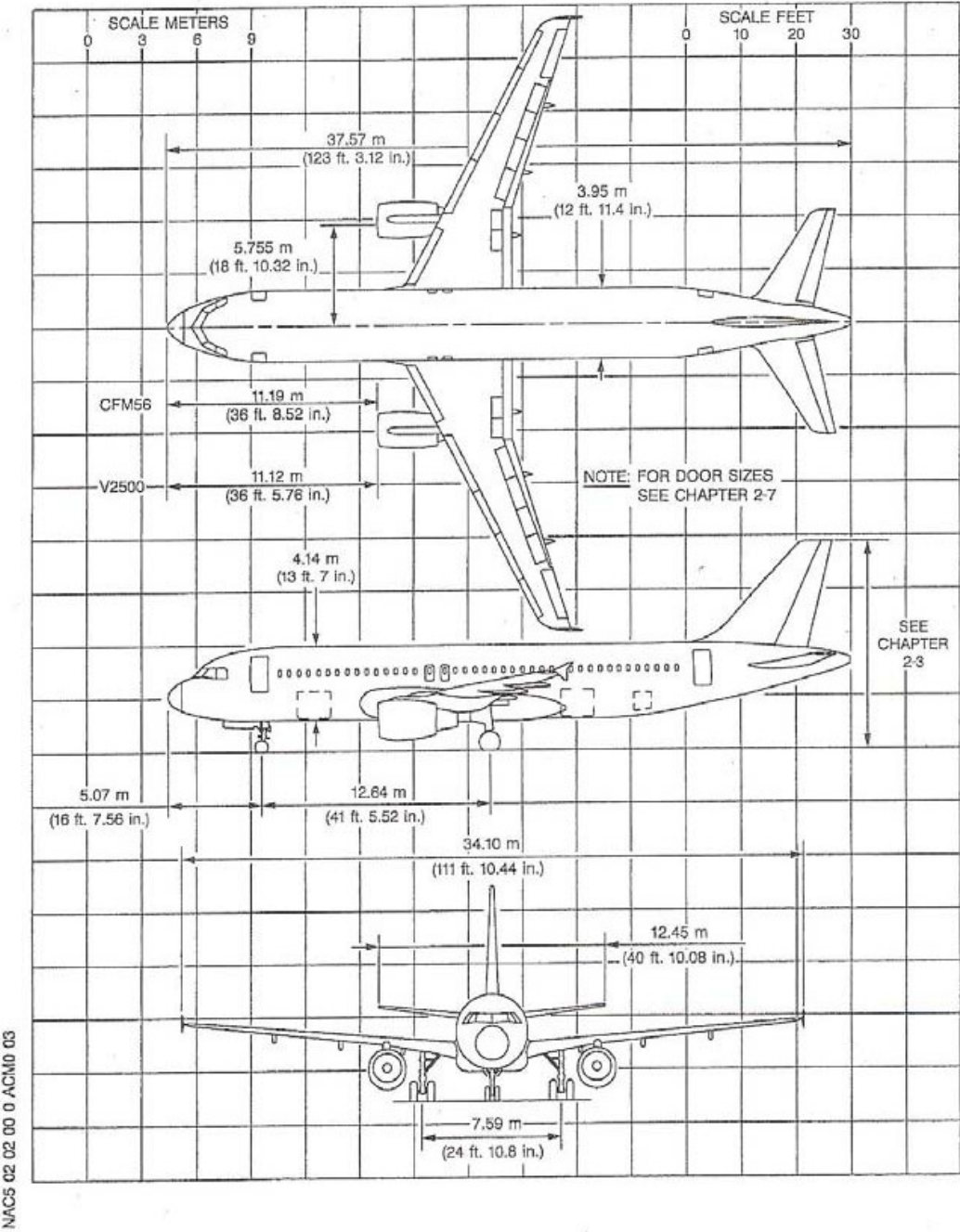
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9.1 AIRBUS A320

9.1.1 Aircraft Dimensions



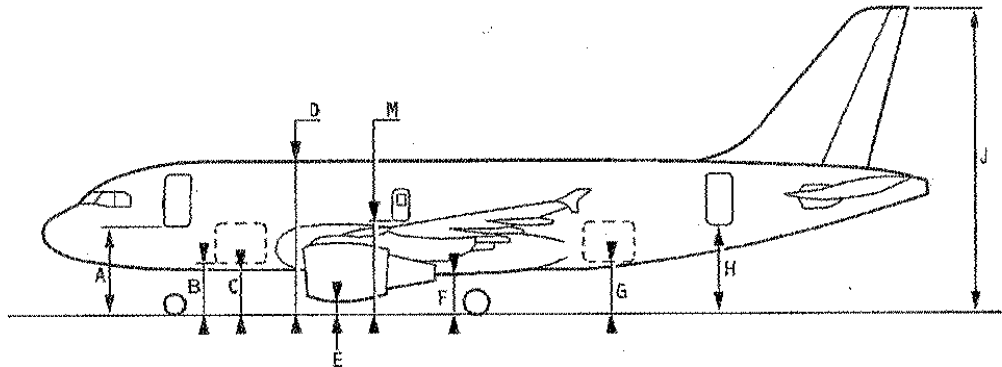
AIRPLANE CHARACTERISTICS



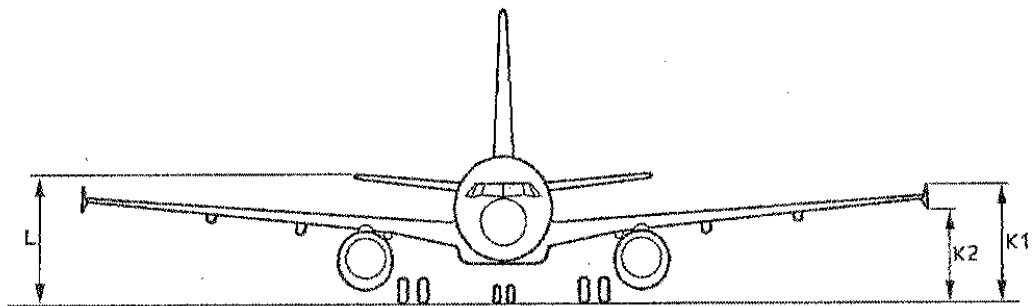
General Airplane Dimensions

**A319**

**AIRPLANE CHARACTERISTICS**



**NOTE:** POINTS A, B, M, G AND H ARE MID DOOR AT FLOOR LEVEL  
POINTS C AND D ARE EXTREMES OF STRAIGHT PORTION  
ON FUSELAGE, POINT F IS THE BELLY FAIRING.



