airBaltic

Ground Operations Manual

0 INTRODUCTION

1 PASSENGER HANDLING PROCEDURES

2 BAGGAGE HANDLING PROCEDURES

3 AIRCRAFT GENERAL SAFETY/SERVICING OPERATIONS

4 AIRCRAFT TURN-AROUND

5 LOAD CONTROL

6 OPERATIONAL OVERSIGHT

A ANNEX CUSTOMER HANDLING

B ANNEX BAGGAGE HANDLING

C ANNEX DANGEROUS GOODS AND SPECIAL LOAD

D ANNEX AIRCRAFT GUIDE

E ANNEX MESSAGES AND FLIGHT FILE

F ANNEX TRAINING REQUIREMENTS

G LOST AND FOUND PROCEDURES

GLOSSARY

0	**INTRODUCTION**	0.0-1
0.1	**Foreword**	0.1-1
0.2	**Revision System**	0.2-1
0.2.1	Highlights of revision	0.2-2
0.2.2	Revision Index	0.2-3
0.3	**List of effective pages**	0.3-1
0.4	**Distribution list**	0.4-1

0.1 Foreword

Property rights

This manual, the airBaltic Ground Operations Manual (BT GOM), is the property of AirBaltic Corporation and is lent to its employees, representatives and handling agents.

Purpose

The purpose of this Manual is to ensure safe and smooth handling of airBaltic aircrafts and customers at all stations operated by airBaltic.

The main user group is station personnel.

Contents

This manual contains:

- Detailed information, guidelines, procedures, practices and company policies for all personnel engaged in aircraft and passenger handling duties
- Government and other authorities requirements and rules.

Structure

BT GOM is structured in the same manner as IGOM and standard IGOM content is enhanced with airBaltic specific restrictions and guidelines.

IGOM references and airBaltic specific content

The Italics are used with in manual to illustrate content that is stated in the IATA ground operations manual IGOM. airBaltic specific content; requirements, explanations and additional topics are typed in normal non-italic font.

Availability of this Manual

This manual, the airBaltic Ground Operations Manual (BT GOM), is available in Electronic version only.

VP Ground Operations and Customer Care is entitled to decide upon the manual version availability. The list of users see under **0.4 - Distribution list**.

Electronic BT GOM is available to airBaltic staff, as well as to partners:

- **https://airbaltic.webmanuals.aero** for internal users
- **https://groundops.airbaltic.com** for partners (each partner has an individual user ID and password. Each log-in leaves a time stamp, that can be traced).

Archiving the Manual

Old version is archived/stored in server disc R:\Departments\RIXKI\KK_02_MANUALS AND DOCUMENTS\KK_02_01_GOM\04_ARCHIVE\GOM archive.

Responsibility of electronical version holders

It is the responsibility of electronical version holders:

- To Know the material manual contains
- To Follow the instructions, guidelines, laws and regulations
- To Follow the changes indicated at electronical version
- Not to transmit or reveal any of manual contents in any manner to persons not associated with AirBaltic
- To ensure the usage of the printed out electronical version, to follow its date

Language

The manual is written in English in order to facilitate the understanding of content among all users of the manual in all destinations covered by airBaltic flight network.

Priorities

The regulations set forth in this manual apply to stations with airBaltic handling as well as to stations where the services or part there of, are performed by a Handling Agent.

The airBaltic Core Values are given as:

1. We Deliver.
2. We Care.
3. We Grow.

Approved

This manual is written in accordance with IGOM and airBaltic Standards.

Ground Operations Department



22.06.2024

Laura Vecvanaga – Puķīte

Nominated Person Ground Operations/SVP Ground Operations and Customer Care

0.2 Revision System

Introduction

The manual is revised when the need arises. Upon a revision, the following will be issued:

- New Highlights of revision
- New Revision index
- A new List of Effective pages

Once a revision is published and made available for internal and external users, a notification email is sent from Ground_DOC@airbaltic.lv

Revision symbol

The Manual uses revision bars to indicate a revision, i.e. new information or revised meaning of the text. The change bar is always placed beside the revised text.

Responsibilities of manual holders for each revision

Manual holders responsibilities are to get acquainted with Highlights of revision, as well as changes in procedures, which are specified in content of the chapters indicated in **0.2.1 - Highlights of revision**.

Contact

Contact the below function for information related to the issues of:

- Subscription
- Cancelation of subscription
- Information about revisions
- Missing Pages
- Change of recipient address
- Clarification of manual contents

E-MAIL: Ground_DOC@airBaltic.lv

Updating of electronic version manual

Updating of electronic version of manual will be performed by airBaltic Ground Operations Department.

Responsibilities of electronic version holders upon receiving notification email (Manual holder/user list as specified in **0.4 - Distribution list**.)

Step	Action
1	User of Ground Operations Web approve document by clicking "APPROVE to download this document." Manual holder's approval status and time of approval is logged in the Ground Operations administration web system and follow-up of station activity per each manual is done. **Note**: Internal users are required to reply to the revision notification email and approve the receiving of the revision by email.
2	Download the manual by clicking on My approved documents in **https://groundops.airbaltic.com/manuals** or Download the manual for internal users in server disc M under folder BT GOM.
3	Get acquainted with the Highlights of revision, as well as changes in procedures, which are specified in content of the chapters indicated in Highlights of revision.

0.2.1 Highlights of revision

Ground Operations Manual has been revised according to the **0.3 - List of effective pages**

Page	Comment
1.1-1	Additional location added
1.1-11	Change of contact details in matters of travel documents
1.1-18	Procedure clarified
1.3-3	Change of contact details in UMNR matters
1.4-17	Change of contact details in INAD matters
1.4-19	Description added
3.1-9	Clarification added
4.11-2	PTS revised
A.1-1	Change of contact details in travel document matters
A.4-10	Change of contact details in INAD matters
A.4-11	Revised e-mail recipients in Inadmissible Passenger Report
B.2-4	WCBD and WCLB abbreviations added
B.2-6	Procedure revised
B.2-10	Iceland regulations revised
B.2-10	UK regulations revised

0.2.2 Revision Index

Revision Number	Revision Date
NEW	04.04.2018
001	15.06.2018
002	05.09.2018
003	02.11.2018
004	01.01.2019
005	11.04.2019
006	10.09.2019
007	15.01.2020
008	01.04.2020
009	06.04.2020
010	22.07.2020
011	01.09.2020
012	04.09.2020
013	01.01.2021
014	01.04.2021
015	16.07.2021
016	25.10.2021
017	01.01.2022
018	01.04.2022
019	06.09.2022
020	01.11.2022
021	01.01.2023
021	01.01.2023
022	01.04.2023
023	21.08.2023
024	01.01.2024

0.3 List of effective pages

Chapter	Page	Revision	Date	Chapter	Page	Revision	Date
		022	01.04.2023	1.1	19	023	21.08.2023
0.0	1	026	22.06.2024	1.1	20	026	22.06.2024
0.1	1	026	22.06.2024	1.1	21	020	01.11.2022
0.1	2	026	22.06.2024	1.1	22	025	01.04.2024
0.2	1	023	21.08.2023	1.1	23	026	22.06.2024
0.2	2	026	22.06.2024	1.1	24	026	22.06.2024
0.2	3	024	01.01.2024	1.1	25	026	22.06.2024
0.3	1	026	22.06.2024	1.1	26	026	22.06.2024
0.3	2	026	22.06.2024	1.1	27	026	22.06.2024
0.3	3	026	22.06.2024	1.1	28	014	01.04.2021
0.3	4	026	22.06.2024	1.1	29	025	01.04.2024
0.3	5	026	22.06.2024	1.1	30	019	06.09.2022
0.3	6	026	22.06.2024	1.2	2	014	01.04.2021
0.3	7	026	22.06.2024	1.3	1	026	22.06.2024
0.3	8	026	22.06.2024	1.3	2	026	22.06.2024
0.3	9	026	22.06.2024	1.3	3	026	22.06.2024
0.4	1	NEW	04.04.2018	1.4	2	014	01.04.2021
1.0	1	018	01.04.2022	1.4	3	026	22.06.2024
1.0	2	018	01.04.2022	1.4	4	026	22.06.2024
1.0	3	023	21.08.2023	1.4	5	023	21.08.2023
1.0	4	026	22.06.2024	1.4	6	025	01.04.2024
1.0	5	026	22.06.2024	1.4	7	026	22.06.2024
1.1	1	026	22.06.2024	1.4	8	026	22.06.2024
1.1	2	026	22.06.2024	1.4	9	024	01.01.2024
1.1	3	026	22.06.2024	1.4	10	026	22.06.2024
1.1	4	026	22.06.2024	1.4	11	NEW	04.04.2018
1.1	5	018	01.04.2022	1.4	12	026	22.06.2024
1.1	6	025	01.04.2024	1.4	13	019	06.09.2022
1.1	7	026	22.06.2024	1.4	14	003	02.11.2018
1.1	8	026	22.06.2024	1.4	15	022	01.04.2023
1.1	9	026	22.06.2024	1.4	16	026	22.06.2024
1.1	10	026	22.06.2024	1.4	17	026	22.06.2024
1.1	11	026	22.06.2024	1.4	18	026	22.06.2024
1.1	12	026	22.06.2024	1.4	19	026	22.06.2024
1.1	13	026	22.06.2024	1.4	20	026	22.06.2024
1.1	14	026	22.06.2024	1.4	21	025	01.04.2024
1.1	15	026	22.06.2024	1.5	1	025	01.04.2024
1.1	16	022	01.04.2023	1.5	2	026	22.06.2024
1.1	17	026	22.06.2024	1.5	3	023	21.08.2023
1.1	18	026	22.06.2024	1.5	4	022	01.04.2023

(continued)

Chapter	Page	Revision	Date	Chapter	Page	Revision	Date
2.0	1	019	06.09.2022	3.1	17	026	22.06.2024
2.0	2	025	01.04.2024	3.2	1	008	01.04.2020
2.0	3	019	06.09.2022	3.2	2	025	01.04.2024
2.1	1	025	01.04.2024	3.2	3	024	01.01.2024
2.1	2	018	01.04.2022	3.2	4	026	22.06.2024
2.2	1	026	22.06.2024	3.2	5	022	01.04.2023
2.3	1	026	22.06.2024	3.2	6	024	01.01.2024
2.4	1	026	22.06.2024	3.3	1	026	22.06.2024
2.4	2	026	22.06.2024	3.3	2	008	01.04.2020
2.4	3	026	22.06.2024	3.3	3	008	01.04.2020
2.4	4	023	21.08.2023	3.3	4	020	01.11.2022
2.4	5	026	22.06.2024	3.4	1	025	01.04.2024
2.5	1	026	22.06.2024	3.4	2	022	01.04.2023
2.5	2	023	21.08.2023	3.4	3	018	01.04.2022
2.6	1	023	21.08.2023	3.4	4	018	01.04.2022
2.6	2	018	01.04.2022	3.4	5	018	01.04.2022
2.6	3	026	22.06.2024	3.4	6	018	01.04.2022
2.7	2	026	22.06.2024	3.4	7	008	01.04.2020
2.8	1	014	01.04.2021	3.4	8	018	01.04.2022
2.8	2	016	25.10.2021	3.4	9	018	01.04.2022
2.9	1	025	01.04.2024	3.4	10	018	01.04.2022
2.10	1	014	01.04.2021	3.4	11	018	01.04.2022
2.10	2	023	21.08.2023	3.4	12	008	01.04.2020
3.0	1	025	01.04.2024	3.4	13	018	01.04.2022
3.0	2	025	01.04.2024	3.4	14	018	01.04.2022
3.0	3	025	01.04.2024	3.4	15	NEW	04.04.2018
3.0	4	025	01.04.2024	3.4	16	008	01.04.2020
3.0	5	025	01.04.2024	3.4	17	NEW	04.04.2018
3.0	6	025	01.04.2024	3.4	18	018	01.04.2022
3.0	7	025	01.04.2024	3.4	19	018	01.04.2022
3.1	1	026	22.06.2024	3.4	20	008	01.04.2020
3.1	2	026	22.06.2024	3.4	21	014	01.04.2021
3.1	3	026	22.06.2024	3.4	22	008	01.04.2020
3.1	4	026	22.06.2024	3.4	23	008	01.04.2020
3.1	5	025	01.04.2024	3.4	24	008	01.04.2020
3.1	6	022	01.04.2023	3.4	25	008	01.04.2020
3.1	7	025	01.04.2024	3.4	26	018	01.04.2022
3.1	8	026	22.06.2024	3.4	27	018	01.04.2022
3.1	9	026	22.06.2024	3.5	1	026	22.06.2024
3.1	10	025	01.04.2024	3.5	2	022	01.04.2023
3.1	11	025	01.04.2024	3.6	1	026	22.06.2024
3.1	12	026	22.06.2024	3.6	2	014	01.04.2021
3.1	13	025	01.04.2024	3.6	3	018	01.04.2022
3.1	14	022	01.04.2023	3.7	1	025	01.04.2024
3.1	15	026	22.06.2024	3.7	2	014	01.04.2021
3.1	16	025	01.04.2024	3.7	3	025	01.04.2024

(continued)

Chapter	Page	Revision	Date	Chapter	Page	Revision	Date
3.7	4	025	01.04.2024	4.5	8	025	01.04.2024
3.7	5	021	01.01.2023	4.5	9	026	22.06.2024
3.7	6	014	01.04.2021	4.5	10	022	01.04.2023
3.7	7	022	01.04.2023	4.5	11	025	01.04.2024
3.7	8	019	06.09.2022	4.5	12	025	01.04.2024
3.7	9	014	01.04.2021	4.5	13	025	01.04.2024
3.7	10	025	01.04.2024	4.5	14	025	01.04.2024
3.7	11	026	22.06.2024	4.5	15	025	01.04.2024
3.7	12	014	01.04.2021	4.5	16	023	21.08.2023
3.7	13	014	01.04.2021	4.5	17	026	22.06.2024
3.8	1	026	22.06.2024	4.5	18	025	01.04.2024
3.8	2	025	01.04.2024	4.5	19	025	01.04.2024
4.0	1	025	01.04.2024	4.5	20	022	01.04.2023
4.0	2	025	01.04.2024	4.5	21	025	01.04.2024
4.0	3	025	01.04.2024	4.5	22	009	06.04.2020
4.0	4	025	01.04.2024	4.5	23	025	01.04.2024
4.0	5	025	01.04.2024	4.5	24	009	06.04.2020
4.0	6	025	01.04.2024	4.5	25	009	06.04.2020
4.0	7	025	01.04.2024	4.5	26	009	06.04.2020
4.1	1	026	22.06.2024	4.5	27	025	01.04.2024
4.1	2	023	21.08.2023	4.5	28	025	01.04.2024
4.1	3	026	22.06.2024	4.5	29	022	01.04.2023
4.1	4	022	01.04.2023	4.5	30	023	21.08.2023
4.1	5	026	22.06.2024	4.5	31	026	22.06.2024
4.1	6	023	21.08.2023	4.5	32	009	06.04.2020
4.1	7	022	01.04.2023	4.5	33	025	01.04.2024
4.1	8	026	22.06.2024	4.6	2	025	01.04.2024
4.1	9	023	21.08.2023	4.6	3	014	01.04.2021
4.2	1	025	01.04.2024	4.6	4	026	22.06.2024
4.3	1	025	01.04.2024	4.6	5	026	22.06.2024
4.3	2	025	01.04.2024	4.6	6	026	22.06.2024
4.3	3	022	01.04.2023	4.6	7	025	01.04.2024
4.4	1	026	22.06.2024	4.6	8	026	22.06.2024
4.4	2	026	22.06.2024	4.6	9	026	22.06.2024
4.4	3	026	22.06.2024	4.6	10	025	01.04.2024
4.4	4	026	22.06.2024	4.6	11	025	01.04.2024
4.4	5	026	22.06.2024	4.6	12	026	22.06.2024
4.4	6	026	22.06.2024	4.6	13	025	01.04.2024
4.4	7	026	22.06.2024	4.6	14	026	22.06.2024
4.5	1	025	01.04.2024	4.6	15	025	01.04.2024
4.5	2	022	01.04.2023	4.6	16	025	01.04.2024
4.5	3	026	22.06.2024	4.6	17	022	01.04.2023
4.5	4	026	22.06.2024	4.6	18	022	01.04.2023
4.5	5	026	22.06.2024	4.6	19	025	01.04.2024
4.5	6	026	22.06.2024	4.6	20	025	01.04.2024
4.5	7	026	22.06.2024	4.6	21	023	21.08.2023

(continued)

Chapter	Page	Revision	Date	Chapter	Page	Revision	Date
4.6	22	025	01.04.2024	5.2	26	011	01.09.2020
4.6	23	025	01.04.2024	5.2	27	011	01.09.2020
4.6	24	025	01.04.2024	5.2	28	011	01.09.2020
4.6	25	022	01.04.2023	5.3	1	025	01.04.2024
4.7	1	026	22.06.2024	5.3	2	025	01.04.2024
4.9	1	025	01.04.2024	5.3	3	025	01.04.2024
4.9	2	025	01.04.2024	5.3	4	026	22.06.2024
4.9	3	026	22.06.2024	5.3	5	025	01.04.2024
4.9	4	025	01.04.2024	5.5	1	025	01.04.2024
4.9	5	025	01.04.2024	5.6	1	025	01.04.2024
4.9	6	026	22.06.2024	5.8	1	004	01.01.2019
4.9	7	026	22.06.2024	5.8	2	004	01.01.2019
4.9	8	025	01.04.2024	5.9	1	023	21.08.2023
4.9	9	025	01.04.2024	5.9	2	011	01.09.2020
4.9	10	025	01.04.2024	5.9	3	026	22.06.2024
4.9	11	025	01.04.2024	5.10	2	011	01.09.2020
4.10	1	025	01.04.2024	5.12	1	008	01.04.2020
4.10	2	022	01.04.2023	5.12	2	010	22.07.2020
4.11	2	026	22.06.2024	5.12	3	008	01.04.2020
5.0	1	025	01.04.2024	6.0	1	025	01.04.2024
5.0	2	025	01.04.2024	6.0	2	025	01.04.2024
5.1	1	025	01.04.2024	6.1	1	025	01.04.2024
5.2	2	025	01.04.2024	6.2	1	025	01.04.2024
5.2	3	025	01.04.2024	6.3	1	023	21.08.2023
5.2	4	025	01.04.2024	6.3	2	026	22.06.2024
5.2	5	025	01.04.2024	6.4	1	018	01.04.2022
5.2	6	025	01.04.2024	6.5	2	025	01.04.2024
5.2	7	025	01.04.2024	6.5	3	019	06.09.2022
5.2	8	026	22.06.2024	6.5	4	025	01.04.2024
5.2	9	025	01.04.2024	6.5	5	018	01.04.2022
5.2	10	025	01.04.2024	6.5	6	018	01.04.2022
5.2	11	025	01.04.2024	6.5	7	018	01.04.2022
5.2	12	025	01.04.2024	6.5	8	025	01.04.2024
5.2	13	025	01.04.2024	6.5	9	025	01.04.2024
5.2	14	025	01.04.2024	6.5	10	025	01.04.2024
5.2	15	011	01.09.2020	6.6	1	025	01.04.2024
5.2	16	023	21.08.2023	6.7	1	024	01.01.2024
5.2	17	019	06.09.2022	6.8	2	011	01.09.2020
5.2	18	023	21.08.2023	6.8	3	011	01.09.2020
5.2	19	011	01.09.2020	A.0	1	025	01.04.2024
5.2	20	011	01.09.2020	A.0	2	024	01.01.2024
5.2	21	011	01.09.2020	A.1	1	026	22.06.2024
5.2	22	011	01.09.2020	A.2	1	026	22.06.2024
5.2	23	011	01.09.2020	A.2	2	NEW	04.04.2018
5.2	24	011	01.09.2020	A.2	3	002	05.09.2018
5.2	25	011	01.09.2020	A.2	4	026	22.06.2024

(continued)

Chapter	Page	Revision	Date	Chapter	Page	Revision	Date
A.2	5	025	01.04.2024	B.2	3	015	16.07.2021
A.3	1	025	01.04.2024	B.2	4	026	22.06.2024
A.3	2	025	01.04.2024	B.2	5	026	22.06.2024
A.3	3	025	01.04.2024	B.2	6	026	22.06.2024
A.4	1	026	22.06.2024	B.2	7	026	22.06.2024
A.4	2	006	10.09.2019	B.2	8	024	01.01.2024
A.4	3	025	01.04.2024	B.2	9	025	01.04.2024
A.4	4	024	01.01.2024	B.2	10	026	22.06.2024
A.4	5	024	01.01.2024	B.2	11	024	01.01.2024
A.4	6	003	02.11.2018	B.2	12	022	01.04.2023
A.4	7	003	02.11.2018	B.2	13	026	22.06.2024
A.4	8	024	01.01.2024	B.2	14	023	21.08.2023
A.4	9	024	01.01.2024	B.2	15	023	21.08.2023
A.4	10	026	22.06.2024	B.2	16	023	21.08.2023
A.4	11	026	22.06.2024	C.0	1	023	21.08.2023
A.4	12	025	01.04.2024	C.0	2	022	01.04.2023
A.4	13	003	02.11.2018	C.0	3	023	21.08.2023
A.4	14	023	21.08.2023	C.0	4	023	21.08.2023
A.4	15	023	21.08.2023	C.1	1	025	01.04.2024
A.4	16	023	21.08.2023	C.1	2	025	01.04.2024
A.4	17	023	21.08.2023	C.2	2	025	01.04.2024
A.4	18	023	21.08.2023	C.2	3	025	01.04.2024
A.4	19	023	21.08.2023	C.2	4	025	01.04.2024
A.4	20	024	01.01.2024	C.2	5	024	01.01.2024
A.4	21	025	01.04.2024	C.2	6	023	21.08.2023
A.4	22	023	21.08.2023	C.2	7	023	21.08.2023
A.5	1	021	01.01.2023	C.2	8	024	01.01.2024
A.5	2	026	22.06.2024	C.2	9	023	21.08.2023
A.6	1	024	01.01.2024	C.2	10	023	21.08.2023
A.6	2	005	11.04.2019	C.2	11	023	21.08.2023
A.6	3	003	02.11.2018	C.2	12	023	21.08.2023
A.6	4	025	01.04.2024	C.2	13	023	21.08.2023
A.6	5	003	02.11.2018	C.2	14	024	01.01.2024
A.6	6	023	21.08.2023	C.2	15	023	21.08.2023
A.6	7	010	22.07.2020	C.2	16	023	21.08.2023
A.6	8	023	21.08.2023	C.2	17	023	21.08.2023
A.6	9	023	21.08.2023	C.2	18	023	21.08.2023
A.6	10	023	21.08.2023	C.2	19	023	21.08.2023
A.6	11	023	21.08.2023	C.2	20	025	01.04.2024
A.6	12	023	21.08.2023	C.2	21	017	01.01.2022
A.7	1	010	22.07.2020	C.3	1	025	01.04.2024
B.0	1	025	01.04.2024	C.3	2	023	21.08.2023
B.1	1	025	01.04.2024	C.3	3	017	01.01.2022
B.1	2	024	01.01.2024	C.3	4	017	01.01.2022
B.1	3	025	01.04.2024	C.3	5	017	01.01.2022
B.2	2	015	16.07.2021	C.3	6	025	01.04.2024

(continued)

Chapter	Page	Revision	Date	Chapter	Page	Revision	Date
C.5	1	025	01.04.2024	D.1	4	NEW	04.04.2018
C.7	1	026	22.06.2024	D.1	5	NEW	04.04.2018
C.8	2	017	01.01.2022	D.1	6	NEW	04.04.2018
C.9	2	024	01.01.2024	D.1	7	002	05.09.2018
C.9	3	025	01.04.2024	D.1	8	002	05.09.2018
C.9	4	017	01.01.2022	D.1	9	001	15.06.2018
C.10	1	017	01.01.2022	D.1	10	NEW	04.04.2018
C.10	2	022	01.04.2023	D.1	11	NEW	04.04.2018
C.10	3	022	01.04.2023	D.1	12	010	22.07.2020
C.10	4	017	01.01.2022	D.1	13	025	01.04.2024
C.10	5	025	01.04.2024	D.1	14	025	01.04.2024
C.10	6	025	01.04.2024	D.1	15	024	01.01.2024
C.10	7	025	01.04.2024	D.1	16	025	01.04.2024
C.10	8	026	22.06.2024	D.1	17	020	01.11.2022
C.10	9	008	01.04.2020	D.1	18	013	01.01.2021
C.10	10	017	01.01.2022	D.1	19	013	01.01.2021
C.11	1	023	21.08.2023	D.1	20	013	01.01.2021
C.11	2	023	21.08.2023	D.1	21	013	01.01.2021
C.11	3	017	01.01.2022	D.1	22	013	01.01.2021
C.11	4	023	21.08.2023	D.1	23	020	01.11.2022
C.11	5	023	21.08.2023	D.1	24	013	01.01.2021
C.11	6	024	01.01.2024	D.1	25	013	01.01.2021
C.11	7	022	01.04.2023	D.1	26	013	01.01.2021
C.11	8	022	01.04.2023	D.1	27	013	01.01.2021
C.12	1	025	01.04.2024	D.1	28	013	01.01.2021
C.12	2	023	21.08.2023	D.1	29	013	01.01.2021
C.12	3	025	01.04.2024	D.1	30	013	01.01.2021
C.12	4	005	11.04.2019	D.1	31	023	21.08.2023
C.13	1	025	01.04.2024	D.1	32	023	21.08.2023
C.14	1	024	01.01.2024	D.1	33	013	01.01.2021
D.0	1	025	01.04.2024	D.1	34	013	01.01.2021
D.0	2	025	01.04.2024	D.1	35	013	01.01.2021
D.1	1	002	05.09.2018	D.1	36	013	01.01.2021
D.1	2	NEW	04.04.2018	D.1	37	013	01.01.2021
D.1	3	NEW	04.04.2018	D.1	38	013	01.01.2021

(continued)

Chapter	Page	Revision	Date	Chapter	Page	Revision	Date
D.1	39	013	01.01.2021	F.2	3	021	01.01.2023
D.1	40	013	01.01.2021	F.3	2	025	01.04.2024
D.1	41	013	01.01.2021	F.3	3	025	01.04.2024
D.1	42	013	01.01.2021	F.3	4	011	01.09.2020
D.1	43	013	01.01.2021	G.0	1	018	01.04.2022
D.1	44	013	01.01.2021	G.0	2	014	01.04.2021
D.1	45	013	01.01.2021	G.0	3	014	01.04.2021
E.0	1	022	01.04.2023	G.0	4	014	01.04.2021
E.1	1	010	22.07.2020	G.1	1	019	06.09.2022
E.1	2	021	01.01.2023	G.1	2	010	22.07.2020
E.1	3	021	01.01.2023	G.1	3	023	21.08.2023
E.1	4	021	01.01.2023	G.2	1	010	22.07.2020
E.1	5	010	22.07.2020	G.2	2	010	22.07.2020
E.1	6	010	22.07.2020	G.3	1	025	01.04.2024
E.1	7	010	22.07.2020	G.3	2	010	22.07.2020
E.1	8	010	22.07.2020	G.3	3	010	22.07.2020
E.1	9	010	22.07.2020	G.3	4	023	21.08.2023
E.2	1	025	01.04.2024	G.3	5	010	22.07.2020
E.3	2	022	01.04.2023	G.3	6	010	22.07.2020
E.3	3	022	01.04.2023	G.3	7	025	01.04.2024
E.3	4	023	21.08.2023	G.3	8	010	22.07.2020
E.4	1	022	01.04.2023	G.3	9	023	21.08.2023
E.4	2	010	22.07.2020	G.4	1	010	22.07.2020
E.5	2	008	01.04.2020	G.4	2	010	22.07.2020
E.6	2	010	22.07.2020	G.4	3	010	22.07.2020
E.8	1	010	22.07.2020	G.4	4	010	22.07.2020
E.8	2	010	22.07.2020	G.5	1	010	22.07.2020
E.8	3	010	22.07.2020	G.5	2	010	22.07.2020
E.8	4	018	01.04.2022	G.5	3	010	22.07.2020
E.8	5	010	22.07.2020	G.5	4	010	22.07.2020
E.8	6	024	01.01.2024	G.6	1	010	22.07.2020
E.8	7	010	22.07.2020	G.6	2	010	22.07.2020
E.8	8	024	01.01.2024	G.6	3	025	01.04.2024
E.8	9	024	01.01.2024	G.6	4	010	22.07.2020
E.8	10	011	01.09.2020	G.6	5	025	01.04.2024
E.8	11	010	22.07.2020	G.7	1	010	22.07.2020
E.8	12	010	22.07.2020	G.8	1	010	22.07.2020
E.8	13	010	22.07.2020	G.8	2	010	22.07.2020
E.9	1	016	25.10.2021	H.0	1	025	01.04.2024
E.9	2	016	25.10.2021	H.0	2	026	22.06.2024
F.0	1	022	01.04.2023	H.0	3	025	01.04.2024
F.1	1	023	21.08.2023	H.0	4	026	22.06.2024
F.1	2	019	06.09.2022	H.1	1	025	01.04.2024
F.1	3	022	01.04.2023	H.2	2	025	01.04.2024
F.2	1	026	22.06.2024	H.2	3	024	01.01.2024
F.2	2	023	21.08.2023	H.2	4	023	21.08.2023

(continued)

Chapter	Page	Revision	Date	Chapter	Page	Revision	Date
H.2	5	023	21.08.2023	H.6	11	022	01.04.2023
H.2	6	023	21.08.2023	H.6	12	022	01.04.2023
H.2	7	022	01.04.2023	H.6	13	014	01.04.2021
H.2	8	023	21.08.2023	H.6	14	011	01.09.2020
H.2	9	023	21.08.2023	H.6	15	014	01.04.2021
H.2	10	023	21.08.2023	H.6	16	023	21.08.2023
H.2	11	023	21.08.2023	H.6	17	025	01.04.2024
H.2	12	023	21.08.2023	H.6	18	023	21.08.2023
H.2	13	023	21.08.2023	H.6	19	025	01.04.2024
H.2	14	023	21.08.2023	H.6	20	024	01.01.2024
H.2	15	023	21.08.2023	H.6	21	025	01.04.2024
H.2	16	025	01.04.2024	H.6	22	026	22.06.2024
H.2	17	024	01.01.2024	H.6	23	026	22.06.2024
H.2	18	024	01.01.2024	H.6	24	020	01.11.2022
H.2	19	023	21.08.2023	H.6	25	026	22.06.2024
H.2	20	023	21.08.2023	H.6	26	026	22.06.2024
H.2	21	010	22.07.2020	H.6	27	020	01.11.2022
H.2	22	010	22.07.2020	H.6	28	026	22.06.2024
H.2	23	023	21.08.2023	H.6	29	025	01.04.2024
H.2	24	024	01.01.2024	H.6	30	025	01.04.2024
H.2	25	025	01.04.2024	H.6	31	025	01.04.2024
H.2	26	025	01.04.2024	H.6	32	025	01.04.2024
H.2	27	023	21.08.2023	H.6	33	022	01.04.2023
H.2	28	025	01.04.2024	H.6	34	025	01.04.2024
H.2	29	025	01.04.2024	H.6	35	025	01.04.2024
H.2	30	025	01.04.2024	H.6	36	025	01.04.2024
H.2	31	025	01.04.2024	H.6	37	019	06.09.2022
H.2	32	025	01.04.2024	H.6	38	025	01.04.2024
H.2	33	025	01.04.2024	H.6	39	026	22.06.2024
H.2	34	024	01.01.2024	H.6	40	025	01.04.2024
H.3	1	025	01.04.2024	H.6	41	026	22.06.2024
H.3	2	010	22.07.2020	H.6	42	021	01.01.2023
H.4	1	010	22.07.2020	H.6	43	014	01.04.2021
H.4	2	023	21.08.2023	H.6	44	020	01.11.2022
H.4	3	010	22.07.2020	H.6	45	023	21.08.2023
H.5	1	023	21.08.2023	H.6	46	026	22.06.2024
H.6	1	026	22.06.2024	H.7	1	023	21.08.2023
H.6	2	026	22.06.2024	H.7	2	024	01.01.2024
H.6	3	020	01.11.2022	H.7	3	026	22.06.2024
H.6	4	022	01.04.2023	H.7	4	023	21.08.2023
H.6	5	015	16.07.2021	H.7	5	026	22.06.2024
H.6	6	015	16.07.2021	H.7	6	026	22.06.2024
H.6	7	015	16.07.2021	H.8	1	023	21.08.2023
H.6	8	025	01.04.2024	H.8	2	025	01.04.2024
H.6	9	022	01.04.2023	H.8	3	019	06.09.2022
H.6	10	022	01.04.2023	H.8	4	024	01.01.2024

(continued)

Chapter	Page	Revision	Date	Chapter	Page	Revision	Date
H.8	5	010	22.07.2020	H.8	25	013	01.01.2021
H.8	6	023	21.08.2023	H.8	26	013	01.01.2021
H.8	7	023	21.08.2023	H.8	27	013	01.01.2021
H.8	8	021	01.01.2023	H.8	28	014	01.04.2021
H.8	9	026	22.06.2024	H.8	29	013	01.01.2021
H.8	10	026	22.06.2024	H.8	30	014	01.04.2021
H.8	11	026	22.06.2024	H.8	31	014	01.04.2021
H.8	12	026	22.06.2024	H.8	32	014	01.04.2021
H.8	13	026	22.06.2024	H.8	33	025	01.04.2024
H.8	14	026	22.06.2024	H.8	34	025	01.04.2024
H.8	15	026	22.06.2024	H.9	1	019	06.09.2022
H.8	16	026	22.06.2024	H.9	2	024	01.01.2024
H.8	17	026	22.06.2024	H.9	3	026	22.06.2024
H.8	18	026	22.06.2024	H.9	4	026	22.06.2024
H.8	19	026	22.06.2024	H.9	5	026	22.06.2024
H.8	20	026	22.06.2024			023	21.08.2023
H.8	21	026	22.06.2024			023	21.08.2023
H.8	22	026	22.06.2024			023	21.08.2023
H.8	23	026	22.06.2024			023	21.08.2023
H.8	24	023	21.08.2023			023	21.08.2023

(continued)

0.4 Distribution list

Table: List of Manual Holders

This Table describes the list of manual holders and availability of BT GOM manual:

Internal - airBaltic users

Availability No	Holder
1	SVP Ground Operations and Customer Care
2	VP Compliance and Safety
3	Flight Operations Department/Documentation Office
4	VP Production/ Technical Department
5	Head of Cargo

External Station users

List of External manual holders (Ground Handlers and Stations) that use BT GOM is published and maintained in the Administration system of **https://groundops.airbaltic.com** web site.

External manual holder details in the Administration program are created by Ground operations based on information received in OPENING QUESTIONNAIRE FOR THE NEW STATION.

It is very important that procedure related information is delivered in a timely manner and to the correct External Manual holder, therefore External manual holder details can be updated whenever there are changes.

All changes to BT GOM will be communicated by Manual Editor to e-mail addresses shown in **https://groundops.airbaltic.com**.

1	**PASSENGER HANDLING PROCEDURES**	1.0-1
1.1	**Passenger Departure**	1.1-1
1.1.1	Pre-Departure Activities	1.1-1
1.1.1.1	Ticket Sales Counter	1.1-1
1.1.1.2	Passenger Pre-Flight Preparation	1.1-1
1.1.2	Check-In Counter Requirements	1.1-2
1.1.3	Passenger Check-In	1.1-4
1.1.3.1	General	1.1-4
1.1.3.2	Check-In Deadlines	1.1-4
1.1.3.3	Operating Carrier, Marketing Carrier and Wet Lease	1.1-4
1.1.3.4	Check-In Types	1.1-4
1.1.3.5	Check-In Counter Opening	1.1-7
1.1.4	Passenger Acceptance	1.1-7
1.1.4.1	Requirements for Passenger Acceptance	1.1-7
1.1.4.2	Seating	1.1-8
1.1.4.3	Exit Row Seating	1.1-9
1.1.5	Documents Required for Travel	1.1-9
1.1.5.1	Passenger Documents	1.1-9
1.1.5.2	Verification	1.1-10
1.1.5.3	Advance Passenger Information	1.1-11
1.1.6	Baggage Acceptance	1.1-12
1.1.6.1	General	1.1-12
1.1.6.2	Cabin Baggage	1.1-12
1.1.6.3	Checked Baggage	1.1-14
1.1.6.4	Dangerous Goods in Baggage	1.1-15
1.1.6.5	Baggage Pooling	1.1-15
1.1.6.6	Bulky and Oversized Baggage	1.1-16
1.1.6.7	Checked Baggage Allowances	1.1-17
1.1.6.8	Excess Baggage	1.1-17

1.1.6.9	Baggage Tagging	1.1-18
1.1.6.10	Types of Baggage Tags	1.1-20
1.1.6.11	Checked Baggage Destination	1.1-21
1.1.6.12	Special Baggage	1.1-22
1.1.6.13	Carriage of Firearms	1.1-25
1.1.7	Passenger Boarding	1.1-26
1.1.7.1	Preperation for boarding	1.1-26
1.1.7.2	Passenger Boarding Process	1.1-27
1.1.7.3	Passenger Boarding Discrepancies	1.1-28
1.1.7.4	End of Boarding	1.1-28
1.1.7.5	Boarding in Case of DCS Breakdown	1.1-28
1.1.8	Information to the Crew	1.1-29
1.1.8.1	General	1.1-29
1.1.8.2	Passenger Information List	1.1-29
1.1.8.3	Other Flight Documents	1.1-29
1.1.9	Post Flight Departure Activities	1.1-29
1.1.9.1	Messages	1.1-29
1.1.9.2	Flight Document Retention	1.1-30
1.1.9.3	Flight Close-Out	1.1-30
1.2	**Passenger Security**	1.1-30
1.2.1	Security of Documents	1.1-30
1.2.1.1	Boarding Passes, Transit Passes and Baggage Tags	1.1-30
1.2.1.2	Printed Documents	1.1-30
1.2.1.3	Counter and Area Security	1.1-30
1.2.2	Passenger Suitability for Travel	1.2-2
1.2.3	Security of Passengers and their Baggage	1.2-2
1.2.4	Restricted Areas	1.2-2
1.3	**Passenger Arrival, Transfer and Transit**	1.3-1

1.3.1	Pre-Arrival	1.3-1
1.3.2	Arrival	1.3-1
1.3.3	Transfer (Passenger Handling at Connecting Airport)	1.3-2
1.3.4	Transit	1.3-2
1.3.4.1	General	1.3-2
1.3.4.2	Disembarkation Procedures	1.3-2
1.3.4.3	Transit Passengers Remain on Board	1.3-2
1.3.4.4	Boarding Procedure	1.3-3
1.3.4.5	Missing Transit Passengers	1.3-3
1.3.4.6	Aircraft Change at the Transit Station	1.3-3
1.4	**Special Categories of Passengers**	1.3-3
1.4.1	Unaccompanied Minors (UMNR)	1.3-3
1.4.1.1	General	1.3-3
1.4.1.2	Seating	1.3-3
1.4.1.3	Acceptance Restrictions	1.4-2
1.4.1.4	Procedures for Handling Unaccompanied Minors	1.4-2
1.4.1.5	Transfer Station Procedure	1.4-2
1.4.1.6	Arrival Station Procedure	1.4-2
1.4.2	Infants and Children	1.4-3
1.4.2.1	Infants	1.4-3
1.4.2.2	Children	1.4-4
1.4.2.3	Car type baby seats / child restraint device	1.4-4
1.4.3	Groups	1.4-5
1.4.3.1	General	1.4-5
1.4.3.2	Check-In	1.4-5
1.4.3.3	Non-Standard Groups	1.4-6
1.4.4	Passengers with Disabilities	1.4-6
1.4.4.1	General – Passengers with Disabilities	1.4-6
1.4.4.2	Assistance Codes for Passengers with Disabilities	1.4-7
1.4.4.3	Seat Assignment	1.4-9
1.4.4.4	Maximum Number of PWDs and Assistance Requirement	1.4-9

1.4.5	Passenger Requiring Medical Clearance	1.4-10
1.4.5.1	General	1.4-10
1.4.5.2	Medical Information Form (MEDIF)	1.4-10
1.4.5.3	Frequent Traveler's Medical Card (FREMEC)	1.4-12
1.4.5.4	Advance Notification	1.4-12
1.4.5.5	Seating	1.4-12
1.4.5.6	Request for Assistance without Advanced Notice	1.4-12
1.4.6	Handling of PWDs not Requiring Medical Clearance	1.4-13
1.4.6.1	Processing	1.4-15
1.4.6.2	Right of Refusal of PWD and/or MEDA Cases	1.4-15
1.4.7	Stretcher Transport	1.4-16
1.4.8	Oxygen for Medical Use	1.4-16
1.4.9	Inadmissible Persons and Deportees	1.4-17
1.4.9.1	Inadmissible Persons (INAD)	1.4-17
1.4.9.2	Deportees	1.4-18
1.4.9.3	Seating of Inadmissible Persons and Deportees	1.4-18
1.4.9.4	Travel Documents of Inadmissible Persons and Deportees	1.4-18
1.4.10	Unruly Passengers	1.4-19
1.4.10.1	General Conditions of Passenger Carriage	1.4-19
1.4.10.1.1	Identification of unruly/intoxicated passenger	1.4-19
1.4.10.1.2	AirBaltic Policy	1.4-19
1.4.10.2	Handling Unruly Passengers During Check-In or Boarding	1.4-19
1.4.10.2.1	Incidents with unruly passengers on the ground	1.4-20
1.4.10.2.2	Actions at check-in	1.4-20
1.4.10.2.3	Action at the boarding gate	1.4-20
1.4.10.2.4	Threating, abusive or insulting behavior	1.4-20
1.4.10.2.5	Assaults on staff	1.4-20
1.4.10.3	If an Unruly Passenger is Denied Carriage	1.4-21
1.4.10.4	If an Unruly Passenger is Accepted for Travel	1.4-21

1.4.11	VIP Passengers	1.4-21
1.5	**Passenger Disruptions**	1.5-1
1.5.1	Information and Communication to Passengers	1.5-1
1.5.2	Delays	1.5-2
1.5.2.1	Disruptions Known Prior/During Check-in	1.5-2
1.5.2.2	Disruption Known Prior/During Boarding	1.5-2
1.5.2.3	Disruption Upon Arrival	1.5-2
1.5.3	Misconnections/Cancellations/Diversions	1.5-2
1.5.4	Involuntary Change of Class	1.5-2
1.5.5	Denied Boarding due to Unavailability of Seats	1.5-2
1.5.6	Mishandled or Unclaimed Baggage	1.5-3
1.5.6.1	General	1.5-3
1.5.6.2	Storage of Mishandled Baggage	1.5-3
1.5.6.3	Handling of Mishandled Baggage	1.5-3
1.5.6.4	Delivery of Mishandled Baggage	1.5-3
1.5.6.5	On-Hand Baggage	1.5-4
1.5.6.6	Delayed Checked Baggage/Missing Baggage.	1.5-4
1.5.6.7	Secondary Tracing	1.5-4
1.5.6.8	Mishandled Mobility Aids	1.5-4
1.5.6.9	Mishandled Live Animal	1.5-4

1.1 Passenger Departure

1.1.1 Pre-Departure Activities

1.1.1.1 Ticket Sales Counter

If a Ticket Sales Counter is located at the airport, display either electronic or manual versions of:

(a) Operating airline signage.

(b) Dangerous Goods notifications.

(c) Handling forms, information on passenger rights and marketing material required by the operating airline, if applicable.

It is the responsibility of the Ground Handling Company to ensure that sufficient number of notices are displayed at each of the places in the airport. Security questions and Dangerous goods notices shall be displayed at all passenger ticket sales and check-in positions, including but not limited to ticketing offices, check-in, baggage drop, boarding areas, baggage claim area as well as through self-service channels in internet booking engine and web and mobile check-in. Handling agent shall alert passengers that certain items of dangerous goods must be removed from cabin baggage when cabin baggage cannot be accommodated in the passenger cabin.

1.1.1.2 Passenger Pre-Flight Preparation

The aim of pre-flight preparation shall be a well-balanced customer seating with the entire seat capacity being utilized. Due attention shall be paid to the request for extra space and comfort for the business class customers.

