LOCAL OPERATING PROCEDURE_MUC_U2/EC002

Acceptance of Electric Mobility Aids

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V1/R0	10.11.2025	Full LOP	Initial issue

Prepared by: Sergo Eliava
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PURPOSE

This Local Operating Procedure (LOP) establishes a standardised process for the acceptance of Electric Mobility Aids (EMA) for easyJet at Munich Airport (MUC). It ensures that EMAs are handled in a consistent and traceable manner in line with easyJet and Dangerous Goods requirements and applicable regulations.

OBJECTIVE

The objectives of this LOP are to:

- ensure full compliance with the airline, aviation, and security regulations while maintaining the safety of passengers, crew, and aircraft.
- To standardize the verification, documentation, and secure handling of Electronic Mobility Aids accepted at check-in and on the flight.
- To clarify staff responsibilities and support efficient, disruption-free operations.

APPLICATION

Passenger Services Department:
Customer Service Agents
Supervisors/Lead Agents

Operations department:
Turnaround Coordinator / Load Controller

GENERAL RULES

Many kinds of Electric Mobility Aids (EMA) are now available in the market. The subdivision which regulates the actual air transportation is based on the type of battery in use.

SSR codes commonly used to indicate the type of battery are:

- **WCBD**: Wheelchair with a Dry Cell Battery. The code will come along the type of assistance required (e.g. WCHR / WCHS / WCHC)

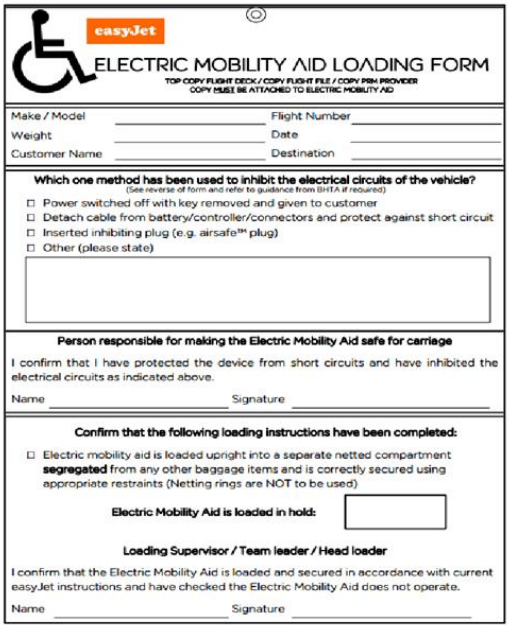
- **WCBW**: Wheelchair a Non-spillable Wet Cell Battery. The code will come along the type of assistance required (e.g. WCHR / WCHS / WCHC)
- **WCLB**: Wheelchair with a Lithium-Ion Battery. The code will come along the type of assistance required (e.g. WCHR / WCHS / WCHC)

Because of the large number of EMA's available, a simple visual assessment of the type of battery is normally not sufficient. The assessment on the type of battery in use can only be carried out by looking at the manufacturer's instruction or by involving the PRM passenger using the EMA.

easyJet does not permit the carriage of spillable batteries.

PROCEDURE STEPS

Step	Action
1.	When a customer with an EMA arrives at the check-in counter, confirm their SSR codes in eRes.
2.	Ask the customer what type of battery their mobility aid uses and ensure the correct SSR code is registered in eRes.
3.	Confirm Battery Details: Request the battery specifications and check the manufacturer's instructions or the information printed on the battery to verify accuracy. Where Electric Mobility Aid details are not available, these should be determined at the point of acceptance and added to the customer booking.
4.	Check Battery Handling Requirements: Confirm if the battery a. Can remain securely attached to the mobility aid *and* all electrical circuits can be isolated according to the manufacturer's instructions, or b. Can be removed by the passenger, *but only if the mobility aid is specifically designed for battery removal* (following manufacturer instructions). All removed and spare batteries must be carried in strong, rigid packagings.
5.	If the Mobility Aid is with removable lithium-ion battery (WCLB) which is under 300 Wh, when removed it should be taken into the passenger cabin only. If Wh is not indicated, you can arrive at the number of Watt-hours the lithium-ion battery provides if you know the battery's nominal voltage (V) and capacity in ampere-hours (Ah): Ah x V = Wh *Note:* *If only the milliampere-hours (mAh) are marked on the battery then divide that number by 1000 to get ampere-hours (Ah) (i.e. 4400 mAh / 1000 = 4.4. Ah).*