	OPERATING WEIGHT EMPTY 39.358 T CG 22.218%		MAXIMUM RAMP WEIGHT 70.4 T CG 21.0%		MAXIMUM RAMP WEIGHT 70.4 T CG 37.5%		AIRCRAFT * ON JACKS	
	m	ft	m	ft	m	ft	m	ft
A	3.45	11.33	3.38	11.09	3.45	11.32	4.10	13.45
B	2.09	6.85	2.01	6.58	2.05	6.74	2.68	8.79
C	1.86	6.09	1.77	5.80	1.80	5.89	2.44	8.00
D	6.00	19.67	5.91	19.39	5.94	19.48	6.58	21.58
E	0.67	2.19	0.58	1.90	0.60	1.98	1.25	4.10
F	1.71	5.61	1.62	5.31	1.63	5.33	2.26	7.41
G	2.25	7.39	2.14	7.01	2.09	6.85	2.68	8.79
H	3.73	12.24	3.60	11.82	3.51	11.52	4.10	13.45
J	12.17	39.92	12.02	39.43	11.87	38.95	12.45	40.84
K1	4.83	15.84	4.71	15.46	4.66	15.30	5.27	17.28
K2	3.85	12.65	3.74	12.27	3.69	12.11	4.30	14.11
L	5.51	18.08	5.36	17.60	5.23	17.14		
M	3.96	13.00	3.87	12.68	3.87	12.70		

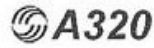
MODEL 112 AT 70.4 MAXIMUM RAMP WEIGHT

**NOTE:** COLUMN E REFERS TO CFM 56 ENGINE.

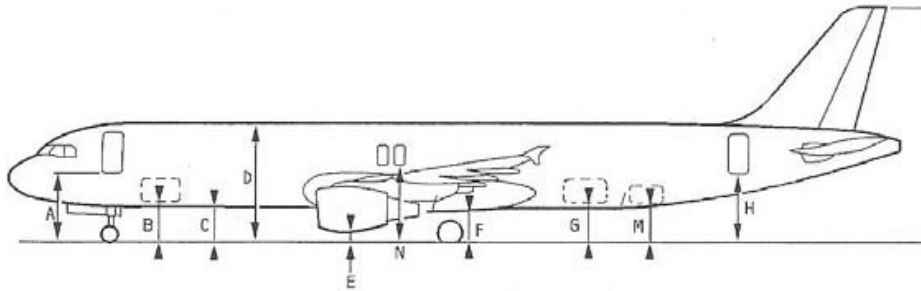
\* THESE FIGURES WILL GIVE AN AIRCRAFT CENTERLINE (C/L) AT 4600 MM.

NAC8 02 03 00 0 AAMP9 02

9.1.2 Ground clearance data



AIRPLANE CHARACTERISTICS



NOTE: POINT 'K' IS THE BOTTOM OF THE WING TIP FENCE.  
POINT 'M' IS AN OPTION.



	OPERATING WEIGHT EMPTY		MAXIMUM RAMP WEIGHT FORWARD CG		MAXIMUM RAMP WEIGHT AFT CG		AIRCRAFT ON JACKS *		
	m	ft	m	ft	m	ft	m	ft	
A	3.47	11.39	3.39	11.12	3.48	11.42	4.11	13.48	
B	2.09	6.86	2.01	6.59	2.07	6.79	2.70	8.86	
C	1.86	6.20	1.77	5.81	1.81	5.94	2.43	7.97	
D	6.00	19.69	5.91	19.39	5.96	19.52	6.58	21.59	
E	CFM56	0.68	2.23	0.59	1.94	0.61	2.00	1.24	4.07
	V2500	0.78	2.56	0.68	2.23	0.71	2.33	1.83	6.00
F	1.72	5.64	1.62	5.32	1.63	5.35	2.26	7.42	
G	2.25	7.38	2.13	6.99	2.08	6.82	2.70	8.86	
H	3.73	12.24	3.60	11.81	3.48	11.42	4.11	13.48	
J	12.14	39.83	12.00	39.37	11.83	38.81	12.45	40.85	
K	4.04	13.26	3.92	12.86	3.87	12.70	4.49	14.73	
L	5.57	18.28	5.42	17.78	5.25	17.23	5.87	19.26	
M	2.51	8.24	2.38	7.81	2.30	7.55	2.92	9.58	
N	3.96	12.99	3.87	12.70	3.87	12.70	4.50	14.76	

\*NOTE: THESE FIGURES WILL GIVE AN AIRCRAFT CENTERLINE (C/L) OF 4600 MM.

Ground Clearances

	<p style="text-align: center;">AIRCRAFT DATA</p>	<p>Issue 07 Rev 02</p>	<p style="text-align: right;">9-6/ 8</p>
		<p>22/03/2024</p>	

### 9.1.3 Passenger Cabin

#### 9.1.3.1 Features

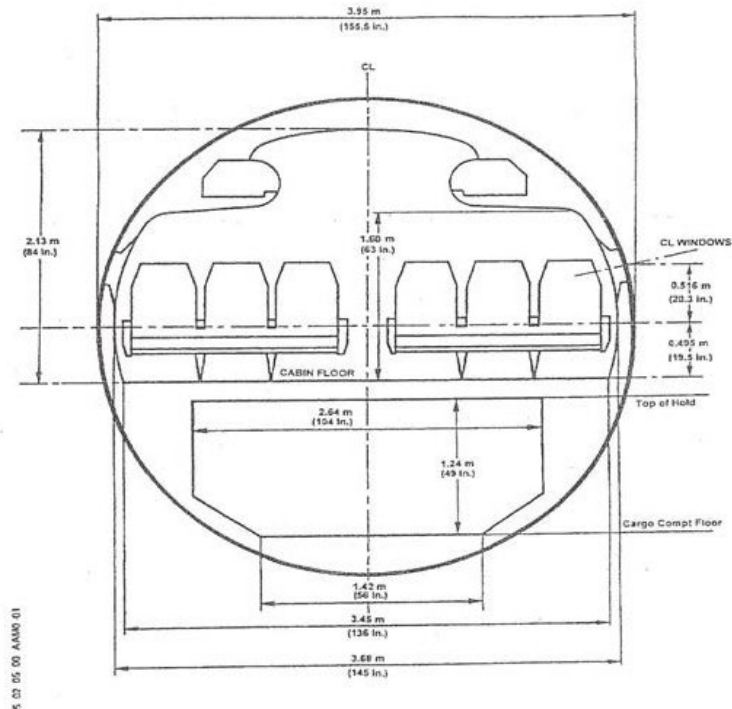
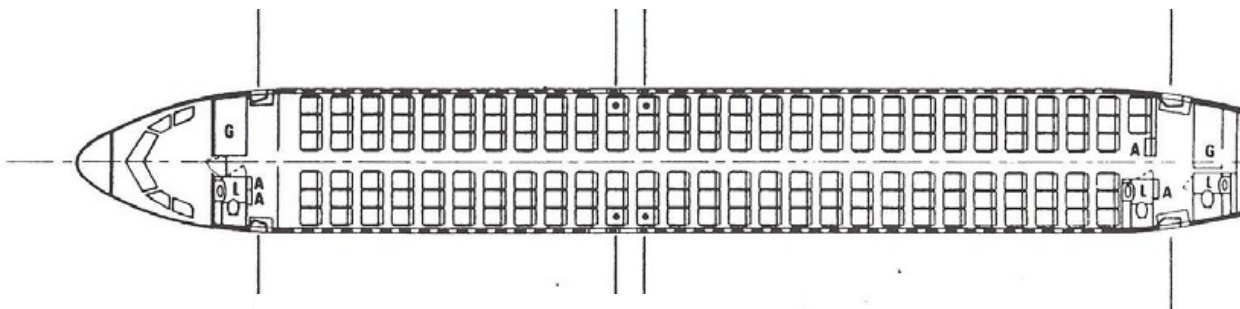
The configurations adopted by BH Air for the Airbus A320 family are properly described in BH Air AHM565 where all possible versions per aircraft are shown.