Customer information is transmitted into airBaltic departure control system (Altéa CM DCS) 120 hours prior to the departure. If any editing is needed, it may be done any time after that. This is to facilitate the use of online and through check-in for our customers. Before the airport check-in desks are opened, supervisor shall conduct a staff briefing concerning summarized flight information, e.g. booking figures, special customers and aircraft version.

Most of the listed requirements below are automatically checked and controlled by airBaltic DCS Altéa CM business rules. For non- Altéa stations, please verify all necessary data has been transferred into the check-in system correctly.

Prepare check-in for flights in accordance with operating airline procedures prior to the opening of web or airport check-in, and verify all necessary data has been transferred into the check-in system correctly.

(a) *Review the booking status.*
(b) *For code-share flights with an active blocked space agreement, check the allotment to ensure the block of seats, as agreed, is guaranteed to the partner.*
(c) *Review the curtain version (cabin configuration) and adjust cabin capacity if applicable.*
(d) *Confirm that the passenger name list, e.g. Passenger Name List (PNL) and Additions, and Deletions List (ADL) were properly transmitted and match the booking status.*
(e) *Block seats, if required, e.g. for security officers, crew, stretcher cases, weight and balance, and if seats are unserviceable.* Actions performed by BT CLC.
(f) *Confirm the seating plan is set according to the actual aircraft type and version.*
(g) *Review the flight remarks, if applicable.*
(h) *Record passenger status on Passenger Name Record PNR, if applicable e.g. ticket issued, Frequent Flyer status, revenue/non-revenue/industry travel.*
(i) *Review the boarding time, departure time, and gate. Brief staff about the reason for any delays.*
(j) *Apply payload restrictions, if any.* Actions performed by BT CLC.

(k) *Review the passenger list for SSR and all passengers requesting assistance (e.g. Wheelchair assistance (WCH), Unaccompanied Minors (UM), service animals, special baggage etc.) and pre-assign a seat as per operating airline procedure and according to the aircraft type.*

(l) *Review notifications and included handling instructions, if pre-advised for specific passengers and/or baggage by the operating airline.*

(m) *Conduct a staff briefing for check-in agents.*

(n) *If not pre-reserved, prepare seating for families traveling with infants or children, as per operating airline procedures. Check total infants booked and order additional life vests, if needed.*

(o) *Where free/open seating is applied, inform the crew and passengers and ensure special category passengers have appropriate seats.*

1.1.2 Check-In Counter Requirements

Prior to opening the check-in counters:

Check-in counters must always be neat and in good order, equipped with all necessary information, signs and equipment.

(a) *Start and test equipment.*

(b) *Ensure scales are functioning and calibrated.*

1. *Scales must be calibrated and checked once a year or as required by the manufacturer of the scale or by the local authority responsible.*
    i. *The local authority will issue a certificate after the calibration and deliver it to the airport authority.*
    ii. *A copy of the calibration certificate is kept at each station as a record.*
    iii. *A sticker is placed on each scale after the calibration, if applicable.*
2. *The responsible check-in agent shall check that baggage scales are operating properly prior to check-in opening by:*
    i. *Checking the airport authority calibration sticker is current (if applicable).*
    ii. *Checking the weight indicator at the position to ensure it shows '0.0kg'*
        - *If the weight indicator shows otherwise inform the relevant airport authority department.*
        - *If the scale remains out of order, another check-in counter shall be requested.*
3. *The periodical check of scale accuracy used in the baggage handling process lies in the equipment owner's responsibility who is also responsible to make available to the ground handling services provider all relevant documentation, where applicable.*

(c) *Stock boarding card and bag tag printers as per operating airline procedures.*

(d) *Ensure adequate stock of any other tags, handling forms, information on passenger rights and marketing material required by operating airline.*

(e) *Display signage required by the operating airline, and mark counters per class, customer status and/or as ''baggage drop off'' if applicable.*

(f) *Ensure Dangerous Goods notifications are prominently displayed. Calibration must be carried out as per requirement of the authority responsible.*

(g) *Prepare check-in queues, stanchions, carpets, baggage seizers, podiums etc., as per operating airline procedures.*

(h) Ensure that the airBaltic Notice on Passenger rights is clearly visible at the airBaltic check-in area if the airport authority has not locally made other arrangements for informing about the passenger rights. See **1.5 - Passenger Disruptions** for more information.

(i) Please note that materials used for customer and hold baggage processing (e.g. boarding passes, baggage tags, vouchers, stamps) must be protected or be under surveillance at all times in order to prevent unauthorized access and use as stated in **1.2.1 - Security of Documents**

In order to provide a good service to our full-fare passengers separate counters may be available for:

- Business Class, VIP, Executive
- Economy Class passengers and Bag drop

Separate check-in counters may be provided for certain categories of passengers, e.g. groups, if possible and required.

It is responsibility of the handling agent/subcontractor to make sure that a Check-in counter quality control check is performed at least once per year, as well as after every repair, or according to local regulations. Results of all checks should be filed.

Reference: IATA AHM 534 Section 4 “Accuracy of scales”

1.1.3 Passenger Check-In

1.1.3.1 General

Check-in is the complete sequence of steps that involves the registration of passengers and their baggage in a Departure Control System (DCS) or manual system, the labelling of the baggage and the issuance of one or more boarding passes. Boarding passes containing the registered passenger's name and additional unique identifying data must be issued to all passengers, either on paper or electronically.

Check-in is performed mainly by customer using online check-in or by authorized ground handling agent. In general, baggage is only accepted for check-in on the same day the customer travels. Priority customers (Business class, Green Classic, airBaltic Club VIP, airBaltic Club Executive) are entitled to use Priority desk for check-in at the airport.

When using self-service check-in baggage is to be left to a designated baggage drop counter.

1.1.3.2 Check-In Deadlines

Apply check-in deadlines as per operating airline policy, respecting applicable passenger rights and on time departure requirements.

The latest check-in time depends on local circumstances. Passengers arriving at check-in after deadline may not be accepted. Customers that are exceptionally accepted after DCS system closing times are recorded as LMC (Last Minute Customer) in flight documentation. Accepting an LMC customer may cause no delay for the flight.

1.1.3.3 Operating Carrier, Marketing Carrier and Wet Lease

Advise the passenger of the operating carrier no later than the time of check-in, if different from the one noted as the “carrier” on the ticket.

1.1.3.4 Check-In Types

(a) ***General***

Check-in may be provided at check-in counters, via self-service methods such as web check-in, kiosk or mobile*, and may be performed using a departure control system (DCS) or manually.*

(b) ***Manual Check-In***

*Where no DCS is available, apply established manual check-in procedures at a manned check-in counter in line with the operating carrier requirements for manual check-in.***A.2.5. Manual Ceck-In**

(c) ***Through Check-In***

Through check-in means a passenger is accepted and receives boarding passes for the outboiund flight as well as one or more onward flights.

Perform through check-in whenever possible and as per the interline agreement. Travel documents must be checked for all through-checked parts of the journey.

Customer and/or baggage should be through checked to the final destination as indicated by the flight ticket.

There are several airBaltic served stations where Trough Check-in of passengers is not available due to different check-in systems employed.

In addition to the basic rule airBaltic will allow through check-in of customer and baggage with separate tickets on separate PNRs on BT-BT connections when the transfer is within the Minimum Connection Time (MCT). Customer shall always be informed by the agent of the destination where he and his baggage is checked-in to.

airBaltic or other airline staff travelling with confirmed duty travel tickets may be through checked and their baggage may be tagged to their final destination if technically possible and allowed by destination authorities even when holding separate tickets.

(d) ***Return Check-In***

Return check-in means a passenger is accepted and receives boarding passes for outbound and return flights.The check-in for the return flight is permitted if the flight is open as per the operating airline procedures.

On certain routes, passengers can check in for their return flight already when they check in at the origination station up to 120 hours before departure.

(e) ***Self-Service Check-In***

Web/mobile/kiosk/SMS check-in may be offered if the following conditions are met:

1. *The passenger is holding an electronic ticket.*
2. *The passenger is departing from an airport where the operating airline's or ground handler's DCS is in use.*
3. *The passenger meets any other qualifying criteria set by the operating airline.*

airBaltic Internet and Mobile Check-in

The airBaltic Internet and Mobile check-in is available for airBaltic from several destinations. Updated information about Internet check-in and applicable destinations is available on **www.airbaltic.com**.

To perform check-in for a flight, the Booking reference or Ticket number and the passenger Family name is used. Booking reference and ticket number can be found in the booking confirmation email.

Passenger Family name must be entered as it is written on the ticket. Online and mobile check-in is open 120 hours before departure. The online check-in deadline corresponds to the check-in deadline at the respective airport.

Passengers to whom online and mobile check-in is not available:

- passengers with an extra seat in the cabin (either for baggage, a baby basket, carrycot or other purposes);

- passengers using the unaccompanied minor service;
- passengers travelling from destinations where online / mobile check-in are unavailable;
- passengers on charter flights;
- passengers transporting a cello;
- children booked in a separate reservation.
- passengers who have booked medical assistance;

These passengers can check in at the airport counters free of charge.

The Internet and Mobile check-in system does not allow completion of the check-in process until the passenger has acknowledged that they understand the restrictions on dangerous goods in baggage and has submitted e-mail and phone number. When online and mobile check-in is performed and passenger has acknowledged his understanding of restrictions on Dangerous Goods articles or materials that are forbidden in passenger baggage, the boarding pass has to be printed by passenger to be shown at airport or downloaded into mobile device.

If passenger does not have checked baggage, he/she proceeds directly to the security control and boarding gate.

airBaltic Self Service Kiosks

airBaltic Self Service Kiosks are available in RIX, CPH, TFS and TRF airports.

Self service check-in is available for all airBaltic passengers with the exception of the passenger categories mentioned below:

- passengers travelling to countries that require passenger passport data to be provided by the airline before departure (such as United Kingdom, Russian Federation etc.);
- passengers on charter flights;
- passengers using the unaccompanied minor service;
- passengers transporting a cello;
- passengers who have booked an extra seat;
- passengers who have booked medical assistance;
- children booked in a separate reservation.

The Self Service Kiosk is open for check-in on airBaltic in all booking classes. The check-in dialog in the Self Service Kiosk can be started by:

- Inserting a booking reference number, and
- Entering a Family name.

The Self Service Kiosk check-in system does not allow completion of the check-in process until the passenger has acknowledged that they understand the restrictions on dangerous goods in baggage. When check-in via Self Service Kiosk is performed and passenger has acknowledged his understanding of restrictions on Dangerous Goods articles or materials that are forbidden in passenger baggage,the boarding pass is printed by the Kiosk.

(f) ***Off-site Check-In***

Not applicable on airBaltic operated flights

(g) ***Emergency Back-Up Check-In***

In case of DCS and/or Baggage Handling System (BHS) failure a local back-up check-in system can be used, if available. Local back-up procedures must be established in every station in line with the operating carriers procedures and tested regularly.

1.1.3.5 Check-In Counter Opening

Conduct a staff briefing for check-in agents before the check-in counters are opened; receive and review any summarized flight information.

1.1.4 Passenger Acceptance

1.1.4.1 Requirements for Passenger Acceptance

Apply the operating airline procedures with respect to acceptance

When accepting a passenger observe the following:

(a) *Welcome and greet the passenger*
(b) *Ask for an itinerary/booking conformation and an official travel document (e.g. passport), if necessary and verify validity, refer to:* ***1.1.5 - Documents Required for Travel***
(c) *Pay attention to any signs that the passenger might not be allowed to travel, e.g. unruly behavior, signs of illness. Certain categories of passengers may be refused travel at the operating airline's discretion. Apply the operating airline procedures with respect to acceptance*
(d) *Identify the passenger in the check-in system, accept the passenger and assign a seat in line with the operating carrier procedures, refer to* ***1.1.4.2 - Seating***
(e) *The acceptance of passengers on the waitlist is based on booking status and operating airline procedures.*
(f) *Update passenger and baggage information and add any Special Service Requests (SSR) to the DCS if required and apply any related fees in line with the operating carrier procedures.*
(g) *If required, apply irregularity handling in line with the operating carrier procedures, e.g. ''search for volunteers'' in case of over-sales.*
(h) *Observe through check-in or return check-in, if applicable, and issue all related boarding passes.*
(i) *Hand over the boarding passes and give information about departure gate, boarding time and eventual flight irregularities, if applicable, in line with the operating carrier procedures.*
(j) *Say goodbye and show the direction to the boarding gate.*

Note: *Certain categories of passengers may be refused travel at the operating airline's discretion. Apply the operating airline policies with respect to acceptance.*

Refusal of carriage is a serious decision that may result in legal action, and shall be treated with great courtesy.

airBaltic shall refuse to carry a passenger when the passenger:

- Fails to submit himself / herself or his / her baggage to security control
- Baggage contains dangerous goods and/or baggage is not properly packed.
- Fails to observe, or refuses to obey, safety rules or instructions of the company
- Who refuse to undergo a security check conducted by authorized security personnel shall be refused from transportation.
- or his baggage might endanger the flight, safety of the aircraft, or health or safety of any person on board
- Is obviously under the influence of alcohol or drugs
- Appears or behaves offensively to other passengers or crew
- Requires nursing due to medical condition
- Suffers from a contagious disease
- Has a degree of physical infirmity that travel is likely to result in complications
- Who is in Lawful Custody, Prisoners and Dangerous Prisoners without escort
- Is handcuffed
- Presents a ticket issued to another person, or a stolen or counterfeit tickets
- Is unacceptable for carriage for any reason as decided by the Commander
- Does not hold the required travel documents, e.g. visas
- Holds invalid Electronic ticket:

Note: Electronic ticket is not valid if the first coupon from fare component is unused. Electronic ticket coupons must be used in the sequence provided in the electronic ticket fare component;

If the fight segments for outbound travel from fare component are unused the flight segments for inbound travel could be used for flights/dates as per purchased electronic ticket.

Supervisory staff, Station Manager and Duty Managers can make the decision of refusal of carriage.

1.1.4.2 Seating

Each passenger (except infants not occupying a separate seat) is assigned an individual seat number on each flight. Depending on the airlines seating procedure the seat choice is offered at time of reservation or check-in.

At the time of passenger acceptance

(a) *Check if a seat has been allocated already*
(b) *If not, allocate a passengers seat observing the passenger requests and operating airlines procedures for seating for special categories of passengers.*
(c) *Observe seating restrictions for the emergency exit rows, refer to* ***1.1.4.3 - Exit Row Seating*** *in this section*

The allocation of jump/crew seats may be permitted following the operating airlines procedures.

For additional information see **ANNEX A.3**

1.1.4.3 Exit Row Seating

Occupancy of emergency exit rows is restricted in accordance with operating airline policy and host state requirements.

Before assigning an exit row seat to a passenger verify that a passenger of a correct age is willing, physically and mentally able to open the emergency exit in case of an emergency evacuation and able to understand the instructions given by the crew.

Note: *For safety reasons, passengers with a disability, unaccompanied minors and passengers with children and/or infants are not allowed to be allocated an emergency exit row seat.*

Customers not to be seated in exit rows

Customers whose physical or mental condition is such that they would have difficulty in moving quickly if required to do so	WCHR/S/C, DPNA, MEDA
Customers whose sight or hearing is impaired to the extent that they might not readily become aware of instructions given to begin evacuating the aircraft	BLND, DEAF
Children (2-11 yrs) and Infants (under 2 yrs.) whether or not they are accompanied by an adult	CHD, INF
Adults up to 15 yrs of age	
Customers in custody and those who are being deported	DEPA / DEPU
Customers with pet animal or baggage on seat	PETC, SVAN, CBBG
Customers whose physical size would require the use of an extension belt	Pregnant or obese customers
Customers who, due to language problems, might not become aware of instructions given by the crew	

For additional information see **A.3. Seating**

1.1.5 Documents Required for Travel

1.1.5.1 Passenger Documents

Passenger documents consists of:

(a) *Travel document (e.g., passport or national identify card, residence card).*
(b) *If required, residence card, visa (e.g., entry or transit visa).*
(c) *Health documents, if required–(e.g., vaccinations or other health-related proofs and requirements, which might be required to be presented by passenger before travel. Other additional documents, may include quarantine hotel confirmation, approval level of entry).*

Note: *The regulatory framework including these health proofs as well as the responsibility for an airline are provided by ICAO Annex 9 and by the World Health Organization (WHO).*
Staff responsible for check-in and or boarding shall verify passenger documents and ensure an improperly documented person is not allowed to travel.

1.1.5.2 Verification

(a) *General*

Verification is a process also known as document check, carried out by staff charged with responsibility of check-in and/or boarding at the point of embarkation. Document check controls uses various technologies and can occur at various points of the passenger journey including the airline website/mobile application or at the airport through self-service check-in options upto the boarding gate. The depth of the controls will also depend on the flight destination and risk profile.

Increasingly, the use of trusted digital identities allows passengers to assert their identity earlier in the journey, reducing the need for face-to-face interaction with an airline's agent, especially when touchpoints are biometrically enabled. However, the complexity of the entry requirements of the transit and/or destination country(ies) and depending on national legislations, the document check controls may have to be performed manually.

***Note:** Verification of travel documents is performed visually and manually. Documents readers and basic inspection tools may be used in higher risk environments.*

(b) *Document Checks*

Prior to passenger check-in or boarding, personnel shall;

1. *Determine ticket acceptability and confirm destination and or transit with passenger including the return ticket, if applicable*
2. *Verify the passenger's identity against the travel document presented e.g.,*
   - (i) *Citizenship and date of birth for entry requirements*
   - (ii) *Expiry status of the document*
   - (iii) *Visual comparison of the photo to the passenger*
   - (iv) *The name on the travel document matches the booked/ticketed name.*

   ***Note:** Ensure every person holds a valid travel document*
3. *Ensure where applicable, the visa or residence permit required to enter the State of transit and/or receiving State.*
4. *Review visa and/or entry conditions/limitations.*

   ***Note:** A number of airlines for example use Timatic services to help ensuring that their passengers comply with the entry requirements of the transit and destination country.*
5. *Review health documents status for destination and/or transit requirements, if required.*
6. *Collect or verify advance passenger information (API) data, if required.*
7. *Ensure irregularities are detected such as:*
   - (i) *Expired or invalid travel document or a visa for which the maximum number of entries set has been depleted;*
   - (ii) *Counterfeit, forged or altered;*
   - (iii) *Documents that belongs to another person; or*
   - (iv) *Passenger without such document.*

8. *When an irregularity is identified, with the passenger document/s, the supervisor will be notified;*
   (i) *To contact the appropriate authority for assistance to further verify documents, if applicable or*
   (ii) *Deny a passenger check-in at the point of departure or boarding at the transit point, to the intended final destination, when the document(s) presented by the passenger is determined to be insufficient or inappropriate, leading to an inadmissible person, refer to AHM121/* ***1.4.9.1 - Inadmissible Passengers (INAD)****.*
9. *Retrieve DCS record and review any special remarks.*
   Note 1: *As per ICAO Annex 9, Contracting States have the obligation to assist in the evaluation/verification of travel documents presented by passengers, in order to deter fraud and abuse.*
   Note 2: *Some contracting States may have liaison officers at airports in order to assist airlines to establish the validity and authenticity of the travel documents at the different touch point of the passenger journey.*
   Note 3: *Consequently, airlines will seek mitigation of State penalties whenever fraud detection was not obvious nor evident. Refer to AHM 121 for additional information on aircraft operator's responsibility mitigation.*

Passenger not holding required travel documentation

When in doubt, always refer to TIMATIC for official information regarding health, immigration and customs requirements for countries involved in the routing of passenger. In case of doubts the handling agent shall contact airBaltic Document support during office hours for consultations regarding migration by calling +371 28627012 or Travel Document Competence Team 5:00 AM-12AM (EET; UTC +02:00) by calling +371 67130810.

Offloading of baggage

Whenever a customer is refused embarkation it is essential to check whether he/she has any checked in baggage, as the baggage must be offloaded from the flight. An amendment of the offloaded bag(s) must be made to the check-in records and to the relevant flight documents

1.1.5.3 Advance Passenger Information

Many governments require airlines to submit API data. API is made of two different data sets information related to the:

(a) *Flight*
(b) *Identity of the passenger.*

The information related to the passenger are included in the Machine Readable Zone (MRZ) of the travel document (e.g., 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.

As per operating airline procedures, collect API data at the time of check-in or review and verify data already provided. Transmit API data as requested by authorities. Always protect the passenger's personal information and securely dispose of any related paperwork not kept on file.

airBaltic has pre-programmed Altéa CM to send API-data for each flight at the times required by the receiving authorities. Ensure that the flight is closed correctly in Altéa CM to enable the automatic triggering of the API-transmission.

1.1.6 Baggage Acceptance

1.1.6.1 General

The following section presents the baggage acceptance procedures. It should be noted that the handling of baggage may vary between airlines and therefore deviations from the processes described are possible. Always refer to and follow airline procedures where applicable.

1.1.6.2 Cabin Baggage

(a) *General*

airBaltic sets their standards for size, weight and number of pieces permitted as cabin baggage. Refer to **B.1**

Carry-on baggage is the sum of the baggage presented for carriage in the aircraft cabin.

(b) *Cabin baggage types*

Cabin baggage includes:

1. *Baggage carried within the operator's free carry-on baggage allowance.*
2. *Free carry-on items permitted by the operator in addition to the standard allowance (e.g. purse, laptop, duty-free item(s), winter coat, etc.).*
3. *Special items permitted by the operator that may require prior arrangement, notification and/or specialized screening and/or additional charges (e.g., urns containing human remains, pets, medical equipment and valuables).*
4. *For items of dangerous goods permitted in cabin baggage including those items that require prior approval by the operator, see IATA Dangerous Goods Regulations (DGR). and* **C.2.4 Dangerous Goods carried by passengers and crew**

(c) *Cabin Baggage Acceptance*

Cabin baggage can only be accepted if:

1. *Is suitable for air carriage (conforms to operator's procedures for weight, size and/or nature)*
2. *Can fit under the seat or be stowed in the overhead compartment.*
3. *Is suitably packed.*
4. *Conforms with airport security and safety procedures.*
5. *Conforms to the following restrictions:*
   - (i) *Certain items, because of their weight, size and/or nature are only accepted with the consent of the operator, e.g. musical instruments.*
   - (ii) *For security reasons, many countries restrict the carriage of liquids, aerosols and gels in cabin baggage.*
   - (iii) *Items refused by security screening shall be hold-checked as per operating airline procedures or refused from transport completely if not allowed in checked baggage*
   - (iv) airBaltic carry-on baggage allowances and restrictions are defined in **B.1 Carry-on Baggage**

(d) *Procedures at Check-In*

1. *Assess the size, weight and intended number of pieces of cabin baggage as per the operating airline procedures:*
   - (i) *Weigh/measure cabin bags if they appear to exceed the specified weight/size limit (weighing of all cabin baggage may not be systematically required unless mandated by the operator).*
   - (ii) *Refer the passenger to the baggage gauge, if available.*
   - (iii) *Attach an "approved cabin baggage" tag, if applicable.*

2. *If the cabin baggage exceeds the free allowance size and/or weight, it shall be checked in, with applicable charges, if the free baggage allowance is exceeded.* Before removing any carry-on items into the hold of the aircraft, agent shall ask the customer that none of the following articles are in the removed baggage:
    1. Spare lithium or lithium ion cells or batteries for portable consumer electronic devices may be carried in carry-on baggage only. These batteries must be individually protected to prevent short circuits.
    2. Fuel cells containing fuel, powering portable electronic devices (for example cameras, cellular phones, laptop computers, and camcorders). For more information see **C.2.4 Dangerous Goods carried by passengers and crew**
3. *Be aware of dangerous goods that may be commonly carried but are not permitted. Ask the passenger if they have any of these items by using the Dangerous Goods displays for visualization.*
4. *Items that are removed by security screening personnel may only be accepted in checked baggage, as per operating airline handling and acceptance procedures.*

(e) *Procedures at Boarding Gate*

1. *Check for items that are unacceptable, oversized and/or overweight or exceed the number of pieces as free cabin baggage, using the cabin baggage gauge if applicable.*
2. *Collect any cabin baggage that cannot be accommodated on board due to these reasons or due to limited storage space.*

(f) *Accepting cabin baggage into the hold*

1. *Check with the passenger that the baggage contents comply with the IATA DGR and the operating airline procedures. Verify whether the passenger has removed any items specifically prohibited in hold baggage (such as lithium batteries, etc.).*
2. *Advise the passenger to remove any personal documents or medications, valuables and sensitive or fragile objects.*
3. *Accept, with applicable charges as per operating airline procedures.*
4. *Tag gate-checked bags in line with the through check-in procedures using a limited release tag, in accordance with operating airline procedures.*
5. *Ensure the baggage tagged at the gate is considered for load control by adding the information in the DCS (number of pieces and weight) or use DAA labels and processes if applicable see **1.1.6.12 - Special Baggage** (c) depending on of aircraft type.*
6. *Inform the passenger to pick up their gate-checked bags either at the baggage claim area, final destination or at the aircraft door (Delivery at Aircraft, DAA), if applicable.* Currently, airBaltic allows DAA only for baby strollers , wheelchairs and mobility aids.
7. *Inform ramp staff and/or load control of the gate baggage to be loaded.*
8. If there is need to limit the acceptance of carry-on baggage due to space limitations, baggage checked to hold shall be tagged with a normal tag (either automatic tag from system or manual tag)

1.1.6.3 Checked Baggage

(a) *General*

1. *Checked baggage is:*
   i. *Taken custody by the operator who issues, validates or updates a baggage tag.*
   ii. *Carried in the hold of the aircraft on which the passenger is travelling but remains inaccessible to the passenger during the flight.*
2. *The operator may refuse to carry checked baggage that is likely:*
   i. *To endanger the aircraft or persons or property on board the aircraft*
   ii. *Inadequately packed*
   iii. *Unsuitable for air carriage due to its weight, size and/or nature*
   iv. *Forbidden by law, regulations, security standards or safety standards of any state to be flown from, to or over.*
3. *Every piece of checked baggage shall have a baggage tag attached showing the tag number, flight number, appropriate destination and the passenger's name.*
4. *Operating airline procedures may specify a maximum single item weight, if applicable.*
   Note: *Certain items, because of their weight, size or nature, are only accepted with consent of the operator. For example, musical instruments such as a cello.* Refer to: **B.2**

(b) *Standard Baggage Acceptance*

The check-in agent should only accept checked baggage that is appropriately packaged and has a passenger identification label.

1. *Ensure dangerous goods notifications are on display and verify with the passenger that the checked baggage does not contain any forbidden dangerous goods.*
2. *Review weight and number of pieces information for recording in the DCS and for applying appropriate fees.*
3. *If applicable or required according to the airline procedures, ask the passenger security-related questions.*
4. *Be aware of items that, due to their nature, may contain dangerous goods. Refer to the IATA DGR and operating airline procedures.*
5. *Ensure that the number and weight of each piece of checked baggage has been transferred automatically or manually to the load control process. When special baggage is accepted, ensure that the person in charge of weight and balance calculation task is informed accordingly.*
6. *Attach an appropriate baggage tag for the journey.*
7. *Passengers who have used a self-service check-in facility may drop their checked baggage at a baggage drop-off. If applicable as per operating airline procedures:*
   (i) *Review the boarding pass and retrieve the passenger data in the check-in system.*
   (ii) *Verify identity and travel document, assess carry-on baggage, and accept checked baggage.*
   (iii) *Update baggage information and any (SSRs) in the DCS, if required, and apply any related fees.*

(c) *Baggage Drop-Off and Self-Service Devices*

Baggage self-service drop off is becoming more prevalent. Where baggage self-service devices are in use, observe the following:

1. *Follow the operating airlines' procedures or Service Level Agreement (SLA) for the number of staff undertaking assistance and supervision activities at each machine.*
2. *Proactively guide passengers to self-service options to manage waiting times.*

Baggage drop-off can be performed only at the airport at designated baggage drop counters or regular check-in counters, where passenger identifies himself/herself by showing self-printed boarding pass and Passport or National ID.
Performing baggage control at check-in, issuance of baggage tags, security and Dangerous Goods questions about checked baggage shall be performed.

1.1.6.4 Dangerous Goods in Baggage

(a) *In principle, dangerous goods are forbidden to be carried by passengers and crew, except as otherwise provided in* **C.2.4 Dangerous Goods carried by passengers and crew** *and in line with the operating airline handling procedures. Specific transport conditions are applicable to defined items that:*

1. *Require the approval of the operator prior to the acceptance*
2. *Are permitted in or as checked baggage*
3. *Are permitted in or as cabin baggage*
4. *Have to be carried on one's person only*
5. *The pilot-in-command shall be informed of the location of the mobility aid with installed batteries, removed batteries and spare batteries, to best deal with any emergencies that may occur.*

(b) *All persons tasked with passenger and baggage acceptance shall:*

1. *Be trained according to the training requirements in the IATA DGR.*
2. *Verify with the passengers that they are not carrying forbidden dangerous goods during the check-in and baggage acceptance process.*
3. *Be aware of commonly carried items and question passengers where there is a suspicion of their carriage (e.g., camping equipment, hunters).*
4. *Handle and report any dangerous goods occurrences, e.g. forbidden dangerous good identified in checked baggage, in line with the operating airline procedures.*

1.1.6.5 Baggage Pooling

As per IATA Resolution 746, when passengers' baggage is pooled, each passenger in a non-family group should be given their own individual baggage claim check/receipt.

Subject to operating airline procedures, baggage may be pooled between registered groups of passengers or passengers flying together, such as families. In this situation the baggage allowances for each passenger are combined to make a group total.

For example: a registered group of 10 passengers may each have an individual allowance of 1 piece weighing up to 20 kg. Pooling the allowance would allow 10 pieces with 20 kg each for the entire group in total. Therefore, if one group member has 2 bags, and another has no checked baggage, the pooled allowance allows the additional bag for this group member to be carried without penalty.

Note: *Where applicable the maximum single item weight restrictions shall be observed.*

To determine Baggage fee and Heavy baggage fee applicability, baggage weight pooling is allowed only between passengers within same PNR.

Note: Do not pool weight allowance between passengers of different PNR!

For more practical examples see **B.2.3. – Baggage pooling**

1.1.6.6 Bulky and Oversized Baggage

(a) *General*

Baggage is considered bulky or oversized as defined by operating airline procedures and/or its weight exceeds regulatory limits. These items are called out of gauge (OOG) items. For example, in general baggage accepted in European airports may not exceed 32 kgs in weight, although exceptions may exist e.g., check-in of wheelchairs

Passengers presenting such items shall be assisted by check-in agent to:

1. *Complete the normal check-in process at the check-in counter.*
2. *Attach a baggage label to the OOG item.*
   Drop the intem to the OOG baggage acceptance point, if available.

(b) *Maximum Single Item Weight*

Each operator shall determine a maximum single item weight for checked baggage that considers any:

1. *Local legislation and/or health and safety requirements.*
2. *Other applicable limits for transfer baggage.*
3. *Specific rules may apply as per operating airline procedures for certain items e.g., Animals Vivant in Hold (AVIH), wheelchairs (WCH), musical instruments, media equipment and large sports equipment.*
   Note: Baggage exceeding 32 kg will be not accepted.

(c) *Maximum Single Item Dimension*

Each operator shall determine maximum single item dimensions for checked baggage that considers any:

1. *Local legislation and/or health and safety requirements.*
2. *Other applicable limits for transfer baggage.*
3. *Specific rules may apply as per operating airline procedures for certain items e.g., Animals Vivart in Hold (AVIH), wheelchairs (WCH), musical instruments, media equipment and large sporting equipment.*
   Baggage should be classified as Bulky if its dimensions exceed L100xW50xH80 cm and it cannot be classified as sports equipment.

1.1.6.7 Checked Baggage Allowances

Passengers are entitled to a predetermined free checked baggage allowance that can vary based on the fare paid, passenger category, routing, group status or class.

Note: *Some fares do not include any free checked baggage allowance.*

There are two standard free checked baggage allowance concepts:

(a) *Weight Concept: measured by the total weight of checked baggage, which is shown as a weight amount on the ticket (e.g., 23 kg or 45 lb.).*
(b) *Piece Concept: measured by the number of pieces of checked baggage (shown as PC on the ticket).*

Note: *Some operators' procedures may combine both concepts, such as 2 pieces not weighing more than 32 kg in total or per piece.*

airBaltic checked baggage allowance is based on piece concept and allowance in the ticket is per IATA reso 302. airBaltic checked baggage allowances and restrictions are defined in **B.2. – Checked baggage**

1.1.6.8 Excess Baggage

In case the free checked baggage allowance is exceeded; chargeable excess baggage handling applies as per operating airlines procedures and applicable baggage rules. Excess baggage fees (per kilogram or piece or for special items) may be prepaid, collected at the check-in, collected at a sales desk or at the boarding gate.

For more information about excess baggage see **B.2. – Checked baggage**

1.1.6.9 Baggage Tagging

Baggage tags are documents issued for identification of checked baggage. Every piece of checked baggage must bear a baggage tag. Baggage tags receipt must be handed over to customer on a back paper for baggage receipt.

(a) *Remove all old baggage tags, handling labels if not applicable and baggage reconciliation tags (mini or stub).*
(b) *Attach the appropriate baggage tag for the journey.*
(c) *Place baggage tags in an easily readable location and where they will not be easily torn off or damaged.*
(d) *Follow tag instructions and do not stick glue directly onto passenger baggage.*
(e) *Use limited release tags as per operating airline procedures.*
(f) *Subject to operating airline procedures, supplementary tags (handling tags) may be attached to baggage items, if they are not printed on the baggage tag, such as:*

1. *Priority Tag-to identify priority baggage to be offloaded first and segregated.* Baggage tagged with a priority tag shall have the highest priority over other baggage. Priority bags shall be delivered to arrivalls baggage belt as first ones.
2. *Short Connection Tag — for transfer baggage with minimum time between scheduled arrival and departure.* Not applicable on airBaltic flights.
3. *Limited Release Tag-used on fragile or unsuitably packaged items.* The limited release information shall always be filled out when the baggage is:
    - Fragile or inadequate packed
    - Late check-in
    - Not admissible in cabin
    - Perishable
    - Volume
    - Security
    - Damaged

    Complete the bag tag according to normal procedures, then:
    - Inform the passenger of the limited release situation and tag issued
    - Tick off the LIMITED RELEASE check box on the claim tag to indicate that a limited release situation applies
    - Tick off which condition causes the limited release, e.g. inadequate packing.
    - In the case of damaged baggage, indicate on the claim tag what type of damage and the location of the damage.
    - Affix the bag tag to the baggage and the bag tag / claim tag to the passengers ticket cover.
4. *Fragile Sticker-for items that require extra care in handling-* Not applicable on airBaltic flights.
5. *Heavy Tag-* placed on items over 23 kg. The tag shall be attached to any such baggage. The weight of the bag is to be filled in the white box on the tag.
6. *Security Tag (e.g. weapons)*

7. Standby Tag – Shall be used for waitlisted customers on standby in addition to the baggage tag.
8. Dry Ice Tag - Each item of carry-on and checked baggage containing dry ice must be marked with Dry Ice label for the operators to identify such items of checked baggage. The Dry Ice label is in addition to the baggage tag.
9. Firearm Tag - All baggage containing firearms designed for sporting and hunting purposes shall be marked with a manual firearm label at the check-in. If there is no firearm but only ammunition for transportation, normal IATA DGR rules apply and Firearm tag not needed. For more information see **ANNEX C** Dangerous goods and special loads
10. Crew extra baggage in compartment Tag – used to the Crew extra baggage in compartment Tag shall be used for crew baggage which is not in accordance with cabin baggage limitations. The tag shall be attached to all Crew extra baggage personally by crew.
11. Delivery at aircraft tag (DAA) - To offer special delivery service the Delivery at Aircraft Tag shall be used for baby trolleys and wheelchairs only (for all a/c types). Check-in agent must inform passenger about required passenger actions before embarkation and after disembarkation. DAA bag is checked in as regular baggage using the manual DAA tag. Tag number and weight must be reported in DCS. Main part (1) of the tag should be attached to the passenger wheelchair or baby trolley. In case of transfer flight, fill in only the first flight number. Second part (2) of the tag should be handed over to the passenger.
12. Wheelchair or other battery powered mobility devices tag – used to The wheelchair or other battery powered mobility device is planned to be transported in aircraft cargo hold. Check-in agent must ensure that particular wheelchair or other battery powered mobility device has approval from airBaltic in Passenger Name Record. Only airBaltic approved wheelchair or battery powered mobility device can be accepted and checked-in for flight. However, it must be verified by Handling company that battery terminals are protected from short circuits, battery is securely attached to the wheelchair or mobility aid and that electrical circuit have been inhibited in case battery cannot be removed from the device. Tag should be attached to the passenger wheelchair or other battery powered mobility device by check-in agent.
13. Live Animal sticker – shall be used for the container of Pets as Checked Baggage.
14. This Way Up sticker – shall be used for the Pets as Checked Baggage container on at lease two opposite sides.
15. Rush Tag (Expedite Tag) – Rush tags are to be used whenever forwarding a mishandled baggage. The tag may only be used for the purpose of forwarding mishandled baggage to its destination, and under the following circumstances:
    - Bag has been registered as on hand (OHD) or quick on hand (QOH), and a request on hand (ROH) has been received
    - Bag has previously been claimed at your station and has been received at your station. Passenger has left and bags needs to be forwarded to his whereabouts (FHB)
    - Bag has a routing, which includes transfer to a foreign carrier flight
    - Bag has been stored on hand under foreign carrier reference and is forwarded to carrier central tracing office for LZ action (FLZ)

      The tag must always be completed on the reverse side of the tag. It can be completed by hand or by attaching copy of the forwarding message. Note: Upon use of Rush Tag always remember to send a forwarding advice message. This message shall be sent
    - through the World Tracer system as a FWD, FOH, FHB or FLZ.

Note: *Transfer Baggage-Special Cases.*

Case	***Through-labeling***	***Remark***
Customs clearance required at the transfer point	*Yes*	*Advise passenger to pick up baggage at the transfer point.* *Refer to TIM/TIMATIC for country rules*
The passenger specifically wants his baggage at a transfer point.	*No*	*Inform the passenger about the risk of missing the connecting flight.*
Animals in hold	*Yes*	*Only permitted if the continuing carrier has confirmed acceptance.* *Within permissible MCT.*

1.1.6.10 Types of Baggage Tags

(a) *Manual Baggage Tag*

In case of manual baggage tag as per IATA Resolution 740;

1. *Complete any hand-written portions of the manual tag, writing legibly in permanent, waterproof pen.*
2. *When needed due to the number of transfer legs:*
   (i) *Prepare a second tag by striking out the baggage identification number*
   (ii) *Remove the barcode section*
   (iii) *Attach the transfer part of the tag below the transfer line on the initial tag*
   (iv) *Mark the 2nd tag as a conjunction tag*
3. *Record the baggage identification number in the operating carrier's departure control system if possible.*
4. *Inform the Ramp Agent when checked cabin baggage is accepted at the gate.*

(b) *Electronic Baggage Tag*

Some operators have implemented Electronic Baggage Tag in line with IATA Recommended Practice 1754. These tags have a display that shows the baggage journey and are normally set to display the current journey during the passenger self-check-in process. Whilst the display of these tags does not use power to be shown, a battery is normally used to allow the display to be updated. In general, these batteries are of the AA type and can be left in the baggage. The IATA DGR has details for dealing with lithium ion batteries.

1. *Check the quality of the display, as the barcodes shall be readable.*
2. *Check that the baggage information displayed matches the passenger itinerary, including the baggage license plate number shown for the bag.*
   (i) *If the details are incorrect, ask the passenger to blank their baggage tag.*
   (ii) *After the tag is blanked, generate and attach a normal baggage label and any other identifying labels as per* ***1.1.6.9 - Baggage Tagging***
   (iii) *Ensure the baggage tag number(s) are active, in the check-in system as per operating airline procedures*

(c) *Home printed Baggage tag*

Not applicable on airBaltic operated flights

(d) *Fallback Baggage Tags*

If in use, fallback baggage tags are issued when the baggage handling system at the airport is not able to process baggage messages, and therefore cannot work with demand baggage tags. These baggage tags are specific to the airport. These tags have an airline code and 2-digit pier, chute or lateral indicator.

When using fallback tags:

1. *Generate a normal on-demand baggage tag or manual tag and affix to the baggage*
2. *Ensure that the appropriate airline identifier code is shown on the tag*
3. *Ensure that the appropriate pier/chute/lateral information is shown for the designated flight build*
4. *Firmly attach the fallback tag to the baggage*
5. *Ensure that the persons responsible for building and loading baggage tasks, are aware that the fallback tags are in use*

1.1.6.11 Checked Baggage Destination

Follow operating airline procedures and through-label baggage to one of the following points, whichever occurs first:

(a) *The first stopover point of the passenger.*

(b) *The point to which transportation has been confirmed (OK in ticket), requested (RQ in ticket) or listed (SA in ticket).*

(c) *The point where a change of airport is involved.*

(d) *The final destination specified in the ticket, including any tickets issued in conjunction with this ticket.*

(e) *In addition, observe the following:*

1. *The Minimum Connecting Time (MCT) is respected.*
2. *Unless subject to specific agreement between airlines, through check-in baggage on separate tickets is prohibited.*
3. *If allowed by airline operating procedures, then baggage may be labelled to a transfer destination on the ticket.*
4. *Specific rules of the operating airline may apply for Animals Vivant In Hold (AVIH).*

1.1.6.12 Special Baggage

(a) *Cabin Seat Baggage*

CBBG not limited to cello and guitar only. For fragile items, musical instruments – ticket may be bought as for cabin baggage if the item is within maximum noted allowances. These items must be checked in next to passenger (window seat). Maximum weight can be 32 kg.

1. *Cabin Seat Baggage (CBBG) is baggage not usually suitable for loading in the aircraft hold and thus requested for transport on an extra seat. Such baggage may include:*
   (i) *Musical instruments*
   (ii) *Works of art*
   (iii) *Electronic equipment*
   (iv) *Diplomatic baggage*
   (v) *Valuable baggage*
2. *Loading and Lashing Cabin Seat Baggage*
   Operating airline procedures shall dictate the acceptance of CBBG. If not accepted, it can travel as hold-checked baggage providing packaging is appropriate.

(b) *Crew Baggage*

Crew baggage may be presented at check-in or airside and should be clearly identified with a crew label as well as all flight details. Handling rules are as per operating airline procedures.

Crew baggage has to be recorded in airBaltic departure control system (Altéa CM DCS). Crew shall present themselves with Crew member certificate. Bag pooling not allowed.

(c) *Delivery At Aircraft*

1. *As per operating airline procedures, the Delivery At Aircraft (DAA) procedure may be applied for:*
   (i) *Fully collapsible baby strollers and pushchairs (larger baby carriages/prams shall be checked in).*
   (ii) *Wheelchairs and mobility aids that are not needed during the flight and cannot be stored in the cabin.*
   (iii) *Regular cabin baggage on small aircraft with limited stowage space in the cabin.*
   Notes:
   1. *Do not use the DAA procedure for valuable items (e.g., laptop computers, large video cameras, important documents) as such items should remain with the passenger*
   2. *Observe local restrictions for DAA delivery at arrival stations and inform passengers accordingly.*
   3. *Verify with the passenger that any dangerous goods items which are only permitted in cabin baggage are removed before DAA acceptance.*
   4. On airBaltic operated flights DAA service shall be used only for baby trolleys and wheelchairs.
2. *Procedure at Boarding Gate*
   (i) *Inform the person responsible for loading and supervision task to ensure the loading of DAA and WCH are noted on the Load Message (LDM) under SI-Remark.*
   (ii) *If applicable, inform the flight crew of the number of DAA bags.*
   (iii) *Inform the passenger to leave or hand-over the DAA-item in the designated area.*

(d) *Sporting Equipment*

Generally, sporting equipment will be presented as separate pieces of checked baggage. Accept sporting equipment as per operating airline procedures.