6.	In all cases where Step 5 is not applicable, please contact your supervisor with the information about the battery type and specifications, who will then confirm with the airline the acceptance of EMA and advise you accordingly. After that follow the standard steps below.
7.	The Electric Mobility Aid Loading Form must be used whenever an electric mobility aid is carried (the customer MUST NOT sign it): • Ground Crew completes the top section with details of the mobility aid. No signature required from Ground Crew. • The person who makes the device safe (usually PRM service provider, but Ground Crew at bag drop can help provide details) completes the middle section, describing the method used to secure or isolate the battery. • The loader completes the bottom section, confirming the device is safe and loaded in accordance with easyJet mobility aid loading instructions.  easyJet ELECTRIC MOBILITY AID LOADING FORM TOP COPY FLIGHT DECK / COPY FLIGHT FILE / COPY PRM PROVIDER COPY MUST BE ATTACHED TO ELECTRIC MOBILITY AID Make / Model _____ Flight Number _____ Weight _____ Date _____ Customer Name _____ Destination _____ Which one method has been used to inhibit the electrical circuits of the vehicle? (See reverse of form and refer to guidance from BHTA if required) ☐ Power switched off with key removed and given to customer ☐ Detach cable from battery/controller/connectors and protect against short circuit ☐ Inserted inhibiting plug (e.g. airsafe™ plug) ☐ Other (please state) Person responsible for making the Electric Mobility Aid safe for carriage I confirm that I have protected the device from short circuits and have inhibited the electrical circuits as indicated above. Name _____ Signature _____ Confirm that the following loading instructions have been completed: ☐ Electric mobility aid is loaded upright into a separate netted compartment **segregated** from any other baggage items and is correctly secured using appropriate restraints (Netting rings are NOT to be used) Electric Mobility Aid is loaded in hold: Loading Supervisor / Team leader / Head loader I confirm that the Electric Mobility Aid is loaded and secured in accordance with current easyJet instructions and have checked the Electric Mobility Aid does not operate. Name _____ Signature _____ **Figure A1 – Electric Mobility Aid Loading Form**
8.	Attach the form to the mobility aid.
9.	Contact PRM service provider, arrange assistance as requested by the customer, and inform them about the EMA, battery type, and how the battery should be handled.
10.	Inform operations immediately regarding the EMA, weight, battery type and all the specifications.
11.	EMA should be loaded in a separate netting compartment from baggage and other loose items.
12.	EMA should be secured in an upright position using appropriate tie-down points, both on the device and in the hold.

13.	Electrical circuits must be inhibited following instructions on the EMA loading form.
14.	Battery must be isolated following instructions on the EMA loading Form.
15.	EMA loading form must be completed by all responsible parties.
16.	The electric mobility aid loading form has four pages that should be distributed as follows: • Top copy – Flight deck (operating crew). • Copy 2 – Ground Handler (flight file). • Copy 3 – PRM provider. • Copy 4 – Remains attached to the mobility aid.
17.	Load must be correctly accounted for on the Loading Instruction Report Form (LIR) and Loading Form and Certificate (LFC).
18.	*Note 1: It is permissible to load 2 EMA's within the same netting compartment; however they must be secured separately.* *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.*
19.	Pilot-in-command must be notified of the location of any mobility aids with installed batteries, removed batteries and spare batteries.

BATTERY REQUIREMENTS FOR MOBILITY AIDS

Battery Type	**Permitted on easyJet?**	**Requirements**	**Spare Batteries Allowed** (in addition to the removed batteries, if applicable)	**Additional Notes**
Spillable Batteries	✖ Not permitted	No acceptance allowed.	None	——
Non-spillable Wet Batteries WCBW	✅ Allowed Can remain if the design of the wheelchair/mobility aid can provide adequate protection to the batter(ies) and can be securely attached or they can be removed. Must be carried in cargo compartment only, even if removed.	Airline to be contacted for acceptance approval.	✔ 1 spare max	• Spare and removed batteries must be in strong, rigid packaging. • Must be protected from short circuit. • Must be carried in cargo compartment. • Pilot-in-command must be informed of locations.

Dry Batteries WCBD	✅ Allowed Can remain if the design of the wheelchair/mobility aid can provide adequate protection to the batter(ies) and can be securely attached or they can be removed. Must be carried in cargo compartment only, even if removed.	Airline to be contacted for acceptance approval.	✔ 2 spare max	• Spare and removed batteries must be in strong, rigid packaging. • Must be protected from short circuit. • Must be carried in cargo compartment. • Pilot-in-command must be informed of locations.
Nickel-Metal Hydride (NiMH) Batteries	✅ Allowed Can remain if the design of the wheelchair/mobility aid can provide adequate protection to the batter(ies) and can be securely attached or they can be removed. Must be carried in cargo compartment only, even if removed.	Airline to be contacted for acceptance approval.	✔ 2 spare max	• Spare and removed batteries must be in strong, rigid packaging. • Must be protected from short circuit. • Must be carried in cargo compartment. • Pilot-in-command must be informed of locations.
Lithium-Ion Batteries WCLB	✅ Allowed Can remain if the design of the wheelchair/mobility aid can provide adequate protection to the batter(ies) and can be securely attached or they can be removed. When removed, should not be more than 300 Wh and must be carried in passenger cabin only.	If battery cannot be removed, airline to be contacted for acceptance approval.	✔ 1 spare ≤300 Wh, OR 2 spares ≤160 Wh each, carried into the cabin only.	If battery is not adequately protected by the mobility aid, it must be: • Removed per manufacturer instructions • ≤ 300 Wh • Terminals insulated (taped) • Placed in protective pouch • Carried in the cabin

REFERENCE

easyJet GHM, 1.9.11 Wheelchairs and Mobility Aids

easyJet GHM, 4.5.10 Loading and Securing of Electric Mobility Aids

Connected Guidance Material, Electric Mobility Aid Awareness and easyJet Procedures: *A Pamphlet for the PRM Staff,* Rev1. September 2021

Message of the Month, GO SAFE with Electric Mobility Aids (EMA's), September 2025

IATA, Battery-Powered Wheelchair and Mobility Aid Guidance Document, *Transport of Battery-Powered Wheelchair and Mobility Aid Carried by Passengers,* (Revised for the 2025 Regulations), 01 January 2025