The cabin doors are four: one forward on the left side for passengers and crew members, one forward on the right side for pantry operations (no objection to the boarding of the incapacitate passenger through this door), and two in the aft cabin for pax and crew as well.

For the emergency purposes, in addition to these doors, the aircraft is equipped with four exits in correspondence with the wings. In the related seats (see AHM565 seat layout) is not allowed to accommodate handicapped passengers. Furthermore these seats are inhibited to passengers with infant and/or unaccompanied minors.

#### 9.1.3.2 Examples Passenger Cabin Seat Map

-A320

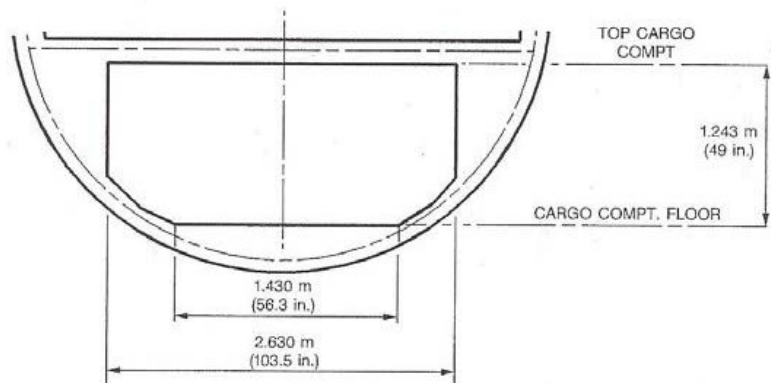
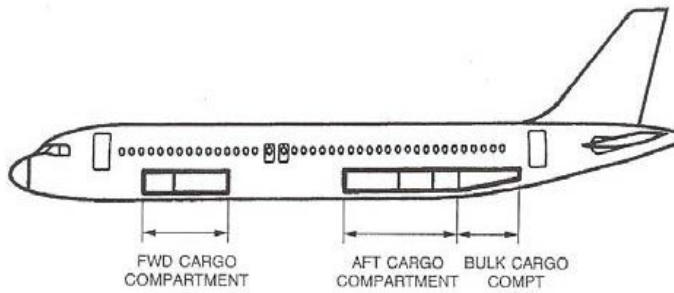
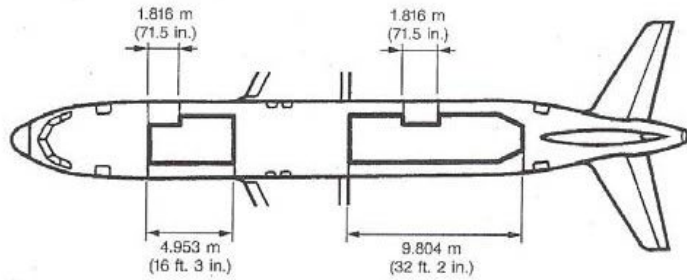


**9.1.4 Holds**

The Airbus A320 family has two holds: one forward and one aft (for the bulk loading baggage and cargo. They are located in the lower lobe.