1. *Apply procedures for special handling charges, if required.*
2. *Load as per operator instructions.*

   Allowances and restrictions for sporting equipment are described in **B.2.4.2. – Sporting equipment**

(e) *Wheelchairs and other Mobility Aids*

Wheelchairs and other mobility aids are crucial to the passengers who use them. They are most often custom-designed and tailored to promote safety, comfort and independence for the user and shall be treated with care. Mobility aids such as wheelchairs, rolling walkers, Segways style mobility wheelchairs or Swiss Tracs may be operated with manual or electric power and have to be handled according to instructions provided by the passenger and according to the IATA DGR. There are specific rules and concerns when handling such aids, especially when they have batteries that also need special handling. Passengers using a wheelchair (manual or powered) or other mobility aid should always be given the following options:

1. *Where possible retain a personal aid throughout the airport or*
2. *Check-it in and be provided with airport/airline wheelchair to autonomously reach the gate where applicable,*
3. *Check it in and be accepted by a dedicated agent with an airport/airline wheelchair or electric cart to reach the gate,*
4. *If the passenger mobility aid:*
   - (i) *Is not checked-in, its usage should be permitted up to the aircraft door and the mobility aid stored in the cabin where facilities are available. Such requests will be handled on a first come first served basis (ref. IATA RS 700 5.2.3.1 (b)) and will depend on the size of the aircraft and local regulations. Although requested by the passenger, where the wheelchair or mobility aid cannot be stored on board, it shall be loaded in the aircraft hold where it is easily accessible for timely return to the passenger at the aircraft door.*
   - (ii) *Is preferred to be or (must be) checked-in, an identification tag will be attached to it. The tag alerts the baggage handling staff on the handling process or the need to deliver the mobility aid to the aircraft door or at the baggage claim. Refer to 1.1.6.12(c).*
   - (iii) *When not provided at the time of booking, details of size, weight and battery type shall be validated at check-in to ensure the mobility aid is accepted and loaded on the aircraft in accordance with the IATA DGR.*

Note: *In addition to any operating airline procedure, refer to the current IATA DGR and IATA Recommended Practice 1708 which can be found in the IATA Passenger Services Conference Resolution Manual.*

(f) *Acceptance of PETC and AVIH*

Animals accepted as PETC/AVIH on airBaltic operated flights are cats and dogs. Pets may be only accepted for transportation on airBaltic flights at the age of 12 weeks at the earliest.

Please note that other animals can only be accepted as cargo (under airwaybill). There is always a charge for pet transportation and prior approval from airBaltic is required.

For more information about live animals please see **B.2.4.5. – Handling of Pets**

Handling of animals is required in accordance with operating airline procedures and Live Animals Regulations (LAR). The acceptance of pets is also subject to the respective country regulations.

There are two methods of carriage:

1. *Pets in Cabin (PETC)*

   Subject to operating airline procedures defined animal species like cats and dogs may be accepted as pets in cabin, PETC, either securely leashed or in an approved container for carriage in the passenger cabin.

   B.2.4.8 Handling of Pets as Hand Baggage
2. *Live Animals in Hold*

   (i) *Animals Vivant in Hold (AVIH), that is live animals, may be transported as checked baggage in the aircraft hold in accordance with IATA Live Animal Regulations and operating airline procedures. Ensure the flight crew are informed of AVIH loading to ensure sufficient heat and airflow are maintained.*

   (ii) *) Domestic animals such as dogs, cats, and if applicable, other defined animal species by the operating airline may be carried as AVIH.*

   B.2.4.9 Handling of Pets as Checked Baggage

Note: *Domestic animals of unusual size or wild animals, reptiles and rodents must be transported as cargo.*

(g) *Service Animals*

Subject to operating airline procedures and local regulations, it may be possible to accept defined animal species as task-trained service animals (SVAN) and emotional support animals (ESAN) in the passenger cabin. Refer to operating airline procedures for guidance.

Task-trained service animals (SVAN) are animals trained to perform specific tasks for people who have physical, sensory, psychiatric, intellectual, or mental disabilities. The most common type of service animal is a dog.

Emotional support animals (ESAN) are usually untrained and mainly provide support, well-being and comfort to their owners through companionship, non-judgmental positive regard and affection.

Note: *Emotional support animals are not globally recognized as a service animal.*

Based on EC Regulation No 1107/2006, transportation of assistance animal (SVAN) on air is free of charge for passenger category that needs it.

When service animal (SVAN) accompanies a blind, physically disabled PWD customer or customer with health condition, that requires a service animal assistance, seating restrictions apply also for the service animal. A service animal must occupy the floor space where the person sits and cannot obstruct an aisle or other area that must remain clear for emergency evacuation. Exit row seating is prohibited.

Emotional Support Animals (ESAN) must not be accepted on Air Baltic flights.

1.1.6.13 Carriage of Firearms

Note: *Firearms are among the articles prohibited for carriage in the aircraft cabin. The only exemption is for persons specifically authorized to carry a firearm in the cabin.*

Apply airBaltic handling and acceptance procedures and security regulations with respect to acceptance. If authorized, strictly follow the procedures outlined.

Acceptance procedures and security regulations for firearms and ammunition are defined in **B.2.4.4. – Other Special Baggage**

(a) *Carriage of Firearms On-Board*

Airline procedures are in place in case person(s) authorized to carry a firearm on a commercial flight in the passenger cabin to ensure that the pilot-in-command is notified prior to the commencement of the flight. The notification shall include the seat number(s) of authorized armed person(s) when allowed by local regulations.

With exceptional authorization, police officers performing their duties as bodyguards of state officials may be granted permission to transport firearms in the cabin. Ammunition shall be kept separate from the firearm.

Written Exceptional Authorisation is issued before concerned flights by Security and Emergency Response division when approval for transportation from Head of Security and Emergency Response, NP Ground Operations and NP Dangerous Goods and NP Flight Operations is received.

Security and Contingency department

- coordinates all matters relating to the issuance of the exceptional authorization.
- ensures that the armed police officer is briefed about the rules of conduct on board the aircraft
- ensures that Station Duty Manager, Commander is informed that exceptional authorization is issued for specific flight.
- ensures that Commander is briefed about seat location of each armed bodyguard.

Responsible Ground Hanlding agent shall inform airport staff responsible for security during the screening and boarding process of the flight.

Commander shall brief crew about the armed bodyguard and coordinate associated crew procedures.

Cabin Crew shall not serve alcoholic beverages to armed bodyguards.

Station Duty Manager shall inform the handling agent Duty Manager at transit/transfer and destination airports about the armed transports, including the names of the police officers and passengers they are assigned to protect.

(a) *Carriage of Firearms in the Aircraft Hold*

When a firearm and ammunition is carried in the hold, the procedures shall ensure:

(i) *Firearm is not loaded and there is no ammunition in the chamber and ammunition is carried separately from the firearm.*

(ii) *Firearm and ammunition are stowed in a place that is inaccessible to any unauthorized person during the flight. Firearms are not to be carried in the flight deck or retained by any crew member.*

(iii) *Carriage of firearms is permitted by all states involved (including the state of departure, transit, arrival).*

(iv) *Pilot-in-command is notified prior to a commencement of the flight.*

Note: *In the event a weapon or any item suspected to be an unauthorized weapon is discovered, follow operating airline procedures and local security regulations.*

Acceptance procedures and security regulations for firearms and ammunition are defined in **B.2.4.4 Other Special Baggage** and **C.11.13 Weapons/Firearms**

1.1.7 Passenger Boarding

1.1.7.1 Preperation for boarding

Before boarding, ensure passengers and their cabin baggage have undergone security checks, if applicable.

(a) *Start and test gate equipment or if required prepare manual boarding documentation in accordance with operating airline procedures.*
(b) *Check that boarding facilities and gate monitors are displaying flight information*
(c) *Prepare the gate room for boarding (e.g. place stanchions, carpets, baggage sizers, podiums, etc.), as per operating airline procedures. .*
(d) *Ensure Dangerous Goods and Prohibited Articles notices are displayed at the boarding gate (for further guidances refer to current Dangerous Goods Manual)*
(e) *Prepare required handling material such as boarding passes, bag tags and other handling forms as per operating carrier procedures.*
(f) *Review the flight and check the following:*
1. *Number of booked and accepted passengers including waitlist*
2. *Passengers requiring special attention or pre-boarding*
3. *Passengers who are not authorized to board and if any related action is required, e.g. feeding AP-data, selectee handling*
4. *In case of an overbooked flight assess the number of volunteers required and/or expected number of involuntarily denied boarding passengers*
5. *Inbound connections and arrival time*
6. *If applicable meal counts in relation to the number of passengers*
7. Make sure, that all PWD passengers are seated so as not to impede rapid evacuation of the aircraft.

(g) *If applicable prepare for priority boarding (e.g. set up signage and barriers etc.)*
(h) *Prepare boarding announcements as required per operating carrier.* Guidance for airBaltic Boarding announcements can be found in **A.5.1**
(i) *Ensure the boarding route to the aircraft is safe and clearly marked where possible.*
(j) *If passengers and staff need to walk on the ramp, ensure the route to the aircraft is safe and clearly marked. Passengers must be supervised on the ramp at all times.*
(k) *For boarding with a Passenger Boarding Bridge (PBB), secure the route to the aircraft and block off any unused passageways, if required. Identify passageways (e.g., by class) as per operator requirements when there is more than one passageway in use.*
(l) *Obtain clearance for boarding from the flight crew, according to local procedures and operating airline procedures.*

1.1.7.2 Passenger Boarding Process

Passengers can be boarded by personnel in change of boarding process using a boarding application or manual process, or passengers can use self-service devices for boarding, if available.

The following must be observed for the boarding process:

(a) *Apply the boarding sequence as requested by the operating carrier, e.g. pre-boarding and priority boarding.*
(b) *Make boarding announcements as per operating airline procedures.* Guidance for airBaltic Boarding announcements can be found in **A.5.1**
(c) *Follow operating airline procedures for passengers requiring assistance or pre-boarding.*
(d) *Verify each passenger's identity as per the requirements.*
(e) *Cross-check the name on the passenger identity document with the one on the boarding token/card, and visually match the passenger with the photograph, if applicable.*
(f) *Register each passenger boarding and make a notification in the DCS.*
(g) *Apply the cabin baggage procedures of the operating airline, and account for any gate tagged items:*
    1. *Collect any flight related paper revenue documents, if required*
    2. *Clarify any boarding discrepancies, refer to **1.1.7.3 - Passenger Boarding Discrepancies***
(h) *Follow safety precautions when aircraft fueling is in progress or (fueling/defueling with passengers on board **3.2.3 - Fueling/Defueling with Passengers on Board**) as per airBaltic GOM, state or local regulation,*
(i) *For manual or non-automated boarding, check the flight number and date on the boarding card/token, register the security number as per operating airline procedures*
(j) *If a passenger is ineligible to board (refused boarding by the system) enter passenger records to resolve the passenger boarding issue.*
(k) *Enforce cabin baggage procedures:*
    1. *Extra cabin baggage collected at the gate from passengers shall be tagged and the pieces/weight tag number(s), if applicable, "entered" in DCS. Collect bags at the gate as per local procedures. Charge excess baggage if feasible. Inform load control of the additional pieces/weight if not transmited via DCS.*
    2. *Advise ramp staff and/or load control of any gate tagged items to be loaded as per operating airline procedures.*
(l) *For Delivery At Aircraft, DAA, procedure refer to **1.1.6.12 - Special Baggage** (c)*

Note: *For Cabin baggage acceptance at the boarding gate refer to **1.1.6.2 - Cabin Baggage** (e)*

1.1.7.3 Passenger Boarding Discrepancies

If there are passenger discrepancies (minus or plus), they must be resolved prior to closing the aircraft door.

(a) *Make every attempt to locate missing passengers and obtain visual proof of boarding and vertify documents if the missing passengers are found to be already onboard the aircraft.*
(b) *Apply operating airline procedures and government regulations with respect to the removal of the checked baggage of passengers who checked-in but fail to board and need to be off-loaded.*
(c) *In case more passengers are on board than shown in the boarding count the boarding passes and identities of the passengers must be verified and the acceptance corrected and reconciled accordingly.*
(d) *Notify crew and load controller of any last minute changes to passenger and/or baggage load.*

Any discrepancies between actual number of passengers on board and the number of boarding passes/ passengers checked-in shall be settled before departure.

In cases when the number of passengers onboard:

- Exceeds the number of ticket documents at the gate, a Passenger List (Onboard List) must be established and crosschecked with passengers onboard
- Is less than the number of passengers checked-in for the flight, the procedures for Gate no-show and baggage off-loading, if applicable, have to be followed.

Note:

The Commander shall be continuously informed of the initiations, progress and outcome of the investigation carried out in cases of discrepancies.

The Commander has the authority to give all commands he deems necessary for the purpose of securing the safety of the airplane and of persons or property carried therein.

1.1.7.4 End of Boarding

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

Based on the operating airline procedures:

(a) *Secure the flight by matching the checked-in passengers to the boarded passengers, finish the boarding process and close the flight in the DCS, if required.*
(b) *Add any additional cabin baggage tag number(s) in the DCS collected at the gate as per operating airline procedures and the system used (manually or automated)*
(c) *Provide final passenger numbers to cabin and/or flight crew.*
(d) *Provide required flight documents to cabin and/or flight crew.*
(e) *Ensure load control are informed about final passenger and/or baggage information, as per operating airline procedures.*

1.1.7.5 Boarding in Case of DCS Breakdown

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

Ensure the final checked-in count matches the boarded passenger count prior to door closure and prepare and board a final manifest.

1.1.8 Information to the Crew

1.1.8.1 General

Provide the flight crew with the required documents according to the operating airline specifications.

NOTE: on BT A220-300 a/c all pre-boarding information (divider position, pax figures etc.) is obtained by crew via ACARS (If there is ACARS coverage)

1.1.8.2 Passenger Information List

The Passenger Information List (PIL) provides information to the cabin crew about passengers on board, (name, seat number, special service requirements).

A PIL (Passenger Information List) is called Onboard Service List (OSL) in airBaltic DCS Altéa CM. It is an electronical or printed message that is uplifted in order to provide cabin crew with necessary information that concerns the customers onboard. The information includes groups of special customers e.g. PWD, UM, airBaltic tier members, special meals and connection flights. Onboard Service List is uploaded by crew in their onboard devices, printed copy shall be provided only upon crew request.

1.1.8.3 Other Flight Documents

Other required documents may include:

(a) *Final passenger manifest.*
(b) *Bag tag list for double destination flights.*
(c) *General declarations if required.*
(d) *Other special information (i.e. INAD documents, etc.)*

1.1.9 Post Flight Departure Activities

1.1.9.1 Messages

Ensure all relevant messages are dispatched to the appropriate addresses, as per the operating airline specifications.

Messages may include:

(a) *Teletype Passenger Manifest (TPM)*
(b) *Passenger Transfer Message (PTM)*
(c) *Passenger Service Message (PSM)*
(d) *Passenger Protection Message (PPM)*
(e) *Seat Occupied Message (SOM)*
(f) *Industry Discount Message (IDM)*
(g) *Advance Passenger Information (API)*
(h) *Electronic Ticket List (ETL)*

When the flight is ready to depart the Gate Agent shall update the airBaltic Departure Control System (DCS) with possible last changes and then close the flight completely, which enables an automatic transmission of the PTM and PSM messages to the destination(s). In case of system failure the mentioned messages shall be transmitted manually via SITA. See more in **ANNEX E**

1.1.9.2 Flight Document Retention

Retain (electronically or paper files) flight documents as per operating airline procedures and for a period of no less than three months unless otherwise specified.

1.1.9.3 Flight Close-Out

The accounting of all revenue documents for the respective flight and related services has to be ensured. Electronic documents are transmitted automatically by appropriate flight closing activities in the check-in system as per operating carrier procedures

Paper revenue documents (e.g. FIMs, excess baggage coupons) must be collected and forwarded to the respective Revenue Accounting as per operating carrier procedures.

1.2 Passenger Security

1.2.1 Security of Documents

1.2.1.1 Boarding Passes, Transit Passes and Baggage Tags

To enforce the security and safe disposal of boarding passes, transit cards, baggage tags and passenger information, all materials must be always kept under surveillieance and removed from counters to prevent unauthorized access and use.

1.2.1.2 Printed Documents

Print material such as boarding passes, passenger lists, and handling forms may have to be reprinted. Disposal of the original documents should be according to data protection rules, as they contain passenger data.

Unauthorized persons shall not be given access to printed documents containing personal data or their contents.

1.2.1.3 Counter and Area Security

(a) *All systems, including DCS, passenger facing counters etc. must be controlled to prevent unauthorized access. Follow airport procedures to prevent unauthorized access to and use of un-issued (blank) boarding passes.*
(b) *Before leaving the counter, remove boarding passes and baggage tags from the printers or lock them.*
(c) *Before leaving the counter, sign out, log off and lock the system.*
(d) *Adhere to regulations concerning the usage of sign-ins and passwords.*

1.2.2 Passenger Suitability for Travel

Assess each passenger in terms of security risk by looking for anomalies and observing certain emotional characteristics and/or body language. Be on the lookout for overall fitness to fly, including potentially communicable diseases, medical conditions, intoxication, etc.

Further questioning may be required to assist with passenger assessment:

When you identify a potential problem:

(a) *Suspend the passenger process for the identified passenger (check-in and/or boarding)*
(b) *Notify your supervisor or the airline representative to agree on further action(s). This should be done in accordance with the operating airline procedures.*
(c) *Depending on the situation the airline representative will contact the appropriate local authority for assistance, if needed.*

1.2.3 Security of Passengers and their Baggage

It is the responsibility of supervision staff to ensure all security threats are immediately reported to the operating airline, flight crew and applicable authorities as per local requirements and operating airline's procedures.

Apply operating airline and/or regulatory/airport authority security procedures for the handling of passengers and their baggage in the event of:

(a) *A bomb threat condition.*
(b) *An increased security threat condition.*

1.2.4 Restricted Areas

Secure all gate and departure areas by keeping doors closed. Use appropriate barricades when directing passengers.

(a) *Ensure all access doors are closed when not in use.*
(b) *Position staff as required to direct passengers.*
(c) *If passengers have to walk on the apron to aircraft, ensure passengers proceed directly to the aircraft.*
(d) *If transportation has to be provided to passengers to move them from the terminal building to the aircraft, make sure only authorized personnel and screened passengers are allowed to board the vehicle.*

1.3 Passenger Arrival, Transfer and Transit

Utmost consideration shall be given also to the service rendered to arriving passengers for the following reasons:

The majority of business travelers are repeat customers.

Moreover, on an average, half of the passengers on board the flight are visitors with return or onward tickets.

Airlines are often blamed for any inefficiency on the part of the Government Inspection Authorities and for inadequacy in the arrival Facilities. Many of these are, however, not under airline control.

Remember that the first impression may often be decisive for the passenger's choice of airBaltic for their next flight

1.3.1 Pre-Arrival

Review the pre-arrival information from DCS and/or messages.

(a) *Prepare for short connections if applicable.*
(b) Arrange facilitation for passengers requiring assistance, as identified by the applicable SSR. Station staff must always be observant and render assistance to passengers who need special attention such as: UMNR, PWD, elderly people and passengers with infants. *Check requirements for any gate delivered mobility aids.*
(c) *In case of delay of arrival, check onward connections and make new reservations if required and as per operating airline procedure.* Whenever there is delayed arrival, make announcement to passengers, as well as co-ordinate with other airlines, if applicable, in order to ensure expedient processing of transfer passengers to connecting flights, alternatively to obtain re-booking **A.6 Passenger Irregularities.**

1.3.2 Arrival

(a) *Prepare passenger boarding bridge, ensuring it is free of debris and positioned as per the standard requirements (see **3.1.3.5 - Passenger Boarding Bridge (PBB)**)*
(b) *Secure the disembarkation route for passengers and observe passengers' safety throughout the entire disembarkation process. If passengers are required to walk across the ramp, they shall be supervised* according local procedures.

Note:** If passenger handling staff are trained and authorized to operate cabin access doors, refer to **4.4.2 - Cabin Access Doors**. If passenger handling staff operate the passenger boarding bridge, refer to **3.1.3.5 - Passenger Boarding Bridge (PBB)

(c) *Disembark passengers in accordance with operating airline procedures.*
(d) *Provide assistance to passengers requiring it, if not previously identified.* Unaccompanied Minors (UMNR) shall always be assisted until the person stated under "Escort on arrival" in the Handling Advice has met them (Parent or Guardian).

Business Class customers disembark first and the customers requiring assistance disembark last. For flights parked at a remote position both forward and aft aircraft doors shall be used for disembarkation whenever possible (unless otherwise agreed). The passenger steps (if required) shall be positioned as soon as possible after the aircraft has fully stopped.

A sufficient number of apron buses (based on the actual customer figures) shall be available to support a convenient transfer to the terminal. The buses shall be parked at the stairs immediately after the aircraft has fully stopped.

1.3.3 Transfer (Passenger Handling at Connecting Airport)

If applicable, and as per operating airline policy:

(a) *Check the inbound/outbound connections and the number of passengers affected.*
(b) *Check time-critical connections, and inform gate staff of onward transfer.*
(c) *Prepare for handling of passengers requiring assistance.*

Station staff must always be observant and render assistance to passengers who need special attention such as:

- Unaccompanied minors (UMNR)
- Passengers with reduced mobility (PWD) and special needs
- Passengers with infants
- Elderly people

The above mentioned passengers to whom a special assistance service is needed, in the case when they are transfer passengers, they should be provided with assistance to the gate of the further flight

(d) *Assist the transferring passengers upon arrival of the incoming aircraft.*
(e) *Direct passengers:*

1. *through-checked passengers to the appropriate departure gate(s).*
2. *non-through checked passengers to the transfer desk or gate for check-in, whichever is applicable.*

1.3.4 Transit

1.3.4.1 General

Transit passengers may be allowed to disembark when scheduled ground time and local circumstances and facilities permit, in accordance with operating airline policy.

Local government requirements shall be applied regarding security of transit passengers up to and including screening requirements.

1.3.4.2 Disembarkation Procedures

(a) *Provide each passenger with a transit boarding pass or instruct passengers to retain their original boarding pass.*
(b) *Inform passengers about boarding time and gate as well as available facilities.*
(c) *Provide assistance to passengers requiring it during the transit time (with no changing of aircraft)*

1.3.4.3 Transit Passengers Remain on Board

As per airBaltic policy, there may be categories of passengers that stay on board if locally permitted.

In this situation check the number of passengers with the cabin crew onboard to ensure a correct boarding count when re-boarding the flight ***1.3.4.4 - Boarding Procedure***

Provide assistance to passengers who remain on board during the transit time.

1.3.4.4 Boarding Procedure

(a) *Board transit passengers before local passengers.*
(b) *Re-secure the flight by checking travel documents and validating boarding status through collection of transit cards or review of original boarding cards. Validation may also be done using the flight manifest or DCS.*

1.3.4.5 Missing Transit Passengers

The flight must be re-secured before door closure. If passengers are missing, apply the procedure for passenger boarding discrepancies refer to ***1.1.7.3 - Passenger Boarding Discrepancies***

1.3.4.6 Aircraft Change at the Transit Station

(a) *Advise cabin crew that all transit passengers must disembark with their carry-on baggage.*
(b) *Distribute transit boarding passes or instruct passengers to retain their original boarding pass and*
(c) *Inform passengers about boarding time and gate as well as available facilities.*
(d) *Provide passenger assistance as required.*
(e) *In case of a change of configuration, assign passengers new seat numbers if applicable, or apply free/open seating as per operating airlines' procedure.*

1.4 Special Categories of Passengers

1.4.1 Unaccompanied Minors (UMNR)

1.4.1.1 General

An UMNR (Unaccompanied Minor) is a child who: Has reached 5 but not 12 years of age, and is traveling alone (see restrictions for Children aged 5-11 below under Note), or Has reached 12 but not 18 years of age and requires assistance

Children aged 5-11:

If traveling alone, the UMNR service is mandatory. If UMNR service is not requested, child can only be accepted for travel if the travel companion has reached 16 years of age.

Note: Legislation of the respective country may require specific age limits for UMNR travel companion. In case of doubts the handling agent shall contact airBaltic Travel Document Competance Team (Working hours 5:00 AM – 12:00 AM EET; UTC+02:00) by calling +371 67130810.

Children aged 12-17:

If traveling as an UMNR is optional and service is requested, the child cannot decline the service him/her -self.

Policy

airBaltic service to an UMNR implies that the child is under airline supervision from check-in until the child has been met upon arrival by parent/guardian.

An UMNR shall travel in the class for which the fare is paid for.

1.4.1.2 Seating

Seat UMNRs as per operating airline policy and do not assign seats in emergency exit rows. Refer to **A.4.5.2 - Infants and unaccompanied children**

1.4.1.3 Acceptance Restrictions

Observe travel restrictions for minors as per operating airline procedures for:

(a) *Connecting flights.*
(b) *Any restrictions on the maximum number of UMNR.*

There is a maximum limit for UMNR aged due to the special attention required.

No more than 5 UMNR may be accepted on one flight.

Please note that there may be embargoes for UMNR on certain flights.

1.4.1.4 Procedures for Handling Unaccompanied Minors

(a) *Complete the handling advice/declaration form ensuring the responsible adult has signed authorization and provided proof of identity.*
(b) *Distribute and keep copies as required.*
(c) *Ensure the correct remarks and SSR codes are in the check-in record.*
(d) *Apply handling fee where applicable.*
(e) *Inform the responsible adult to remain at the airport until the aircraft is airborne.*
(f) *Keep the UMNR in safe custody and hand over to the cabin crew during boarding.*
(g) *Advise/release responsible adult once flight is airborne.*

A.4.1. **– Unacompanied Minors (UMNR)**

1.4.1.5 Transfer Station Procedure

(a) *Meet, assist UMNR and collect any travel documents from the cabin crew.*
(b) *Hand over the UMNR to the cabin crew of the connecting flight.*
(c) *In case of interline transfer, hand over UMNR to the onward connecting airline agent.*
(d) *In case of a flight disruption at the transfer station, UMNR to be accompanied at all times.*

A.4.1. **– Unacompanied Minors (UMNR)**

1.4.1.6 Arrival Station Procedure

(a) *Meet, assist UMNR and collect any travel documents from the cabin crew.*
(b) *Complete the handling advice/declaration form for airline staff responsible.*
(c) *Where applicable, ensure baggage of UMNR is collected.*
(d) *Hand over the UMNR only to the designated adult noted on the handling advice after verifying the identity of this person and having received his signature for receipt of the UMNR.*

1.4.2 Infants and Children

1.4.2.1 Infants

(a) *General Restrictions*

An infant is a minor that has reached 8 days but *not yet reached his/her 2nd birthday.*

Infants younger than 8 days of age shall be booked and handled as MEDA see **A.4.3.1 Handling of Medical Transportation**

An infant shall be carried on the lap of an adult unless the applicable child fare has been paid and the infant sits in a car-type baby seat or is able to sit by itself in a seat. Passenger with infant should not interfere other passenger's mobility. An adult person shall hold one infant at a time only.

(b) *Seating*

Passengers traveling with infants should be assigned next to seats with capabilities of fitting bassinets as defined per aircraft and operating carrier procedures.

Infants traveling by car type baby seats or similar child restraint device require an individual seat suitable for the device.

Infants are considered children and shall be assigned a seat, when during the journey, they reach the age of two.

An infant may be carried on the knee of an adult (one infant per adult). Infant may not be seated in an Emergency exit seat, first row seats or on jump seat. Infant may be seated in Window seats only.

(c) *Aircraft Baby Bassinets*

If the aircraft is equipped with baby bassinets, apply operating airline policy for assignment, respecting any age and weight limitations.

(d) *Baby Strollers*

Apply airBaltic policy regarding checked-in or delivery at aircraft (DAA) service for strollers and provide information to the passenger concerning the procedure, if applicable.

1.4.2.2 Children

Definition: A child is a minor between 2 and 12 (has reached his/her 2nd birthday, but has not reached his/her 12th birthday).

(a) children under 5 years of age cannot be accepted for transportation unless travelling with an adult or accompanied by an escort not younger than 16 years and capable of taking care of the minor during the journey. Escort has to be assigned by the child's parents/guardian.
(b) Children aged 5-11 may travel alone only as unaccompanied minors under the conditions listed in **1.4.1 - Unaccompanied Minors (UMNR)**.

If the minor reaches his/her 2nd birthday during the journey, he/she will be considered a child as of the birthday. If the fare used requires a reservation for a return journey in the same booking, infant must occupy a seat also on the outbound flight even though the infant has not turned two years before the journey.

Children's group

On group transportation of children under 15 years, they must be accompanied by adult persons in a number not below 10 % of the number of children to be carried.

Example: football team of 20 children under 15 years of age should be accompanied by 2 adults

(a) *Seating*
Children must occupy an individual passenger seat and may not be seated in emergency exit rows.
(b) *Child Restraint Device*
Apply operating airline procedures for the acceptance and use of car seats and other restraint devices. Verify their conformity as per the airline specifications.
1. *Make sure the child restraint device is placed on a seat which will not hinder the evacuation of any passenger.*
2. *Do not assign a seat for the child restraint device in an emergency exit row, or the row forward or rear of an emergency exit row.*
3. *Respect any operating airline specific limitations, as not all seats may be suitable.*

1.4.2.3 Car type baby seats / child restraint device

In case passenger wants to have a separate seat for an infant, this service can be purchased via airBaltic Call Centre or Online in advance, this product can not be purchased at the airport before flight.

AirBaltic does not provide restraint systems, but parents can bring their own car seats or baby baskets on board, as long conditions described below are met.

- Infants traveling on a car type baby seat / child restraint device shall be seated next to a window with an accompanying adult seated next to them.
- Car type baby seat / child restraint device is in perfect working order.
- Responsible adult of infant/child shall install car seat by him/her own, according manufacturer’s instructions.
- Car type baby seat / child restraint device does not exceed dimension 45 cm width and must be attached to a passenger seat with seat’s lap belt.
- Passenger agrees to check-in the car type baby seat / child restraint device as checked baggage if it is not in an acceptable working order or cannot be attached to the passenger seat.

- So-called ''comfort devices'', which are attached to the passenger seat or placed in the footwell (e.g. inflatable cubes, seat extenders, etc.) may not be used on board airBaltic flights for safety reasons.

Check-in or Gate agent shall make sure, that Car type baby seat / child restraint device has official marking.

The following official markings on Car type baby seats / child restraint devices approve use on board of an aircraft:

- The UN Standard ECE R44-04 (or 03), or ECE R129 bearing the respective "ECE R" label and qualification sign attesting that the child seat is approved for use in aircraft.
- Canadian CMVSS 213/213.1
- The German 'Qualification Procedure for Child Restraint Systems for Use in Aircraft' (TÜV Doc.: TÜV/958- 01/2001)
- US FMVSS No 213 and manufactured to these standards on or after February 26, 1985. US
- Australia / New Zealand (CASA)

1.4.3 Groups

1.4.3.1 General

The minimum number of passengers travelling together in a group (not including infants) is defined by the operating airline policy.

Group is a minimum of 8 passengers travelling together on one main flight segment on the same date and to the same destination.

1.4.3.2 Check-In

(a) *Check-in and accept all passengers individually.* It is possible to arrange a chargeable group check-in service in advance.

(b) *When possible assign seats together; if requested respect any special seating requirements.*Seating is based on DCS business rules and not assigned by an agent at the check-in desk.

(c) *Issue baggage tags individually:*

1. *each piece of baggage must bear the respective passenger's identification.*
2. *exception: Bag tags for family members travelling together may be issued on one family name.*

1.4.3.3 Non-Standard Groups

Unusual groups, passengers of size, or outside the standard minimum as per airline may need to be communicated to load control (i.e. sports teams with higher passenger weights).

1.4.4 Passengers with Disabilities

1.4.4.1 General – Passengers with Disabilities

To provide Passengers with Disabilities (PWD) when traveling by air with protection and help airBaltic keeps to requirements set by the European Parliament and Council of Europe, determined in „European Parliament and Council of Europe Regulation (EK) No. 1107/2006 (5th July, 2006) regarding rights of disabled persons and persons with reduced mobility when traveling by air" and which are performed by airBaltic as of 26th of July, 2008, the date stated in the Article 18 of the Regulation mentioned above and AirBaltic has signed the Airline Passenger Service Commitment including the attachment Meeting the needs of people with reduced mobility.

airBaltic is committed to the provision of a comfortable, convenient, reliable air travel service that is accessible to all of our passengers. That is why we endorse the principle that physical disability or challenge should not prohibit an individual's use and enjoyment of air transport, unless such travel runs counter of to medical advice.

The passenger is responsible for providing information about his/her needs to the proper channel at the proper time. airBaltic makes every effort to accommodate passenger travel needs while taking into consideration the health, safety and comfort of him/her and our other customers.

Necessary restrictions in acceptance and seat allocation shall be kept to a minimum, yet subject to safety requirement.

Number of PWDs should not exceed the number of passengers capable of an emergency.

Passenger with Disabilities (PWD) means any person whose: mobility when using transport is reduced due to any physical disability (sensory or locomotor, permanent or temporary) – (WCHC, Blind and Deaf person), intellectual disability or impairment - (DPNA see below), or any other cause of disability, or age, and whose situation needs appropriate attention and the adaptation to his, or her particular needs of the service made available to all passengers.

As of IGOM Ed. 11 (effective 2022), the term Passenger with Reduced Mobility (PRM) has been aligned with the UN Convention on the Rights of Persons with Disabilities (CRPD) and International Civil Aviation Organization (ICAO) Annex 9 Chapter 8H, using the term Person/Passenger with disabilities (PWD) as the official terminology. Passengers with Disabilities (PWD) includes passengers with reduced mobility and passengers with non-visible disabilities which can be temporary or permanent conditions.

(a) *The ability to provide assistance to PWDs will vary according to:*

1. *Individual's needs.*
2. *Aircraft type.*
3. *Aircraft configuration.*

(b) *For PWDs requiring/requesting assistance:*

1. *Ask the passenger what assistance they require and how they can be helped.*
2. *passengers, and ensure that they are not allocated or occupy seats where their presence could impede the emergency evacuation. If the PWD is travelling with a Personal Care Attendant and/or Safety Assistant, they shall be given seats immediately adjacent to or across the aisle from the passenger they are assisting, see* ***1.4.4.3 - Seat Assignment****.*
3. *Advise the passenger of what services and assistance are available based on their needs.*
4. *Advise the passenger of available operating airline equipment (i.e., on board wheelchairs, braille or tactile markings, accessible lavatories, etc.).*
5. *Provide information to the passenger in alternate accessible communication formats upon request (e.g., braille, captioning, large print).*
6. *Ensure accurate SSR codes and any other relevant information are recorded in the DCS and PNR.*
7. *Acceptance of PWDs will be as per operating airline procedures.*
8. *PWDs should be allowed to pre-board.*
9. *Whenever feasible, PWDs using a wheelchair (manual or powered) or other mobility aid, should be permitted to use their personal mobility aid throughout the airport until they reach the aircraft and receive it back near the aircraft upon arrival. When in transit, if time permits between flights, the airline should offer to return to PWDs their personal mobility aid and allow PWDs to retain them until they need to be stored again for carriage. Inform the stations of transfer/arrival accordingly to allow the handling of the aid.*

1.4.4.2 Assistance Codes for Passengers with Disabilities

PWDs may require services and assistance to facilitate their travel experience. Codes known as Special Service Requests (SSR) are used to communicate passenger preferences, procedural items, medical cases and assistance required by passengers. These are identified in airline messages by IATA Reservations Interline Procedures (AIRIMP) codes.

(a) *Codes to identify a type of disability;*

1. *BLND (Blind Passenger)–specify if accompanied by service animal.*
2. *DEAF (Deaf Passenger)–specify if accompanied by service animal.*
3. *DPNA (Disabled Passenger Needing Assistance)—passenger with cognitive or invisible disabilities*
   needing assistance (specify details)

(b) *Codes to identify assistive services provided to the passenger;*

1. *MAAS—Meet and Assist (specify details)*
2. *WCHR (Wheelchair—R for Ramp)—passenger can ascend/descend steps and make own way to/from cabin seat but requires wheelchair for distance to/from aircraft, i.e., across ramp, finger dock or to mobile lounge as applicable. When service animal is accompanying passenger, specify the type of animal in free text of SSR Item*

3. *WCHS (Wheelchair—S for Steps)—passenger cannot ascend/descend steps, but is able to make own way to/from cabin seat; requires wheelchair for distance to/from aircraft or mobile lounge and must be carried up/down steps. When service animal is accompanying passenger, specify the type of animal in free text of SSR Item.*
4. *WCHC (Wheelchair—C for Cabin Seat)—passenger completely immobile; requires wheelchair to/from aircraft/mobile lounge and must be carried up/down steps and to/from cabin seat. When service animal is accompanying passenger, specify the type of animal in free text of SSR Item.*

Notes:
Specify if the passenger is travelling with own wheelchair and use one the following applicable SSR codes which describe the wheelchair

1. *WCBD–Dry or Gel battery operated wheelchair/mobility aid (non-spillable/dry cell battery)*
2. *WCMP–Manual power wheelchair/mobility aid*
3. *WCLB–Lithium battery operated wheelchair/mobility aid*
4. *WCBW–Wet cell battery wheelchair/mobility aid)*
   If the passenger is requesting a wheelchair on board use SSR code WCOB.

(c) *Codes to identify animals accompanying a passenger with disabilities*

1. *When service animal is accompanying passenger, specify the type of animal in free text of SSR Item.*
2. *ESAN—for passengers travelling with an emotional support/psychiatric assistance animal in cabin (specify details)–(by bilateral agreement). Subject to government regulations.* Not permitted on airBaltic flights.
3. *SVAN—for passengers travelling with a service animal in cabin (specify details)–(by bilateral agreement).*

(d) *Codes to identify equipment accompanying the passenger*

1. *OXYG (Oxygen)—for passengers travelling either seated or on a stretcher, needing oxygen during the flight (only to be used in conjunction with SSR Code MEDA).*
2. *STCR (Stretcher Passenger)* Not permitted on airBaltic flights.
3. *AOXY (Airline Supplied Oxygen)—for passengers travelling either seated or on a stretcher, needing oxygen during the flight (only to be used in conjunction with SSR code MEDA) (by bilateral agreement).*
4. *POXY (Passenger Own Oxygen)—for passengers travelling either seated or on a stretcher, needing oxygen during the flight (only to be used in conjunction with SSR code MEDA). Subject to airline and/or government regulations (by bilateral agreement).*
5. *PPOC (Personal Portable Oxygen Concentrator)—(by bilateral agreement).*
6. *WCOB (Wheelchair—O for Onboard)—provided by airline (by bilateral agreement) 48 hours' notice recommended but not required.*

Note: *For medical cases (MEDA). Refer to* ***1.4.5 - Passenger Requiring Medical Clearance*** *for specific handling details related to MEDA passengers.*

Able-bodied Attendant

In selected cases a PRM cannot travel alone but needs an attendant during the flight. The PRM or the health insurance company would normally pay for the flight ticket of the companion.

1.4.4.3 Seat Assignment

(a) *PWDs, as well as their personal care attendant and/or safety assistant shall be assigned seats in their ticketed cabin that will facilitate boarding and disembarkation and will minimize inconvenience to the passenger and maximize the scope for cabin crew assistance.*

(b) *As a rule, ensure that PWDs are not allocated, neither occupy, seats where their presence could:*

1. *Impede the emergency evacuation of the aircraft*
2. *Impede crews in the performance of their duties.*
3. *Obstruct access to emergency equipment.*

(c) *Personal care attendants and/or safety assistants shall be given seats immediately adjacent to the passenger they are attending to.*

(d) *The assignment of seats may also be subject to medical requirements.*

(e) *When assigning seats, observe the following criteria:*

1. *PWDs travelling with service dogs should be assigned seats that allow space for the dog, near a floor level exit but not impeding access to it.*
2. *PWDs should, be seated so as not to impede rapid evacuation of the aircraft.*
3. *If crutches, canes and similar walking aids are stored in a special location in the cabin, the users of such aids should be assigned seats nearby, to permit quick access to the aids when needed.*
4. *Passengers with stiff legs, fractured legs in plaster, paraplegics, etc. should be accommodated in seats allowing the maximum space for their comfort, or space for leg support devices with the least possible disturbance to passengers in the adjacent seats. Limbs in plaster casts should not obstruct the aisle or emergency exits.*
5. *Passengers with a disability affecting only one side of their body (i.e., hemiplegics, artificial limb, arm or leg in cast, splint or brace) should be assigned seats which will best accommodate the passenger and will facilitate their mobility in cases of emergency (e.g. in an aisle seat with the unaffected side of their body towards the aisle or in seats with removeable arm rests).*

(f) Disability and/or restraint aids that require to be secured around the back of the seat can be accepted only with prior approval by airBaltic.

Note 1: *Wherever possible, groups of PWDs shall be seated in subgroups in order to enable a rapid flow of other passengers during an evacuation.*

Note 2: *Travel by groups of PWDs shall always be subject to applicable regulatory and operating airline procedures.*

1.4.4.4 Maximum Number of PWDs and Assistance Requirement

(a) *In circumstances where the number of PWDs forms a significant proportion of the total number of passengers carried on board, the number of PWDs should not exceed the number of able-bodied persons capable of assisting during an emergency (or as per local regulation).*

(b) *For personal care attendants and/or safety assistants' requirements, refer to operating airline procedures.*

1.4.5 Passenger Requiring Medical Clearance

1.4.5.1 General

(a)) *No medical clearance or special forms are required for passengers who only require special assistance in the airport, or in embarking/disembarking.*

(b) *Medical clearance is required by the airline if the passenger:*

1. *suffers from any disease which is believed to be actively contagious and communicable;*
2. *is considered to be a potential risk to the safety or punctuality of the flight including the possibility of diversion of the flight or an unscheduled landing;*
3. *is incapable of caring for himself and requires special assistance;*
4. *has a medical condition which may be adversely affected by the flight environment.*

   ***Note:** Passengers not falling into these categories normally do not need medical clearance, however, if in doubt, the ailine should be advised so it can decide whether a medical clearance is required or not.*

(c) *Passengers with medical cases (if applicable)*

1. *LEGL (Leg in cast)–for passengers with a left leg in a full cast or fused knee, (only to be used in conjunction with SSR code MEDA).*
2. *LEGR (Leg in cast)–for passengers with a right leg in a full cast or fused knee, (only to be used in conjunction with SSR code MEDA).*
3. *LEGB (Leg in cast)–for passengers with both legs in a full cast, (only to be used in conjunction with SSR code MEDA).*
4. *MEDA (Medical case)-company medical clearance may be required. Generally, not to be used for passengers with reduced mobility who only require special assistance or handling. However, depending on the reason for reduced mobility, it may be necessary to have a medical clearance in some cases.*
5. *OXYG (Oxygen)-for passengers travelling either seated or on a stretcher, needing oxygen during the flight (only to be used in conjunction with SSR Code MEDA).*
6. *STCR (Stretcher Passenger).*

Medical Transportation is applicable for passengers whose medical condition demand different degree of assistance and/ or escort at embarkation/ disembarkation and/ or during the flight. Medical Transportation must be booked and authorized in advance. **A.4.3.1.1 Passengers requiring additional air / oxygen bottles from airBaltic.**

Please see BT Medif form on the next page.

The stretcher arrangements are not available on airBaltic flights.

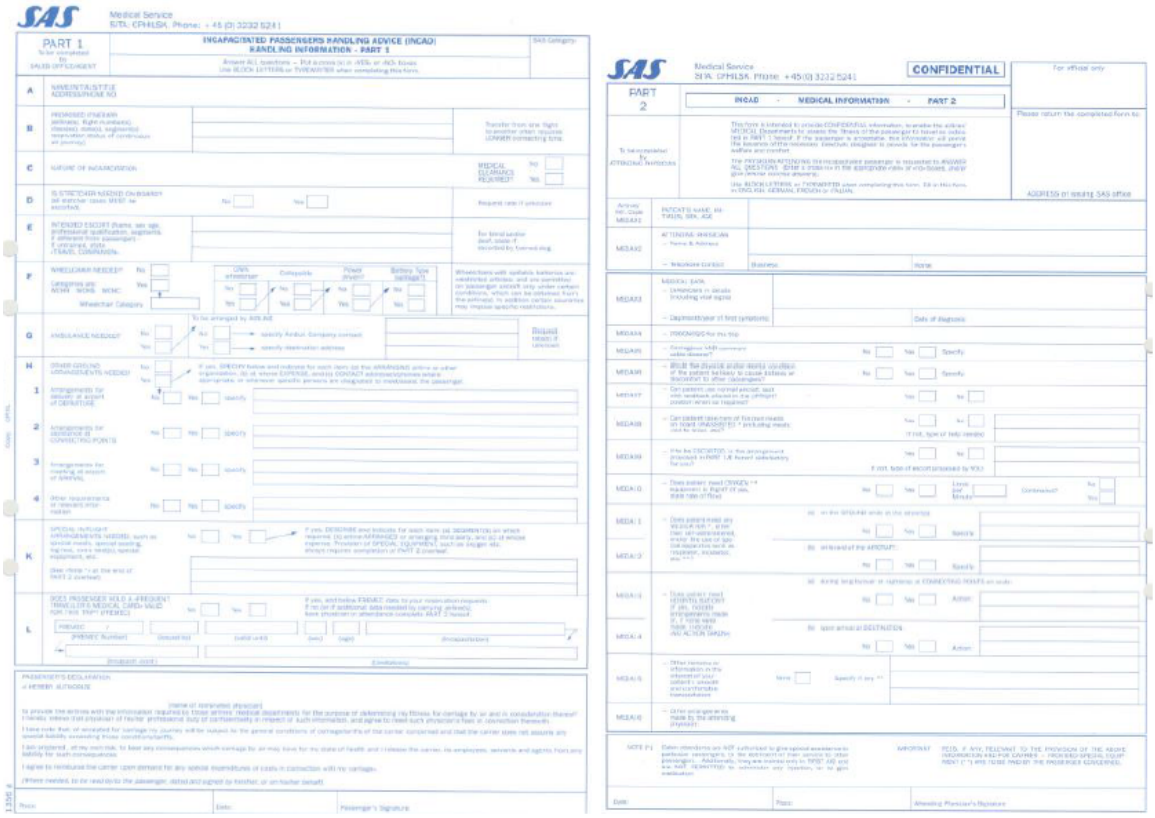
1.4.5.2 Medical Information Form (MEDIF)

The MEDIF is a standard form used to assess passengers requiring assistance.

The Medical Information Form (MEDIF) is a standardized form for medical clearance and handling of incapacitated (disabled) passenger. The information in the MEDIF is used by the Medical Department to decide whether a medical transport can be accepted or not.

Note: The MEDIF form is confidential information and may not be revealed to unauthorized parties.

The Medical Information Form (MEDIF) is a standardized form for medical clearance and handling of incapacitated (disabled) passenger. Medical Information Form (MEDIF) see below. The information in the MEDIF is used by the Medical Department to decide whether a medical transport can be accepted or not.



1.4.5.3 Frequent Traveler's Medical Card (FREMEC)

Not applicable on airBaltic operated flights.

1.4.5.4 Advance Notification

Passengers are asked to advise the airline of their needs at the time of reservation.

Advance notification is required for the following, subject to airline acceptance and approval:

(a) *Passengers traveling on a stretcher.*
(b) *Passengers requiring personal portable oxygen concentrator, ventilator or respirator onboard.*
(c) *The carriage of an incubator.*

Note1: *Information on the type of mobility aid as well as its weight, dimensions, battery type, special information (i.e., free wheel mode, removeable parts, Internet of Things (IoT) devices, seating systems, reclining mechanisms etc.) should be made available, to enable determine how to safely handle, secure and load the mobility aid.*

Note 2: *The types of mobility aids are diverse, and each type of mobility aid has specific locations on the frame for tie downs and disassembly and assembly, care shall be observed when handling and loading.*

1.4.5.5 Seating

Medical case (MEDA) passengers are entitled to the most appropriate seating according to their needs, including the stowage of on board medical devices or equipment.

(a) *Appropriate seating, as per operating airline procedures MEDA and passenger needs, :*
(b) *Provide adjacent seating as applicable for:*
    1. *A personal care attendant.*
    2. *A safety assistant.*
    3. *A reader/interpreter in case of a vision or hearing impairment.*
(c) *PWD/MEDA passengers may not be seated in emergency exits. Refer to Recommended Practice 1700c for more details.*

PWD/MEDA and PWD/Non-MEDA may not be seated in emergency exits. Refer to **A.4.5.3 - Medical (MEDA)**

Escorts shall be given seats immediately adjacent to the passenger they are escorting.

1.4.5.6 Request for Assistance without Advanced Notice

If a passenger's needs were not communicated at the time of booking, or a passenger is identified as a PWD or potential MEDA case upon departure, make all reasonable efforts to accommodate the passenger without delaying the flight. Ask appropriate questions and record required codes in the DCS.

Ground handling agent has right to deny boarding for MEDA passenger without Advanced Notice.

1.4.6 Handling of PWDs not Requiring Medical Clearance

The following rules apply to pregnant passengers:

Expectant mothers up to end of 27th week of pregnancy has no restrictions for travel, it is recommended to have a pregnancy passport with them to prevent delays at airport. The document shall state passenger's name, last name and stage of pregnancy in weeks.

From beginning of 28th week up to the end of 36th week must have one of following document to prove the stage of pregnancy:

- Pregnancy passport
- Completed airBaltic standard form Pregnancy statement for air travel (see sample on next page, available for passengers in **https://www.airbaltic.com**)
- Medical certificate in English language stating that passenger is "Fit to fly" and indicating stage of pregnancy

No pregnant passengers are accepted on board beyond 36th week of pregnancy.

Note: No travel permitted beyond 32nd week of pregnancy if expecting multiple births.

If the expectant mother has no pregnancy passport/medical certificate/Pregnancy statement for air travel to prove the stage of pregnancy, the passenger can be refused to fly for safety reasons, if the airline representative has doubts that she is not 100% able to complete the flight without requiring extraordinary care.

Expectant mothers wishing to travel with an infant on their lap are permitted to do so.

airBaltic standard form- Pregnancy statement for air travel (printed by passenger from airBalticWeb page)

Apliecinājums lidojumiem grūtniecības laikā

airBaltic

Pregnancy statement for air travel

Pasažieres vārds, uzvārds Name of passenger

Dzimšanas datums Date of birth

Ārstniecības iestāde Place of treatment

Grūtniecības nedēļa Weeks of pregnancy

Paredzamais dzemdību datums Due date

☐ **Grūtniecība bez sarežģījumiem, nav ierobežojumu lidojumiem**
Normal pregnancy, no restrictions for air travel

☐ **Grūtniecība ar sarežģījumiem, lidojumi nav ieteicami**
Risk pregnancy, air travel is not recommended

Vieta un datums
Place and date

Ārsta paraksts un zīmogs
Signature attending physican and stamp

Lidojums turp Outbound flight

Maršruts Routing

Lidojuma nr. Flight No.

Datums Date

Lidojums atpakaļ Inbound flight

Maršruts Routing

Lidojuma nr. Flight No.

Datums Date

Pasažieres kontaktinformācija Passenger`s contact information

Tālruņa nr. Phone

E-pasta adrese Email

1.4.6.1 Processing

Check that additional needs have been communicated via the respective SSR codes and entered into the

DCS and PNR, and verify if escort requirements are fulfilled, if applicable.

1.4.6.2 Right of Refusal of PWD and/or MEDA Cases

(a) *General*

Refusing a PWD/MEDA passenger requires a legitimate reason.A PWD and/or MEDA case may be refused based on the operating airline's General Conditions of Carriage (Right to Refuse Carriage)

(b) *Reasons for Refusal*

Do not refuse a PWD/MEDA passenger unless one of the following reasons is applicable, and in accordance with the operating airline procedures:

1. *The person has such a degree of physical infirmity that the trip would likely result in complications or death leading to diversion.*
2. *The person requires individual nursing or care during the flight, if not accompanied by a suitable escort.*
3. *The person, because of their physical or medical condition, poses a direct threat to the health or safety of other passengers, their property, the aircraft or crew. And the threat cannot be eliminated by providing additional aid or services or by other means (e.g. face masks, separate seating).*
4. *The person fails or refuses to submit themselves to the specific conditions of carriage required by the operating airline.*
5. *Information is required about the passenger's medical condition (diagnosis) where the passenger's own physician refuses to disclose such information to the Authorized Medical Service.*
6. *The person has a communicable disease and still is in infectious period (or does not have proper medical clearance).*

(c) *Handling of PWD/MEDA Refusals*

In case of refusal of a PWD and/or MEDA case, inform the passenger and explain the reason for refusal with reference to the General Conditions of Carriage.

Apply the operating airline policy with respect to rebooking to a later date, and/or making all efforts to accommodate the passenger on the next possible flight, if applicable, or refund of the ticket.

1. *Enter all relevant information about the reason for refusal into the PNR or in the operating airline report e.g. pax refused [flight/date] d/t lack of safety assistant [SITA address/agent name].*
2. *Forward the PNR or report to the appropriate airline department. Document all details of the incident and submit as specified by the operating airline.*

1.4.7 Stretcher Transport

The stretcher arrangements are not available on airBaltic flights.

1.4.8 Oxygen for Medical Use

Medical Oxygen Unit Wenoll-System WS 120 is a mobile system for the oxygen therapy of passengers (6 years and older) with increased oxygen requirements.

C.10.9 - Air/oxygen bottles

Oxygen system work on demand - delivering oxygen only at inhalation.

The technicians and/or mechanics handle equipment on the ground.

OXYGEN for MEDA passenger will be confirmed by contracted SOS International. Request for OXYGEN has to be sent not less than 24 hours in advance to Maintrol@airbaltic.com and DTProductionPlanning@airbaltic.com.

Passenger requiring air/oxygen shall always be accompanied by qualified medical staff if required by contracted SOS International. Medical staff shall be given seats immediately adjacent to the passenger they are escorting.

Note: Passenger using Oxygen Bottle shall not obstruct the Emergency Exit, therefore he shall occupy window seat only.

No other type of equipment will be accepted on board and the customers may not provide their own in-flight oxygen.

Other Respiratory devices (POC and CPAP)

Portable oxygen concentrators (POC) are medical device units that do not contain hazardous materials as determined by carrier and assist a user of medical oxygen under a doctor's care. These units separate oxygen from nitrogen and other gases contained in ambient air and dispense it in concentrated form to the user. airBaltic requires prior approval of battery, according to **C.2.4 Dangerous Goods carried by passengers and crew.**

Once the airBaltic has accepted:

(a) *Arrange pre-boarding for the passenger.*
(b) *Vertify or add SSR codes for assistance.*
1. *Airline supplied oxygen during a flight (AOXY)*
2. *Personal Portable Oxygen Concentrator (POC)*

(c) *Seat the passenger as per operating airline policy allowing for stowage of equipment.*

1.4.9 Inadmissible Persons and Deportees

1.4.9.1 Inadmissible Persons (INAD)

The airBaltic is responsible for passengers carried on its flights who are refused admission to a country by the immigration authorities.

- Authorities usually require airlines to take inadmissible passengers to the point of origin or country of nationality.
- Airlines are subjected to fines in accordance with legislation of the states refusing admission and ICAO Annex 9.
- Airlines must bear the costs related to person's inadmissibility (for example – detention or medical costs).

(a) *An INAD is an inadmissible passenger who is or will be refused admission to a State by its authorities.*

(b) *An INAD should depart on the first available flight*

(c) *The operating carrier should be advised by the responsible authority (local) about the conditions and the state of the INAD. This should be done well in advance of the boarding.*

(d) *Advise the crew and pilot-in-command of INAD passengers with judicial processings.*

(e) *All stations en route shall be advised of the INAD on board*

Note: *In general, Inadmissible passengers, INADs, travel without being accompanied.*

(f) *If assessed by the responsible authority, INADs may be accompanied if:*

1. *The INAD physically resists carriage.*
2. *The INAD has already been denied transpostation by another airline.*
3. *There is any sign the INAD might endanger the safety of the flight or passengers.*

For the above reasons, unaccompanied INADs may also be refused at any stage

Before refusing inadmissible passenger, commander shall consult with airBaltic Document Support during office hours by calling +371 28627012 or Travel Document Competence Team (working hours 5:00 AM – 12:00 AM EET; UTC +02:00) by calling +371 67130810.

1.4.9.2 Deportees

(a) *Deportee (DEPO) is used to designate a deportee(when one or more conditions apply as mentioned):*

1. *Who was formally ordered by the authorities to leave that state.*
2. *Who is under arrest*
3. *Who has to be transported to another State for legal reasons.*
4. *Who has applied for asylum and is transferred to the state responsible for the application.*
5. *Described by the term "Dublin Convention" as reasons for transportation.*

(b) *DEPA–deportee accompanied: a deportee who is escorted by security escorts during flight.*

(c) *DEPU–deportee unaccompanied: a deportee who is not escorted by security escorts during flight.*

Note 1: *The responsibility for deportees lies fully with the state(s) concerned.*

Note 2: *Deportees will be accepted for carriage only on request of an Authority and upon operating airline approval.*

(d) *If a DEPO resists transportation or gives rise to the assumption that he/she will be the source of annoyance to other passengers or crew members, only accept him/her according to the procedures for a deportee who is escorted by authorized personnel during the removal (DEPA).*

(e) *Refuse the carriage of deportees or inadmissable passengers if they are likely to:*

1. *Involve any risk to the safety of the flight.*
2. *Involve any azard or risk to themselves, other passengers or crew members.*
3. *Cause discomfort or make themselves objectionable to other passengers.*
4. *Require special assistance from ground or in-flight staff.*

Acceptance of Deportee on airBaltic flights is based on the following rules drawn up by airBaltic in cooperation with the Latvian police authorities:

- airBaltic always reserves the right to refuse carriage of Deportees
- airBaltic may under no circumstances absorb the cost of transportation and escort services of Deportees

Only one unaccompanied deportee (DEPU) per deporting country per flight is accepted, exceptions being permitted for spouse and children under 12 years of age.

No restrictions as to the number of escorted deportees (DEPA) are applicable.

DEPU and DEPA (and escorting officers) can be accepted only in Economy class.

Before refusing unruly deportee commander shall consult with airBaltic Security helpdesk.

1.4.9.3 Seating of Inadmissible Persons and Deportees

Assign INADs, DEPOs and their escorts to seats in the rear of the cabin, but not directly adjacent to exits, in accordance with operating airline procedures. Refer to **A.4.5.2.1 - Inadmissible Passengers, Deportees or Persons in Custody**

1.4.9.4 Travel Documents of Inadmissible Persons and Deportees

Hand the travel documents to the crew if required by the local authorities, local regulations or operating airline procedure.

1.4.10 Unruly Passengers

1.4.10.1 General Conditions of Passenger Carriage

For flight safety reasons carriers may refuse carriage or onward carriage of any unruly passengers and/or those who appear by manner or physical indications, to be under the influence of alcohol or drugs. This includes prevention of any violation of applicable law, regulations or order of any state or country to be flown from, into or over.

An unruly passenger is a passenger that acts aggressively or threatening, fails to obey the rules, or in any way acts in a manner that might jeopardize the safety of an aircraft, any passenger or crewmember, good order and discipline onboard.

Intoxicated passenger is a passenger affected by excessive dose of substances that cause mood swings or impairment of consciousness, including but not limited to alcohol or drugs.

1.4.10.1.1 Identification of unruly/intoxicated passenger

Unruly/intoxicated passengers:

- Cause discomfort to other passengers (the use of obscene words, offensive speech, being in a state of intoxication, under the influence of substances that can produce mood changes or distorted perceptions in humans, to include, but not limited to alcohol or drugs, etc.).
- Will lead to any risk for him/her or other passengers (aggressive behaviour with the use of threats against other passengers, airport employees, airline crew members).
- Refuse to comply with established rules of behaviour at an airport or on board the aircraft.

Therefore, timely identification of unruly/intoxicated passengers is critical for several reasons, such as safety, security, operational efficiency and customer experience.

1.4.10.1.2 AirBaltic Policy

airBaltic acknowledges its obligation to take all reasonable steps to ensure a safe and secure environment for its customers and employees at all company facilities, including the aircraft of airBaltic.
Therefore airBaltic:

- Supports ground staff and aircraft crews who prevent such passengers from travelling on flights;
- Expects ground staff and crews to take reasonable steps to prevent or restrict disruptive behavior and to identify passengers who are acting in a way that causes security or safety concerns;
- Requires Commanders of aircraft to request the police to meet upon landing the flights where disruptive incidents had occurred on board;
- Requires ground staff and crewmembers to give witness statements to the police;
- Encourages and supports the police investigations to prosecute disruptive passengers, especially if airBaltic staff member has been assaulted;
- Supports airBaltic staff acting as witnesses if offenders are put on trial for acting in any way that causes concern about safety and security.

1.4.10.2 Handling Unruly Passengers During Check-In or Boarding

Report to the supervisor any unruly passenger behaviour you observe at check-in, in the lounge, or at the boarding gate, and put baggage of such passengers on standby.

1.4.10.2.1 Incidents with unruly passengers on the ground

Disruptive passenger incidents are much more difficult to handle and have potentially more serious consequences in flight. Therefore the passenger who is thought to cause disruption in flight must not be boarded.
In particular the boarding shall be denied, if:

- The passenger has refused to allow a security control procedure on himself or his baggage;
- The passenger has disobeyed instructions related to safety or security from the ground staff or crew;
- The passenger has used threatening or insulting words or behaved in threatening, abusive, insulting or disorderly manner towards a member of staff of airBaltic or a ground handling agent or passengers and other persons;
- The passenger has made a hoax bomb threat;
- The passenger has deliberately interfered with a crew member carrying out his or her duties;
- The passenger has committed a criminal offence during the check-in or boarding processes or on board the aircraft prior to take off.

1.4.10.2.2 Actions at check-in

During check-in the following steps shall be taken if a potentially unruly passenger is observed:

- The baggage of the unruly passenger shall be checked in on stand-by basis
- Inform the gate agents, that special attention shall be paid to passenger during boarding

1.4.10.2.3 Action at the boarding gate

If a passenger is judged to be disruptive at a boarding gate, the supervisor shall be requested to attend. Staff is fully authorised by airBaltic to off-load passengers who are under influence of alcohol or drugs, or who are judged to cause disruption in flight.
The responsibility for deciding whether or not to off-load a passenger at the gate lies with the ground staff, however cabin crew can be invited to ask their opinion in the decision making process. If the passenger is refused boarding, his/her baggage shall be offloaded and amendments shall be made to the check-in records and relevant onboard documents.

1.4.10.2.4 Threating, abusive or insulting behavior

Passengers who use threatening, abusive or insulting language, or behave in a way that cause staff harassment, alarm
or distress, might be committing an offence.Staff faced with passengers behaving in this way shall call for the support of a supervisor. In persistent cases the police should also be called.

1.4.10.2.5 Assaults on staff

If a staff member is assaulted by a passenger:

- The police must be called;
- The staff member concerned shall give the police a clear indication of whether he or she wants the offender prosecuted (this might involve making a written statement and giving evidence in court);
- Any injuries caused to a staff member shall be examined by a doctor at the earliest opportunity.

In dealing with disruptive passengers staff should not allow themselves to be intimidated by a passenger’s status, class of travel or threats of complaints to senior management or by similar bullying tactics. Unruly passenger on board can affect the image of the whole airline. airBaltic will give full support to staff that act within the guidelines of this policy in order to defuse a disruptive incident

1.4.10.3 If an Unruly Passenger is Denied Carriage

(a) *Offload the passenger in the DCS and offload his baggage.*
(b) *Document the case in the airport or airline report, with details of the passenger's condition (e.g. intoxicated, general abuse, etc.).*
(c) Directed to airBaltic ticket desk to arrange onward travel at a later date, when the passenger will be fit to travel

1.4.10.4 If an Unruly Passenger is Accepted for Travel

(a) *Inform Pilot-in-Command and the senior cabin crew member.*
(b) *Document the case in the airport or airline report with details of the passenger's condition.*
(c) *Report the incident to the applicable departments and the onward airport.*

1.4.11 VIP Passengers

VIP is a Very Important Passenger.

Passengers who are VIP shall be rendered all possible assistance while traveling with airBaltic and they are never to be offloaded irrespective of class of travel other than on a voluntary basis.

VIP requires special attention and it should be considered if special arrangements are to be prepared.

Police officers acting as bodyguards shall always be seated together with the escorted person on rows 1 and 2. If for any reason these rows are not available the bodyguards and the escorted person must never be separated.

1.5 Passenger Disruptions

The European Parliament and the Council of the European Union have established common rules on compensation and assistance to passengers facing an irregularity situation. These common rules are set to both strengthen the rights of the passengers and to ensure that airlines operate under harmonized conditions in a liberalized market.
These rules apply to all airBaltic flights.

The level of airBaltic's efficiency and service in irregularity situations may be decisive in keeping the passenger as our future customer, but all decisions in irregularity situations must be taken with airBaltic's cost efficiency and possible legal consequences in mind.

Irregularities usually cause the passenger great inconvenience and all efforts should therefore be made to:

- Eliminate, avoid or reduce the effect of irregularities to the greatest possible extent.
- Handle irregularity situations with a high degree of efficiency and service.
- In order to ensure quality requirements the passengers must be carried to final destination in time period as close to the original schedule and with maximum consideration to their needs and comfort.

The basis for the policy is that passengers hold tickets that constitute one contract for travel services. Surface transportation is always considered a separate contract, unless it is included in flight ticket.

Procedure

airBaltic has introduced a BT Outstation helpdesk division located in Base station that will make decisions and advise actions to be taken in irregularity situations.

When irregularity happens, BT Outstation helpdesk will be prepared before information is sent out.

When irregularity occurs, handling agent may receive specific instructions from BT Outstation helpdesk. Handling agent is to process passengers according to Irregularity Instructions, if such are received.

In case of inquiries or need for support, handling agent is to call BT Outstation helpdesk line: +371 67280440 or write e-mail to atoirr@airbaltic.com

1.5.1 Information and Communication to Passengers

In general, provide immediate and accurate information at regular intervals:

(a) *Ensure staff are briefed for consistent delivery of information.*
(b) *Brief staff on the estimated time of departure, estimated time of arrival, and any provisions being offered.*
(c) *Provide passengers written information about their rights according to applicable regulations, upon requested or as required.*
(d) *Provide information in alternate formats to passengers with impairments.*

airBaltic information standard in case of irregularities:

- The traffic irregularity shall be announced as soon as possible and not later than 15 minutes prior to STD (Scheduled Time of Departure).
- At STD the reason and duration of the traffic irregularity shall be repeated.
- The passenger shall continuously be informed of the reason and duration of the traffic irregularity, with intervals not exceeding 30 minutes.

- airBaltic representative shall be available at departure gate
- The Commander and C/A 1 shall be informed about the reason for the delay by the station, as well as other services given to the passenger.

1.5.2 Delays

For airBaltic specific instructions see **A.6.1. – Delays**

1.5.2.1 Disruptions Known Prior/During Check-in

(a) *Update revised times in the DCS*
(b) *If applicable and as per operating airline policy, rebook any connecting flights according to the airline's priority sequence.*
(c) *Check the passenger and baggage through on the rebooked flight.*
(d) *Update airport FIDS*
(e) *Arrange the needed amenities, e.g. meals, HOTAC, transportation(s), passenger assistance, lounge access, etc., according to nature of the disruption.*

1.5.2.2 Disruption Known Prior/During Boarding

(a) *Reconfirm the departure gate/time and update the revised information in the DCS.*
(b) *Advise passengers accordingly and at regular intervals.*
(c) *Apply airlines specific procedures for certain categories of passengers.*
(d) *Update airport FIDS*
(e) *Arrange the needed amenities, e.g. meals, HOTAC, transportation(s), passenger assistance, lounge access, etc., according to nature of the disruption.*

1.5.2.3 Disruption Upon Arrival

(a) *The mis-connecting passenger and baggage shall be rebooked and re-flighted accordingly.*
(b) *Update airport FIDS*
(c) *Arrange the needed amenities, e.g. meals, HOTAC, transportation(s), passenger assistance, lounge access, etc., according to nature of the disruption.*

1.5.3 Misconnections/Cancellations/Diversions

For airBaltic specific instructions see **A.6. – Passenger Irregularities**

Handle misconnections, cancelations and diversions in accordance with the operating airline's General Conditions of Carriage.

1.5.4 Involuntary Change of Class

For airBaltic specific instructions see **A.6.5. – Passengers Being Downgraded**; **A.6.6. – Passengers Being Upgraded**

Involuntary changes of class must be handled as per the operating airline's procedures.

1.5.5 Denied Boarding due to Unavailability of Seats

For airBaltic specific instructions see **A.6.4. – Denied Boarding due to Unavailability of Seats**

(a) *Passengers holding a confirmed reservation may be denied boarding due to irregularity reasons, for example:*
   1. *Overbooking of the flight.*
   2. *Reduced aircraft seating capacity due to unserviceable equipment (cabin doors, slides, etc.).*
   3. *Reduced weight/seat capacity due to a payload restriction.*
   4. *Change of aircraft or version.*

(b) *Apply operating airline policy for denied boarding:*
   1. *If applicable, solicit volunteers and offer compensation and/or reprotection as per the operating airline policy.*
   2. *Provide written notice as per government regulations.*
   3. *Apply airline's involuntary denied boarding policy if no volunteers are solicited*

1.5.6 Mishandled or Unclaimed Baggage

For additional information about baggage claim handling procedures and mishandled baggage see **G.1. – Baggage Disruption General**

1.5.6.1 General

(a) *Mishandled or unclaimed baggage include one or more of the following baggage disruption incidents:*
   1. *Delay of checked baggage*
   2. Loss of checked baggage
   3. *Damage or partial loss of checked baggage*
   4. *Pilferage of baggage or items from baggage*

(b) *Enter mishandled or unclaimed found baggage details into the tracing system as defined by the operating airline procedures.* Property Irregularity report (PIR) should be entered in WortldTracer (WT) as soon as possible. Manual Property Irregularity report (PIR) allowed only in cases when (WT) system is down.

(c) *Legal time limits apply to the reporting of loss, delay, damage or pilferage of baggage, see* **ANNEX G – Lost and found procedures**

1.5.6.2 Storage of Mishandled 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 in line with the security requirements of the forwarding carrier, receiving carrier and relevant authorities.

1.5.6.3 Handling of Mishandled Baggage

(a) *Mishandling baggage shall be forwarded without any charge by the fastest possible means using the service of any Member airline, to the airport nearest to the passenger's address*

(b) *Ensure that the number of unaccompanied bags is included in baggage counts for load control*

(c) *Use a "RUSH" indicator (manual and/or electronic), when applicable.*

1.5.6.4 Delivery of Mishandled Baggage

Previously mishandled baggage shall be delivered in the most appropriate and fastest way and in line with the operating airline procedures.

1.5.6.5 On-Hand Baggage

On-hand baggage or unclaimed found baggage is baggage that has missed the flight upon which it was intended to travel. The station/handling agents that create the on-hand life are responsible for the tracing for the first 5 days. Then it is sent to secondary/central tracing for further actions.

1.5.6.6 Delayed Checked Baggage/Missing Baggage.

Delayed baggage is checked baggage not available to the passengers when he presents the baggage identification tag at the point of stopover or destination. For the first 5 days the station which created the tracing file is responsible for primary tracing and information to the passenger about the status of the file. The tracing period should be 21 days (as per the Montreal Convention) but may be longer based upon the operating airline procedures.

Baggage that has missed the flight upon which it was intended to travel should be considered to be on-hand.

1.5.6.7 Secondary Tracing

Secondary tracing is the process of taking over the responsibly and further actions for open mishandled baggage tracing files by the department as defined by the operating airlines procedures.

1.5.6.8 Mishandled Mobility Aids

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

(a) *Provide a suitable equivalent loaned item or replacement, as needed and as per operating airline procedures.*
(b) *Arrange for the repair or replacement of the item, if needed.*

1.5.6.9 Mishandled Live Animal

Delay of or injury to AVIH should be handled as priority.

2	**BAGGAGE HANDLING PROCEDURES**	2.0-1
2.1	**The Baggage Journey**	2.1-1
2.2	**Baggage Activities**	2.2-1
2.2.1	Introduction	2.2-1
2.2.2	Personnel Roles	2.2-1
2.3	**Safe Baggage Handling**	2.3-1
2.4	**Departure Baggage Handling (Including Special Baggage)**	2.4-1
2.4.1	Planning	2.4-1
2.4.2	Preparation for Departing Baggage	2.4-1
2.4.3	Execution of Departing Baggage	2.4-2
2.4.4	Handling Gate Delivery Items	2.4-5
2.4.5	Monitoring the Departing Baggage Operation	2.4-5
2.5	**Transfer Baggage**	2.5-1
2.5.1	Planning Transfer Baggage	2.5-1
2.5.2	Preparation for Transfer Baggage	2.5-2
2.5.3	Execution of Transfer Baggage	2.5-2
2.5.4	Monitoring of Transfer Baggage	2.5-2
2.5.5	Screening of hold baggage	2.5-2
2.6	**Terminating Baggage**	2.6-1
2.6.1	Planning	2.6-1
2.6.2	Preparation for Terminating Baggage	2.6-1
2.6.3	Execution of Terminating Baggage	2.6-1
2.6.3.1	Collection	2.6-1
2.6.3.2	Delivery	2.6-1
2.6.3.3	In the Arrivals Hall	2.6-2
2.6.4	Monitoring of Terminating Baggage Processes	2.6-2

2.7	**Special Baggage**	2.6-3
2.7.1	General	2.6-3
2.7.2	Planning for Departing Special Baggage	2.6-3
2.7.3	Special Baggage Handling	2.6-3
2.7.4	Handling Live animals	2.7-2
2.7.5	Planning Terminating Special Baggage	2.7-2
2.7.6	Preparation for Terminating Special Baggage	2.7-2
2.8	**Disruption**	2.8-1
2.8.1	Introduction	2.8-1
2.8.2	Dealing with Specific Outages	2.8-1
2.8.2.1	Baggage Reconciliation System (BRS) Outages	2.8-1
2.8.2.2	Baggage Handling System (BHS) Outages	2.8-1
2.8.2.3	Equipment Issues	2.8-1
2.8.2.4	Staffing Issues	2.8-1
2.8.2.5	Diversion	2.8-2
2.8.2.6	Cancelled Flights	2.8-2
2.8.2.7	Disruption Transfer	2.8-2
2.9	**Mishandled Baggage**	2.9-1
2.9.1	Introduction	2.9-1
2.9.2	Pre-Departure Mishandling	2.9-1
2.9.3	Departure Mishandling	2.9-1
2.9.4	Tail to Tail Baggage (where permitted by local regulations and airline procedures)	2.9-1
2.9.5	Missing Baggage	2.9-1
2.10	**Baggage Systems**	2.10-1
2.10.1	Introduction	2.10-1

2.10.2 Baggage Reconciliation Systems 2.10-1
2.10.3 Baggage Handling Systems 2.10-1
2.10.4 Baggage Messaging Systems 2.10-2
2.10.5 Baggage Management Systems 2.10-2
2.10.6 Baggage Re-flighting Systems 2.10-2

2.1 The Baggage Journey

This chapter presents the flow of baggage handling from the planning and preparation of activities, though execution and monitoring of the processes. Baggage check-in procedures, are addressed in Chapter 1 of this manual.

The chapter covers standard baggage handling procedures. Since airlines and airports differ from one another, deviations from these procedures are possible.

Baggage tracking is part of the IATA End to End baggage program that aims to improve baggage handling efficiencies through information sharing.

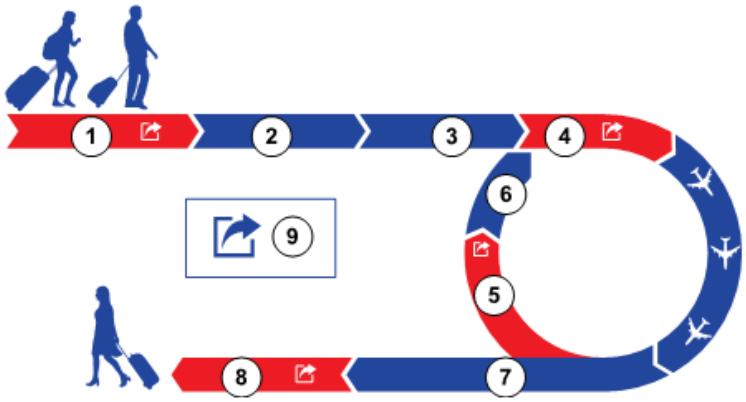
As per Resolution 753, IATA members shall maintain an accurate inventory of baggage by monitoring the acquisition and delivery of baggage.

Members shall be able to:

(a) *Demonstrate delivery, of baggage when custody changes*
(b) *Demonstrate acquisition, of baggage when custody change*
(c) *Provide an inventory of bags, upon departure of a flight*
(d) *Exchange the above information with other airlines as needed*

The provisions of Resolution 753 have been from 1 June 2018

The diagram shows the generic flow of checked baggage, from baggage acceptance through to the return of the baggage to the passenger. In some cases, and upon specific arrangements that recognize security measures between airports of origin, transfer and arrival, transfer screening may become nonmandatory.



NUMBER	DESCRIPTION
1	DEPARTING BAGS
2	SECURITY
3	SORT
4	BAGGAGE BUILD (for LOADING see chapter 4)
5	TRANSFER BAGS
6	SECURITY
7	UNLOAD
8	ARRIVAL
9	INFORMATION SHARING

***Note**: INFORMATION SHARING: Airline should share tracking information with interline partners as needed.*

ICAO Annex 17 Standard 4.5.4. See also IATA Security Management System (SeMS) Manual, Section 6.8 Recognition of Equivalence.

2.2 Baggage Activities

2.2.1 Introduction

There are several baggage activities that take place in an airport. These can be broadly classified as:

(a) *Passenger Baggage Acceptance-See* ***1.1.6 - Baggage Acceptance***
(b) *Baggage Handling-This Chapter*
(c) *Aircraft Loading and Unloading-See* ***4.5 - Aircraft Loading and Unloading***

Note: *Passenger Baggage is baggage that remains with the passenger during their journey and travels in the hold of the same aircraft as the passenger. This may include cabin baggage retrieved due to various reasons and may need to be checked in. Refer to* ***1.1.6.2 - Cabin Baggage***

2.2.2 Personnel Roles

Throughout this chapter reference is made to tasks that are performed in order to execute baggage operations. These tasks may be undertaken by different types and groups of staffing depending upon the operation size and structure at the airport. Typical roles include:

Management staff member: Responsible for overseeing the performance of the operation, making decisions on how to operate based upon feedback from the operational staff.

Support staff member: Responsible for planning baggage operations and collecting metrics, including rerouting misconnection to ensure a smooth baggage operation.

Baggage staff member: Operational staff who are responsible for the movement and monitoring of baggage through the dedicated baggage makeup areas, (including immediate reporting of any unauthorized persons in the baggage make-up area) reconciling baggage and collecting/delivering baggage from/to the aircraft.

Ramp loading staff member: Operational staff who are responsible for ramp activities including loading and/or offloading and immediate reporting of any unauthorized persons on the ramp (without airport badge in a visible place).

2.3 Safe Baggage Handling

It is important that personnel are aware of all risks associated with baggage handling, and that they are properly trained, and follow the guidance below as a minimum to ensure their health and safety:

(a) *Handling techniques*

1. *Baggage handling operations require personnel to manually handle equipment and baggage such as pushing and pulling non-motorized GSE (e.g. Baggage cart), loading heavy bags, ULDS, etc.*
2. *Baggage staff member should be aware of best lifting techniques to be utilized at all times to reduce the risk of injury whilst handling baggage.*
3. *Refer to AHM 462 4.5.3 for handling techniques and principles of manual handling.*

(b) *Baggage personnel should not lift more than their physical capabilities to avoid injuries.*

(c) *Ensure appropriate care is taken regarding health and safety to ensure personnel do not sustain injuries while handling baggage Where available, make use of assistive devices for moving heavy loads.*

(d) *Ensure appropriate personal protective equipment (PPE) is available and used.*

(e) *Ensure baggage is handled in an appropriate manner (e.g., positioned rather than thrown onto belts).*

(f) *When using baggage carts or dollies use the safety precautions in* ***3.1.3.3 - Non-Motorized Ground Support Equipment***

(g) *Verify the coupling/uncoupling of the baggage carts, dollies/trailers and ensure nobody is working between or nearby prior to moving.*



Danger:
Be extra careful of your hands, fingers, and feet when moving and connecting baggage carts or dollies to the tractor or another equipment. Always use the handle and never the tow ring. Seek assistance, if required.

2.4 Departure Baggage Handling (Including Special Baggage)

2.4.1 Planning

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

(a) *Review expected baggage for each departing flight and plan for:*
1. *The numbers of baggage items and their types (transferring baggage or terminating/local baggage).*
2. *Equipment such as baggage carts (dollies) and ULDS.*
3. *Handling of any special baggage items that are planned for departure.*
4. *Staff assigned to deliver baggage to/from the aircraft/staging area, refer to 4.5.6.2 - Load Transportation*

(b) *Review the arrival connections for the departing flight:*
1. *Determine which arrival flights have transfer bags for the departure flight.*
2. *Monitor these flights for the transfer baggage to ensure that the transfer bags can make their connections.*
3. *Plan for short-connection baggage to the baggage sorting system or on a tail-to-tail basis for as needed.*

(c) *Review of the departure flight parking stand location to plan for on-time delivery of bags.*
1. *Determine the driving time to the departure stand.*
2. *Determine any special conditions for the use of the stand, such as supervision of baggage awaiting loading or additional security measures in place for the flight.*

(d) *Plan any special handling equipment that will be used and brief on the use as needed. This may include processes and procedures for handling mobility devices, weapons, AVIH etc.*

2.4.2 Preparation for Departing Baggage

(a) *Verify the build location that has been allocated for the departure flight:*
There may be more than one build location for the flight, such as:
1. *Specific segregations being built in different areas.*
2. *Specific build location for out-of-gauge (OOG) items, (e.g., sporting equipment).*

(b) *Ensure that the baggage personnel working at the out-of-gauge baggage point are aware of the build and/or allocated stand for delivery of items that arrive at the out-of-gauge point.*

(c) *Ensure that the signage for the flight departures is up to date (stand information is appropriately displayed).*

(d) *Ensure that the ground personnel handling the flight are aware of any special baggage item processing, especially mobility aids.*

2.4.3 Execution of Departing Baggage

(a) *Ensure that the baggage build location (e.g. baggage chute/carousel/lateral) for the departing flight and segregation is correct by validating against the baggage sortation plan:*
If bags that are destined for another build area arrive at the build output, then ensure that:

1. *The baggage handling system team are notified.*
2. *Move these bags to the correct build output/pass to baggage handlers.*

(b) *Ensure that the ULD for the baggage to be loaded is serviceable.* Not applicable for airBaltic.

(c) *Ensure that any baggage carts being used are serviceable refer to* ***3.1.3.3 - Non-Motorized Ground Support Equipment***

(d) *Ensure all mandatory screening and securing of baggage is performed as required.*

(e) *Produce ULD cards showing the correct flight and segregation of baggage for that ULD/baggage cart.* Not applicable for airBaltic.

(f) *To identify containers and baggage carts, and to allocate the appropriate segregation and flights, it is necessary to produce ULD cards (electronically or manually). These cards are often produced in the baggage reconciliation system and show a barcode that can be scanned to identify the allocation of the container or cart to the baggage reconciliation/tracking system. These are known as ULD cards. Apply sorting and loading procedures for containers and carts based on operating airline procedures with respect to checked items tagged as:*

1. *Priority baggage*
2. *Heavy baggage*
3. *Connection baggage*
4. *Late baggage*
5. *Fragile baggage*
6. *Sporting equipment*
7. *Mobility aids or devices*
8. *Animals in hold*
9. *Crew baggage*
10. *Baby Strollers/Push chairs*
11. *Gate Delivery Items*
12. *Items containing dangerous goods (i.e., dry ice)*
13. *Standby baggage*
14. *Items with a limited release tag.*

(g) *All baggage handling systems are subject to errors. This means that occasionally baggage will be directed to either a default output point or arrive at the wrong output point. Without human action, these bags will miss their intended flight. Therefore, based on the local provider and/or airport authority, and subject to airline and ground handler's agreement, it is advised to have baggage teams that can take these bags from the incorrect output location to their intended location or flight.*

(h) *Where baggage is being palletized, ensure that pallet is structurally safe and that the net attachments are in place. Refer to* ***4.5.7 - Securing of load***

(i) *Where tracking/reconciliation is performed electronically in the baggage make-up area:*

1. *Scan the baggage cart card for the designated appropriate category.*
2. *Scan the barcode of the baggage tag.*
3. *Verify that the load has been confirmed as being on the correct flight (obtain "Positive" passenger bag match by visually inspecting the baggage tag and by electronically scanning the tag to ensure a confirmed load response is received from the scanner).*
4. *Place tagged baggage in the appropriate baggage cart. Ensure baggage is handled in an appropriate manner (e.g., positioned rather than thrown into baggage cart).*
5. *Place the baggage to one side for resolution in case the baggage is identified as not being a "Positive" passenger bag match or not loaded to the correct flight/destination.*
6. *Compare expected baggage count and received baggage count to achieve a zero-baggage missed rate.*

(j) *Where reconciliation is performed manually in the baggage make-up area:*

1. *Visually inspect the baggage tag to check the flight number and destination.*
2. *Detach one of the removable tabs and apply to the baggage Bingo card.*
3. *Load in numbered sequence (in loading order) to assist offloading if applicable.*
4. *Place tagged baggage in the appropriate baggage cart. Ensure baggage is handled in an appropriate manner (e.g., positioned rather than thrown into the baggage cart).*
5. *Compare expected baggage count and received baggage to achieve a zero-baggage rate.*

(k) *When the baggage cart is filled and an appropriate number of baggage carts are available for delivery, the build is complete or at a specified time before departure:*

1. *Cover baggage carts, as appropriate.*
2. *Arrange delivery of the baggage carts to the aircraft for loading. If applicable, coordinate with the ramp staff member responsible for aircraft loading.*

(l) *Wheelchairs and Mobility aids delivered for carriage in the check-in area:*

1. *Ensure that the mobility aid is collected from the check-in area and taken to the baggage build area via the allocated out of gauge (OOG) baggage route, as defined by local airport regulations. At some locations the OOG baggage route will necessitate the mobility aid being walked through a security checkpoint to reach the baggage build area.*
2. *Handle all mobility aids in accordance with the IATA DGR.*
3. *Ensure that the person responsible for the planning and loading the aircraft is advised of the number and types of mobility aids processed for carriage. Typically, this information is disseminated to the next station via a LDM*

(m) *Where tracking/reconciliation is performed at the aircraft side:*

1. *Unload the baggage from the baggage cart directly onto the loading conveyor for the appropriate aircraft hold into which the baggage will be loaded.*
2. *Scan the baggage tag barcode or baggage license plate number for the baggage to be loaded.*
3. *Verify the load has been confirmed as being on the correct flight (i.e., Positive passenger bag match has succeeded for the baggage).*
4. *In case the baggage is identified as not cleared to load then place the baggage to one side for resolution.*
5. *When baggage is loaded and a passenger does not board the flight or is removed from on board the aircraft, follow operating airline procedures for treating the baggage (i.e., off-loading or transporting the baggage as unaccompanied), according to the risk assessment and locally applicable regulations.*

(n) *At the completion of the baggage build process, the baggage staff member should make a cross-check that the baggage has been built according to the load plan for the departing flight with load control. Discrepancies and variations need to be communicated to the load control, as soon as possible.*

2.4.4 Handling Gate Delivery Items

(a) *The passenger team will identify and label any baggage that is taken from a passenger at the gate due to size and/or weight restrictions.*
(b) *Record the baggage tag for tracking and/or reconciliation as per operating airline procedures.*
(c) *Ensure the item is collected from the gate area to the aircraft for loading.*
(d) *Where a passengers wishes to continue to use their own mobility aid until they have boarded the aircraft ensure that:*
    1. *The mobility aid is collected after the passenger has boarded the aircraft.*
    2. *The mobility aid is handled in accordance with the IATA DGR.*
    3. *Ensure that the persons responsible for the planning and loading of the aircraft is advised of the number and types of mobility aids processed for carriage. Typically, this information is disseminated to the next station via the LDM or CPM.*
(e) *To ensure gate delivery items required to be made available at the aircraft door (i.e., Wheelchairs, Mobility aids and/or strollers):*
    1. *Ensure a Delivery At Aircraft (DAA) flag/ exception code is updated in the Baggage Source Message (BSM) and/or Baggage Processed Message (BPM).*
    2. *Ensure a DAA tag is applied to readily identify the item in the aircraft hold.*
    3. *Scan the DAA's baggage tag.*

Note: *Refer to* ***1.1.6.12 - Special Baggage*** *for Delivery At Aircraft procedures.*

2.4.5 Monitoring the Departing Baggage Operation

Operation Baggage performance monitoring is a key element of an airline and baggage handling operations. There are a number of metrics that can be captured and applied to key performance indicators. The actual metrics used to monitor the operation depend upon the ground handling services providers and airlines involved. Figures that may be useful include:

(a) *Left behind baggage numbers.*
(b) *Numbers of bags accepted late from check-in/baggage system.*
(c) *Number of bags received that are tagless.*
(d) *First Bag Loaded.*
(e) *Last Bag Loaded.*
(f) *Number of gate bags.*
(g) *Number of bags delivered to the incorrect system output.*

2.5 Transfer Baggage

2.5.1 Planning Transfer Baggage

Depending on the number of transfer baggage expected, it is important for each transfer item that a preplanning process is put in place, to be aware that:

(a) *Transferring baggage may arrive up to 24 hours prior to the departing flight and can also arrive close to the departure time of the departing flight.*

(b) *Planning shall be according to connection times of the arriving feeder flights.*

***Note:** Transfer baggage planning can make a big difference to the overall performance of an airport or airline. The most common causes of baggage mishandling are in the transfer baggage process.*

(c) *Review the list of arrival flights to obtain:*

1. *The number of transfer baggage arriving before the departing flight is open for build. Allocate a storage area for these early bags.*
2. *The number of transfer baggage that will arrive during the time the departing flight is open for build. In consultation with other stakeholders and subject to approval by local authorities (tail-to-tail) decide if:*
    - (i) *These bags are being handled by the BHS or being delivered tail-to-tail, if applicable/operationally permissible.*
    - (ii) *Baggage staff members will be allocated to deliver the baggage rapidly to the baggage sortation system or on a tail-to-tail basis for those baggage with short connections.*
    - (iii) *If tail-to-tail operations are planned, inform the baggage hall and ramp staff so additional loading units are made available on the ramp.*
3. *The number of transfer baggage that will arrive after their departure flight has closed for build and determine:*
    - (i) *If it is possible for the departure flight to accept late baggage and to extend build time and facilities.*
    - (ii) *Identify which baggage is to be re-flighted refer to* ***2.9 - Mishandled Baggage***

(d) *Plan the use of GSE such as baggage carts and ULDs.*

(e) *Segregate mixed baggage to the departing flight in accordance with the airline's procedures.*

(f) *Plan for any special handling equipment use and brief staff members on that use as needed. This may include processes and procedures for handling mobility aids, weapons, AVIH, etc.*

(g) *For tail-to-tail transfers (In accordance with approval by local authorities):*

1. *Plan the collection of inbound transfer baggage and the delivery to the departing flight.*
2. *Plan handover points for the tail-to-tail drivers for the departing flight.*

(h) *Determine the categories for the departing flight (e.g., premium vs economy baggage, onward connecting baggage containers of baggage that will be unloaded from one flight and loaded to another during a transfer stop).*

2.5.2 Preparation for Transfer Baggage

(a) *Ensure the baggage handling team, know of storage locations for baggage that has arrived prior to departing flight opening. So that they can collect the transfer baggage as necessary.*
(b) *Dispatch the baggage team and any necessary GSE as per their allocated tasks (e.g., collection, delivery).*

2.5.3 Execution of Transfer Baggage

(a) *Collect the transfer baggage from the arrival flight.*
(b) *Deliver the baggage to the appropriate location:*
1. *Baggage Handling System*
   (i) *Deliver the baggage to the transfer baggage inject point.*
   (ii) *Unload the baggage at the transfer baggage inject point.*
   (iii) *Scan the baggage to record delivery to the baggage handling system.*
2. *Tail to tail*
   (i) *Scan the baggage at the point of collection.*
   (ii) *Deliver the baggage to the departure aircraft.*
   (iii) *Scan the baggage upon loading into the departing aircraft.*
3. *Storage areas*
   (i) *Scan the bag to record delivery to the storage area.*
   (ii) *Deliver the bag to the storage area.*

2.5.4 Monitoring of Transfer Baggage

Transfer baggage should be monitored in accordance with Resolution 753 to record the number of bags making their connections, as applied to departing baggage.