AIRCRAFT CHARACTERISTICS

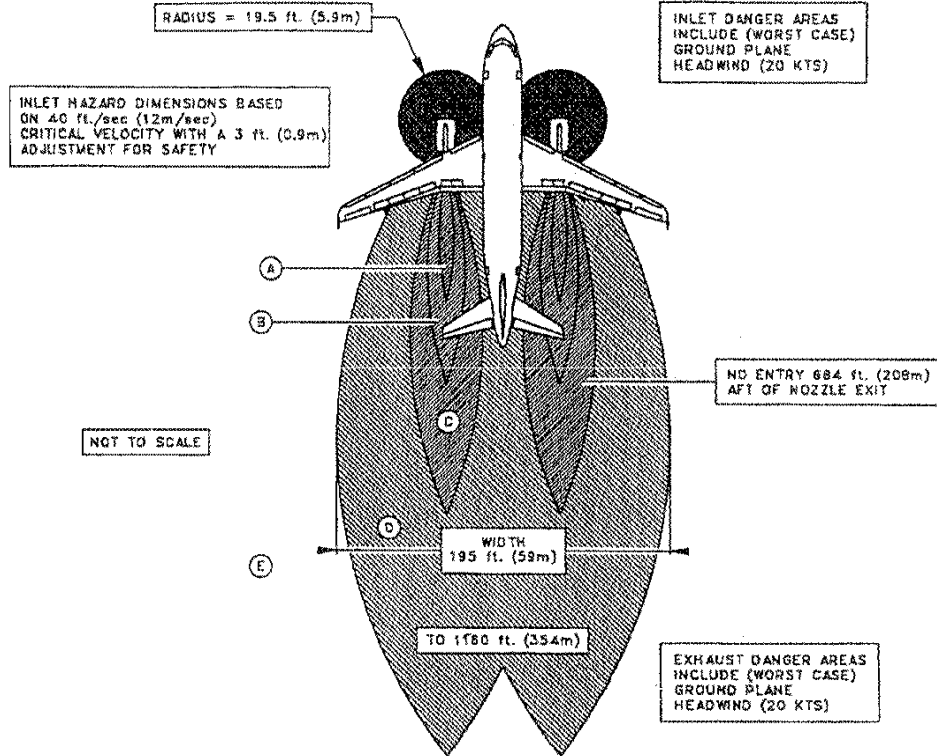


Lower Deck Compartments  
Cargo

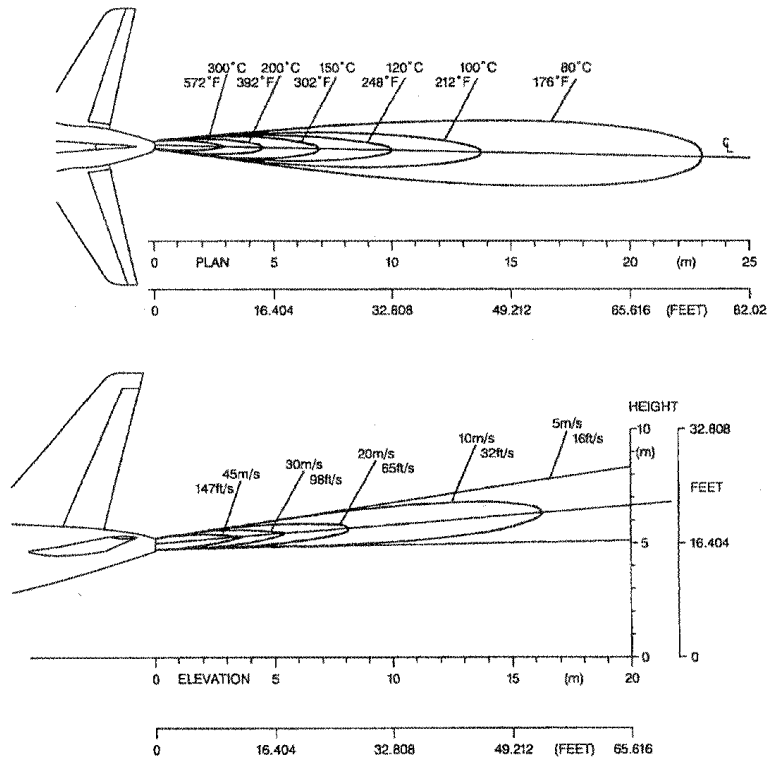
MAC5 02 06 01 0 AAM10 01

### 9.1.5 Aircraft Engines Hazard Areas

#### 9.1.5.1 Engine Hazard Areas



#### 9.1.5.2 APU Exhaust Wakes



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**10.1 GENERAL**

An existence of communication facilities is mandatory for the normal operations. BH Air uses the following facilities for urgent and normal communications:

- SITA
- E-mail
- Facsimile

BH Air will check via Quality Audit that required communication are installed and available to all the staff involved in the operational messaging.

Ground handling agent must find alternative ways of communication to inform BH Air operations centre in case of failure of station facilities/communication systems.

**Addressing**

All operational messages must be copied to SOFBHXH and SOFSDXH.

All stations must be provide a fulfilled addressing list for standard IATA messages which will be distributed by the Ground operations department to all other stations related in the ground operations of BH Air aircrafts.

Please following addressing form to be filled in and sent to Mr. Trayan Peshev – Manager Ground Operations: e-mail: [trayan.peshev@bhairlines.com](mailto:trayan.peshev@bhairlines.com)

**ADDRESSING LIST FOR STANDARD OPERATIONAL**

**MESSAGES for ..... AIRPORT.....**

**Movement Messages**

All MVT msg (incl. DLY msg).....

CGO-A/C additional to N/A

**Passenger Handling Messages**

PNL/ADL/SAL/SOM .....

PTM .....

PSM .....

VIP .....

FIM .....

IFM .....

**Load Control Messages**

Loadplanning msg .....

Loadmessage .....

**ULD Handling Messages**

UCM (ULD) controlmessage

SCM (stock control message)

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**Aircraft Handling Messages**

- HEA-Advice .....
- Supporting Equipment/  
return shipments .....
- Container/Pallet msg "CPM"  
Ground Equipment .....

**Baggage Handling Messages**

- General msg .....
- Mishandled baggage .....
- Lost Property .....
- Central Baggage Tracing .....

The above information is provided by :.....

*Remark: Information provided in other formats e.g. local station contact list, is also acceptable if consists with complete information regarding messages.*

**10.2 AIRCRAFT MOVEMENT MESSAGES (MVT)**

Aircraft movement messages (MVT) serve the purpose of controlling the punctual operation and regularity of all BH Air aircrafts. Messages should be composed in accordance with IATA standard format and dispatched immediately, after a departure or arrival of a flight or whenever a delay occurs. MVT messages are extremely important for the coordination of aircraft and crew rotations and normal operations to be followed by the airline.

MVT message types are:

- Departure Message
- Arrival Message
- Delay Message
- Delayed take-off Message
- Return to Ramp Message
- Return from Airborne Message

The Departure, Arrival and Return messages must be sent immediately following departure or arrival of an aircraft.

Delay message must be sent as soon as it is expected or it occurs that departure of an aircraft is delayed.

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## Details for Sending of Delay Messages

Delay message shall be sent:

- When a delay of 15 minutes is expected with respect to the scheduled time of departure;
- When a further delay of 15 minutes is expected with respect to the modified departure time previously communicated;
- When after 15 minutes have elapsed from the scheduled or delayed time of departure, the aircraft is still at the parking stand because not ready to start up;
- When the station or operation centre are informed by the Captain of the aircraft that engine start-up will be authorized with more than 15 minutes delay with respect to the scheduled or delayed time of departure;
- When the station or operation centre is informed by the Captain that take-off will be authorized after a wait at the runway/apron of more than 15 minutes.

The delay message must state the estimated time of departure (ED), the delay-code(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.