2.5.5 Screening of hold baggage

All items of baggage (both originating and transfer hold baggage including courier baggage) shall be subjected to security screening prior to loading into the aircraft cargo hold (for both – International and domestic flights). Decision of appropriate screening level and methods shall be made by assessing risk factors defined by Commission Decision C(2015)8005 and other related international and national legislation and airBaltic requirements and procedures. Responsibilities for security screening lie with respective airport's organizations responsible for security screening.

Hold Baggage screened at the point of origin shall be subsequently protected from unauthorised interference from the point of screening (or from the point of acceptance, whichever is the earliest) at the originating airport to the departing aircraft at the transfer airport.

If transfer baggage is arriving from other than a Member State or from a third country listed in Attachment 5-A, (Commission Regulation 2015/1998 of 05 November 2015 laying down detailed measures for the implementation of the common basic standards on aviation security, Attachment 5-A, Hold Baggage) and further going to the Member State or to the third country listed in Attachment 5-A, it shall be screened before loading on board of aircraft.

Any passenger refusing to allow hold baggage to be screened or searched is to be denied boarding and baggage shall be offloaded.

In case of doubts or if there is reason to assume that unauthorized interference has occurred, security screening has to be performed repeatedly to ensure airBaltic security standards are met.

The equipment and procedures used for security screening shall be approved by the competent State authority for aviation security.

2.6 Terminating Baggage

2.6.1 Planning

(a) *Review relevant messages (e.g., baggage manifest message (BMM), load distribution message (LDM)) for the arriving flight to determine the number and location of terminating and transfer baggage, including special baggage.*
(b) *Review the arrival flight parking stand details.*
(c) *Plan staff to meet the aircraft and determine the arrival activities, including the time at which they should be present at the stand.*
(d) *Plan any special handling equipment and briefing needed to meet the incoming aircraft.*

2.6.2 Preparation for Terminating Baggage

(a) *Allocate or/confirm a reclaim point for the arrival flight based on the number of terminating items expected. Local airport regulations or airline procedures may apply.*
(b) *Allocate or/confirm the terminating baggage inject point.*
(c) *Verify all the GSE allocated is in good working order.*
(d) *Ensure the baggage team is aware of the delivery locations for terminating baggage including special baggage.*
(e) *Ensure the arrivals ground staff meeting the aircraft are aware of any special items processing, especially mobility aids.*
(f) *Ensure that the signage for the arrival flight is up to date and appropriately displayed.*

2.6.3 Execution of Terminating Baggage

2.6.3.1 Collection

(a) *Liaise with the ramp team for the collection of baggage according to the unload plan namely LDM, etc.*
(b) *Verify that the load collected is the appropriate load as per the unload plan/labeling of ULDS and/or baggage labeling.*
(c) *Sign for the handover as appropriate.*

2.6.3.2 Delivery

(a) *Deliver the baggage to the designated location for terminating baggage*
1. *Observe the priority plan for the offload. Typically, the priority plan Is to place commercially important baggage (first, business, etc) onto the reclaim first, then to place economy baggage onto the reclaim.*
2. *Observe such government required screening and securing of baggage as appropriate.*
3. *First Bag/Last Bag Time Recording: These times are often key metrics for monitoring baggage performance. Some systems can record this time automatically when a bag is scanned by an Automatic Tag Reader (ATR), whilst others require manual action such as pushing a button.*
    (i) *Where a system is provided that requires a manual operation to indicate the delivery of the first bag then use this when the first bag is delivered.*
    (ii) *If no system exists then record the flight number and time of first bag delivery manually if this is required by local procedures.*
    (iii) *Once baggage delivery is complete, record the time of the last bag either manually or using a system if such a system is provided.*
    (iv) *Where required, indicate that the last bag has been delivered by placing a baggage tub on the reclaim marked as "Last Bag Delivered" or alternatively by tagging the last bag injected to the reclaim with a “last bag" tag.*

(b) *Ensure that there is good communication between the ramp and baggage operations teams and the passenger team regarding the process of the unload, especially in the event of issues or delays.*
(c) *) If a bag is visibly damaged, then the bag should be secured as per local requirements.*
(d) *Baggage that has been delivered to the arrival hall must be rescreened before being loaded onto another aircraft.*
(e) *Transfer baggage that is accidently delivered to the arrival hall should be stored securely until processing for transfer.*

2.6.3.3 In the Arrivals Hall

(a) *If the reclaim belt is overloaded with bags, then bags should be removed from the belt and set aside in a secure manner (i.e. can be observed) in an area that does not present a safety risk for passenger.*
(b) *Once all bags have been delivered to the reclaim and passengers have progressed away from the reclaim area then a sweep of the baggage belt should be undertaken to remove RUSH bags and any unclaimed/remaining bags to the lost and found office or other designated area for further processing.*

2.6.4 Monitoring of Terminating Baggage Processes

The operational performance indicators that are needed will vary according to the airline and handling companies that are involved in the delivery of the terminating baggage. No targets for these measures are shown here, although the following measures may be useful:

(a) *First Passenger to First Bag*
This is the time between the first passenger from an arrival flight arriving at the baggage carousel and the first bag from the same flight being delivered to the carousel. This is a measure from the Airport Design Reference Manual.
(b) *Last Passenger to Last Bag*
1. *This is the time between the last passenger from an arrival flight to the last bag from the same flight being delivered to the baggage carousel. This is a measure from the Airport Design Reference Manual.*
2. *. Note that both the above measures are very hard to record, as it is not always evident when the first and last passengers arrive at a reclaim carousel, especially if that carousel is allocated to several flights.*

(c) *First Bag Delivery Time*
This is the time of delivery of the first bag to the baggage reclaim belt.
(d) *Last Bag Delivery Time*
This is the time of delivery of the last bag to the baggage reclaim belt.
(e) *Baggage Delivery Duration*
This is the duration of the delivery of baggage for an arrival flight, measured from the first bag delivery time to the last bag delivery time. It is also possible to record the delivery time for specific baggage types, such as all priority baggage.
(f) *Bags damaged on arrival*
This is a count of the number of bags delivered to the baggage reclaim belt that have been damaged during their journey. This damage can occur at any point in the journey, or the passenger may have used a bag that was damaged before their journey started. It is useful to record this as it allows the number of damaged bags on different flights to be compared

(g) *Bags delivered out of plan*

This is a count of the number of bags that have been delivered out of the intended delivery plan. This can include priority baggage delivered after economy baggage or special baggage delivered to the regular reclaim area, etc.

2.7 Special Baggage

2.7.1 General

The following needs to apply when handling special baggage:

(a) *Ensure special baggage to be accepted meets the dimension requirements (e.g., size, weight, volume) as specified by operating airline procedures.*

(b) *Ensure any special baggage accepted for carriage that has not been pre-declared has the required documentation, as per operating airline procedures. This normally applies to Mobility aids, Firearms and AVIH.*

(c) *Ensure all special baggage items are packed in a manner that is suitable for transport and cannot jeopardize the safety of the aircraft, personnel, and its contents.*

2.7.2 Planning for Departing Special Baggage

Refer to ***2.4.1 - Planning*** *for preparation of terminating baggage*

2.7.3 Special Baggage Handling

(a) *Handling of Wheelchairs and Mobility aids are to be carried out in accordance with operating airlines procedures, with the acceptance of electric mobility aids subject to the IATA Dangerous Goods Regulations (DGR) Table 2.3A; Refer to* ***1.1.6.12 - Special Baggage*** *(e)*

(b) *Handling of Crew Baggage-please see* ***1.1.6.12 - Special Baggage*** *(b)*

(c) *Handling of Firearms-please see* ***1.1.6.13 - Carriage of Firearms***

(d) *Handling of Sporting Goods-please see* ***1.1.6.12 - Special Baggage*** *(d)*

(e) *Handling of Baggage Delivered At Aircraft (DAA)-please see* ***1.1.6.12 - Special Baggage*** *(c)*

2.7.4 Handling Live animals

(a) *Handling of Live Animals in Hold (AVIH) is required in accordance with operating airline procedures and IATA Live Animals Regulations (LAR). The acceptance of AVIH is also subject to respective country regulations. See* ***1.1.6.12 - Special Baggage*** *(f)*

(b) *For AVIH delivered for carriage in the check-in area:*

1. *Ensure that the AVIH is collected from the check-in area and taken to the baggage build area via the allocated out of gauge (OOG) baggage route, as defined by local airport regulations. At some locations the OOG baggage route will necessitate the AVIH being walked through a security checkpoint to reach the baggage build area.*
2. *Ensure the specific container requirements comply in accordance with the IATA LAR.*
3. *The animal shall be kept in an appropriate area airside until loading. Depending on the environmental conditions, this area may be enclosed, heated, etc. so the animal does not suffer discomfort.*
4. *Deliver the animal to the aircraft loading team.*

Note: *Domestic animals of unusual size, strong bred or wild animals, reptiles and rodents must be transported as cargo.*

2.7.5 Planning Terminating Special Baggage

(a) *Review the incoming flight load for the number of special baggage items and their type (transfer or terminating).*

(b) *Review the incoming flight parking details.*

(c) *Plan any special handling equipment and briefings needed to meet the incoming aircraft.*

(d) *Determine the duration of activities so that later activities can be planned.*

2.7.6 Preparation for Terminating Special Baggage

(a) *Verify the reclaim allocated for the arriving flight refer to* ***2.6.2 - Preparation for Terminating Baggage****.*

(b) *Verify any GSE allocated are in good working order.*

(c) *Ensure the arrivals ground staff members meeting the aircraft are aware of any special items processing, especially mobility aids.*

2.8 Disruption

2.8.1 Introduction

When planning for disruption, review any known disruptions planned for the operation and the contingency measures planned for the day

(a) *Anticipate any likely disruption scenarios*
(b) *Plan any equipment that is needed to cope with the anticipated disruptions*
(c) *Where planned software maintenance is taking place, ensure that there are manual processes available in case the systems being modified fail to restart*

2.8.2 Dealing with Specific Outages

2.8.2.1 Baggage Reconciliation System (BRS) Outages

The baggage reconciliation system typically records the loading of the baggage into a container or aircraft hold. BRS failure can severely disrupt an operation, as the manual replacement processes are time consuming. Some BRS can fail “gracefully" where the most recent data remains available in the system and bags are reconciled against this data with changes highlighted when connectivity is restored. Training and guidance for such systems should be followed when disruption occurs. Where no graceful degradation is possible, manual processes should be adopted using bingo cards and baggage reconciliation stubs.

2.8.2.2 Baggage Handling System (BHS) Outages

Most major airports have a baggage handling system to move bags from the check-in area to the build area. These systems vary in complexity, often having fallback modes and graceful degradation modes before the system fails totally.

When the baggage handling system fails there are 2 issues that need to be dealt with. These are the bags that are trapped in the baggage handling system and need to be removed, and the bags that are waiting to be checked in.

Local procedures will vary for when the BHS fails, as the system design will determine the state of the bags when there is a failure. Whilst the key stages of baggage processing (cleared as safe for transport, storage and building the bags) can be completed without a baggage handling system the capacity of the airport will be reduced.

2.8.2.3 Equipment Issues

Where equipment is found to be un-usable, damaged or non-functional during the planning phases of the operation then this equipment should be flagged as un-usable and moved to a location where it can be collected for repair or repaired.

2.8.2.4 Staffing Issues

It is possible to have a large percentage of staff off work at the same time, and when this happens then there is a risk that the operation will be short-handed, leading to delays. Where possible, have a prepared list of staff on call that may be contacted to fill in roster gaps.

2.8.2.5 Diversion

When a flight is diverted to a station, ensure that:

(a) *Review the flight documentation (Baggage Manifest Message, Cargo Pallet Message, Load Distribution Message) for mobility aids, live animals in the hold (AVIH) and other items requiring special processing. Ensure that the guidance under "Special Baggage Handling" is followed.*

(b) *There is a plan to unload the baggage from the flight in line with the intention for the passenger movements:*

1. *If the aircraft is being replaced, then transfer the bags to the new aircraft.*
2. *If passengers are being transferred to other flights, then either move the baggage to the next flight or allocate a reclaim carousel for the flight so that passengers can collect their bags before continuing with their journey.*
3. *If the passengers will be moved using ground transport, then ensure a reclaim carousel is allocated to the baggage and deliver the baggage to that reclaim carousel.*

2.8.2.6 Cancelled Flights

When a flight is cancelled then either:

(a) *Deliver baggage to the alternative provided flight or;*

(b) *Deliver bags to a reclaim allocated to the original flight so that the passengers' can collect their bags.*

2.8.2.7 Disruption Transfer

In case of disruption transfer in Altea DCS, already attached baggage tag can be left and re-tagging is not required.

2.9 Mishandled Baggage

For additional information about baggage claim handling procedures and mishandled baggage see **G.1. – Baggage Disruption**

2.9.1 Introduction

Despite the best efforts of airlines and ground handling services providers, mishandling will always occur, mainly due to air traffic delay on arrival flights. When mishandling does occur then the following procedures should be followed:

2.9.2 Pre-Departure Mishandling

Pre-departure baggage can have 2 possible issues needing to run the bag to the correct build location:

(a) *For baggage without tags where the baggage tag has become detached from the bag:*
1. *Take the bag to the lost and found baggage office (note, a specific handler should have been nominated for tag less bags, as the actual intended flight is not known)*
2. *Create an On-Hand Report (OHD) for the bag in the tracing system*

(b) *Bags with tags that have been delivered to the wrong build location or the default baggage output.*

2.9.3 Departure Mishandling

Baggage arriving for the flight post departure

(a) *RUSH the bag onto the next available flight to the same destination, regardless of carrier (as per IATA Resolution 780)*
(b) *Send a Forward (FWD) message for the bag to the Lost Luggage office of the destination and any connection stations)*
(c) *Send a Baggage Transfer Message (BTM) for the re-flighting (if not done automatically)*
(d) *Follow any additional screening requirements as per local regulations*

2.9.4 Tail to Tail Baggage (where permitted by local regulations and airline procedures)

If possible, coordinate with ground control to ensure that flights with connecting tail to tail baggage are parked close together in order to minimize the chance of mishandling.

2.9.5 Missing Baggage

Missing baggage is baggage that was anticipated for a departing flight but has not been received by the operating carrier.

(a) *Create appropriate tracing files in the baggage tracing system,*
(b) *Create an On-Hand (OHD) and Forward (FWD) messages for the baggage once it is received.*

2.10 Baggage Systems

2.10.1 Introduction

This section presents a brief overview of the baggage systems that are typically used. Not all airports and airlines will make use of all the systems, and sometimes systems will have different names depending upon where they are being used.

2.10.2 Baggage Reconciliation Systems

(a) *Baggage reconciliation ensures that only accompanied or authorized unaccompanied checked baggage is loaded and transported.*

(b) *Baggage reconciliation procedures, either manually or automated, shall be in place where required by local regulations and operating airline procedures. Baggage reconciliation systems automate the process of recording where bags are loaded onto the aircraft and matching baggage details to passengers.*

(c) *In the event that the passenger is not onboard at departure then the bag may be located and removed, if this aligns to airline policy.*

(d) *A baggage reconciliation system will typically maintain passenger/baggage reconciliation as required, including:*

1. *Standby passengers*
2. *Off-airport and group check-in passengers*
3. *Voluntary or involuntary deplaning*
4. *Transit passengers*

(e) *Checked baggage of any passenger who is withdrawn from the flight or didn't board (no-show) is to be considered unaccompanied and handled in accordance with airline procedures and local regulations, which may include off-loading and additional security controls*

(f) *The system is not the only component in reconciliation and once a flight has been closed for check-in, the baggage room flight lead, or the baggage supervisor will:*

1. *Review total pieces for each ULD.*
2. *Pass on all baggage ULD figures, including baggage counts for each container and total ULD numbers, so that the total load summary can be prepared.*
3. *Conduct a baggage room sweep to ensure there are no left-behind bags.*

(g) *If baggage is left behind, report this to Baggage Services. Appropriate messages shall be sent to the downline station and arrangements made to expedite the return of the bag to the passenger.*

2.10.3 Baggage Handling Systems

A baggage handling system is used to move baggage through the airport. The system will also often be responsible for key aspects of ensuring baggage security, as the baggage screening machines are integrated into the system. Baggage handling systems often have many outputs that allow baggage to be built for an individual flight or segregations for a single flight. Other baggage handling systems output bags to carousels where several flights may be being built at the same time.

2.10.4 Baggage Messaging Systems

Baggage messaging underpins all the movement and processing of baggage. Baggage messages are delined in RP 1745 and RP 1755–for type B and Modern Baggage Messaging respectively. Messages are sent to the airport from the airline either via a direct connection or through a message distribution provider such as SITA or ARINC.

2.10.5 Baggage Management Systems

A baggage management system combines baggage source messages and baggage process messages to provide a real time picture of the movement of baggage through an airport, often combining information from other systems (such as security, handling, reconciliation, flight data, etc.) in order to provide a complete picture for the check-in, handling and loading of aircraft. The system may also allow tasks to be allocated to different teams in order to handle the baggage. The Baggage Management System is often a component of an overall airport management system.

2.10.6 Baggage Re-flighting Systems

A baggage re-flighting system is used to allocate baggage to a new flight when mishandling occurs. The system will typically have a complete flight schedule for the airport and be capable of generating baggage messages and labels to support the new baggage movement. Some baggage handling systems incorporate baggage re-flighting, allowing bags to be allocated to a new flight automatically and sent directly to the build for that flight.

3	**AIRCRAFT GENERAL SAFETY/SERVICING OPERATIONS**	3.0-1
3.1	**Ramp Safety in Aircraft Handling**	3.1-1
3.1.1	Introduction	3.1-1
3.1.2	General Ramp Safety	3.1-1
3.1.2.1	Engine Danger Areas	3.1-2
3.1.2.2	Engine Danger Area Diagrams	3.1-3
3.1.2.3	Equipment Restraint Area & Equipment Restraint Line	3.1-4
3.1.2.4	FOD – Foreign Object Debris	3.1-4
3.1.2.5	Personal Protective Equipment (PPE)	3.1-5
3.1.3	Safety Instructions for Operating and Working with Ground Support Equipment (GSE) on the Ramp	3.1-6
3.1.3.1	General Safety Instructions	3.1-6
3.1.3.2	Basic Operating Requirements for Ground Support Equipment	3.1-7
3.1.3.3	Non-Motorized Ground Support Equipment	3.1-9
3.1.3.4	Safely Driving and Parking Ground Support Equipment Inside the Equipment Restraint Area	3.1-10
3.1.3.5	Passenger Boarding Bridge	3.1-10
3.1.3.6	Passenger Stairs	3.1-12
3.1.3.7	Belt Loader	3.1-13
3.1.3.8	ULD Loader	3.1-14
3.1.3.9	Elevating Equipment	3.1-15
3.1.3.10	Tractor/Electric Baggage Tug	3.1-16
3.1.3.11	ULD Transporter	3.1-16
3.1.4	Fire	3.1-17
3.1.4.1	Fire Prevention and Protection	3.1-17
3.1.4.2	Actions in The Event of a Fire	3.1-17
3.2	**Safety During Fueling/Defueling**	3.2-1

3.2.1	Fueling Safety Zone	3.2-1
3.2.2	Fuel Spillage	3.2-3
3.2.3	Fueling/Defueling with Passengers on Board	3.2-3
3.2.3.1	Diagrams ”Fueling with passengers on board”	3.2-5
3.2.4	Fueling with one engine running	3.2-6
3.2.5	Responsibilities	3.2-6
3.3	**Adverse Weather Conditions**	3.3-1
3.3.1	General	3.3-1
3.3.2	Wintery or Slippery Apron Conditions	3.3-1
3.3.3	Storms–Lightning	3.3-1
3.3.3.1	Storm-Lightning Work instructions	3.3-2
3.3.3.2	Lightning Alert Callout	3.3-2
3.3.3.3	Counting Method	3.3-3
3.3.4	High Wind Conditions Work Instructions	3.3-3
3.3.5	High Winds Activity Table	3.3-4
3.3.6	Sandstorms and Low Visibility	3.3-4
3.3.7	Intense Heat	3.3-4
3.4	**Hand Signals**	3.4-1
3.4.1	Hand Signas – Introduction	3.4-1
3.4.2	General Conditions for Using Hand Signals	3.4-1
3.4.3	Specific Requirements for Using Marshalling Hand Signals	3.4-2
3.4.4	Guide Person Hand Signals for Ground Support Equipment	3.4-2
3.4.4.1	To Attract Operator's Attention and Take Command	3.4-2
3.4.4.2	Forward Movement	3.4-3
3.4.4.3	Backward Movement	3.4-3

3.4.4.4	Turn Right (from the driver's point of view)	3.4-3
3.4.4.5	Turn Left (from the driver's point of view)	3.4-4
3.4.4.6	Lift	3.4-4
3.4.4.7	Lower	3.4-4
3.4.4.8	Accompanied Movement	3.4-5
3.4.4.9	Indicate Distance:	3.4-5
3.4.4.10	Stop	3.4-5
3.4.4.11	OK	3.4-6
3.4.4.12	Chocks Inserted; Stabilizers On:	3.4-6
3.4.4.13	Chocks Removed; Stabilizers Off:	3.4-6
3.4.4.14	To Interrupt Power Source (electricity, fuel, air):	3.4-7
3.4.4.15	Stop Engine	3.4-7
3.4.4.16	To Connect or Disconnect	3.4-7
3.4.4.17	Brakes On/Off	3.4-8
3.4.5	Aircraft Movement Hand Signals–Headset Operator to Tractor Driver	3.4-8
3.4.5.1	Vehicle Brakes Off	3.4-8
3.4.5.2	Clear to Push	3.4-9
3.4.5.3	Negative/Hold	3.4-9
3.4.5.4	Vehicle Brakes On/Stop	3.4-10
3.4.5.5	Slow Down	3.4-10
3.4.5.6	Change of Pushback Direction:	3.4-11
3.4.6	Aircraft Movement Hand Signals–Wingwalker to Headset Operator/Tractor Driver, Marshaller, Flight crew (as applicable)	3.4-11
3.4.6.1	Clear to Move Aircraft	3.4-11
3.4.6.2	Stop Movement of Aircraft	3.4-12
3.4.6.3	Hold Movement of Aircraft	3.4-12

3.4.7	Marshalling Hand Signals for Aircraft	3.4-13
3.4.7.1	Identify Gate/Stand	3.4-13
3.4.7.2	Continue to Taxi Straight Ahead:	3.4-14
3.4.7.3	Slow Down:	3.4-14
3.4.7.4	Turn Right (from the pilots point of view)	3.4-15
3.4.7.5	Turn Left (from the pilots point of view)	3.4-15
3.4.7.6	Stop	3.4-16
3.4.7.7	Hold Position/Stand-by	3.4-16
3.4.7.8	Proceed to Next Marshaller or as Directed by Tower/Ground Control	3.4-17
3.4.7.9	Dispatch Aircraft	3.4-17
3.4.7.10	Fire	3.4-18
3.4.7.11	Set Brakes	3.4-18
3.4.7.12	Release Brakes	3.4-19
3.4.7.13	Chocks Inserted	3.4-19
3.4.7.14	Chocks Removed	3.4-20
3.4.7.15	Start Engines	3.4-20
3.4.7.16	Emergency Engine Shut Down/Cut engines	3.4-21
3.4.8	Technical/Servicing Hand Signals–Ground Staff to Flight Crew	3.4-21
3.4.8.1	Connect Towbar	3.4-21
3.4.8.2	Air Up:	3.4-22
3.4.8.3	Connect/Disconnect Ground Power:	3.4-22
3.4.8.4	Affirmative/All Clear	3.4-23
3.4.8.5	Negative	3.4-24
3.4.8.6	Interphone	3.4-24
3.4.8.7	Do not Touch Controls:	3.4-25

3.4.8.8	Open/Close Stairs	3.4-25
3.4.9	Technical/Servicing Hand Signals–Flight Crew to Ground Staff	3.4-26
3.4.9.1	Brakes Engaged:	3.4-26
3.4.9.2	Brakes Released:	3.4-26
3.4.9.3	Insert Wheel Chocks:	3.4-26
3.4.9.4	Remove Wheel Chocks:	3.4-27
3.4.9.5	Ready to Start Engine(s):	3.4-27
3.4.9.6	All Clear	3.4-27
3.5	**Toilet Servicing**	3.5-1
3.5.1	Introduction	3.5-1
3.5.2	Hygiene Precautions	3.5-1
3.5.3	Toilet Servicing Procedure	3.5-1
3.5.3.1	General	3.5-1
3.5.3.2	Draining	3.5-2
3.5.3.3	Servicing During Freezing Conditions	3.5-2
3.5.3.4	Inoperative Toilet Systems	3.5-2
3.5.3.5	Uplift Sterilization Fluid	3.5-2
3.6	**Potable Water Servicing**	3.6-1
3.6.1	General	3.6-1
3.6.2	Potable Water Servicing Procedure	3.6-1
3.6.2.1	Filling Aircraft Water Tanks	3.6-1
3.6.2.2	Water Servicing During Freezing Conditions	3.6-2
3.6.3	Potable Water Hygiene Requirements	3.6-2
3.6.3.1	Fill Points and Water Cabinets	3.6-2
3.6.3.2	Water Service Vehicles & Towed Service Carts	3.6-2

3.6.3.3	Water Servicing Staff	3.6-3
3.6.3.4	Water Treatment Chemicals (Sanitiser)	3.6-3
3.6.3.5	Water Service Vehicle Cleaning and Disinfection	3.6-3
3.6.3.6	Fill Point and Water Cabinet Cleaning and Disinfection	3.6-3
3.7	**Aircraft Cleaning and Disinfection**	3.7-1
3.7.1	General	3.7-1
3.7.2	Aircraft Cleaning Intervals	3.7-1
3.7.3	Cleaning and Disinfection Products	3.7-1
3.7.3.1	General	3.7-1
3.7.3.2	Product Selection	3.7-2
3.7.3.3	Product Use	3.7-2
3.7.3.4	Cleaning Equipment	3.7-3
3.7.4	Cleaning and Disinfection Tasks	3.7-4
3.7.4.1	General	3.7-4
3.7.4.2	Light Cleaning	3.7-5
3.7.4.3	Cleaning	3.7-5
3.7.4.4	Layover/Night-Stop Cleaning	3.7-6
3.7.4.5	Deep (Maintenance) Cleaning	3.7-7
3.7.4.6	Aircraft disinfection	3.7-8
3.7.4.7	Aircraft preventive disinfection	3.7-8
3.7.5	Aircraft Cleaning and Disinfection During a Pandemic	3.7-10
3.7.5.1	General	3.7-10
3.7.5.2	Actions Prior to Cleaning	3.7-10
3.7.5.3	Actions During Cleaning and Disinfection	3.7-11
3.7.5.4	Actions after Cleaning and Disinfection	3.7-11

3.7.5.5	Handover Procedures	3.7-11
3.7.6	Cleaning and Disinfection During an Event	3.7-12
3.7.6.1	Suspected or Confirmed Case of Communicable Disease On Board	3.7-12
3.7.6.2	Aircraft Contaminated with Body Fluids	3.7-13
3.8	**Safety During Aircraft Deicing/Anti-icing Operations**	3.8-1
3.8.1	General	3.8-1
3.8.2	Personnel Safety	3.8-1
3.8.3	Open Basket Operations	3.8-2
3.8.4	Closed Basket Operations	3.8-2

3.1 Ramp Safety in Aircraft Handling

3.1.1 Introduction

Ramp safety rules and procedures promote safe ground handling. Therefore, the minimum safety rules and procedures defined in this section shall always be applied and understood by all personnel working on the ramp. Aircraft damage can endanger passengers, employees and aircraft. Disruptions may also negatively impact safe airline operations.
Even a slight scratch or dent on an aircraft may result in a serious accident.

Any aircraft damage discovered or caused shall be reported. Refer to operating airline procedures regarding reporting of aircraft damage and the local authority.
Regarding reporting of aircraft damage, refer to : **6.5 - Incident Notification and Immediate Actions**

It is not permitted to smoke or to use lighters/matches/e-cigarettes airside unless in a designated area defined by the local airport operator/regulator.

3.1.2 General Ramp Safety

Airside safety plays a major role in accident, incident and damage prevention during ground operations and should not be violated under any circumstances.

Responsibilities

It is the responsibility of all staff to conduct their duties according to all safety and security rules. All ground operations personnel is responsible for ensuring that no damage occurs to aircraft or equipment and that all precautions are taken to prevent accidents to passengers and personnel.

Respective supervisors have to ensure that proper instruction on ramp safety is given to all staff before allowing them to perform any duties on the ramp.

All staff working on the ramp have to ensure that the aircraft parking stand areas where they perform the handling of the aircraft are free of obstructions and that all ground support equipment (GSE) is clear of the aircraft´s path at all times.

All staff conducting their duties on ramp should wear high visibility vests, other garments and Personal Protective Equipment (PPE) according both local regulations and specific operation conditions, e.g. weather

Damage prevention

Damage prevention may have effects on Flight Safety and must therefore be reported and evaluated. Efforts should be directed towards the elimination of occurrences with regard to airBaltic personnel and aircraft ground damage.

Qualified personnel

Ground operations personnel must have an acceptable level of training in order to meet the requirements and instructions of airBaltic, IATA, IOSA, ICAO, EASA-OPS, FAA and/or other local or international legal regulations when providing the handling services, especially those with a safety aspect such as Load control, Passenger and Ramp handling, Cargo handling. The Handling Company must ensure that their staff carries out only the duties for which they have been trained.

To prevent damage to the aircraft and injuries to personnel only qualified personnel is permitted to operate specific type of equipment where proper training and instructions received. In addition, all staff operating vehicles requiring local driver´s license and/or other permit(s) required by local airport authorities must be in possession of such valid document(s). These documents must be kept available for presentation upon request while operating such vehicles. When vision is restricted in critical areas (such as positioning certain pieces of equipment to an aircraft) a guide man must be used.

Reporting

If any breach of safety rules, by Company or non-company staff is observed or detected, it must immediately be brought to the attention of the person(s) concerned, and when needed, to the attention of the responsible supervisor or authority.

In hazardous situations, incidents and accidents detailed and precise information shall be reported by ground operations personnel to Commander. Immediate actions to be coordinated between airBaltic crew and ground operations personnel and to be taken to minimize or to prevent injuries to personnel and passengers, damage to aircraft, Dangerous Goods incidents/accidents, fuel leakage and any security related hazards.

All ramp incidents and accidents, including damage to aircraft must be reported to both the employer and airline immediately by staff.

Actions be done by the Ground Handling staff:

1. Immediately inform Commander.

2. If the Commander is not available at the aircraft, inform airport dispatcher and then contact airBaltic Operational Control Center (OCC) in RIX: Phone: +371 67 207 206 / 306 SITA: RIXOPBT

3. Ground Handler shall compile initial report until the end of the duty time of the particular day when occurrence happened and submit the report to airBaltic Ground Operations e-mail: **groundops@airbaltic.com** **Refer to: 6.5.2.4 - Reporting forms and instructions**

3.1.2.1 Engine Danger Areas

There is a particular risk of injury or damage in areas affected by aircraft engine intakes, exhausts and propellers. The risk is further increased if for any reason an aircraft stops and then applies the additional thrust required to ''break away'' and continue the manoeuvre.

(a) *Vehicles and personnel shall remain clear of aircraft danger areas when aircraft engines are running and/or the anti-collision lights are on.*

(b) *To prevent incidents and accidents caused by aircraft engines, personnel shall never position themselves or equipment in the following critical areas before or during aircraft departure and arrival:*

1. *Engine Intake Area.*
2. *Engine Blast Area.*
3. *Propeller Rotation Area (where applicable).*

(c) *Ensure the engine intake/propeller rotation area is clear at all times, when engines are running or when the engine is about to start.*

(d) *It is forbidden to pass through the blast area while the engines are running.*

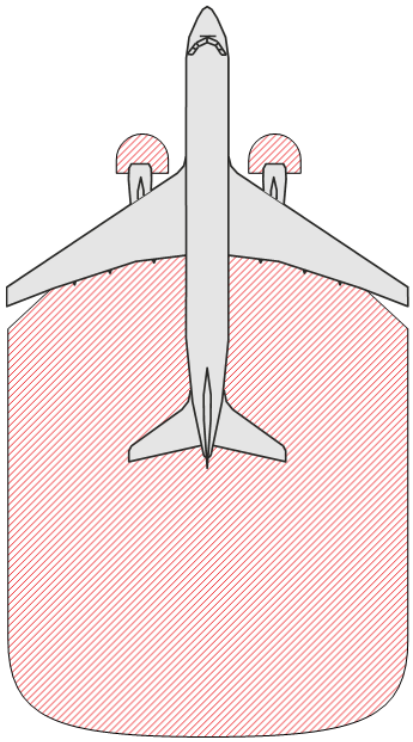


Danger:
Ground personnel and/or loose equipment must stay clear of the intake and blast areas.

3.1.2.2 Engine Danger Area Diagrams

Note: *The extent of these areas vary for each aircraft type as well as whether the engines are at IDLE or BREAKAWAY thrust. For the Engine Danger area diagrams of each Aircraft type. For applicable distances refer to* **D ANNEX Aircraft Guide**

EXAMPLE OF ENGINE DANGER AREA – JET AIRCRAFT

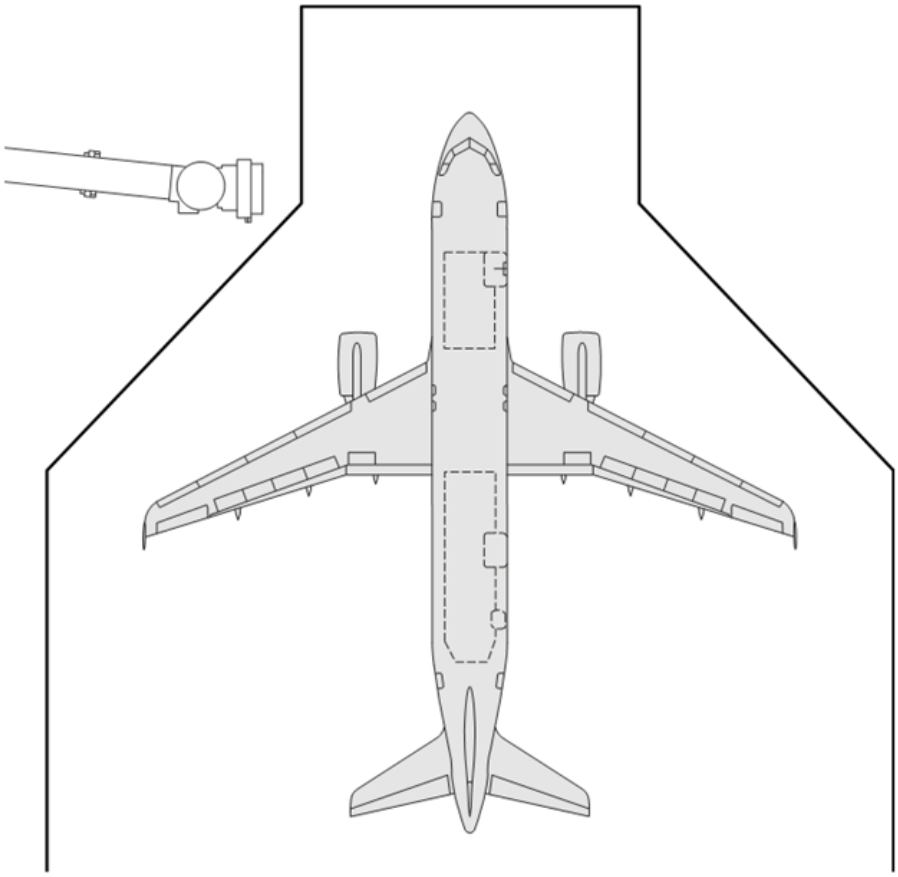


3.1.2.3 Equipment Restraint Area & Equipment Restraint Line

(a) *The Equipment Restraint Area (ERA) is defined as the area of the apron where an aircraft is parked during ground operations. It may be indicated by a painted line. If no markings exist, local procedures shall establish safe parking areas, etc. The illustration below provides an example of the markings used at some locations.*

(b) *The ERA shall be free of personnel not involved in the aircraft arrival, obstructions, equipment (see exemption* ***4.1.4.1 - Ground Power Unit and Fixed Power Unit*** *) and Foreign Object Debris (FOD) before and during aircraft arrival and departure.*

Caution:
For safety reasons, spillage should be cleaned immediately to reduce the risk of personnel falling or risk of fire, in case of flammable substance spillage.



3.1.2.4 FOD – Foreign Object Debris

(a) *Foreign Object Debris (FOD) is a general term which applies to all loose objects that are a danger to the safety and integrity of an aircraft and personnel. FOD, therefore, shall not be left in any area where it would pose a hazard.*

(b) *All personnel have a responsibility to ensure the risk of damage to aircraft from FOD is minimized. All waste material shall be properly disposed of such that it does not become FOD and all FOD shall be removed and properly disposed of as soon as it is discovered.*

(c) *Proper management of waste and debris is critical, as, if not disposed of correctly, it may become FOD. FOD can also move into airside locations during high winds.*

Examples of FOD:
Plastic and paper: bags, sheets and towels
Metal: nuts and bolts, empty oil and hydraulic fluid cans, tools and equipment
Natural objects: rocks, pebbles and wood
Other debris: burst ballast bags, luggage handles and luggage wheels, etc.



Caution:
FOD can:
1. Be sucked or ingested into aircraft engines, causing damage leading to engine failure.
2. Cause damage to tires, the undercarriage, control systems and other parts of the airframe, which can lead to in-flight failures.
3. Become a trip hazard for personnel working on or around aircraft.

(d) *The following FOD checks shall be conducted prior to any aircraft movement and after servicing operations:*
1. *Check ground support equipment staging and parking areas near the area of operation.*
2. *Do routine checks of ground support equipment (including floors of enclosed cabins) to ensure that everything is secure and operational and not about to fall off and become FOD.*
3. *In ramp areas, ensure that anything carried in or on a vehicle is secured.*
4. *Before aircraft arrival, conduct a FOD walk-around of the aircraft parking stand, removing all FOD found.*
5. *Dispose of all FOD in designated garbage bins, where provided or as per local arrangements. FOD bins should be enclosed, to avoid FOD being blown out by wind.*

Note: *Refer to AHM 465 for FOD Prevention Program.*

3.1.2.5 Personal Protective Equipment (PPE)

All personnel shall be issued with and wear appropriate PPE as required for their role and as per local regulations to include:

(a) *Safety footwear*
(b) *Hearing protection*
(c) *High visibility clothing*
(d) *Gloves*
(e) *Any other specified PPE as per local requirements*

Note: *Neckties or other loose hanging accessories which may pose risk shall be of the quick release type (clip).*

3.1.3 Safety Instructions for Operating and Working with Ground Support Equipment (GSE) on the Ramp

3.1.3.1 General Safety Instructions

Apply these procedures whenever operating GSE on the ramp:

(a) *Only drive or operate GSE if you are trained and authorized for that specific equipment type*

(b) *GSE must not be moved or driven across the path of:*

1. *Taxing aircraft or aircraft under tow/pushback*
2. *Embarking and disembarking passengers on the ramp.*
3. *Emergency vehicles*

(c) *When operating any GSE, check the aircraft for possible damage in the equipment contact zone before positioning and after removal of GSE to/from the aircraft.*

(d) *Immediately report any damage found, or where contact has taken place or suspected to have taken place, especially for composite aircraft.*

(e) *Where damage has been found or where contact has taken place or is suspected to have taken place, do not move any GSE to/from the aircraft in the area where damage has been found until inspection is completed, and clearance given to proceed.*

(f) *Personnel working with and around vehicles and equipment must protect themselves from loose clothing, long hair, and/or hanging accessories/jewelry from becoming a hazard, e.g., caught or trapped in equipment.*

3.1.3.2 Basic Operating Requirements for Ground Support Equipment

(a) *Securely stow GSE cables and hoses, where fitted, prior to transportation and when not in use.*

(b) *GSE shall not impede the accomplishment of other aircraft handling operations in progress unless there is an important reason to do so.*

(c) *Check that all areas of GSE are free of contamination, FOD and safe for use prior to and throughout the operation.*

(d) *Operators shall check the GSE assigned to them prior to initial use, particularly the parking brakes, rubber protective bumpers, safety systems and in-life service date of onboard firefighting equipment's. If found to be defective, the GSE shall be reported, tagged as "Out of service" and removed from operations, when applicable.*

(e) *All safety rails shall be fully retracted/ lowered prior to positioning and removal, where possible.*

(f) *Extra personnel shall not be carried on moving GSE without an approved seat (i.e., apply the no seat- no ride principle).*

(g) *Seat belts shall be worn, where fitted, except where repositioning equipment is within the same operational area, e.g, within the parking stand or baggage makeup area.*

(h) *Before moving any GSE/ Vehicles ensure all its doors are closed, where fitted.*

(i) *GSE shall not be operated while using handheld Portable Electronic Devices (PEDs), including cellphones, portable music players, portable game units or earpiece or headset.*

(j) *GSE shall only be used for its intended purpose, including for specific aircraft types.*

(k) *Prior to movement of any GSE/ Vehicles, the intended travel path shall be checked and confirmed clear of personnel, equipment or other obstacles.*

(l) *GSE with lifting devices shall not be driven or towed in the raised position, except for final positioning onto the aircraft.*

(m) *The GSE platform shall not be operated while in motion.*

(n) *Use a guide person when vision is restricted. The guide person shall be able to accurately judge clearances and communicate signals to the driver/ operator. Stop immediately if visual contact with the guide person is lost. Movement shall not continue until visual contact is re-established.*

(o) *Once motorized GSE is in its servicing position at or near the aircraft:*

1. *Apply the parking brake with the gear selector in park or neutral (if no selection for park).*
2. *Turn off the engine, unless required when in operating/servicing mode.*
3. *Install GSE wheel chocks, where equipped.*
4. *If equipped with stabilizers, ensure they are deployed before the GSE is used for servicing. Deploy other safety devices (e.g., active proximity sensors, safety rails), if fitted.*
5. *When motorized GSE is in operating/servicing mode, remain in a position whereby the emergency controls can be promptly accessed. This includes the immediate vicinity of the controls or an immediately adjacent and accessible location, e.g. the cargo hold in the case of a ULD loader, where required to operate the aircraft cargo loading system, restraints and/or nets.*
6. *If motorized GSE is not fitted with external emergency controls, the operator shall remain in the operating position and in control of the equipment when in operating/servicing mode.*

   Note: *As an exception for pushback tractor, the engines may need to be left running unattended:*

   1. *While conducting a single person pushback operation*
   2. *To avoid specific restart by maintenance function*

      If unattended apply the parking brake and place the gear selector in park or neutral, (if no selection for park).