### List of Delay Codes:

LIST of delay codes TO BE USED IN AIRCRAFT MOVEMENT AND DIVERSION MESSAGES according to IATA AHM 730

#### Airline Internal

00-05 These codes are intentionally left blank

#### Others

06 OA NO GATE/STAND AVAILABILITY DUE TO OWN AIRLINE ACTIVITY

09 SG SCHEDULED GROUND TIME LESS THAN DECLARED MINIMUM GROUND TIME

#### Passenger and Baggage

11 PD LATE CHECK-IN, acceptance after deadline

12 PL LATE CHECK-IN, congestion in check-in area

13 PE CHECK-IN ERROR, passenger and baggage

14 PO OVERSALES, booking errors

15 PH BOARDING, discrepancies and pageing, missing checked-inpassengers

16 PS COMMERCIAL PUBLICITY/PASSENGER CONVENIENCE, VIP, press, ground meals and missing personal items.

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17 PC CATERING ORDER, late or incorrect order given to supplier

18 PB BAGGAGE PROCESSING, sorting etc.

### **Cargo**

21 CD DOCUMENTATION, errors etc.

22 CP LATE POSITIONING

23 CC LATE ACCEPTANCE

24 CI INADEQUATE PACKING

25 CO OVERSALES, booking errors

26 CU LATE PREPARATION IN WAREHOUSE

**Mail Only Codes 27-29 are referred to mail only and they are not applicable- BH Air do not carry mail**

27 CE DOCUMENTATION, PACKING ETC.

28 CL LATE POSITIONING

29 CA LATE ACCEPTANCE

### **Aircraft and Ramp Handling**

31 GD AIRCRAFT DOCUMENTATION LATE/INACCURATE, weight and balance, general declaration, pax manifest, ect.

32 GL LOADING/UNLOADING, bulky, special load, cabin load, lack of loading staff

33 GE LOADING EQUIPMENT, lack of or breakdown, e.g. container pallet loader, lack of staff

34 GS SERVICING EQUIPMENT, lack of or breakdown, lack of staff, e.g. steps.

35 GC AIRCRAFT CLEANING

36 GF FUELLING/DEFUELLING, fuel supplier

37 GB CATERING, late delivery or loading

38 GU ULD, lack of or serviceability

39 GT TECHNICAL EQUIPMENT, lack of/or breakdown, lack of staff, e.g. push-back

### **Technical and Aircraft Equipment**

41 TD AIRCRAFT DEFECTS

42 TM SCHEDULED MAINTENANCE, late release

43 TN NON-SCHEDULED MAINTENANCE, special checks and/or additional works beyond normal maintenance schedule

44 TS SPARES AND MAINTENANCE EQUIPMENT, lack of or breakdown

45 TA AOG SPARES, to be carried to another station

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46 TC AIRCRAFT CHANGE, for technical reasons

47 TL STAND-BY AIRCRAFT, lack of planned stand-by aircraft for technical reasons

48 TV SCHEDULED CABIN CONFIGURATION/VERSION ADJUSTMENTS

**Damage to Aircraft**

51 DF DAMAGE DURING FLIGHT OPERATIONS, bind or lightning strike, turbulence, heavy or overweight landing, collision during taxiing

52 DG DAMAGE DURING GROUND OPERATIONS, collisions (other than during taxiing) loading/offloading damage, towing, extreme weather conditions

**EDP/Automated Equipment Failure**

55 ED DEPARTURE CONTROL

56 EC CARGO PREPARATION/DOCUMENTATION

57 EF FLIGHT PLANS

**Flight Operations and Crewing**

61 FP FLIGHT PLAN, late completion or change of, flight documentation

62 FF OPERATIONAL REQUIREMENTS, fuel, load alteration

63 FT LATE CREW BOARDING OR DEPARTURE PROCEDURES other than connection and standby (flight deck or entire crew)

64 FS FLIGHT DECK CREW SHORTAGE, sickness, awaiting standby, flight time limitations, crew meals, valid visa, health documents, etc

65 FR FLIGHT DECK CREW SPECIAL REQUEST, not within Operational require

66 FL LATE CABIN CREW BOARDING OR DEPARTURE PROCEDURES, other than connection and stand-by

67 FC CABIN CREW SHORTAGE, sickness, awaiting standby, Flight Time Limitations, crew meals, valid visa, health documents, etc.

68 FA CABIN CREW ERROR OR SPECIAL REQUEST, not within Operational requirements.

69 FB CAPTAIN REQUEST FOR SECURITY CHECK, extraordinary

**Weather**

71 WO DEPARTURE STATION

72 WT DESTINATION STATION

73 WR EN ROUTE OR ALTERNATE

75 WI DE-ICING OF AIRCRAFT, removal of ice and/or snow, frost prevention excluding unserviceability of equipment

76 WS REMOVAL OF SNOW, ICE, WATER AND SAND FROM AIRPORT

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77 WG GROUND HANDLING IMPAIRED BY ADVERSE WEATHER CONDITIONS

**Air Traffic Flow Management Restrictions**

- 81 AT ATFM DUE TO ATC EN-ROUTE DEMAND/CAPACITY, standard demand/capacity problems
- 82 AX ATFM DUE TO ATC STAFF/EQUIPMENT EN-ROUTE, reduced capacity caused by industrial action or staff shortage or equipment failure, extraordinary demand due to capacity reduction in neighboring area
- 83 AE ATFM DUE TO RESTRICTIONS AT DEPARTURE AIRPORT, airport and/or runway closed due to obstructions, industrial action, staff shortage, political unrest, noise abatement, night curfew, special flights.
- 84 AW ATFM DUE TO WEATHER AT DESTINATION

**Airport and Governmental Authorities**

- 85 AS MANDATORY SECURITY
- 86 AG IMMIGRATION, CUSTOMS, HEALTH
- 87 AF AIRPORT FACILITIES, parking stands, ramp congestion, lighting, buildings, gate limitations, etc.
- 88 AD RESTRICTIONS AT DESTINATION AIRPORT, airport and/or runway closed due to obstructions, industrial action, political unrest, noise abatement, night curfew, special flights.
- 89 AM RESTRICTIONS AT AIRPORT OF DEPARTURE WITH OR WITHOUT ATFM RESTRICTIONS, including Air Traffic Services, start-up and push-back, airport and/or runway closed due to obstruction or weather (restriction due to weather in case of ATFM regulation only, else refer to code 71 (WO), industrial action, staff shortage, political unrest, noise abatement, night curfew, special flights

**Reactionary**

- 91 RL LOAD CONNECTION, awaiting load from another flight
- 92 RT THROUGH CHECK-IN ERROR, passenger and baggage
- 93 RA AIRCRAFT ROTATION, late arrival of aircraft from another flight or previous sector
- 94 RS CABIN CREW ROTATION, awaiting cabin crew from another flight
- 95 RC CREW ROTATION, awaiting crew from another flight (flight deck or entire crew)
- 96 RO OPERATIONS CONTROL, re-routing, diversion, consolidation, aircraft change for reasons other than technical

**Miscellaneous**

- 97 MI INDUSTRIAL ACTION WITHIN OWN AIRLINE
- 98 MO INDUSTRIAL ACTION OUTSIDE OWN AIRLINE excluding A.T.S.

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99 MX This code shall be used only when it is clear that a reason cannot be matched to a code above (explain in SI section)

**Examples of MVT messages:**

QU SOFBHXH SOFSDXH LGWTO1B FRAKOXH SOFKOXH SOFKLXH

.FRASELH 1B/111018 49032 APR05

MVT

BGH2438/11.LZBHD.FRA

AD110956/111015 EA1205 SOF

DL87/0006

PX126

**10.3 LOAD MESSAGE (LDM)**

**10.3.1 General Information**

The main purpose of the Load message, (LDM) is to warn the next/transit station in advance of traffic load continuing on the same flight, so that all necessary operations for arrival/departure of the next leg may be planned. LDM provides the handling agent at the destination airport with information required for an adequate planning of personnel, equipment and handling activities.

In some cases, the message can also be used to:

- prepare catering requests in good time
- prepare operating information in good time

The text of the LDM consists of data inserted in the shaded boxes of the manual loadsheet, which is designed in such a way as to allow easy, formatted forwarding of messages.

The LDM must be sent immediately after takeoff; a delay in sending the message could cause serious problems at the next station

The text of the LDM must be exact; it shall therefore be checked after transmission and, if necessary, a second corrected message shall be sent

The LDM must be addressed according to the addressing list for standard operational IATA messages .

One of the most important data of the message is the correct flight indicator.

**Examples:**

QU SOFSDXH SOFKLXH LGWL CXH LGWOPXH LGWFFXH LGWOOXH  
LGWOCXH

. SOFBHXH 1B/110456

LDM

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BGH5495/11.LZBHB.M147.2/5

-LGW.60/74/10/2.0.T2554.1/850.4/1704.B2545.CNIL.M9.ENIL

.PAX/144.PAD/0

SI CAPT/IVANOV

TTLBAG/157PCS

**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.**

## 10.4 PASSENGER HANDLING MESSAGES

### 10.4.1 Passenger Service Message (PSM)

Passenger Service Message is the message to inform the disembarking/transfer stations of any passengers carried on a flight who require assistance or special handling.

PSM, must be dispatched after departure of the flight.

On stations where DCS system is available the message is send automatically.

#### **Example:**

.EMAKKSA

PSM

BGH5506/29 JUL

BOJ JAMES/MRS 01C WCHR

The seat number of pap 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 traveling 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

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#### 10.4.2 Passenger Transfer Message (PTM)

Passenger Transfer Message is to inform enroute stations of transfer passengers and their checked baggage. PTM, must be dispatched after departure of the flight. As BH Air currently operates charter flights PTM message is not applicable.

#### 10.4.3 Seat Occupied Message (SOM)

Seat Occupied Message is to inform the next downline station of seats occupied on the aircraft.

SOM, must be dispatched after check-in completed for the flight. On stations where DCS system is available the message is send automatically.

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.

**Example:**

```
.BOJKKXH
SOM
BGH4322/02JUL ZRH
-VAR. 01AB 02A 03F 04A 05F 12ABEF 14EF
-BOJ. 06AB A5A 17A 19AB 20CDEF
PROT EX
SI
SOC
-VAR. NIL
-BOJ. NIL
END SOM
```

#### 10.5 MESSAGES FOR CARGO HANDLING

For all cargo shipments a FFM has to be dispatched, indicating air waybill number, number of pieces, weight, nature of goods and the equipment used for loading. The FFM has to be copied to:

- airport of destination
- BH Air station operations centre
- cargo agent at destination airport

BH Air requires that information provided to the Captain of flight which transports dangerous goods shall be available at BH Air flight dispatch office until the aircraft transporting dangerous goods has arrived at the

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destination airport. For this purpose each handling or cargo agent shall send scanned copy of Notification to the Captain for special load /NOTOC/ which is duly signed by the load coordinator and captain of the flight to BH Air Flight dispatch officer on duty at:

Phone: +359 2 447 6313

Mobile: +359 887 316266

Mobile2: +359 988 176913

Fax: +359 2 980 1432

Email: [ops@bhairlines.com](mailto:ops@bhairlines.com)

SITA: SOFBHXH

Communication via e-mail is preferable but in case of any communication discrepancies all other alternative communication methods shall be used.

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## 11. SECURITY

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## 11.1 GENERAL AIRCRAFT SECURITY

It is a requirement that all BH Air passengers and their cabin baggage shall be security screened prior to boarding. Any hazardous articles or offensive weapons: knives, scissors must be removed from the passenger at the security screening point. These items must be labeled with a Limited Release tag and loaded in the aircraft hold or remain at the departure airport for collection when the passenger returns, (label passengers name, return flight number and date and attach to item).

Note: BH Air is not responsible for loss or damage of any hazardous articles/offensive weapon removed from the passengers.

Passengers, once screened, must be kept in a sterile area and not allowed to mix with other, which are not screened. If a passenger leaves that area for any reason or is mixed with other not screened passengers, they must be submitted to a further search before re-entering the sterile area.

The number of bags loaded must correspond with the number checked in, and any discrepancies must be reported to the Captain, who may request the baggage offloaded for identification.

A check of the number of passengers on board must be made prior to departure to ensure the figure corresponds with those checked In. Any missing passengers must be found before the aircraft may depart.

Baggage, Cargo and mail must not be left in an insecure or unattended area at any time.

When an aircraft is left unattended for overnight/layover, all doors passenger cabin and holds must be closed and steps or air-bridges must be removed.

Only authorized personnel shall be permitted on, or near, the aircraft. All persons on/or near an aircraft are obliged to display their identity card, if not they must be challenged.

All checked baggage must be locked and correctly labeled. Cargo loaded must correspond with Cargo manifest.

Catering equipment shall not be left unattended.

Always check holds for any suspicious objects prior to loading.

During passengers boarding and disembarking of aircraft, all passengers must be escorted to/from the aircraft by the handling agent staff.

No passenger may be allowed to board an aircraft, which may cause a disturbance onboard, i.e. Intoxicated/Drugged passenger.

All 'Rush Bags' or 'misrouted bags' must be x-rayed or searched by hand before acceptance.

Company stationary materials, all documents such as tickets, boarding cards, baggage tags etc. must be kept at a secure place.

On transit flights, the handling agent must ensure all transit passengers who disembark, are kept in sterile transit lounge before re-boarding the aircraft.