(p) *When GSE is chocked:*

1. *Place one chock at the front and one chock at the rear of the same wheel.*
2. *Chocks shall be centered on and in conduct with the wheel.*

(q) *When unattended motorized GSE/vehicle is positioned in or adjacent to the ERA (other than described in **3.1.3.2- Basic Operating Requirements for Ground Support Equipment** (o)):*

1. *Turn off the engine. In extreme cold weather conditions where local procedures permit engines running unattended, the motorized GSE/vehicle shall be chocked*
2. *Apply the parking brake with the gear selector in park or neutral, (if no selection for park) and, when equipped, instal wheel chocks.*

(r) *The Ground Power Unit (GPU) and Pre-Conditioned Air (PCA) may be left running unattended when connected to the aircraft, provided the serviceability and fuel levels are checked periodically.*

(s) *A ''No Touch'' policy (i.e., the GSE/PBB shall not touch the aircraft), shall be employed for all GSE/PBB types that are not equipped with self levelling sensors. The equipment shall be positioned in a way that ensures:*

1. *The protective rubber bumpers do not touch the aircraft fuselage.*
2. *The gap between GSE/PBB and aircraft shall not allow a person or large piece of equipment to fall through. As a guideline, a gap of 5 cm (2 in.) or two fingers should be maintained between the device and the aircraft.*
3. *Check that throughout the turnaround process a clearance is maintained between the GSE and the fuselage to allow vertical movement.*

(t) *For GSE and PBB equipped with self-leveling sensors. Continue movement until the protective rubber bumpers just touch the aircraft (but shall not be compressed against the fuselage) or the proximity sensors stop the movement.*

(u) *After positioning equipment on the aircraft, raise or extend all safety rails on conveyor belts, loaders, and other elevated devices, except where restricted by the aircraft type.*

(v) *GSE shall be parked in the designated airside equipment parking areas when not in use.*

(w) *Access to firefighting equipment or the fuel hydrant emergency sop switch shall not be obstructed.*

Note: *For GSE operations during adverse weather refer to* ***3.3 - Adverse Weather Conditions***

Generally safety distance of approximately 5 cm shall be left between any equipment and aircraft fuselage. Service provider must ensure that all GSE are equipped with appropriate protections (bumpers, fenders).

Ground handler shall have a program in place for the maintenance of ground support equipment, which assures:

(a) A preventive maintenance plan for each type of equipment, reflecting manufacturers' maintenance program.

(b) Maintenance completed on such equipment is recorded and available for review and audit.

(c) Such equipment remains serviceable and in good mechanical condition, whenever used.

Ground Handler shall provide the maintenance records to AirBaltic, when requested.

3.1.3.3 Non-Motorized Ground Support Equipment

The following precautions must be taken when operating non-motorized GSE:

(a) *When parked and/or when not connected to motorized vehicles, all non-motorized GSE shall have brakes set or chocks in place. Dollies/ carts shall be connected as a chain, where possible.*

Exception: *Aircraft towbars.*

(b) *Unit Load Devices (ULDs) shall be secured on dollies (or trailers/trucks) using the appropriate restraints (*not applicable on airBaltic operated flights).

(c) *Pallet and container dollies may only be towed with the turntables in the locked position ("straight ahead").*

(d) *The number of carts and dollies allowed is usually limited by the local airport authority or ground handling service provider, however, in critical conditions (e.g., slippery surface conditions, congested facilities, low visibility) the number should be reevaluated and might be reduced to ensure safe operations on the ramp.*

(e) *Know the dolly types as some dollies are not compatible with others. Follow the recommended towing combinations when transferring dollies from one place to another. Do not tow more units than the recommended sets or combinations.*

(f) *When connecting or disconnecting dollies/ carts to/from the tow bar, hold only the tow bar handle and tow pin of the dollies/ cats. Do not hold the tow eye when connecting or disconnecting.*

(g) *Position oneself beside the tow bar when connecting or disconnecting dollies/trolleys ensuring the tow-pin is properly inserted before towing and use the tow bar handle to connect and/or disconnect dollies/ trolleys.*

(h) *During transportation with carts and dollies, the load shall be properly secured using appropriate locks, stops, rails, curtains and straps.* (If such locks, stops, rails, curtains and straps are part of the structure of carts and dollies according to manufacturer's specifications)

(i) *The overall height of loads shall permit safe lifting of each piece of the load during loading and offloading of carts by personnel standing on the ground.*

(j) *Light packages shall not be wedged between heavier items*

(k) *When using tarpaulins, all straps shall be securely fastened to the baggage cart.*

(l) *If equipped with stabilizers, ensure they are developed before the GSE is used for servicing or access. Deploy other safety devices (e.g,, active proximity sensors, handrails), if fitted.*

(m) *If using maintenance stairs e.g., to open and close cargo hold doors:*

1. *The stairs shall be fitted with safety rails to prevent falls.*
2. *Maintenance stairs should be facing towards the panel which is being accessed. Retractable/ extendable safety rails shall be lowered or retracted during positioning*
3. *Raise or extend retractable/ extendable safety rails prior to any personnel accessing the stairs.*
4. *Moving or repositioning the stairs is not permitted while a personnel are on the stairs.*

(n) *Towable air start units (ASU), PCA and GPU shall not be connected to the tow vehicle and aircraft at the same time, if possible. Before towing the unit away, the operator shall ensure the unit is disconnected from the aircraft.*



Danger:
While the movement of carts and dollies by hand is very simple, it can result in injuries. Therefore, additional care must be taken.

3.1.3.4 Safely Driving and Parking Ground Support Equipment Inside the Equipment Restraint Area

To verify serviceability of GSE and test the apron surfaces, operators shall apply the following precautions when driving or parking GSE within the Equipment Restraint Area (ERA):

(a) *Make one complete stop with all motorized vehicles/equipment prior to entering the ERA or at 5 m from the aircraft. This action must be carried out even if there is no Equipment Restraint Line marked on the apron.*
(b) *GSE shall not be driven faster than 5 km/h or 3 mph (walking speed).*
(c) *Maneuver GSE carefully to prevent personnel injury and/or aircraft damage.*
(d) *Avoid performing sharp turns near the aircraft, particularly when towing equipment.*
(e) *When GSE/PBB is being moved near the aircraft or positioned to the aircraft, and when the vision of the operator is or might be restricted, the operator shall be:*
    1. *Guided by a guide person using standard IATA signals. If visual contact with the guide person(s) is lost, the GSE operator shall stop movement of the GSE/PBB immediately. Movement shall not restart until visual contact is re-established, or*
    2. *Assisted by means of appropriate proximity sensing and warning systems and/or visual aids, such as cameras and mirrors.*
(f) *GSE that are not directly involved in the handling or servicing of the aircraft shall not be driven through or parked within the ERA*
(g) *Any GSE (e.g., tractors, pallet transporters, carts and dollies) shall not be driven or positioned under the aircraft fuselage unless specially required e.g. lavatory servicing, aircraft maintenance, towbarless tractor etc.*
(h) *Driving or parking under the aircraft wings not permitted, see exception.*

Exception: *Due to aircraft type or local restrictions, exception may apply. Prior operator approval shall be given.* Vehicles needed for aircraft servicing (aircraft refueling truck (under the wing), water servicing truck, toilet servicing truck (under the fuselage))

Baggage trolleys
It is strictly prohibited to drive with baggage vehicle closer than 3 m from the aircraft fuselage and movement of baggage trolleys must be done by human power, but not closer than 1.5 m from the aircraft.

3.1.3.5 Passenger Boarding Bridge

The operator of the Passenger Boarding Bridge (PBB) shall:

(a) *Be trained and authorized to operate the PBB.*
(b) *Check that the PBB is serviceable before use.*
(c) *Report any malfunction of the PBB to the appropriate person/authority.*
(d) *Check that the walking surfaces are free of FOD, obstacles and safe for use.*
(e) *Ensure only personnel required for the PBB operation shall be in the PBB while it is moving.*



Danger:
There is a risk of fall from height and distraction to operator.

(f) *Ensure the PBB is fully retracted or parked in its safe designated parking position prior to aircraft arrival and departure.*
(g) *Ensure the safety barrier shall be in place whenever the PBB is not at the aircraft.*
(h) *Ensure that the movement path is clear of personnel, equipment/vehicles and all other obstacles before moving the PBB.*

(i) *When positioning the PBB at the cabin access door and driver/operator vision is restricted, use a guide person.*

(j) *Prior to positioning/removal, ensure that all safety rails/canopies on the PBB are fully retracted.*

(k) *Move the PBB slowly towards the aircraft, avoiding any aircraft sensors or protrusions*

1. *Where the PBB is equipped with self levelling device, continue movement until either the protective bumpers* are approx. 2 cm from *the aircraft or the PBB's proximity sensors stop the movement.*
2. *When not equipped with self levelling device, maintain a gap in accordance with No-Touch policy. Refer to* ***3.1.3.2 - Basic Operating Requirements for Ground Support Equipment****. (s)*

(l) *Ensure the PBB does not contact the wing root leading edge fairing that extends under certain cabin access doors or any other sensors or fairings.*

(m) *Once the equipment is positioned, ensure any safety rails and canopies of the PBB are fully extended,*

(n) *When positioning/removal is complete, secure/isolate the PBB controls to prevent movement by non-authorized persons.*

(o) *Maintain adequate clearance between the PBB and the underside of the cabin access door, or as directed by the cabin door markings to prevent damage. This reduces the possibility that the aircraft door will rest on the PBB as the aircraft settles during loading and unloading.*

(p) *Engage any safety systems (e.g., safety shoe) and auto-leveler features if applicable. If the PBB is not equipped with an auto-leveler the PBB shall be attended by an operator whenever it is positioned at an aircraft.*

(q) *Ensure that the cabin door is closed before removing the PBB.*

(r) *Where integrated with the PBB, ensure ground power cables and PCA hoses are disconnected from the aircraft prior to moving the PBB, unless required for operational purposes.*

3.1.3.6 Passenger Stairs

The following precautions shall also be taken when operating passenger stairs:

(a) *Check that the walking surfaces are free of contamination and safe for use.*

(b) *Ensure the movement path is clear of personnel, equipment/vehicles and all other obstacles before moving the passenger stairs.*

(c) *If the passenger stairs are towed, disconnect them from the tractor and manually position them at the aircraft. Ensure brakes are engaged once stairs are positioned to the aircraft.*

(d) *Ensure safety rails and canopies, if any, on the passenger stair platform are fully retracted prior to positioning*

(e) *Move the passenger stairs slowly towards the aircraft, avoiding any aircraft sensors or protrusions, until either:*

1. *Where the passenger stairs are equipped with self levelling device, continue movement until the protective bumpers just touch the aircraft* (approx. 2 cm. from the aircraft) *or the equipment's proximity sensors stop the movement.*
2. *When not equipped with self levelling device, maintain a gap in accordance with No-Touch policy. Refer to* ***3.1.3.2 - Basic Operating Requirements for Ground Support Equipment*** *(s).*

(f) *The controls shall only be operated from inside the driver's cabin of the passenger stairs except where equipped with external controls.*

(g) *Maintain adequate clearance between the passenger stairs and the underside of the cabin door, or as directed by the cabin door markings, to prevent damage.*

(h) *Engage any safety systems and auto-leveler features if applicable. If the passenger stairs are not equipped with an auto leveler, the level of the passenger stairs must be monitored and adjusted as required.*

(i) *Deploy stabilizers if fitted. Do not allow anyone (except the operator) to use the stairs until the stabilizers are deployed.*

(j) *Ensure passenger stairs are positioned so that the cabin access door can be used as an unobstructed escape route in case of emergency.*

(k) *Passenger stairs shall not be removed from the aircraft door unless the cabin access door is closed or a fall prevention device is in place across the door. Refer to* ***4.4.2.1 - General*** *(b)*

(l) *After the cabin access door has been closed, confirm there is no personnel on the stairs prior to retracting stabilizers.*

(m) *If passenger stairs are towed when removed from the aircraft, manually position them clear or the aircraft to suitable position before connecting them to the tractor.*

3.1.3.7 Belt Loader

The following precautions shall also be taken when operating a belt loader:

(a) *Do not operate the conveyor belt or raise or lower the boom when personnel are on the belt.*
(b) *Do not stand or walk on the conveyor belt when safety rails are lowered/retracted.*
(c) *Do not sit or stand on a conveyor belt while it is in operation, nor while the boom is raised or lowered.*
(d) *Belt loaders shall not be used to transport baggage, cargo or other items across the ramp.*
(e) *The boom of the belt loader shall never be positioned inside the cargo hold of any aircraft.*

Exception: *specially designed belt loaders (e.g. Ramp Snake or Powerstow), that require the equipment to be extended/ positioned inside the cargo holds.*

(f) *Position and remove a belt loader to/from the aircraft in a straight line.*
(g) *Position the boom at an angle to the cargo hold doors that will:*
1. *Allow tractors/trailers to access the belt loader without impeding slide deployment areas and passenger evacuation routes.*
2. *Prevent items and personnel from falling between the boom and doorsill.*

(h) *Once the belt loader is positioned ensure the wheels are left in straight ahead position.*



Caution:
Speeding up operation of the conveyor belt using the accelerator pedal is not permitted.

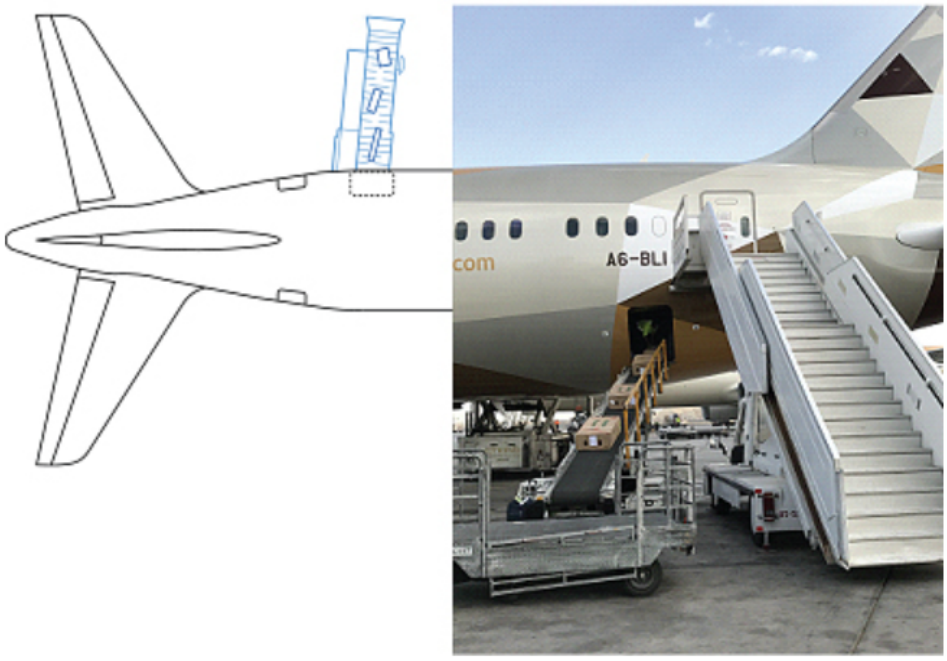
(i) *Where clearance allows, always raise the side safety rail as soon as the belt loader ir positioned. Ensure it does not touch aircraft fuselage.*



Caution:
Care shall always be taken when working around a moving belt.
Personnel shall remain vigilant to trap hazards while raising/lowering the safety rails. Keep hands/fingers away from the edges/ends of the belt where they may become trapped.
Belt movement shall be stopped before any attempt to clear any obstructions.

(j) *The safety rail shall also be deployed when a belt loader is used to gain access to aircraft cargo holds or cargo hold access door controls.*
(k) *Ensure proper separation between articles and appropriate belt speed to avoid jamming.*
(l) *When unloading or loading items onto a belt loader, ensure they are stable, and correctly positioned on the conveyor belt to avoid items falling out.*
(m) *When unloading or loading items between the belt and aircraft cargo hold, ensure items do not come into contact with aircraft fuselage/caro hold door.*
(n) *Adjust and control the back of the conveyor belt correctly to avoid dropping goods from the belt.*
(o) *The safety rail may be lowered to accommodate large items during loading and unloading.*

(p) *Ensure the boom is clear of the aircraft or other obstacles before making a turn.*



3.1.3.8 ULD Loader

Not applicable for airBaltic aircrafts.

3.1.3.9 Elevating Equipment

The following precautions shall also be taken when operating elevating equipment:

(a) *For elevating equipment with a rear access platform, ensure all safety barriers/ rails are secured in place prior to vertical movement of the platform.*
(b) *Ensure the load is properly secured (e.g., cart brakes, wheelchairs) and all access doors and shutters are closed prior to raising or lowering the vehicle.*
(c) *Any elevating equipment doors not being used for servicing at the aircraft shall be closed and latched.*
(d) *The positioning of the elevating equipment shall allow the loading platform to be perpendicular and at the same level to the aircraft doorsill.*
(e) *The final position of the elevating equipment shall allow for a safe working area and minimize the length of the walking surface between the aircraft and the elevating equipment while in the raised position.*
(f) *Before accessing the platform at the front or the rear of the elevating equipment, ensure the platform is at the same level as the equipment cabin.*
(g) *Carefully place the portable ramp/bridge on the doorsill from the platform side, as necessary.*
(h) *Equipment (e.g. catering cart) and passengers in wheelchairs shall be pushed on and off the aircraft. Always ensure a hand-to-hand exchange. No elevating equipment is to be staged on the platform, and no loose items are to be transported on top of carts (e.g. catering equipment).*
(i) *Continually observe and be aware of the clearance between the aircraft door and the elevating equipment platform.*
(j) *When the servicing is finished, carefully remove the portable ramp/bridge from the platform side and stow securely and close the cabin access door as per* ***4.4.2.7 - Closing Cabin Access Doors****.*
(k) *The passengers and/or the load shall be secured properly inside the elevating equipment. Passengers shall be seated and wearing seat belts. Passengers seated in wheelchairs shall have the wheelchair secured during elevating equipment movement.*
(l) *Visually check for any obstructions over both sides of the elevating equipment before lowering.*
(m) *Lower the truck body to the fully lowered position.*
(n) *Close and secure all the doors of the elevating equipment when the servicing is finished.*
(o) *Perform a walk-around to check for FOD and clearance around elevating equipment stabilizers.*
(p) *All elevating equipment shall stop operation when the wind speed reaches 40 knots (gusting).*
(q) If Ambulift is used the senior cabin crew member must liaise between the Commander and Ground handling personnel on the aircraft door to be used.



Danger:
Do not enter or place any part of the body inside the ‘scissor’ area beneath the elevating equipment.

3.1.3.10 Tractor/Electric Baggage Tug

The following precautions shall be taken when operating a tractor or an electric baggage tug (EBT) and towing dollies/baggage carts:

(a) *Take care to avoid sharp turns, jerks and stops.*
(b) *Prior to moving with towed load, ensure there are no personnel between or near the towed load.*
(c) *Baggage, cargo and other items shall only be transported on the tractor/EBT where the design of the equipment incorporates as designated location for the carry of such items.*
(d) *Use the remote push button control (inching operation) to connect dollies, carts or towed load, were fitted.*
(e) *When tractor/EBT is near the belt loader during aircraft handling, a gap of at least 1 m (3 ft.) shall be maintained.*

Note: *Where necessary to position carts/dollies within 1 m (3 ft.) of the belt loader, adjust the position of the carts/dollies by hand.*

(f) *When removing carts during the loading on or unloading from smaller aircraft or aircraft with low wings, the tractor shall be positioned pointing away from the aircraft wing and the cart maneuvered by hand to the tractor, as required.*
(g) *The appropriate type of dolly shall be used according to the ULD type to transport the load.*
(h) *Keep an appropriate distance between dolly and ULD loader during loading and unloading process. To avoid ULD falls, realign the dolly if the distance between ULD loader and dolly is unsafe.* Not applicable for airBaltic flights.
(i) *Ensure ULD is fully transferred onto the ULD loader before moving the Tractor/ EBT.* Not applicable for airBaltic flights.
(j) *Ensure all the ULDs are secured on the dollies and flaps, or curtains are closed before transporting.*

3.1.3.11 ULD Transporter

The following precautions shall be taken when operating ULD transporters:

(a) *No personnel are allowed to sit or stand on the roller bed.*
(b) *No personnel are allowed to walk or stand between the ULD transporter and ULD loader/dollies.*
(c) *Position the ULD transporter at a 90-degree angle to the ULD loader/dolly to ensure safe transfer of load.*
(d) *If fitted with and elevating platform (narrow body ULD loader):*
    1. *Transportation of ULDs across the ramp with the platform in the raised position is not permitted.*
    2. *Raise the platform only when finally positioned at the aircraft.*

Note: For combined ULD transporter/loader devices, refer to ***3.1.3.8 - ULD Loader*** *for further precautions.*

3.1.4 Fire

3.1.4.1 Fire Prevention and Protection

Personnel must always be vigilant for fire hazards and potential sources of fires in their areas of operation and try to mitigate or eliminate them during the operations (e.g., fueling and defueling operations, open wires, dangerous goods handling, GPU connections and use of electrical equipment). To eliminate conditions that may lead to fire:

a. *Personnel must never smoke airside except in a designated smoking area.*
b. *All personnel shall be familiar with the location and use of firefighting equipment, fire alarms, fuel hydrant emergency shut-off valve, etc.*
c. *All personnel must be familiar with assembly points.*
d. *Emergency exits must be kept clear/unobstructed at all times.*
e. *Exercise good housekeeping in the airside areas to eliminate the risk of fire.*
f. *Dispose of garbage into the designated waste bin and do not allow garbage to accumulate.*
g. *All fuel/oil leakages must be contained as soon as possible, and the area cordoned off. (e.g., using safety cones, caution tape).*
h. *Smoke from GSEs/vehicles must be reported immediately.*
i. *Do not refuel any GSE/equipment while the engine is running any GSE/equipment while the engine is running or while using electronic devices.*
j. *GSEs/vehicles should only be parked as follows:*
    1. *Within the defined equipment parking areas;*
    2. *In a manner that does not obstruct access to firefighting equipment and the fuel hydrant emergency shut-off valve.*

3.1.4.2 Actions in The Event of a Fire

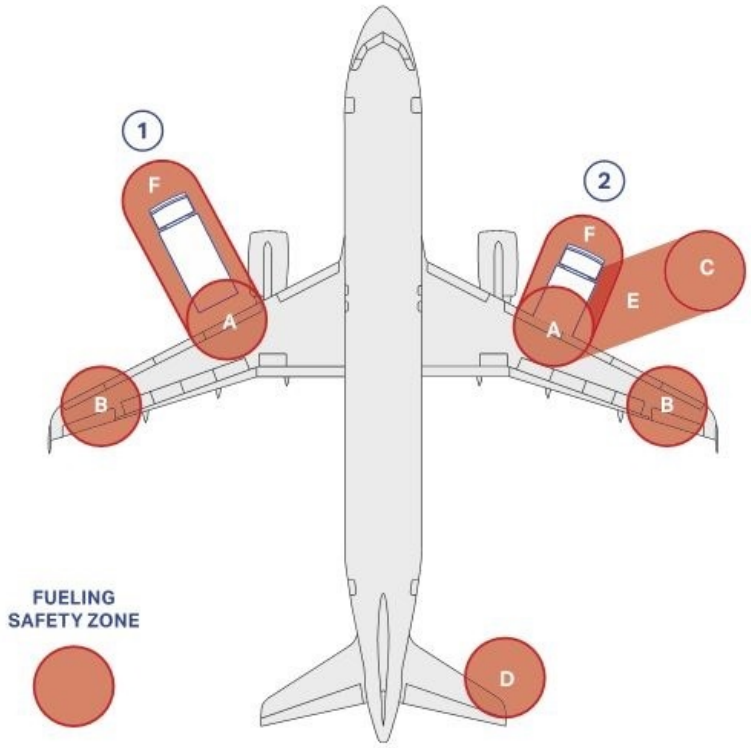
a. *In the event of a fire, carry out the immediate actions specified in* ***6.5-2 - Immediate Actions***
b. *In event of GSE/vehicle fire, additionally, carry out an assessment and only if considered safe to do so:*
    1. *Fight the fire using available fire extinguishers.*
    2. *Move affected GSEs/vehicles away from the aircraft and operational area to the extent practical.*
    3. *In case the affected GSEs/vehicles cannot be moved, move adjacent GSEs/vehicles away to avoid spreading the fire.*

3.2 Safety During Fueling/Defueling

3.2.1 Fueling Safety Zone

The Fueling Safety Zone (FSZ) is defined as an area of at least 3 meters/10 feet in any direction from the center point of all fuel vent exits, refueling plugs, aircraft refueling ports, fuel hydrants, fuel hoses and fueling vehicles. This distance may be increased as required by local airport or civil aviation authorities.

EXAMPLE OF FUELING SAFETY ZONE - JET AIRCRAFT



REFERENCE	DESCRIPTION
A	Aircraft refueling port/plug
B	Fuel vent exit
C	Fuel hydrant pit
D	Fuel vent exit (according to the aircraft type)
E	Hoses
F	Fuel truck or hydrant dispenser
1	Fuel Truck
2	Hydrant Dispenser

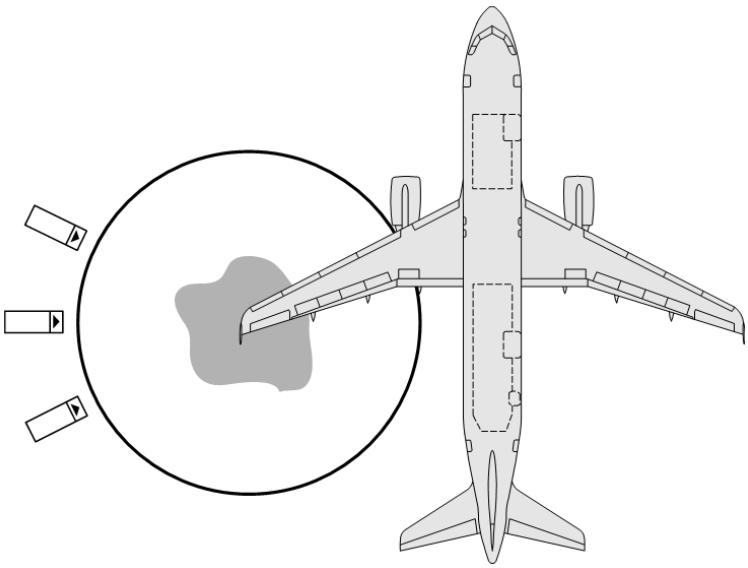
Within the Fueling Safety Zone (FSZ), all personnel must ensure that they:

(a) *Do NOT smoke.*
(b) *Do not use any handheld portable electronic devices including cellphones, portable music player, portable game units or earpiece or headset.*
(c) *Enter the FSZ only when required by your present job task/responsibility.*
(d) *Assume that fueling is taking place anytime a fuel vehicle is on the stand during aircraft servicing and fuel hoses are connected.*
(e) *Do not leave vehicle engines running unnecessarily.*
(f) *Position all GSE and vehicles, so they do not obstruct the fueling vehicles' escape route, this is not a mandatory requirement for hydrant type fueling vehicles, but every effort should be made to ensure a clear exit pathway.*
(g) *Do not allow any passengers to enter the FSZ.*
(h) *Avoid the use of motorized GSE in the FSZ.*
(i) *Do not park any equipment in the FSZ.*
(j) *Ensure fuel hoses are protected and all ground equipment is kept a minimum of 1 meter (3 ft) away from any fuel hose on the stand that is connected between a fuel truck and an aircraft.*

3.2.2 Fuel Spillage

Take the following safety measures whenever a fuel spill occurs:

(a) *Activate the emergency shut-off valve where installed.* Ensure the fueling is immediately stopped.
(b) *Alert the person in charge of fueling and/or the Pilot in Command of the spillage.*
(c) *Contact the local fire service if not already done.*
(d) *Verify with authorities/supervisor whether to stop all activity around the aircraft.*
(e) *As far as possible, restrict all activities inside and outside the spill area to prevent access and to reduce the risk of ignition.*



3.2.3 Fueling/Defueling with Passengers on Board

When fueling/defueling with passengers onboard and/or during their boarding or disembarking you must:

(a) *Keep designated escape exits clear. An escape exit may either be a bridge into a terminal building, a cabin door or a passenger stair truck positioned on an open cabin door.*
(b) *Ensure that all areas on stand below designated escape exits are kept free of any equipment and vehicles which would impede the deployment of an escape slide.*
(c) *Not hinder escape routes of passengers on board by ensuring that passenger stairs and bridges are clear of FOD.*

Fueling is considered as started when fuel hose is connected to the aircraft and finished when disconnected.

If the passengers remain on board when fueling, the cabin crew will be informed by Commander or delegated person, and a person supervising the fueling shall notify the crew on board when the fueling starts and when it is finished. The same number of cabin crew as for ground stops without fueling is required.

Fueling with passengers or crew on board / embarking / disembarking is prohibited when:

- Only one Cabin Crew member is on board;
- While fueling with any of the Alternate Fuel Types (other than JET A1)
- It is not allowed by local regulations and local safety precautions are not met.

Depending on local procedures and regulations, fueling supervision is performed by:

- the aircraft loading supervisor / flight coordinator or
- the maintenance personnel or
- other qualified staff

Fueling supervision must not be performed by the person fueling the aircraft due to the limited field of view.

All personnel involved have to be aware that an alert may come at any time and could result in an emergency situation.

The procedure and precautions are as follows (See below Note related to situations when a/c is fuelled only with crew on board):

1. Passengers disembarking or embarking shall be supervised ground personnel in order not to enter the fueling area.
2. The ground area beneath the exits intended for emergency evacuation and slide deployment areas must be kept clear of obstructions (see diagram below);
3. One flight crew member shall be in flight deck to initiate and direct emergency evacuation, if required;
4. A two-way communication shall be established by the aircraft's inter-communication system or by using marshalling signals between fueling supervisor and flight crewmember in the flight deck and must remain available throughout the entire fueling process until the fuel hose has been disconnected.
5. The person performing fueling supervision must:
    - Remain in immediate vicinity of the aircraft.
    - Always keep the overview on the parking position.
    - Observe the complete fueling process and stay in vicinity of the fueling truck.
    - Obtain the cockpit crew approval before fueling with passengers boarding / on board / deboarding.
    - Not enter the aircraft, such as passenger cabin or lower compartments, as well as the terminal or offices.
    - Inform flight crew or other qualified personnel on board the aircraft and staff directly involved (ramp and gate staff) that fueling is about to begin and when it is completed.
    - If locally required inform the airport authority and / or fire brigade and grant permission.

Note: Fueling supervisor shall notify the flight crew or other qualified personnel onboard the aircraft when a hazardous condition or situation has been determined to exist.

6. Minimum cabin crew shall be onboard, positioned in their boarding positions and being prepared for an immediate emergency evacuation;
7. Aircraft doors that are open shall be unobstructed;

    - 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 shall be in place.

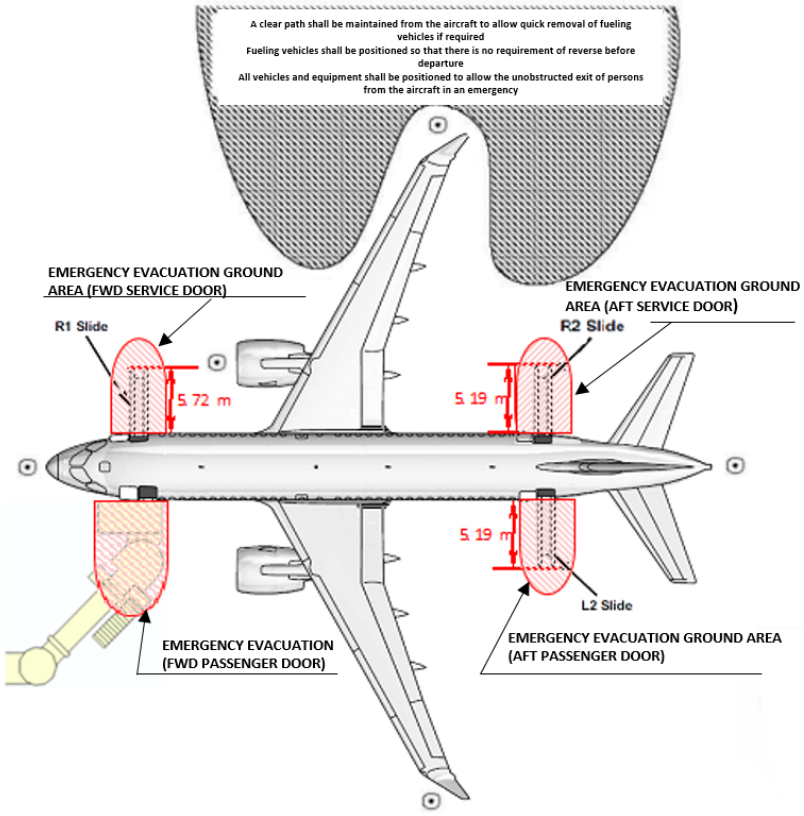
7. Cleaning activities using electrical equipment inside the aircraft are not permitted;
8. All activities within the aircraft shall be conducted in a manner not obstructing the exits and roots to exit.
9. The fueling personnel shall be notified and the fueling stopped if any unusual smell of fuel is noticed inside the aircraft or if any other potential hazard is detected (See actions in case of fuel spillage above).

If these requirements and safety measures cannot be met: Do not fuel with passengers boarding / on board / deboarding and inform the cockpit crew.

Note: When fueling only with crew on board is performed and in case if passenger stair at the FWD Passenger door is used (as per diagram "Fueling with passengers on board" below) it must be verified that there is no obstruction on the ground area beneath for safe emergency evacuation; otherwise the procedure is the same except steps 1,2 and 6

3.2.3.1 Diagrams ”Fueling with passengers on board”

A220-300



Term	Rules
Emergency Evacuation Ground Area	In this area location of any Ground Handling Equipment is prohibited during time when Fueling with passengers on board services are performed. **Important:** Extra precaution shall be taken by Ground personnel passing or standing near this area, as in case of emergency Escape slide can be activated.

Note: For **RIX** station only: AFT service door may be used for catering service only, after passenger disembarkation has been started, with fueling in progress, provided escape route of the fueling truck is kept clear at all times.

3.2.4 Fueling with one engine running

Fueling with one engine running may only take place where no other practical alternative for starting the engines is available. For example when the aircraft for some reason has landed at an airport without suitable ground starting equipment, or with an inoperative APU.

Interphone communication between responsible ground crew and flight deck shall be established.

No passengers are permitted on board.

In RIX fueling with engine(s) running is prohibited.

3.2.5 Responsibilities

Commander is responsible to ensure that the aircraft is refuelled:

- Observing the safety precautions (could be delegated to nominated **flight deck crew member or qualified ground handling staff**);
- With approved type of fuel;
- With amount of fuel required for the flight.

Fueling staff is responsible for aircraft refueling in accordance with Fueling agreement and report to Commander whenever the refueling can not be started or has to be terminated for the safety reasons.

Flight Deck Crewmember is responsible to ensure that the aircraft is refueled observing the safety precautions, when delegated/instructed by Commander.

3.3 Adverse Weather Conditions

3.3.1 General

Airside operational staff should follow these procedures during adverse or poor weather conditions which may have a negative impact on aircraft handling activities and ground safety. In the event that additional information is required, refer to supervisory staff.

3.3.2 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.*

(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 the closed to avoid precipitation entry into the aircraft. In case of use of cooling/heating units and pre-conditioned air, refer to* ***4.1.4.2 - Cooling/Heating Units/Pre-Conditioned Air (PCA)***

(f) *Ensure that the aircraft parking stand, particularly the ERA, is sufficiently free of ice, snow, etc. to provide a safe working area during all ramp handling activities, including the aircraft arrival or departure operations.*

(g) *Remove snow and ice from equipment and work surfaces prior to the start of operations.*



Caution:

Reduce speeds on slippery roads in slippery apron conditions. Adjust all activities and operations on the ramp to suit the conditions at the time.

3.3.3 Storms–Lightning

LEVELS	ACTION
Amber–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.
Red–STOP/SUSPEND 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.
Green–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.

3.3.3.1 Storm-Lightning Work instructions

On receipt of an ALERT

(a) *Make preparations for the STOP phase*

1. *Suspend non-essential activities in open areas and ensure any staff using or about to use headsets are informed of the alert.*
2. *Fueling operations can continue, however the proximity of the thunderstorm/lightning should be continually monitored.*
3. *Avoid using highly conductive equipment.*

(b) *On receipt of STOP*

1. *Stop fueling. Fueling hoses cannot be left attached to the aircraft during any Thunderstorm/Lightning event.*
2. *Discontinue aircraft communication by head set.*
3. *Stop all ramp activity and clear ramp.*
4. *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.*
5. *In accordance with local procedures, the aircraft may come on stand but the aircraft doors should remain closed and ground servicing suspended.*



Danger:
Failure to follow procedures could result in fatality.

3.3.3.2 Lightning Alert Callout

In the absence of an integrated airport notification system, all airside operating staff shall be aware of the following procedures:

(a) *Use the counting method to detect/predict lightning activity. Determine the corresponding level based on the counting method diagram, see chapter* ***3.3.3.3 - Counting Method***

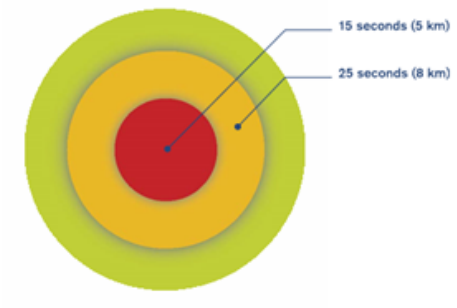
(b) *The responsible person notifies all airside operating staff of the lightning alert level. If the person responsible is not available, the counting method should be used by all airside operating staff for self-protection.*

(c) *In case of a Red Alert, proceed to a designated shelter.*

3.3.3.3 Counting Method

The counting method is used when an integrated airport notification system is absent. It is used to estimate the level of lightning activity.

Counting Method Chart.



Note: *The time indicated is the time between the lightning and the sound of thunder.*

1. *If the counted time is less than 15 seconds, the lightning activity is less than 5 km from the airport*
2. *If the counted time is between 15 seconds and 25 seconds, the lightning activity is between 5 and 8 km from the airport*

3.3.4 High Wind Conditions Work Instructions

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 aircraft hold 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).*

3.3.5 High Winds Activity Table

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 to 39 kt 46 to 72 km/h	40 to 59 kt 73 to 110 km/h	Above 60 kt Above 111 km/h
Chock aircraft landing gear as per Aircraft Out of Service/Night–Stop/High Wind, see 4.2.2.	✓	✓	✓
Remove safety cones	✓	✓	✓
Secure PCA hoses	✓	✓	✓
Remove FOD	✓	✓	✓
Secure ULDs	✓	✓	✓
Secure rolling stock	✓	✓	✓
Strap all propellers on propeller aircraft	✓	✓	✓
Secure PBB and position to minimize surface exposed to the direct force of the wind		✓	✓
Close cargo hold, passenger doors and access panels		✓	✓
Do not initiate the elevation of high-lift equipment and stairs		✓	✓
Park GSE closely together, and adjacent to a building, if possible			✓
Retract PBB			✓



Danger:
High winds pose a great risk of damage and injury.

3.3.6 Sandstorms and Low Visibility

The following minimum precautions should be taken:

(a) *Issue appropriate Personal Protective Equipment (PPE) such as goggles, masks, covered clothing.*
(b) *Ensure the provision of shelter, as required*

3.3.7 Intense Heat

The following minimum precautions should be taken:

(a) *Issue appropriate PPE (i.e., covered clothing)*
(b) *Ensure the provision of rehydration for staff*
(c) *Ensure the provision of a temperature- controlled environment during rest breaks.*

3.4 Hand Signals

3.4.1 Hand Signas – Introduction

To standardize ground-to-ground personnel communication and/or ground personnel to flight crew communication and/or fight crew to ground personnel communication, the following hand signals are defined:

(a) ***Guide Person Hand Signals**–to be used by a specific guide person in direct liaison with the equipment operator to facilitate movements of any type of GSE.*

(b) ***Marshalling Hand Signals**–to be used by ground personnel to assist the flight crew during maneuvering of the aircraft and engine starting.*

(c) ***Technical/Servicing Hand Signals**–to be used by ground personnel to communicate technical/servicing information to flight crew, and by flight crew to communicate technical/servicing information to ground personnel.*

***Note 1:** Only use hand signals when verbal communication is not possible.*

***Note 2:** Ensure acknowledgement of all signals is received from flight crew.*

(d) ***Aircraft Movement Hand Signals –** to be used during the tractor/towbar or towbarless connection/ disconnection process, as well as at the start and end of the aircraft ground movement operation.*

3.4.2 General Conditions for Using Hand Signals

The person giving the hand signals must:

(a) *Use only approved hand signals.*

(b) *Wear a high visibility vest.*

(c) *Maintain the same role throughout the procedure.*

(d) *Keep in constant, visual contact with the other ground staff and flight crew throughout the maneuver. If visual contact is lost, the operation must stop and not re-commence until visual contact is re-established.*

(e) *Remain clear of the intended pathway of the vehicle/aircraft where possible.*

3.4.3 Specific Requirements for Using Marshalling Hand Signals

(a) *Do not perform aircraft marshaling unless it is permitted by the local airport authority and you have been trained and authorized.*

(b) *Give marshaling hand signals from a position forward of the aircraft while facing and within view of the pilot.*

(c) *Wear a high-visibility vest.*

(d) *Use illuminated flashlights/wands to improve the visibility of the hand signals in the following situations:*

1. *Insufficient apron lighting.*
2. *Poor visibility*
3. *Night conditions*
4. *When required by local airport authorities or regulations*

Caution:
To avoid any possible confusion by the Flight Crew, do not use guide man hand signals for equipment until all aircraft marshaling has been completed.

Note 1: *The hand signals printed on the following pages are illustrated with the use of wands. The meaning of the signals remains the same when bats, gloves or illuminated flashlights are used*

Note 2: *It is not possible to give signals for engaging/releasing parking brakes with the use of bats or illuminated flashlights*

3.4.4 Guide Person Hand Signals for Ground Support Equipment

3.4.4.1 To Attract Operator's Attention and Take Command



Arms held above head in vertical position with palms, facing forward.
Meaning: I am in charge of this maneuver. You will take orders only from me.

3.4.4.2 Forward Movement



Arms a little aside and repeatedly moving upwards and backwards, beckoning onwards.

Meaning: Move towards the guide person.

3.4.4.3 Backward Movement



Arms by sides, palms facing forward, swept forward and upwards repeatedly.

Meaning: Move directly away from the guide person.

3.4.4.4 Turn Right (from the driver's point of view)



Left arm pointed downward, hand extended; right arm repeatedly moved upward and downward toward the guide person's left. Speed of arm movement indicates rate of turn

3.4.4.5 Turn Left (from the driver's point of view)



Right arm pointed downward, hand extended; left arm repeatedly moved upward and downward toward the guide person's right. Speed of arm movement indicates rate of turn.

3.4.4.6 Lift



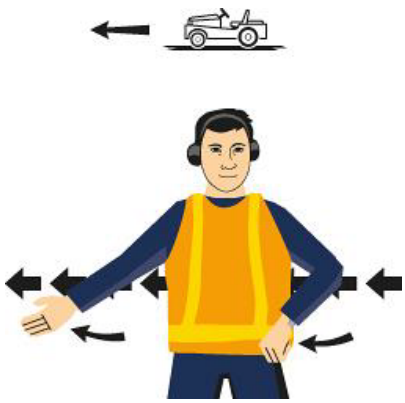
Stretch both arms toward load or equipment, palm up, hand movement in upward direction.

3.4.4.7 Lower



Stretch both arms toward load or equipment, palm down, hand movement in downward direction.

3.4.4.8 Accompanied Movement



Come with load or equipment. Maintain eye contact with operator/driver. Swing down opposite arm.

3.4.4.9 Indicate Distance:



Raise arms above head, palms facing inward. Distance shown between hands must correspond exactly with existing margin.

3.4.4.10 Stop



Arms raised and crossed over head, palm forward.
Immediate stop: *Hands cross over head with clenched fists.*

3.4.4.11 OK



Lift right arm above head, hand closed, thumb raised.

Meaning: All is clear or continue on your own or drive away.

3.4.4.12 Chocks Inserted; Stabilizers On:



Arms down, hands closed, palms facing backward, thumbs extended; move arms in toward sides.

3.4.4.13 Chocks Removed; Stabilizers Off:



Arms down, hands closed, palms facing forward, thumbs extended; move arms out away from sides.

3.4.4.14 To Interrupt Power Source (electricity, fuel, air):



Right arm and hand level with shoulder, palm downward; swing extended arm horizontally toward troat by bending elbow.

3.4.4.15 Stop Engine



Right arm and hand level with shoulder, palm downwards, hand on throat making horizontal move to the right, passing hand across throat.

3.4.4.16 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.*

3.4.4.17 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.*

3.4.5 Aircraft Movement Hand Signals–Headset Operator to Tractor Driver

3.4.5.1 Vehicle Brakes Off



*Raise right hand just above shoulder height with closed fist and **ensuring eye contact with tractor driver** open palm.*

3.4.5.2 Clear to Push



Hold arm straight out at a 90° angle from the shoulder and display hand with thumb up.

Meaning: *Indicates to tractor driver that all equipment is clear of aircraft, the chocks have been removed, the aircraft brakes are off and the flight crew has given clearance to commence pushback.*

3.4.5.3 Negative/Hold



Hold arm straight out at 90° angle from the shoulder and display hand with thumb down.

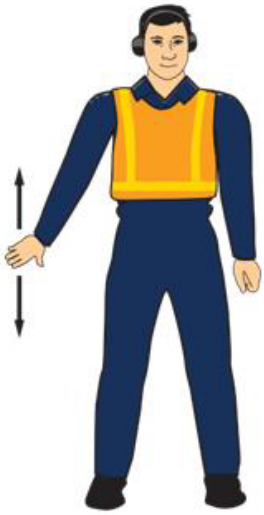
Meaning: Indicates to tractor driver that aircraft is not ready for pushback and to hold position.

3.4.5.4 Vehicle Brakes On/Stop



Raise hand just above shoulder height with open palm and ***ensuring eye contact with tractor driver,*** *close into a fist. At the end of the pushback also indicates to tractor driver that aircraft brakes have been set. Tractor driver should return signal to the headset operator to confirm vehicle brakes set.*

3.4.5.5 Slow Down



With hand at a 45° angle downward to the side make a "patting" motion.

3.4.5.6 Change of Pushback Direction:



Touch nose with finger and with arm at a 90° angle to the shoulder, extend arm to point in the direction that aircraft needs to be turned to.

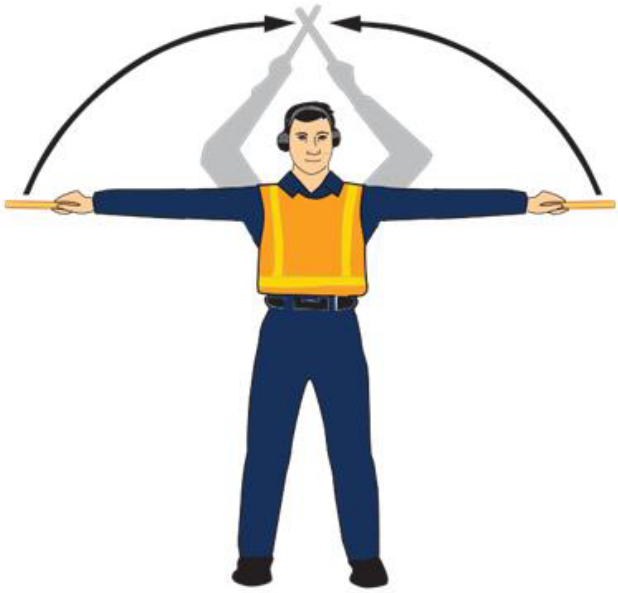
3.4.6 Aircraft Movement Hand Signals–Wingwalker to Headset Operator/Tractor Driver, Marshaller, Flight crew (as applicable)

3.4.6.1 Clear to Move Aircraft



Raise right arm fully extended above head with wand held straight and left arm and wand at a 45° angle downward to the side.

3.4.6.2 Stop Movement of Aircraft



Fully extend arms and wands horizontally 90° at shoulder level; raise arms and wands to cross above head.

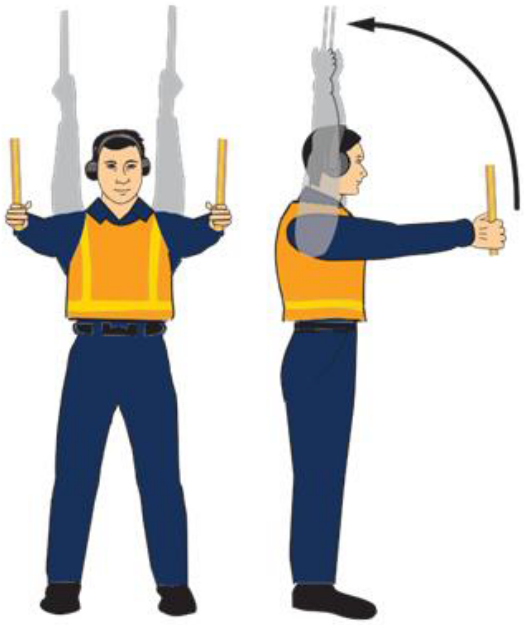
3.4.6.3 Hold Movement of Aircraft



Fully extend arms and wands downwards at a 45° angle to the sides. Hold this position until it is clear for the aircraft to move.

3.4.7 Marshalling Hand Signals for Aircraft

3.4.7.1 Identify Gate/Stand



Raise fully extended arms forward at shoulder level; raise straight above head with wands pointing up, move hands forward and backward to keep from blending into background.

3.4.7.2 Continue to Taxi Straight Ahead:



Holding arms extended to the side; bend arms at elbows; move arms and wands up and down from waist to head.

3.4.7.3 Slow Down:



Arms held at sides and slightly bent at elbows; move arms downward in a patting gesture, moving wands up and down from waist to knees.

3.4.7.4 Turn Right (from the pilots point of view)



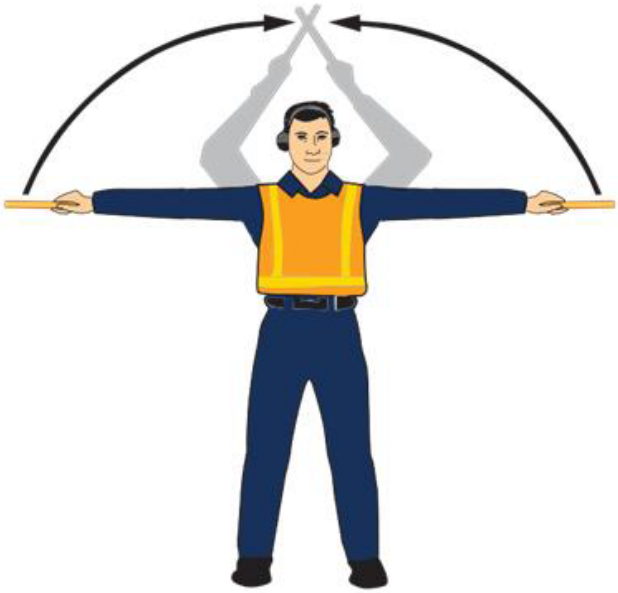
With left arm and wand extended at a 90° angle to the body, right hand makes the come ahead signal. The rate of signal motion indicates to the pilot the rate of aircraft movement desired.

3.4.7.5 Turn Left (from the pilots point of view)



With right arm and wand extended at a 90° angle to the body, left hand makes the come ahead signal. The rate of signal motion indicates to the pilot the rate of aircraft movement desired.

3.4.7.6 Stop



Fully extend arms and wands horizontally 90° at shoulder level; raise arms and wands to cross above the head.

3.4.7.7 Hold Position/Stand-by



Fully extend arms and wands downwards at a 45° angle to the sides. Hold the position until the aircraft is clear for the next maneuver.

3.4.7.8 Proceed to Next Marshaller or as Directed by Tower/Ground Control



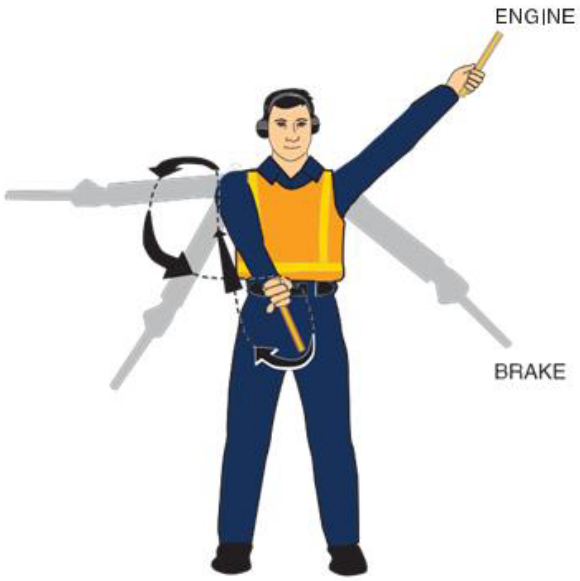
Point both arms upward, move and extend arms outward to side of body and point with wands to direction of next marshaller or taxi area.

3.4.7.9 Dispatch Aircraft



Perform a standard military salute with right hand and/or wand to dispatch the aircraft. Maintain eye contact with the flight crew until the aircraft has begun to taxi.

3.4.7.10 Fire



Holding right arm straight, move right hand in an exaggerated figure of eight (8), or a fanning type motion, from the shoulder to the knee, while at the same time pointing with the left-hand wand to the area of the fire.

At night use same process with wands

3.4.7.11 Set Brakes



Raise right hand just above shoulder height with open palm facing forward. Ensuring eye contact with flight crew, close hand into a fist. ***DO NOT*** *move until receipt of thumbs up acknowledgment from flight crew.*

3.4.7.12 Release Brakes



Raise hand just above shoulder height with hand closed in a fist. Ensuring eye contact with flight crew, open palm facing forward. ***DO NOT*** *move until receipt of thumbs up acknowledgment from flight crew.*

3.4.7.13 Chocks Inserted



With arms and wands fully extended above head, move wands inward in a "jabbing" motion until the wands touch. Ensure acknowledgement received from flight crew

3.4.7.14 Chocks Removed



With arms and wands fully extended above head, move wands outward in a "jabbing" motion. ***DO NOT*** *remove chocks until authorised by the flight crew.*

3.4.7.15 Start Engines



Raise right arm to head level with wand pointing up and start a circular motion with hand; at the same time, with the left arm raised above head level point to engine to be started.

3.4.7.16 Emergency Engine Shut Down/Cut engines



Extend right arm with wand forward of body at shoulder level, move hand and wand to top of left shoulder and draw wand to top of right shoulder in a slicing motion across throat. Hold left arm above head with closed fist.

3.4.8 Technical/Servicing Hand Signals–Ground Staff to Flight Crew

3.4.8.1 Connect Towbar



Bring arms above the head and grasp forearm with opposite hand.

3.4.8.2 Air Up:

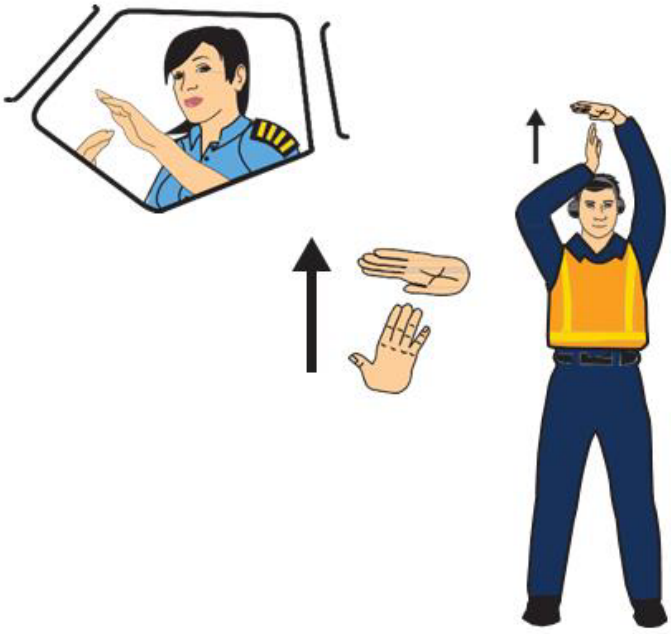


Wave arms up and down from thigh to waist with palms up.

Meaning: Supply pressurised air for engine start.

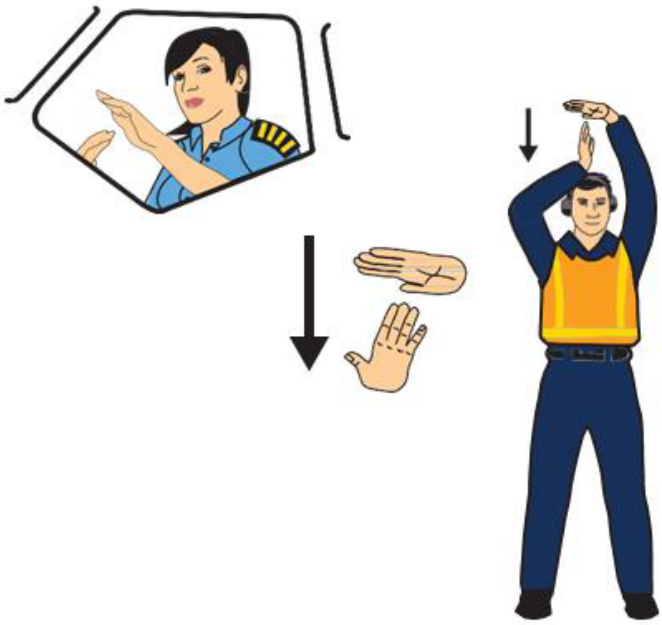
3.4.8.3 Connect/Disconnect Ground Power:

To connect ground power:



Hold arms fully extended above head; open left hand horizontally and move finger tips of right hand up to touch the open palm of left hand (forming a "T"). At night, illuminated wands can also be used to form the "T" above the head.

To disconnect power:



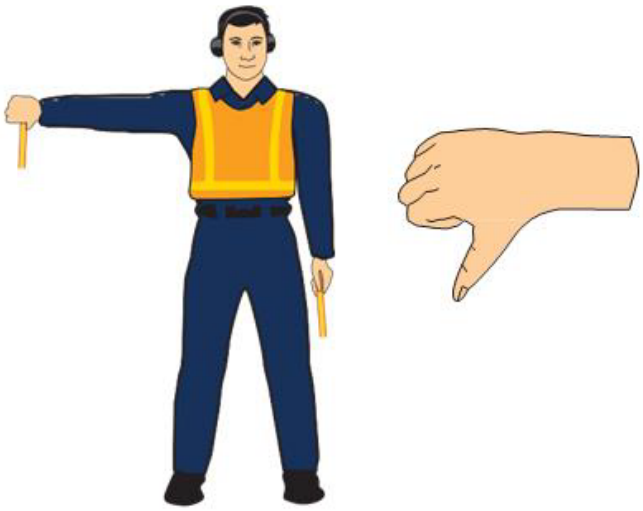
Hold arms fully extended above head with finger tips of right hand touching the open horizontal palm of the left hand (forming a "T"); lower right hand away from the left. ***DO NOT*** *disconnect power until authorised by the flight crew. At night, illuminated wands can also be used to open the "T" above the head.*

3.4.8.4 Affirmative/All Clear



Raise right arm to head level with wand pointing up or display right hand with thumbs up, left arm remains at side by knee.

3.4.8.5 Negative



Hold right arm straight out at 90° from shoulder and point wand down to ground or display right hand with thumbs down, left hand remains at side by knee.

3.4.8.6 Interphone



Extend both arms at 90° from body and move hands to cup both ears.

3.4.8.7 Do not Touch Controls:



Raise right hand above head level and close fist or hold wand in horizontal position, left arm remains at side by knee.

3.4.8.8 Open/Close Stairs

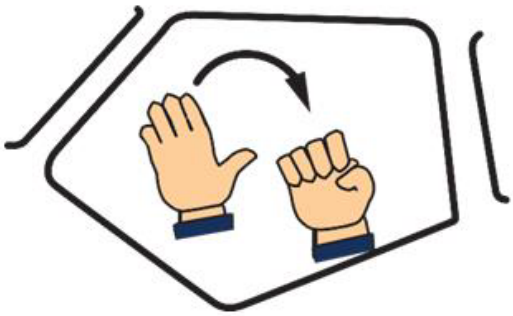


With right arm at side and left arm raised above head at a 45° angle, move right arm in sweeping motion towards top of left shoulder.

Note: *This signal is intended mainly for aircraft with a set of integral stairs at the front.*

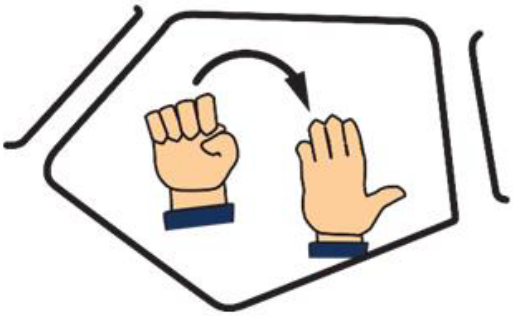
3.4.9 Technical/Servicing Hand Signals–Flight Crew to Ground Staff

3.4.9.1 Brakes Engaged:



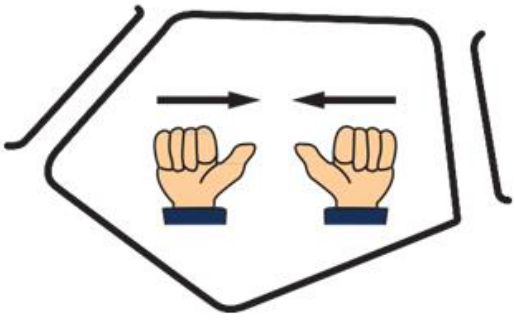
Raised arm and hand with palm facing forward and fingers extended in front of face; close hand into a fist.

3.4.9.2 Brakes Released:



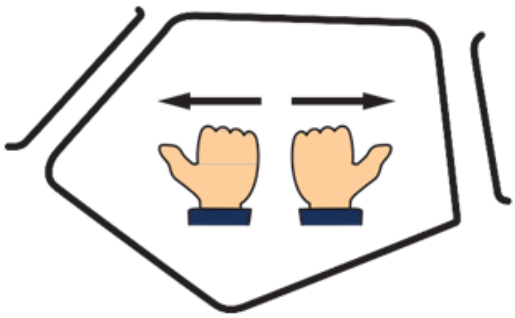
Raised arm with fist clenched in front of face; extend fingers to open palm facing forward.

3.4.9.3 Insert Wheel Chocks:



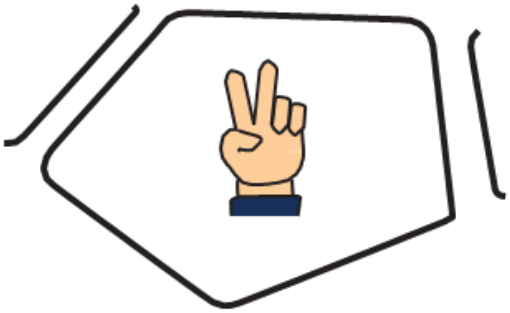
Hands held in front of face, palms facing forward with fingers closed and thumbs extended; move hands inward.

3.4.9.4 Remove Wheel Chocks:



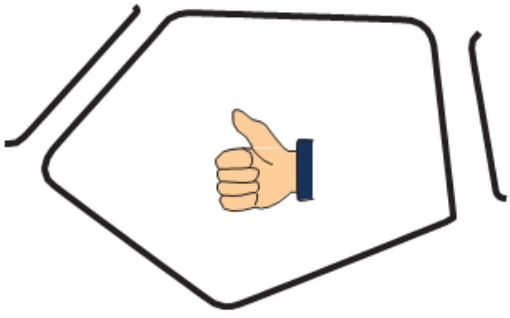
Hands held in front of face, palms facing backward with fingers closed and thumbs extended; move hands outward.

3.4.9.5 Ready to Start Engine(s):



One hand raised with the appropriate number of fingers outstretched to indicate the number of the engine to be started.

3.4.9.6 All Clear



Acknowledgement of all ground actions.

3.5 Toilet Servicing

3.5.1 Introduction

The complete procedure for servicing the aircraft toilet waste tank consists of the following 3 steps:

(a) *Draining of the waste tank(s);*
(b) *Flushing of the waste tank(s);*
(c) *Adding an amount of pre-charge and/or a concentrated deodorant pre-charge product–as applicable.*



Caution:
Toilet fluids are corrosive.
Prior to servicing, inspect the toilet servicing panel on the aircraft for signs of leakage. If any horizontal blue streaks are observed, the blue streak must be cleaned prior to servicing. After cleaning, look again for signs of leakage.
Blue ice build-up in higher altitudes may influence airworthiness. In case of a possible leak, immediately inform the airline representative, ground engineer, or advise the flight crew.

3.5.2 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 nor at the water filling point.*



Caution:
Once an agent has performed toilet servicing on an aircraft, the same agent cannot perform water servicing during the same task.

3.5.3 Toilet Servicing Procedure

3.5.3.1 General

Each aircraft type has specific requirements for toilet servicing and the amount of pre-charge and/or concentrated deodorant pre-charge product. Refer to **D ANNEX Aircraft Guide**

(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 signs of leakage.*
(d) *Make sure the drain hose Y-fitting coupling is connected correctly, before a drain valve handle is pulled.*
(e) *Empty the waste tank(s).*
(f) *Flush the waste tank(s) in accordance with operator requirements.*
(g) *Pre-charge the tank(s) with the correct quantity of water and disinfectant–as applicable.*
(h) *Fill the waste tank(s) with the correct amount of water and concentrated deodorant pre-charge packets or pre-mixed fluid as applicable. For aircraft equipped with a conventional toilet system, fill the waste tank(s) with the correct amount of water and pre-charge, or concentrated deodorant pre-charge.*
(i) *After servicing ensure that there are no leaks at the drain fitting cap and the end of the drain hose Y-fitting coupling.*
(j) *Close the nozzle tightly in order 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.*

Note: *Inform aircraft maintenance or flight crew, if:*

(a) *Fluid leakage is observed.*
(b) *The drain valve will not open or the waste tank cannot be drained.*

Report any spillage of waste to the supervisor.

3.5.3.2 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 also vibrate for a few seconds as the contents of the waste tank pass into the waste tank of a Toilet Service Unit.*

Note: Drain the waste tanks one at a time for optimal results.

3.5.3.3 Servicing During Freezing Conditions

Take the following measures to prevent freezing of the fluid in the aircraft toilet tanks and lines during freezing conditions:

(a) *Drain the waste tanks if the aircraft is parked in the open for several hours without electrical power supply and the temperature is, or is expected to be, below the freezing point, as per the operating airline procedure.*
(b) *Fill the aircraft toilet system only after electrical power supply has been restored, and as close to flight departure time as possible.*
(c) *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 the frozen substance in the fill lines or connections or on the service panels.
Contact maintenance immediately.

3.5.3.4 Inoperative Toilet Systems

If defects of the toilet system prevent regular servicing, ask qualified technical staff - if available - for assistance (e.g. removal of panels, etc.).
If no technical staff is available, inform the Flight Crew or an airline representative.

3.5.3.5 Uplift Sterilization Fluid

Once the toilet waste tanks have been emptied and flushed the following amounts of sterilization fluid must be uplifted per aircraft type:

Aircraft	Sterilization fluid
A220-300	7.5 ltr.

3.6 Potable Water Servicing

3.6.1 General

(a) *The water used for uplift shall fully meet the hygiene and testing requirements detailed in AHM 440 7.5; 8.11.1 and 9.1 and those detailed in section* ***3.6.3 - Potable Water Hygiene Requirements***

(b) *Equipment used shall fully comply with the specifications detailed in AHM 970 for water servicing vehicles, or AHM 981 for towed service carts.*

(c) *All equipment shall be serviced according to the manufacturer's recommendations. Records shall be kept of all servicing, cleaning, disinfection and maintenance tasks performed.*

(d) *All equipment and facilities used shall be maintained to the highest possible hygienic standard.*

(e) *Only uplift water to aircraft if authorized or requested by operating airline.*

(f) *Replenish the aircraft tank according to the operating airline instructions. Any deviation shall be reported to the supervisor or airline representative.*

(g) *Airline representatives shall be informed of any issue that may affect (or may have affected) the standard of water uplifted to their aircraft, including contamination incidents, maintenance findings and test failures.*

3.6.2 Potable Water Servicing Procedure

3.6.2.1 Filling Aircraft Water Tanks

(a) *Before connecting the aircraft filling hose to the aircraft, flush the hose.*
Note: *The hose needs to be flushed in a basket or waste container before connecting the hose to the aircraft filling port. (Not required on consecutive servicing)*

(b) *Do not place hose ends on the ground.*

(c) *On immediate turnaround sequence, waterservice shall always be performed before toilet service. Certain aircraft types are exempted from this rule. (For exceptions, refer to the operating airline's GOM)*

(d) *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 disinfectant pre-soaked ''towelettes''. The spray-and-wipe procedure is accepted if sprayed directly on the towelette. However they should not spray directly into the aircraft cupling.*

(e) *Fill the water tank(s) to the required level.*

(f) *Each aircraft type has specific requirements for filling and draining.* Refer to **D ANNEX Aircraft Guide**

(g) *When not in use, hose-ends shall be:*

1. *Kept carped or;*
2. *Attached to a dummy connector or;*
3. *Kept in a container filled with disinfectant solution or;*
4. *Treated with disinfectant before use.*

3.6.2.2 Water Servicing During Freezing Conditions

The following actions must be followed to prevent freezing of the water in the aircraft water tanks and lines during freezing conditions:

(a) *Drain the aircraft water tanks if instructed by the operating airline as per the operating airline procedures. Disposal of water in accordance with airport operator requirements.*
(b) *Ensure the fill line is fully drained before closing the cap to prevent freezing of fluid inside.*



Caution:
Keep aircraft cargo doors closed to prevent water lines from freezing when the cargo compartments are not being loaded or offloaded.
Do not attempt to remove the frozen substance in the fill lines or connections or on the service panels.
Contact maintenance immediately.

3.6.3 Potable Water Hygiene Requirements

3.6.3.1 Fill Points and Water Cabinets

a) *Daily, weekly and monthly tasks shall be conducted and recorded as per AHM 440 7.5 and 9.1*
b) *Hoses, connectors and water quality shall meet IATA AHM 440 specifications and hygiene requirements.*
c) *The water shall only be used as potable water for aircraft.*
d) *The area around the fill point/water cabinet shall be kept clean and free from rubbish.*
e) *When not in use, 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:*
    1. *Kept capped or;*
    2. *Attached to a dummy connector or;*
    3. *Kept in a container filled with disinfectant solution or;*
    4. *Treated with disinfectant before use.*
g) *Do not place hose ends on the ground.*

3.6.3.2 Water Service Vehicles & Towed Service Carts

The water service vehicles and towed service carts shall:

a) *Daily, weekly and monthly tasks shall be conducted and recorded as per AHM 440 8.11.1*
b) *Only be filled at a designated potable water fill point using approved hoses and couplings.*
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 be positioned close to toilet servicing units at any time, particularly when toilet servicing or toilet waste disposal is taking place.*

Note 1: *The water service vehicles and towed service carts should be parked in a shaded area during hot sunny weather, particularly if filled.*

Note 2: *The tank shall be drained completely at least once per calendar day.*

3.6.3.3 Water Servicing Staff

The water servicing staff shall:

a) *Be dressed with clean working clothes in accordance with the World Health Organization (WHO) Drinking Water Quality Standard to be assigned to drinking water servicing.*
b) *For hygiene reasons, if operators conduct both toilet and water servicing functions during the course of their shift, the operators must service potable water before servicing 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.

c) *The operator should wear single use or disposable gloves during drinking water servicing; see AHM 440 10.9.*

3.6.3.4 Water Treatment Chemicals (Sanitiser)

Water uplifted to aircraft potable water tanks shall contain a low concentration of disinfectant chemical (sanitiser), of a type suitable for potable water. The most common sanitisers are based on chlorine or hydrogen peroxide. Refer to IATA AHM 440 for details.

3.6.3.5 Water Service Vehicle Cleaning and Disinfection

Water service vehicles, towed service cart tanks and hoses shall be checked every day, disinfected at least once per week and 'deep' cleaned at least once per month. Refer to AHM 440 for details.

3.6.3.6 Fill Point and Water Cabinet Cleaning and Disinfection

a) *Fill points, hose cabinets and their surroundings shall be checked daily for general cleanliness.*
b) *Fill points and hoses shall be disinfected at least once a week. Refer to AHM 440 for details.*

3.7 Aircraft Cleaning and Disinfection

3.7.1 General

(a) *Aircraft Cleaning: Remove visible dirt and/or particles through mechanical action, normally undertaken on a routine and frequent basis. Cleaning and disinfection can be combined into one process if disinfectants are used during the cleaning.*

(b) *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, containers, and/or conveyances by direct exposure to chemical or physical agents.*

(c) *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 (uncommon) situation necessitating additional cleaning and disinfection.*

3.7.2 Aircraft Cleaning Intervals

(a) *Turnaround Cleaning: cleaning performed on aircraft while on the ground prior to departure within a defined ground time.*

(b) *Transit Cleaning: A type of turnaround cleaning that may be performed with transit passengers on board.*

(c) Light Cleaning: Performed on aircraft while on the ground within short turnaround.

(d) *Layover/Night-Stop Cleaning: Cleaning performed when the aircraft is on a longer predefined ground time. The cleaning does not involve removal of cabin panels and/or gallery inserts.*

(e) *In-flight Cleaning: Performed by cabin crew while the aircraft is airborne.*

(f) *Deep Cleaning: Performed when the aircraft is on a longer predefined ground time. The cleaning may include the removal of cabin panels and/or galley inserts. Includes cleaning performed during maintenance*

Note: *Cleaning done during aircraft maintenance is not addressed within the scope of this section.*

3.7.3 Cleaning and Disinfection Products

3.7.3.1 General

It is the airline's responsibility to ensure cleaning procedures as well as cleaning and disinfecting products used by the ground handling or cleaning company are airline-approved and based on the aircraft's Original Equipment Manufacturer (OEM) recommendations. This includes following local health organization recommendations and using proper Personal Protective Equipment (PPE).

Informed selection and correct use of products is vital in ensuring effective cleaning and disinfection of an aircraft without damaging the aircraft interior, systems and/or equipment while minimizing the likelihood of transmission of any communicable diseases.

3.7.3.2 Product Selection

(a) *Refer to OEM guidance for the most recent recommendations.*

(b) *Refer to local health authorities for recommendations on products effective against a contagious disease outbreak or pandemic.*

(c) *The International Civil Aviation Organization (ICAO) Council Aviation Recovery Taskforce (CART) Takeoff Guidance recommends the use of a 70% Isopropyl Alcohol (IPA) solution as a disinfectant for the touch surfaces in the cockpit, cabin and cargo holds. Cleaning and disinfection products should comply with and be certified according to OEM standards and/or industry test standards, such as SAE International standards:*

1. *AMS1452C, Disinfectant, Aircraft, General Purpose (concentrated liquid).*
2. *AMS1453A Disinfectant Cleaner for Aircraft Interior General Purpose Liquid (diluted).*
3. *AMS1525D Cleaner for Aircraft Exterior Metallic Surfaces, Wipe Solvent, Cold Operations.*
4. *AMS1526C Cleaner for Aircraft Exterior Surfaces, Water-Miscible, Pressure-Spraying Type.*

Note: *These standards might need to be approved by the local authorities, if applicable.*

(d) *Consultation with OEMs before using any disinfection agents that do not comply with SAE standards is required.*

(e) *Refer to the cleaning and disinfection product manufacturer's instructions to ensure the proper application, ventilation and PPE is used.*

3.7.3.3 Product Use

The following recommendations are based on OEM guidelines:

(a) *It is important that the cleaning and disinfection liquids are used exclusively according to the product specifications and manufacturer Safety Data Sheet (SDS).*

(b) *Use premixed cleaning and disinfection liquids where possible to avoid mixing ratio errors.*

(c) *Special attention must be paid to the application instructions and mixing ratios (e.g., wipe on, wipe off, water rinsing, drying after cleaning).*

(d) *Use only the allowed bottle sizes on board to minimize the risk of spilling the cleaning and disinfection solutions.*

(e) *Do not spray cleaning and disinfection liquids in the cargo compartment. Instead, apply as per the product and/or airline application instructions (e.g., wet wipe on/off).*

(f) *Do not allow cleaning and disinfection liquids to contact critical equipment (e.g., smoke detector, electronic door operation equipment and fire extinguishing discharge nozzle).*

(g) *Disinfectants are flammable. Take precautions around potential sources of ignition, especially hidden sources such as electronic boxes mounted in the cargo compartment.*

(h) *Airlines should periodically inspect the aircraft interior and cargo holds to ensure there are no long-term effects or damage over time due to frequent use of cleaning and disinfection products. If damage is observed, contact the OEM.*

Caution:

1. Use of non-certified cleaning and disinfection liquids can lead to severe damage to material in the aircraft's interior.
2. Use of cleaning and disinfection liquids in the wrong mixing ratio or using the wrong application method can lead to severe damage to material in the aircraft's interior.
3. Cleaning and disinfectant solutions tend to be oxidizers. The interior of an aircraft contains many materials susceptible to damage from oxidization. Care must be exercised when using cleaning products and disinfectants.
4. Metals used in aircraft construction may corrode upon exposure to cleaning and disinfection products.
5. Safety-critical cables and wires may deteriorate upon exposure and aircraft furnishings may have their fire-resistant properties reduced.
6. Some cleaning and disinfection products, such as IPA, are flammable. Care must be exercised in the aircraft interior, especially near various electric installations and boxes as these are sources of ignition.

3.7.3.4 Cleaning Equipment

All equipment and materials used to clean aircraft shall be in accordance with the operating airline's requirements and approved standards.

(a) *Vacuum Cleaners: Aircraft-powered or battery-powered vacuum cleaners can be used for carpets, air vents, seat arm storage, seat rails, behind-the-seat storage, etc. Manual (non-electric) carpet sweepers are not an adequate substitute, but may be necessary when time is limited or a large number of passengers remain on board.*

Caution:
Do not unplug a vacuum cleaner by pulling on the cord. Pull from the plug.

(b) *Hand Brushes: Use in areas inaccessible to vacuum cleaners.*
(c) *Chewing Gum Remover: Use to remove chewing gum.*
(d) *Mops and Brooms: Use for cleaning floors and other hard surfaces. Must be clearly identified or color coded for toilet cleaning and general cleaning to avoid cross-contamination (e.g., red/blue for lavatories, yellow for galleys, green for cabin). They shall be separated at all times, including during cleaning activities.*
(e) *Towels/Cloths: There are different types according to airline requirements for general purpose cleaning and polishing. Must be clearly identified or color coded for toilet cleaning and general cleaning (top-down approach). They shall be kept separated at all times, including during cleaning activities.*
(f) *Absorbent Wipes: Used for mopping up spillages.*
(g) *Hand Sprayers: Used for dispensing detergents and disinfectants.*
(h) *Runners: Used for floor and/or carpet protection.*
(i) *Soft Rolls/Wipes: Used for wiping up spillages.*
(j) *Buckets: Need to be checked to ensure the cleaning liquid is being replaced regularly.*

3.7.4 Cleaning and Disinfection Tasks

3.7.4.1 General

The following cleaning and disinfection tasks serve as a guideline on how to provide a safe and sanitary operating environment for passengers, crew and cleaning personnel.

Use caution when cleaning and disinfecting following areas.

During cabin cleaning:

(a) Be careful while handling disposable bags to avoid sharp objects that may have been disposed of by passengers.
(b) If there is a chewing gum stain on the floor or seats, use gum remover to remove the stain rather than sharp objects.
(c) For some parts of the aircraft (e.g., closets, doghouse). Assistance from Engineering may be requested to remove emergency equipment to enable cleaning and disinfection.

During flight deck cleaning:

(a) The cleaning crew may only be permitted to enter the flight deck when flight crew or maintenance personnel is present.
(b) Cleaning and disinfection fluids for the flight deck can be different from fluids used in the cabin.
(c) Do not spray disinfectant directly onto panels and screens, it should be applied with cloth.
(d) Ensure liquid does not seep into controls.
(e) Any accidental adjustment of important instruments during the cleaning process must be reported to the flight crew or maintenance personnel.
(f) Buckets shall not be brought into the cockpit.

During toilet cleaning:

(a) Immediately wipe off any cleaning/disinfectant liquid spills on the surfaces to prevent damage or deterioration.
(b) Toilet cleaning shall be performed from top to bottom for hygienic reasons.
(c) Use only towels identified specifically for toilet cleaning.
(d) Do not reuse mops and towels used for toilet cleaning outside of lavatories.



Caution:

1. If spraying methods are used, do not spray directly into power supply panels, lighting, vents, interphone, coffeemakers or other electrical systems. Disinfectant should only be applied using a cloth in these areas.
2. Immediately inform an airline representative if any of these areas are accidentally sprayed.
3. Ensure cleaning and disinfection products are wiped off after application using a slightly moist towel, if required by the SDS. Residues of cleaning and disinfection products left on surfaces (e.g., tables) may lead to severe discoloration and permanent damage of the cabin interior.
4. Ensure a suitable cloth is used for aircraft cabin cleaning.

3.7.4.2 Light Cleaning

Waste removal service as specified below.

No	Services
Cabin Cleaning	
1	Remove rubbish from pockets on seat backs and other loose rubbish from floor and seats.
Flight Deck Cleaning	
-	N/A
Galley Cleaning	
2	Replace the waste bags.
Toilet Cleaning	
3	Replace the waste bag.
4	Remove rubbish from floor.
Cargo Compartment Cleaning	
-	N/A

3.7.4.3 Cleaning

Cleaning services as specified below should be performed in accordance with agreement during Turnaround.

No	Services
Cabin Cleaning	
1	Remove rubbish from ashtrays on seat rests and on the wall outside the toilet door.
2	Remove rubbish from pockets on seat backs and other loose rubbish from floor and seats.
3	Clean the seat pockets from big and small waste.
4	Check and add necessary items to the seat pockets. **– Applicable only at RIX station.**
5	Clean seats from dust and crumbs with damp cloth.
6	Clean folding tables.
7	Replace headrests per necessity. Leave sufficient amount of headrests for return flight. **– Applicable only at RIX station.**
8	Put the seatbelts accurately on seats.
9	Remove rubbish from the luggage bins.
10	Clean any visible stains on cabin sidewalls.
11	Vacuum clean the floor carpet.
12	Store left behind personal belongings (to be handed out / sent to passengers). **– Applicable only at RIX station.**
13	Put pillows and blankets in special packing. Add additional pillow cases per necessity. **– Applicable only at RIX station.**
Galley Cleaning	
15	Replace the waste bags.
16	Clean the sink and the surrounding area.
Toilet Cleaning	
17	Replace the waste bag.
18	Fill up with toilet equipment (paper, soap, disinfectant etc.).- **Applicable only at RIX station.**
19	Clean the sink and the tap. Odorant treatment.
20	Clean and wash the floor.
Cargo Compartment Cleaning	
-	N/A

3.7.4.4 Layover/Night-Stop Cleaning

Night Stop Cleaning as specified below shall be performed in RIX, VNO and TLL Stations once per 24 hours.

No	Services
Cabin Cleaning	
1	Remove rubbish from ashtrays on seat rests and on the wall outside the toilet door.
2	Remove rubbish from pockets on seat backs and other loose rubbish from floor and seats.
3	Clean the seat pockets from big and small waste.
4	Check and add necessary items to the seat pockets. **– Applicable only at RIX station.**
5	Clean seats from dust and crumbs with damp cloth.
6	Clean folding tables.
7	Replace headrests per necessity. Leave sufficient amount of headrests for return flight. **– Applicable only at RIX station.**
8	Put the seatbelts accurately on seats.
9	Remove rubbish from the luggage bins.
10	Clean interior and exterior of overhead bins, including handles.
11	Clean any visible stains on cabin sidewalls.
12	Vacuum clean the floor carpet.
13	Clean floor carpet.
14	Clean the chewing gum stain from seats, floor etc., using gum remover.
15	Clean windows.
16	Store left behind personal belongings (to be handed out / sent to passengers). **– Applicable only at RIX station.**
17	Put pillows and blankets in special packing. Add additional pillow cases per necessity. **– Applicable only at RIX station.**
18	Blanket chemical cleaning (per necessity).
Flight Deck Cleaning	
19	Remove rubbish from floor.
20	Remove rubbish from ashtrays.
21	Remove loose dirt from seats backrests using vacuum cleaner.
22	Clean the pedals.
23	Vacuum clean the floor.
Galley cleaning	
24	Remove rubbish and food residuals from the compartments, waste containers and shelves.
25	Replace the waste bags.
26	Clean the floor.
27	Clean the compartments and shelves.
28	Clean the ovens.
29	Clean the sink and the surrounding area.
30	Clean and wash the floor under the trolleys.
31	Clean and wash the waste containers (in and outside) and waste niches.
Toilet Cleaning	
32	Replace the waste bags.
33	Fill up with toilet equipment (paper, soap disinfectant etc.).
34	Clean the sink and the tap. Odorant treatment.
35	Clean the toilet seat and bowl.
36	Clean the mirror and shelves.
37	Clean and wash the floor.
Cargo Compartment Cleaning	
38	Remove all loose dirt using a brush and/or a vacuum cleaner (Forward and Aft compartment). – Upon request.

3.7.4.5 Deep (Maintenance) Cleaning

Deep Cleaning service as specified below shall be performed in Base Station twice per month.