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## **11.2 BAGGAGE CHECK**

### **11.2.1 Unclaimed Bags**

The following unclaimed bags may, in the absence of a threat and in the absence of other factors which attract suspicion, be retained in baggage reclaim areas:

- Bags whose owner is known, or
- Bags which have clearly been misrouted;
- Rush bags
- Bags which are recorded as lost;

### **11.2.2 Suspicious Bags**

- Unusual odors (smell of almonds or other heavy perfume) which may indicate the presence of explosives;
- Greasy stains (which may indicate the presence of "greasy" or "sweating" explosives);
- Small holes, or protruding wires, string or metal foil (which may indicate a means of arming an explosive device);
- An unbalanced bag, or a bag which seems heavy in relation to its volume;
- Noise emissions (which may indicate the operation of a mechanism designed to arm or detonate an explosive).

## **11.3 SECURITY INTERVIEW PROCEDURES AT CHECK-IN AND DURING BOARDING.**

During passengers/ baggage check-in and boarding the following shall be observed

### **11.3.1 Passenger check-in**

During the check-in the following must also occur:

- The passenger's passport must be checked for its validity, and that the name matches the ticket. Also must be checked for validity of visa if necessary;
- Boarding card to indicate the passengers' name;
- A sequence number is issued to the passenger, annotated on boarding card and baggage tag;
- Baggage Tag number is entered into the check-in computer or recorded manually on the passenger manifest.

All passengers checking-in baggage for BH Air flight shall be asked the following questions:

- Is this your baggage?

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- Did you pack the baggage by yourself?
- Was the baggage under your control all the time?
- Have you got any battery-powered electrical or electronic appliances in your baggage? Any such appliances must be kept in the hand baggage.
- Are you carrying new electrical or electronic device that has not been tested up to now?
- Are you carrying articles/baggage for other people the contents of which you don't know?
- Were you given articles/baggage just before you entered this lounge?

If the given answer is not satisfactory then an airport security officer must be informed.

### **11.3.2 Checked Baggage Security**

Each piece of hold baggage shall be protected against unauthorized access from the point it is accepted for carriage (including off-airport check-in) or screened, whichever is earlier, up until it is loaded into the aircraft hold.

Security measures shall be implemented for storage, handling systems and loading to ensure prevention of unauthorized access, tampering or introduction of prohibited articles into the hold baggage. Screened hold baggage should be kept under surveillance at all times (i.e., CCTV, physical presence).

All hold baggage must be screened before being loaded.

If passengers and crew members are required to personally identify their hold baggage before loading, do not load any baggage not identified.

Ensure there is no opportunity for the exchange of cabin baggage for hold baggage which may contain items to be used in a planned act of unlawful interference.

When screening of hold baggage gives rise to suspicion regarding the contents, the local screening authority will proceed as per local regulations.

### **11.3.3 Transfer Baggage Security**

Screened hold baggage, originating transfer and transit baggage, shall be protected from unauthorized interference by the use of CCTV and/or physical defenses and/or dedicated staff and/or by a proper access control from the point it is screened or accepted into the care of BH Air, whichever is earlier, until departure of the aircraft transporting the baggage. Transfer and transit baggage shall be rescreened unless it has been screened at the point of origin and subsequently protected from unauthorized interference by the use of CCTV and/or physical defenses and/or dedicated staff and/or by a proper access control from the point of

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screening at the originating airport to the departing aircraft at the transfer / transit airport.

Transfer hold baggage may be exempted from screening if:

- it arrives from an EU Member State, unless the Commission or that Member State has provided information that this hold baggage cannot be considered as having been screened to the common basic standards, or
- it arrives from a third country where the security standards applied are recognized as equivalent to the common basic standards
- it arrives from a Member State where the aircraft was in transit from a third country if there is confirmation that the hold baggage was screened in that Member State

#### 11.3.4 Boarding

During the boarding procedures, the following must occur:

- Each passenger boarding card/flight ticket is checked against his or her passport;
- Access to the departure lounge must be controlled once the passengers have been checked, marked off and boarding cards pulled;
- All passengers are escorted to the aircraft;
- The number of passengers checked in must correspond with the number boarded before the aircraft can be allowed to depart.

**Note:** *If passenger is not boarded at the aircraft when the gate is closed and boarding reported completed, his baggage must be offloaded before the flight.*

#### 11.4 BOMB WARNINGS

Bomb warnings may be directed against Bh Air aircraft either:

- **On the ground.**
- **In the air.**

Bomb warning are usually anonymous and communicated by telephone, written warnings are usually intended to be a nuisance, but they may presage an act of terrorism or criminal intent. There may be occasions when passengers checking in make some comments alleging they have a bomb in their luggage.

Each warning must be assessed to determine its significance and the risk which represented, in order that appropriate measures may be implemented.

##### Telephone Bomb Warnings

Experience shows that most bomb warnings originate from a caller to the airport switchboard. Airlines are not always named and it is often from timing that a flight or number of flights can be established as likely targets. In view of this, the Airport

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Authority is usually the communicator of the bomb warning news to the airline operator.

When these warnings are received either by the Airport Authority, Handling Agent or BH Air staff direct, the recipient shall endeavor to obtain as much information as possible about the warning, in order to facilitate assessment of it and the possible identification of the person issuing it.

Stay calm, listen carefully and make a note of the actual words used by the caller and try to take the initiative adopting the following:

- a) Pretend bad hearing, ask for things to be repeated and try to prolong the call.
- b) Check knowledge of the flight by giving false details of flight number, time, destinations etc.
- c) Make out that you think the person is a friend fooling about, refuse to believe the caller.
- d) Keep the caller talking, ask more details, use the following to obtain relevant information.
- e) b) As soon as the warning has been received complete a Bomb Warning form and send it to responsible person shown at the form.

### **11.5 AIRCRAFT OVERNIGHT SECURING**

Prior to overnight or layover parking the aircraft shall be secured according to following standard procedure :

- aircraft will be searched to ensure that there are no persons on board
- aircraft will be parked only in secure area within the airport area
- aircraft will be parked under conditions that permit maximum security
- aircraft doors will be closed, locked and steps removed.

Based on of the risks assessment of an airport where aircraft layover or overnight parking is planned BH Air Security department may require additional security measures and actions to be applied.

At home bases where BH Air maintenance base is approved the maintenance staff is responsible for aircraft overnight securing. For all other stations crew is responsible for monitoring of aircraft overnight securing.

Any suspected breach of above procedures will be reported to BH Air Security department ([security@bhairlines.com](mailto:security@bhairlines.com)).

## 12. APENDIXES

### Appendix 1: table 6.1

<b>Table 6.1—Passenger Services, Ramp Services, Load Control Training Elements</b>		
As specified in GRH 2.2.4, the Operator <i>should</i> have processes to ensure training for ground handling personnel assigned to perform passenger services, ramp services and load control includes the following training elements:		
(I)	<b>Passenger Services:</b>	
	(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;
	(h)	Transfer of Load Information;
	(i)	Transfer, Transit and Connection;
	(j)	Boarding Bridge Operations;
	(k)	Aircraft Cabin Access Doors.
(II)	<b>Ramp Services:</b>	
	(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;

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	(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.
(III)	<b>Load Control:</b>	
	(a)	Aviation Basics;
	(b)	Aircraft Weight [amp;] Balance Principles;
	(c)	Load Planning and Load Sheet;
	(d)	Documentation and Messaging.

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## Appendix 2: Disruptive passenger ground incident report form

### DISRUPTIVE PASSENGER GROUND INCIDENT REPORT FORM

**DISRUPTIVE PASSENGER GROUND INCIDENT REPORT FORM**  
**ДОКЛАД ЗА ПЪТНИК НАРУШИТЕЛ НА ЗЕМЯТА**

**Полет №**                      **Направление:**  
Flight No .....              Flight routing: .....

**Дата:**                      **Време (UTC):**  
Date: .....                      Time (UTC): .....

**Място на инцидента:**  
Location of incident: .....

**Данни за пътника:**  
**Passenger details:**

**Име:**  
Name: .....

**Номер на резервацията:**  
PNR REF: .....

**Класа на пътуване: Първа/Бизнес      Икономическа**

Class of travel: First/Business      Econ  y                     

**Начало на пътуването**  **ранзитен пътник**                        
Originating                      Transit passenger

**Мъж/Male**  **Кена/Female**                       **риблизителна възраст/Estimated age:** .....

**Националност/Nationality:** .....

**Пътуващ/Traveling: Сам/Alone**       **Семейно/With family**       **В**      **група/In**   
group

**Ако е замесен повече от един пътник, моля напишете детайли:**  
If more than one passenger involved please give details:

.....  
.....

Член на програма за лоялни клиенти/Member of frequent flyer programme:

Членска карта № / Membership № .....

**Подробности за инцидента/Incident details:**

**Спори със/Arguing with:**.....

**Обида към/Verbal abuse against:**.....

**Физическо насилие срещу/Physical violence towards:**.....

**Сексуален тормоз на/Sexual harassment of:**.....

**Физическо нападение срещу/Assault against:**.....

**Умишлена повреда на имущество/Deliberate damage to property**

**Отказан достъп до борда от екипажа/Refused boarding by crew**

**Пушене в зона забранена за пушене/Smoking in “No smoking” area**

**Предизвикване на безредици/Creating a disturbance**

**Друго (моля, напишете подробности и при нужда, използвайте допълнителен лист**

Other (please give details and continue on a separate sheet if necessary):

.....  
 .....

**Вероятни допринасящи фактори/Probable contributory factors:**

	<b>Първостепенни фактори</b>	<b>Второстепенни фактори</b>
	Primary factor(s)	Secondary factor(s)

<b>Акохол/Alcohol:</b>	<input type="checkbox"/>	<input type="checkbox"/>
------------------------	--------------------------	--------------------------

<b>Здравни/Medical:</b>	<input type="checkbox"/>	<input type="checkbox"/>
-------------------------	--------------------------	--------------------------

<b>Наличие на затворник/депортиран:</b>	<input type="checkbox"/>	<input type="checkbox"/>
Prisoner/Deportee in transit		

<b>Неудовлетворение от обслужването:</b>	<input type="checkbox"/>	<input type="checkbox"/>
Dissatisfaction with service:		

<b>Разположение на местата на борда:</b>	<input type="checkbox"/>	<input type="checkbox"/>
Seat allocation:		

<b>Претоварване/Недостиг на места:</b>	<input type="checkbox"/>	<input type="checkbox"/>
Overbooking:		

<b>Конфликт с други пътници:</b>	<input type="checkbox"/>	<input type="checkbox"/>
Conflict with other passengers:		

<b>Загубен багаж:</b>	<input type="checkbox"/>	<input type="checkbox"/>
-----------------------	--------------------------	--------------------------

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Mishandled baggage:

**Друго (моля, напишете подробности и при нужда, използвайте допълнителен лист)**

Other (please give details and continue on a separate sheet if necessary):

.....  
.....  
.....

**ОЦЕНКА** Отговорност на земния персонал е да не допусне съзнателно приемане за полет на пътник-нарушител или потенциален пътник-нарушител. Според Вас допускането до борда на този пътник, може ли да създаде ситуация на борда при която:

**ASSESSMENT** It is the responsibility of ground staff to ensure that a disruptive, or potentially disruptive, customer is not knowingly accepted for flight. In your view, would the boarding of this customer have created a situation on board where the:

**ДА/YES НЕ/NO**

- **Да бъде застрашена безопасността на самолета**    
Safety of the aircraft could have been compromised
- **Да има сериозен риск за безопасността на екипажа или другите пътници**    
Safety of the crew or other customers could have been at serious risk
- **Присъствието на този пътник би застрашило реда и дисциплината на борда**    
Presence of this customer could have jeopardized good order and discipline on board
- **Другите пътници на борда може да бъдат обезпокоени от присъствието на този пътник**    
Other customer in the aircraft cabin could have been disturbed by the customer's presence
- **Здравословното състояние на този пътник може да бъде повлияно неблагоприятно от полета**    
Well-being of this customer could have been adversely affected by flight
- **Друго (конкретизирайте)**    
Other (specify)

.....  
.....  
.....

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**Предприети незабавни действия / immediate action taken:**

Уведомяване на представителя на А/К / Duty manager called

Уведомяване на службата за сигурност / Security service called

Уведомяване на полицейските органи / Police called

**Предприети допълнителни действия (моля, напишете подробно)**

Further action taken (please give details)

.....

.....

.....

.....

.....

**Потърпевши / Victim:**

Наземен персонал       Пътник       Обслужващ агент   
Ground staff      Passenger      Handling agent

**Последващи действия / Follow-up action**

Действия на полицейските органи: Арест   
Police action: Arrest

**Друго (моля, напишете подробности и при нужда, използвайте допълнителен лист)**

Other (please give details and continue on a separate sheet if necessary):

.....

.....

.....

**Коментари / допълнителна информация**

Comments / additional information

.....

.....

.....

.....

.....

.....

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**Свидетели / Witnesses:**

**Обслужващ персонал / Service staff**

**Име / Name:** .....

**Подпис / Signature:** .....

**Медицинско лице / Medical staff**

**Име / Name:** .....

**Подпис / Signature:** .....

**Полицейски служител / Police officer**

**Име / Name:** .....

**Подпис / Signature:** .....

**Представител на Авиокомпанията / Airline representative**

**Име / Name:** .....

**Подпис / Signature:** .....