No	Services
Cabin Cleaning	
1	Remove rubbish from ashtrays on seat rests and on the wall outside the toilet door.
2	Remove rubbish from pockets on seat backs and other loose rubbish from floor and seats.
3	Clean the seat pockets from big and small waste.
4	Check and add necessary items to the seat pockets.
5	Clean seats from dust and crumbs with damp cloth, clean seat covers.
6	Clean folding tables.
7	Clean table stowage compartment in front seat armrest.
8	Clean the seat frames.
9	Replace headrests per necessity. Leave sufficient amount of headrests for return flight.
10	Put the seatbelts accurately on seats.
11	Remove rubbish from the luggage bins.
12	Clean interior and exterior of overhead bins, including handles.
13	Clean any visible stains on cabin sidewalls.
14	Vacuum clean the floor carpet.
15	Clean floor carpet.
16	Clean emergency lights strips on the floor.
17	Clean the chewing gum stain from seats, floor etc., using gum remover.
18	Clean windows and sun-caps.
19	Store left behind personal belongings (to be handed out / sent to passengers).
20	Put pillows and blankets in special packing. Add additional pillow cases per necessity.
21	Clean cabin attendant's seat.
22	Clean forward and rear PA microphone.
23	Clean curtains (Business Class and Crew Rest Area).
24	Clean passenger entrance door carpet (winter season only).
25	Clean passenger overhead monitors (if applicable).
26	Clean the sidewalls (especially in the bottom, overhead panels, passenger service unit's light, hostess call button and fresh air valve).
27	Vacuum clean and wipe off the dust with a wet rag on the front and back cabin walls.
Flight Deck Cleaning	
28	Remove rubbish from floor.
29	Remove rubbish from ashtrays.
30	Remove loose dirt from seats backrests using vacuum cleaner.
31	Clean the seat rests.
32	Clean the pedals.
33	Vacuum clean the floor.
34	Extend and clean the folding seats/jump seats and any associated equipment.
35	Wash the floor.
36	Clean the side panels including the tables.
37	Clean the door and sidewalls in the cockpit.

Galley cleaning	
38	Remove rubbish and food residuals from the compartments, waste containers and shelves.
39	Replace the waste bags.
40	Clean the floor.
41	Clean the compartments and shelves.
42	Clean the ovens.
43	Clean the sink and the surrounding area.
44	Clean and wash the floor under the trolleys.
45	Clean and wash the waste containers (in and outside) and waste niches.
46	Clean the wall panels and the ceiling panels
Toilet Cleaning	
47	Replace the waste bags.
48	Fill up with toilet equipment (paper, soap, disinfectant etc.).
48	Clean the sink and the tap. Odorant treatment.
50	Clean the toilet seat and bowl.
51	Clean the mirror and shelves.
52	Clean and wash the floor.
53	Clean the wall panels and the ceiling panels.
Cargo Compartment Cleaning	
54	Remove all loose dirt using a brush and/or a vacuum cleaner (Forward and Aft compartment).
55	Wash compartment floor.
56	Clean and disinfect all access panels and service access points, including cargo door control panels.
57	Clean and disinfect light switches.

3.7.4.6 Aircraft disinfection

The recommendations of aircraft manufacturer shall be taken into consideration when choosing disinfectants available. Disinfectants must be aircraft component compatible, while also being approved for use at national level.

Note: disinfectant usage has to be approved by airBaltic.

There are several disinfection sequences possible:

- Aircraft preventive disinfection
- Aircraft inflight disinfection
- Aircraft disinfection after an event

3.7.4.7 Aircraft preventive disinfection

The cleaning crew should:

- use different cleaning utensils (e.g. the cloths and mops) used in each area, potentially using colour coding, in order to reduce cross-contamination.
- avoid to be detrimental to aircraft components, rub the surfaces with disinfectant for adequate contact time and remove it immediately.
- spray the floor from front to back before disinfection and then spray again in opposite direction.
- disinfect the key areas as noted below, begin at the top and proceed downward progressively working from clean to dirty areas:

Areas
Aisle
Ceiling, overhead bins, reading lights, air outlets, sidewall panels, windows, seats (tray tables, armrests, passenger control units, and decorative panels), cabinets/lockers, bulkheads, magazine racks, cabin attendant seats
Lavatory
Toilet bowls, waste bins, basins, lavatory sidewall, ceiling, door assembly (door surfaces, door handles, locking device, and, if installed, ashtrays).
Galley
Ceiling, ovens,water boilers, coffee makers, galley facilities, lockers/drawers, waste bins.
Cockpit
For aircraft where the cockpit is separated from the passenger cabin, preventive disinfection should be considered only when the flight crew had a longer layover resulting in the crew traveling outside of the airport restricted area (e.g. travel to the hotel for a rest period) in the high risk areas. Otherwise cockpit should be subject to routine cleaning
Cargo holds (only upon request from airBaltic)
The method of spray disinfection and enclosed disinfection should be used. Disinfection should be performed from the upwind to the downwind direction and from top to bottom.

3.7.5 Aircraft Cleaning and Disinfection During a Pandemic

3.7.5.1 General

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 requirements, airport cleaning plan, and OEM recommendations to include new measures addressing the threat.

Based on a conducted risk assessment, each airline may implement different cleaning and disinfection schedules, techniques and products, which consider the operational circumstances and duration of the disinfecting effects of the substance(s) used.

3.7.5.2 Actions Prior to Cleaning

To minimize person-generated contaminant concentrations during ground and flight operations, OEMS recommend maximizing total cabin airflow; therefore, care should be taken to avoid blocking air vents (particularly along the floor).

It is strongly recommended that operators consult with the aircraft OEM for questions specific to an aircraft type. The following are general recommendations for cabin air considerations, although and there may be exceptions for specific aircraft models:

(a) *The aircraft Auxiliary Power Unit (APU) should be permitted to be used at the gate/stand to enable the aircraft's air conditioning system to be operated, if equivalent filtration from the external Pre-Conditioned Air (PCA) is not available*

(b) *If the aircraft has an air recirculation system, but does not have High-Efficiency Particulate Air (HEPA) filters installed, refer to OEM documents or contact the OEM to determine the recirculation system setting.*

(c) *It is recommended that fresh air and recirculation systems be operated to exchange the volume of cabin air before cleaning crew enter the aircraft for cleaning purposes.*

1. *For those aircraft with air conditioning, run the air conditioning packs (with bleed air provided by the APU or engines) or supply air via an external PCA source for at least 10 minutes prior to the boarding process, throughout boarding and during disembarkation.*
2. *For aircraft with HEPA filters, run the recirculation system to maximize flow through the filters.*
3. *For those aircraft without an air conditioning system, keep the aircraft doors open during the turnaround to facilitate cabin air exchange (passenger doors, service door and cargo door) as much as practical.*



Caution:
Ensure access doors are only in the open position if there is an appropriate boarding device or other equipment positioned at the door.

Note: *Ensure cleaning equipment and tools (e.g., vacuum cleaners, brushes, brooms) are clean and hygienic prior entering the aircraft cabin and between use.*

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3.7.5.3 Actions During Cleaning and Disinfection

(a) *Once on board, ventilation systems should be kept running while cleaning takes place.*
Note: *In some cases, depending on the technique used for disinfection, regulators 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, cleaning crew shall:*

1. *Be assigned specific tasks, as much as possible.*
2. *Use different cleaning materials in each task area (e.g., cloths, buckets, brushes, mops), potentially using color-coded items.*
3. *Carry their own cleaning items on board to avoid unnecessary exchange of cleaning items between different teams/persons.*
4. *Use new disposable gloves in each area. Disposable gloves shall not be reused in other sections of the cabin.*
5. *Follow the correct sequence of cleaning; for example, from top to bottom or front to back, as relevant (e.g., toilets, galleys, floors).*

(c) *Use disinfection product(s) as per the recommendation in* ***3.7.3.3 - Product Use***

(d) *Clean and disinfect all defined areas as specified in* ***3.7.4 - Cleaning and Disinfection Tasks*** *by using approved disinfection products as defined in* ***3.7.3.3 - Product Use*** *and appropriate cleaning materials/tools such as mopping, wiping, or any other approved methods.*

3.7.5.4 Actions after Cleaning and Disinfection

After cleaning and disinfection, ensure cleaning crew disembark with all items for cleaning, including all garbage, and that the following provisions are followed:

(a) *Disposal of waste must be done in accordance with local airport authority regulations.*

(b) *Staff disembarking the aircraft with waste materials shall wear gloves to protect themselves and dispose of gloves after the disposal process.*

(c) *Do not obstruct the passenger boarding bridge or steps with waste bags.*

(d) *Do not throw waste bags onto the ramp from the aircraft or steps.*

(e) *If any amenities are to be loaded prior to departure, ensure this is done and indicated in the handover documentation.*

3.7.5.5 Handover Procedures

When required, a handover protocol should be established, including a record to indicate that the aircraft has been cleaned and disinfected according to the ICAO aircraft disinfection sheet or airline procedures.

Note: For lost, found, damaged or 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 handed in according to local procedures.*
- *Any seat or cabin interior/area found damaged must be reported, as appropriate.*
- *Any suspicious item found must be immediately reported as per local procedures.*



Caution:
Limit the number of personnel moving into/out of a cleaned aircraft to maintain the sterile environment prior to boarding.

3.7.6 Cleaning and Disinfection During an Event

3.7.6.1 Suspected or Confirmed Case of Communicable Disease On Board

The following are guidelines for cleaning crew who have to clean an arriving aircraft with a suspected case of communicable disease. During an outbreak of a specific communicable disease, the World Health Organization (WHO) or the national health authorities may modify or add further procedures to these guidelines.

(a) *Wear PPE as recommended by the national public health authority.*
Note: *PPE requires appropriate training before use.*
(b) *Remove and discard gloves after cleaning or if they become soiled or damaged.*
(c) *Use only cleaning agents and disinfectants at recommended concentrations and contact times that have been approved by OEMs.*
(d) *Begin cleaning at the top (light and air controls) and proceed downward progressively working from clean to dirty areas.*
1. *Surfaces to be cleaned include:*
(i) *Affected seat*
(ii) *Adjacent seats in the same row*
(iii) *Back of seats in the row in front*
(iv) *Light and air controls*
(v) *Adjacent walls and windows*
(vi) *Seatbacks (the plastic and/or metal part)*
(vii) *IFE video monitor*
(viii) *Tray tables*
(ix) *Armrests*
(x) *Remove seat pocket contents and replace (safety briefing card can be cleaned with approved disinfectant)*
2. *Clean lavatory(ies) used by the sick passenger, including:*
(i) *Door handle*
(ii) *Locking device*
(iii) *Faucet*
(iv) *Wash basin*
(v) *Adjacent walls*
(vi) *Counter*
(vii) *Toilet seat*
Note: *In exceptional circumstances, public health authorities may require additional cleaning.*
(e) *Disinfection of upholstery, carpets, or storage compartments is only indicated when they have been soiled by body fluids. In such cases, use an absorption agent first, if required, clean any visible soil and disinfect before vacuuming to eliminate the risk of re-aerosolization.*
(f) *Wash hands with soap and water immediately after PPE is removed. An alcohol-based hand sanitizer may be used as an alternative if the hands are not visibly soiled.*
(g) *Dispose of soiled material and PPE in a biohazard bag if one is available. If not, place in an intact plastic bag, seal it, and label it as biohazard.*
(h) *Do not use compressed air. It might re-aerosolize infectious material.*

3.7.6.2 Aircraft Contaminated with Body Fluids

When contaminated with blood, respiratory secretions, vomit, excretions and other bodily liquid (contaminants), the aircraft cabin should be disinfected by ground cleaning crew or specially qualified personnel after disembarkation.

Air Conditioning Unit (ACU) should be adjusted to ensure full ventilation is completed and then turned off.

Once the air ventilation is finished:

(a) *Wear disposable gloves and other PPE according to local instructions.*

(b) *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.*

(c) *Place the used towel and gloves in a biohazard or other waste bag. When using absorbent powder, remove the coagulated contaminants with portable pickup shovels and place into biohazard waste bags.*

(d) *Clean and disinfect the contaminated area wearing new gloves. It is important to follow the application method and effective contact time as per the OEM SDS.*

(e) *Remove gloves and clean/disinfect hands before removing other PPE in the following order:*

1. *Take off protective suits (aprons) and gloves.*
2. *For visibly soiled hands, wash with soap and water thoroughly.*
3. *Take off goggles and facial mask/shield.*
4. *Apply skin disinfection/hand sanitizer to clean hands and other parts of the body that may have been exposed to contaminants.*
5. *Place all used PPE and contaminated items in a biohazard waste bag and seal the bag.*
6. *Dispose of 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, if need be, and disposal of biohazard.*

3.8 Safety During Aircraft Deicing/Anti-icing Operations

3.8.1 General

No aircraft shall attempt takeoff when frozen or freezing contamination is present on or adhering to the wings, propellers, control surfaces or other critical surfaces. This is known as the ICAO 'Clean Aircraft Concept'. 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 AS 6285 "Aircraft Ground De-icing/Anti-Icing Processes" 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.

3.8.2 Personnel Safety

The safety factors given below are designed to ensure that safety is not compromised for personnel performing aircraft de-icing tasks:

(a) *Appropriate PPE should be checked for serviceability and worn by all personnel engaged in de-cing operations.*
(b) *Cones should be removed as necessary to allow access to the aircraft surfaces. Replace the cones on completion of the de-icing operation, if the aircraft is not departing.*
(c) *To prevent injury, caution must be taken when filling de-icing vehicles with hot fluid.*
    1. *When handling de-icing fluids, personnel should understand and follow the precautions contained in the fluid OEM's SDS.*
    2. *Before de-icing operations start, de-icing should be coordinated between the de-icing and ground handling personnel.*
    3. *De-icing/anti-icing fluids may be very hot; 60°C/140°F or even warmer. To prevent injuries, ground personnel, passengers and flight crew shall be prevented from walking near an aircraft that is being de-iced.*
    4. *Slippery conditions can exist on the ground and on the equipment surfaces during and following the de-icing processes. Caution should be exercised, particularly in low humidity or nonprecipitating weather conditions, due to increased slipperiness following the use of glycol that is not diluted by the weather element.*
    5. *When de-icing on a stand, all ramp equipment, including steps, should be clear of the area to be sprayed to avoid contamination by fluid.*
    6. *Care should be taken to prevent the transfer of fluid by foot onto GSE (e.g., steps, jet bridges), interiors of aircraft and aircraft cargo holds.*

*Refer to **3.3.2 - Wintery or Slippery Apron Conditions** for detailed safety precautions for ramp operations in winter conditions.*

3.8.3 Open Basket Operations

The following minimum precautions should be taken when deicing from an open basket:

(a) *Ensure that the fall restraint device is securely anchored and the safety harness is always worn when deicing from an open basket.*
(b) *Ensure that the basket door or safety chain is securely latched.*
(c) *Caution should be taken to avoid exposure to a running Auxiliary Power Unit (APU)*

3.8.4 Closed Basket Operations

The following minimum precautions should be taken:

(a) *Ensure the seat belt is always worn.*
(b) *Ensure the windows of the cabin are clean. Check wiper(s) for condition and check window washer fluid level.*
(c) *Ensure the cabin access door is securely closed.*
(d) *Ensure there are no obstructions to the cabin heater/ventilation system.*

4	**AIRCRAFT TURN-AROUND**	4.0-1
4.1	**Aircraft Arrival**	4.1-1
4.1.1	Actions Prior to Aircraft Arrival	4.1-1
4.1.2	Actions During Aircraft Arrival	4.1-1
4.1.3	Actions After Aircraft Arrival	4.1-3
4.1.4	Ground Support Equipment on Arriving Aircraft	4.1-4
4.1.4.1	Ground Power Unit and Fixed Power Unit	4.1-4
4.1.4.2	Cooling/Heating Units/Pre-Conditioned Air (PCA)	4.1-5
4.1.4.3	Cooling of Aircraft Interior	4.1-6
4.1.4.4	Aircraft Ground Heating	4.1-6
4.1.5	GPU, Heating and Water/WC draining A220-300	4.1-7
4.1.6	Aircraft parking more than 4 hours	4.1-8
4.2	**Aircraft Chocking**	4.2-1
4.2.1	Wheel Chock Placement	4.2-1
4.2.2	Chock Placement Diagram	4.2-1
4.3	**Aircraft Coning**	4.3-1
4.3.1	Safety Cone Placement and Removal	4.3-1
4.3.2	Cone Placement for Wing-Mounted Twin Engine Jet Aircraft	4.3-2
4.3.3	Cone Placement for Fuselage-Mounted Twin Engine Jet Aircraft	4.3-2
4.3.4	Cone Placement for Wing-Mounted Twin Propeller Aircraft	4.3-3
4.3.5	Cone Placement for Wing-Mounted Four Engine Jet Aircraft	4.3-3
4.4	**Aircraft Access Doors**	4.4-1
4.4.1	General Safety Requirements	4.4-1
4.4.2	Cabin Access Doors	4.4-1
4.4.2.1	General	4.4-1

4.4.2.2	Opening Cabin Access Doors from Inside by Trained Crew	4.4-3
4.4.2.3	Opening of Cabin Access Doors from Inside by Authorized and Trained Ground Personnel	4.4-3
4.4.2.4	Opening Cabin Access Doors from Outside with Crew/Ground Staff on Board	4.4-3
4.4.2.5	Opening Cabin Access Doors from Outside with no Crew/Ground Staff on Board	4.4-4
4.4.2.6	Closing of Cabin Access Doors from Inside by Crew	4.4-4
4.4.2.7	Closing of Cabin Access Doors from Inside by Authorized and Trained Ground Personnel	4.4-4
4.4.2.8	Closing of Cabin Access Doors from Outside with Crew/Ground Personnel on Board	4.4-5
4.4.2.9	Closing Cabin Access Doors from Outside with No Crew/Ground Personnel on Board	4.4-5
4.4.2.10	Reopening Cabin Access Doors	4.4-5
4.4.3	Cargo Hold Access Doors	4.4-6
4.4.3.1	Cargo Hold Access Doors – General	4.4-6
4.4.3.2	Opening Cargo Hold Access Doors	4.4-6
4.4.3.3	Closing Cargo Hold Access Doors	4.4-7
4.4.3.4	Reopening of Cargo Access Hold Doors	4.4-7
4.4.3.5	Main Deck Cargo Hold Access Door Operations	4.4-7
4.5	**Aircraft Loading and Unloading**	4.5-1
4.5.1	Supervision of Aircraft Loading and Unloading	4.5-1
4.5.1.1	Supervision Responsibility	4.5-1
4.5.1.2	Communication	4.5-1
4.5.1.3	Actions Prior to Unloading	4.5-3
4.5.1.4	Actions During Unloading	4.5-3
4.5.1.5	Actions After Unloading	4.5-4
4.5.1.6	Actions Prior to Loading	4.5-4
4.5.1.7	Actions During Loading	4.5-5
4.5.1.8	Actions After Loading	4.5-6

4.5.2	Aircraft Ground Stability	4.5-7
4.5.3	Safety Requirements Specific to Aircraft Loading and Unloading	4.5-7
4.5.3.1	General	4.5-7
4.5.3.2	ULD Loading and Unloading	4.5-7
4.5.3.3	Main Deck Loading of Freighter Aircraft	4.5-8
4.5.3.4	Bulk Loading and Unloading	4.5-8
4.5.3.5	Shipments Requiring Special Handling	4.5-8
4.5.4	Unloading	4.5-11
4.5.4.1	Scaling Process	4.5-11
4.5.4.2	Safety Precautions for Unloading	4.5-11
4.5.5	Cargo Hold Inspection	4.5-12
4.5.5.1	General	4.5-12
4.5.5.2	Cargo Hold Damage	4.5-12
4.5.5.3	Spills in Cargo Holds	4.5-13
4.5.5.4	Damaged and/or Leaking goods	4.5-13
4.5.6	Loading	4.5-14
4.5.6.1	Load Handover	4.5-14
4.5.6.2	Load Transportation	4.5-14
4.5.6.3	Load Delivery for Departure	4.5-14
4.5.6.4	Loading Process	4.5-15
4.5.6.5	Ballast bags	4.5-16
4.5.6.6	Company Mail	4.5-16
4.5.6.7	Placing of Cargo Documents in compartment	4.5-16
4.5.7	Securing of load	4.5-17
4.5.7.1	General Rules	4.5-17

4.5.7.2	Bulk Compartments	4.5-17
4.5.7.3	Securing of ULDs	4.5-18
4.5.7.4	Tie – Down	4.5-19
4.5.7.5	Use of Tie Down Material	4.5-21
4.5.7.6	Standard Lashing	4.5-24
4.5.7.7	Securing of Dangerous Goods	4.5-27
4.5.8	Load Spreading	4.5-29
4.5.8.1	Requirements for spreading	4.5-30
4.5.8.2	Determining if spreading is needed	4.5-30
4.5.8.3	Maximum weight	4.5-31
4.5.8.4	Plank capacity	4.5-31
4.5.9	Unit Load Devices (ULDs)	4.5-33
4.5.10	Transport of Cargo and Mail in Passenger Cabin	4.5-33
4.6	**Aircraft Departure**	4.5-33
4.6.1	Aircraft Departure – Introduction	4.5-33
4.6.2	Ground Staff Member Responsibilities	4.5-33
4.6.2.1	Ground Staff Member Responsible for Departure	4.5-33
4.6.2.2	Pushback Tractor Driver	4.6-2
4.6.2.3	Wing Walker	4.6-2
4.6.3	Pre Departure Activities	4.6-4
4.6.3.1	Pre Departure Walkaround Check	4.6-4
4.6.3.2	Predeparture Table	4.6-5
4.6.3.3	Predeparture Communication	4.6-7
4.6.4	Connecting the Pushback Vehicle	4.6-8
4.6.4.1	Connecting the Pushback Vehicle – General	4.6-8

4.6.4.2	Connecting Pushback Tractor and Towbar	4.6-8
4.6.4.3	Connecting Towbarless Tractor	4.6-9
4.6.4.4	Connecting Remote-Controlled Tractor to Nose Gear	4.6-9
4.6.5	Wheel Chock Removal	4.6-10
4.6.6	Departure Communication	4.6-11
4.6.6.1	General	4.6-11
4.6.6.2	Departure Communication Dialogue	4.6-12
4.6.6.3	Items to be Communicated between Responsible Ground Staff Member and Flight Crew	4.6-13
4.6.6.4	Departure Communication without Interphone	4.6-14
4.6.6.5	Interphone Communication Failure	4.6-14
4.6.7	Pushback Maneuver	4.6-14
4.6.7.1	Anti-Collision Lights	4.6-14
4.6.7.2	Pushback Requirements	4.6-15
4.6.7.3	Staff Safety During Pushback Maneuver	4.6-16
4.6.7.4	Pushback and Pull Forward	4.6-17
4.6.7.5	Maneuvering During Wintery or Slippery Conditions	4.6-18
4.6.7.6	Maneuvering During Low Visibility Conditions	4.6-18
4.6.8	Engine Start	4.6-19
4.6.8.1	Communication During Engine Start	4.6-19
4.6.8.2	Engine Start using Air Start Unit (ASU)	4.6-19
4.6.8.3	Engine Start using Cross-Bleed	4.6-20
4.6.8.4	Communication During Engine Fire	4.6-20
4.6.9	Pushback Disconnection	4.6-21
4.6.9.1	Pushback Tractor and Towbar Disconnection	4.6-21
4.6.9.2	Towbarless Tractor/Remote Control Tractor Disconnection	4.6-21

4.6.10	Pushback Completion	4.6-22
4.6.11	Incidents During Pushback	4.6-23
4.6.11.1	Incidents During Pushback Involving Pushback Tractor/Towbar or Towbarless Tractor	4.6-23
4.6.12	Re-Establishing Communication After Departure	4.6-25
4.6.12.1	Introduction	4.6-25
4.6.12.2	Initiated from the Flight Deck	4.6-25
4.6.12.3	Initiated from the Ground	4.6-25
4.7	**Open Ramp Departure**	4.7-1
4.8	**Aircraft Powerback Operations**	4.7-1
4.9	**Aircraft Towing**	4.9-1
4.9.1	Aircraft Towing – Introduction	4.9-1
4.9.2	Ground Staff Member Responsibilities	4.9-1
4.9.2.1	Responsible Ground Staff Member for Towing	4.9-1
4.9.2.2	Brake Operator	4.9-1
4.9.2.3	Headset Operator	4.9-2
4.9.2.4	VHF Operator	4.9-2
4.9.3	Pre-Towing Activities	4.9-3
4.9.3.1	Pre-Towing Activities – General	4.9-3
4.9.3.2	Pre-Towing Preparation	4.9-4
4.9.3.3	Towing Communications	4.9-4
4.9.4	Towing Maneuver	4.9-7
4.9.4.1	Towing Maneuver – General	4.9-7
4.9.4.2	Towing Speeds	4.9-7
4.9.4.3	Towing Limits	4.9-7
4.9.4.4	Towing onto Parking Stand	4.9-7

4.9.4.5	Movement Into/Out of Hangars	4.9-7
4.9.5	Incidents During Towing	4.9-8
4.9.6	Towing Completion	4.9-11
4.10	**Long-Term Parking for Aircraft**	4.10-1
4.10.1	Introduction	4.10-1
4.10.2	Aircraft Movement	4.10-1
4.11	**Minimum Ground Time**	4.10-2
4.11.1	Definition	4.10-2
4.11.1.1	General	4.10-2
4.11.2	Precision Time Schedule (PTS)	4.11-2

4.1 Aircraft Arrival

4.1.1 Actions Prior to Aircraft Arrival

Ramp staff and equipment shall be present and ready at arriving aircraft stand 5 min prior ETA.

(a) *Ensure all persons involved with the aircraft arrival and post-arrival handling/servicing are briefed on safety and operational requirements relevant to their functions, e.g., aircraft defects that may affect ground handling operations, specific unloading, equipment positioning and operating requirements.*

(b) *Conduct a foreign object debris (FOD) check of the entire stand removing all debris just prior to aircraft arrival.*

(c) *Make sure the stand surface condition is sufficiently free of ice, snow, etc., to ensure safe aircraft movement.*

(d) *Make sure all required Ground Support Equipment (GSE), chocks and safety cones are available and serviceable, and are positioned well clear of the aircraft path, outside the Equipment Restraint Area (ERA).*

(e) *Make sure the aircraft guidance docking system is activated, where applicable, or a marshaller is in position. Where an aircraft docking guidance system is in use, ensure it is operative and only activated when it is confirmed that conditions are safe to accept the aircraft. See **4.1.2 - Actions During Aircraft Arrival** (b) for Wing Walker positioning for Aircraft Arrival.*

(f) *Make sure required ground personnel are present including any additional personnel (i.e., wing walker) if applicable. See **4.1-2 - Actions During Aircraft Arrival** (b) for Wing Walker positioning during aircraft arrival.*

(g) *All personnel shall remain well clear of the arriving aircraft and its maneuvering path, outside the ERA, other than those whose functions require them to be inside the ERA during aircraft arrival, e.g., marshaller(s) and/or wing walker(s). **See 4.1.3 - Actions After Aircraft Arrival** for requirements/clearance for personnel to approach the aircraft.*

4.1.2 Actions During Aircraft Arrival

(a) *For a standard arrival at a stand without an automated guide-in system or at an open ramp*:

1. *As the aircraft approaches the stand area, the marshaller points to the guide-in line on the ramp to be followed by the aircraft by standing at the top of the guide-in line and giving the "Identify Gate/Stand" signal; refer to **3.4.7.1 - Identify Gate/Stand**. Wing walkers, if required, will be positioned approximately 1 m (3 ft) outside the path of the wingtips. Wing walkers shall maintain visual contact with the marshaller until the aircraft has come to a complete stop. See diagram in **4.1.2 - Actions During Aircraft Arrival** for positioning of wing walker during aircraft arrival on stand.*
2. *While the aircraft taxies along the guide-in line, the marshaller gives the "Continue to Taxi Straight Ahead" signal with marshalling wands;refer to **3.4.7.2 - Continue to Taxi Straight Ahead:**.*
3. *The nose wheel should follow the guide-in line all the way to the appropriate stop point. Use the "Turn Left (from the flight crew's point of view)" or "Turn Right (from the flight crew's point of view)" signals to correct the track of the aircraft as required; refer to **3.4.7.4 - Turn Right (from the pilots point of view)** and **3.4.7.5 - Turn Left (from the pilots point of view)**.*
4. *If at any time during the aircraft movement the marshaller is unsure or identifies an imminent danger, signal the aircraft to "STOP" refer to **3.4.7.6 - Stop**.*
5. *If at any time during the aircraft movement the wing walkers are unsure or identify an imminent danger, signal the marshaller with the "STOP" signal; refer to **3.4.7.6 - Stop**.*
6. *As the aircraft approaches the stop position, use the "Slow Down" signal, if required; refer to **3.4.7.3 - Slow Down:**. As the nose wheel reaches the stop point, slowly cross the wands in the "STOP" signal; refer to **3.4.7.6 - Stop**.*

(b) *For a standard arrival procedure at a stand with an automated guide-in system:*

1. *The ground staff member responsible for aircraft arrival operations shall verify that the correct aircraft has been selected for the arrival and the equipment is operational.*
2. *The agent responsible for staffing the emergency stop button shall be positioned with an unobstructed view of the arriving aircraft and within reach of the system to stop the aircraft in the event it is needed. It is essential to maintain a continuous unobstructed view between the agent responsible for staffing the emergency stop button and the ground staff member ensuring clearance (e.g., wing walker).*
3. *If the emergency stop is activated, and only after verification by the ground staff member operating the guidance system that the risk is no longer there, the aircraft docking guidance system can be reactivated. If not, standard aircraft arrival procedures shall be used.*
4. *Wing walkers, if required, will be positioned approximately 1 m (3 ft) outside the path of the wingtips. Wing walkers shall maintain visual contact with the agent responsible for the aircraft arrival operations until the aircraft has come to a complete stop. See diagram in Figure below for positioning of wing walker during aircraft arrival on stand.*

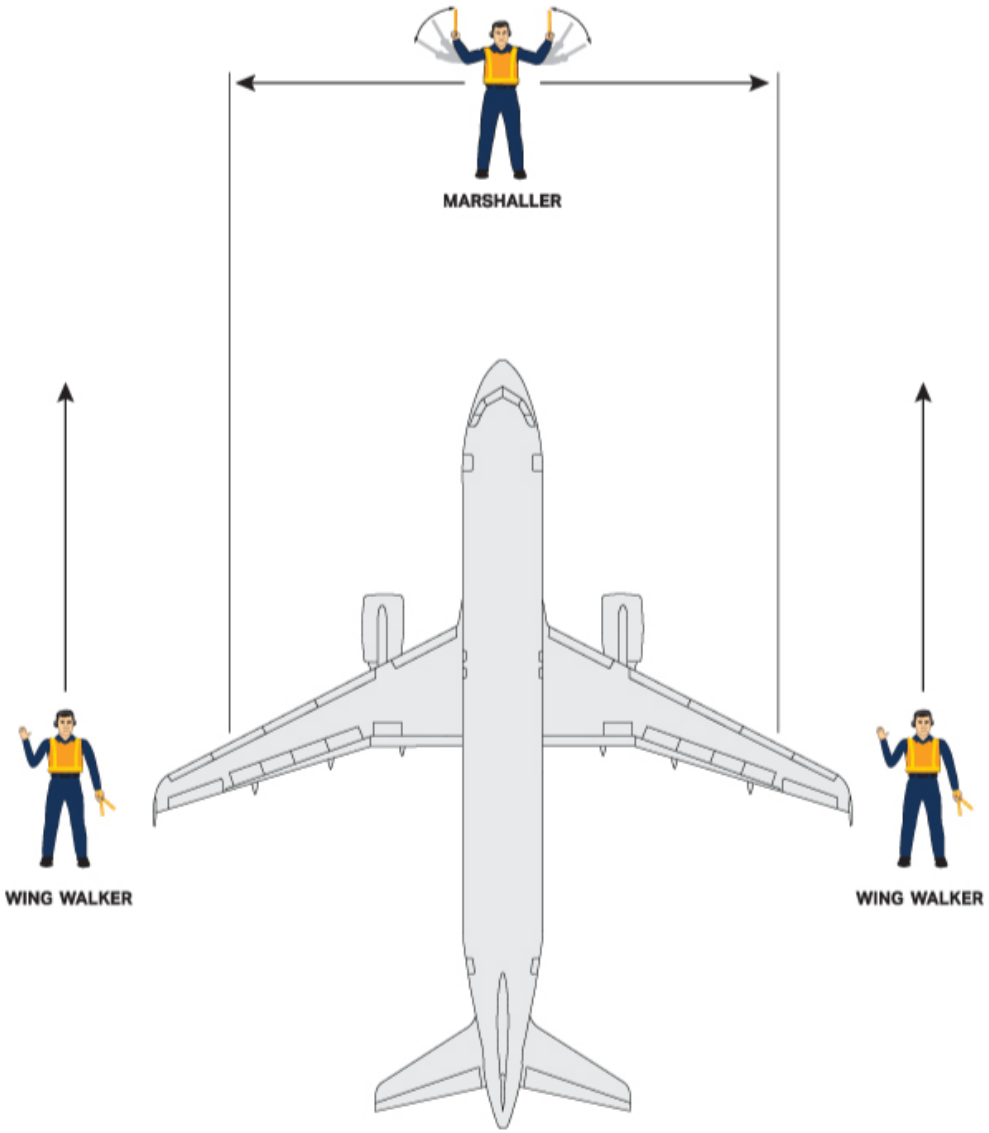


Figure 4.1.2—Wing Walker Positioning for Aircraft Arrival

Non-standard arrival act according to **6.5.5 - Emergency Response Procedures**

4.1.3 Actions After Aircraft Arrival

(a) *Upon aircraft stopping:*

1. *Position wheel chocks at Nose Landing Gear (NLG) wheels as per **4.2.1 - Wheel Chock Placement***
2. *Position and connect the Ground Power Unit (GPU), or Fixed Power Unit (FPU) if required, before engine shut down accordance with **4.1.4.1 - Ground Power Unit and Fixed Power Unit***

(b) *After the engines have been shut down, are spooling down and anti-collision lights have been switched off:*

1. *The person responsible for arrival operations shall give clearance for placement of the remaining wheel chocks and safety cones.*
2. *Remaining wheel chocks shall be placed in accordance with **4.2.1 - Wheel Chock Placement** and verbally/visually confirmation shall be given to the flight crew.*
3. *If applicable, the passenger boarding bridge (PBB), shall be positioned onto the aircraft after an inspection has been carried out to confirm there is no damage to the cabin access door and surrounding area.*
4. *Safety cones shall be placed in accordance with **4.3.1 - Safety Cone Placement and Removal** . After placement, GSE may enter the ERA to approach the aircraft.*
   ***Note 1:** Positioning of GSE at its final servicing position shall only take place after inspection of the door/service panel and surrounding area where the GSE shall position and clearance given.**Note 2**: Spooling down of an engine can be identified as follows: reduced engine noise, visible fan or propeller speed reduction, lack of exhaust heat or thrust plume.*

(c) *Before positioning GSE, conduct an arrival walkaround to inspect for damage to the following parts of the aircraft:*

1. *All cargo hold access doors*
2. *All access panels and servicing access points*
3. *Aircraft fuselage*
4. *Aircraft engine cowlings/ propellers*
5. *All cabin access doors, including service doors*

(d) *Give clearance for GSE to position to the aircraft.* All cones around a/c should be considered as clearance for GSE to approach a/c.

At some airports local regulations do not allow for the standard arrival procedure tasks (a) 1 and 2 to be performed until engines are spooling down and anti-collision lights have been switched off. In this situation, for standard arrival procedure it is accepted that the provider performs tasks (a) 1 and 2 only after engines are spooling down and anti-collision lights have been switched off.

***Note 1:** If any damage is found, report it immediately to supervisor and Flight Crew and do not approach the aircraft with any GSE in the area where the damage has been found.*

Note 2: Due to a local circumstances, e.g. that the ground power cable is mounted to the jet bridge, the jet bridge may be approached to the aircraft before the anti-collision lights have been switched off. This can be made on a clear signal from the Commander that the left hand engine(s) has been switched off. This procedure must comply with local airport regulations.

Danger:
If notified of a brake overheat do not approach the main gear.

Caution:
If an aircraft arrives with an unserviceable anti-collision light, do not approach the aircraft until headset communication has been established with the flight crew.

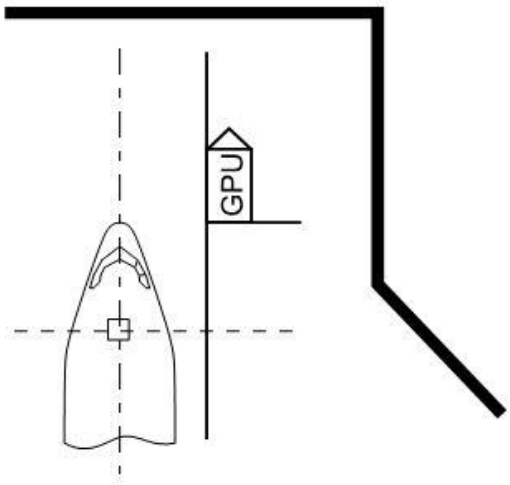
4.1.4 Ground Support Equipment on Arriving Aircraft

4.1.4.1 Ground Power Unit and Fixed Power Unit

(a) *It is permitted to pre-position a Ground Power Unit (GPU) inside the ERA provided there is an marked GPU parking position.*
(b) *Position the GPU on the appropriate side of the aircraft as shown in picture below.*
(c) *Set the parking brake/chock for the GPU.*
(d) *Ensure the GPU, while in operation, is positioned a minimum of 3 m (10 ft) from any fueling vehicles and aircraft fuel vent exits.*
(e) *Fixed Power Units (FPU) and leads shall be fully stowed/retracted during aircraft arrival as per the system design.*
(f) *Only connect GPU(s)/FPU(s) if required/requested by the operating airline.*
(g) *Before connecting to the aircraft, check the aircraft receptacles, lead(s) and plug(s) to ensure they are clean and undamaged with no sign of excessive wear or electrical burning to the contacts.*
(h) *Do not energise the GPU/FPU power output until the unit is connected to the aircraft.*
(i) *Connect the external power sources according to the operating airline procedures, including the number of supplies, required output, sockets to be used, etc. Advise the flight crew of any discrepancies.*
(j) *Attach the power lead lanyards to the aircraft attachment point (where fitted).*
(k) *Request approval from flight deck before turning off and disconnecting the GPU/FPU cables.*
(l) *Turn off the GPU/FPU power output before disconnecting the cable(s).*
(m) *Always disconnect and stow the GPU power cables BEFORE connecting a tow tractor to the GPU.*

Whenever available, cable holding strap must be used. It should be connected only to fitting designed for this purpose in the aircraft structure. Make sure that the cable strap supports all the weight of the cable when the connector is connected. This prevents damage to the external power receptacle.

Example of GPU positioning:



4.1.4.2 Cooling/Heating Units/Pre-Conditioned Air (PCA)



Danger:
Before supplying air from an external source, make sure at least one cabin access door is open and remains open during air unit operation, as per operating airline procedures.
Make sure a motorized ground air supply unit is not near the aircraft. The engine exhaust pipe of the unit shall point away from the aircraft. Heat from the unit's exhaust can cause damage to the aircraft structure.

As part of the fuel conservation program of most airlines, pre-conditioned air is required at all airports that provide on-stand pre-conditioned air.

Refer to the operating airline's instructions for the location of the PCA access panel, specific flow rate and pressure requirements on the specific aircraft type. If required in accordance with operating airline procedures, inform the flight crew or engineer before connecting or disconnecting PCA to/from the aircraft.
Refer to **ANNEX D**.

Note: *Make sure there is no blockage of the hose.*

(a) *To connect PCA:*

1. *Open the access panel.*
2. *Connect the ground pre-conditioned air unit to aircraft.*
3. *Start up ground pre-conditioned air unit.*
4. *On the ground pre-conditioned air unit, select the desired cooling or heating settings (air temperature and flow rate) and position the selector in the appropriate position.*

(b) *To disconnect PCA:*

1. *Shut down the ground pre-conditioned air unit.*
2. *Disconnect the ground pre-conditioned air unit from aircraft.*
3. *Close the access panel.*
4. *Retract the PCA hose to the fully stowed and secured position.*

4.1.4.3 Cooling of Aircraft Interior

When airBaltic crew and passengers enter or are onboard the aircraft, it is desirable that cockpit and cabin air temperatures are maintained within +18°C to +25°C (64°F to 77°F) with an optimum value of +21°C (70°F). Consequently, the aircraft shall, if possible, be cooled down by ground cooling units when the interior temperature exceeds the upper limit indicated.

Furthermore, it is recommended that the difference between the outside air temperature and air temperatures of a cooled down cockpit and cabin should generally not exceed +10°C. However, with outside air temperatures above +35°C (95°F), the interior air temperature has to be maintained at about +25°C (77°F).

4.1.4.4 Aircraft Ground Heating

When outside (ambient) temperature is low (less than +5°C) it is permitted to use Aircraft Interior Heaters AH 42 (or equivalent connected from outside). Those heaters must replay to the requirements listed in this procedure and related heater manufacturer manual. Ground handling company is obliged to ensure proper aircraft heating process, that shall be carried out with adequate equipment, maintained in accordance with the manufacturer's maintenance Program and that shall be operated only by trained to this work admitted staff.
Caution: When applying Aircraft Ground Heating Procedures, the ground power supply, electrical cables and heaters must be continuously monitored by the person appointed by the Ground handling company. This person must be appropriately instructed by the Supervisor who has authorization to that type of aircraft and is familiar with procedures and activities during abnormal situation.
Warning: In an emergency the fire extinguishes installed on the aircraft can be used.
Note: It is not permitted to use normal electrical heaters.

In Riga: airBaltic technical department is responsible to perform Aircraft Ground Heating.
In Outstations: Ground handling company is responsible to perform Aircraft Ground Heating service. Only trained staff is allowed to perform this activity.

Service Bulletins are avaliable on: **https://groundops.airbaltic.com**

4.1.5 GPU, Heating and Water/WC draining A220-300

<table>
<tr><th></th><th colspan="2">GPU</th><th colspan="2">HEATER</th><th colspan="2">WATER/WC DRAINING</th></tr>
<tr><th>TURNAROUND TIME/TEMPERATURE</th><td>+1°C and more</td><td>0°C and less</td><td>+5°C until +1°C</td><td>0°C and less</td><td>+5°C until -+1°C</td><td>0°C and less</td></tr>
<tr><td>≤ 90 min</td><td colspan="2">ALL TIME CONNECTED</td><td colspan="2">NOT REQUIRED</td><td colspan="2">NOT REQUIRED</td></tr>
<tr><td rowspan="2">≥ 90 min</td><td colspan="2" rowspan="2"><u>OUTSTATIONS:</u>
DISCONNECT WHEN CREW LEAVES AND CONNECT WHEN CREW ARRIVES TO AIRCRAFT

<u>BASE STATION:</u>
CONNECT 90 MIN BEFORE STD</td><td>CONNECT UPON FLIGHT CREW REQUEST EARLIER OR NOT LATER THAN 60 MIN PRIOR STD</td><td>ALL TIME CONNECTED</td><td rowspan="2">NOT REQUIRED IF HEATER CONNECTED 60 MIN prior STD</td><td rowspan="2">NOT REQUIRED IF HEATER CONNECTED</td></tr>
<tr><td colspan="2">DISCONNECT 30 MIN BEFORE STD
NOTE: IN CASE OF APU INOP HEATING MUST BE ALL THE TIME CONNECTED.
DISCONNECT 10 MIN BEFORE STD</td></tr>
</table>

4.1.6 Aircraft parking more than 4 hours

General

The aircraft must be parked with the nose against the wind, if possible. Ensure that the parking place is chosen so that the slipstream from the aircraft performing engine tests or starting up the engines does not affect the parked aircraft. Gust lock must be engaged when applicable. The parking brakes must be set (do not set the brakes while hot) and wheel chocks must be placed at both main landing gears and the nose gear. If the weather conditions are unfavorable, e.g. strong wind or slippery ground, special precaution must be taken. Make sure that the wheel chocks available serve the purpose, otherwise additional precautions must be taken to secure the aircraft properly. Ballast bags filled with sand can often be successfully used if the ground is slippery.

Positioning of the wheel chocks and Safety cones

Positioning of the Wheel chocks and Safety cones must be done by ground staff in accordance with **4.2 - Aircraft Chocking** and **4.3 - Aircraft Coning**

In case of high wind velocity and gusts or if the parking area is slippery from snow and ice it may prove necessary to take additional precautionary measures to prevent the aircraft from sliding depending on what type of wheel chocks are used. Ballast bags filled with sand will usually serve this purpose.

Note: Ballast bags should be filled with same type sand as used on airports during winter operations. Grain of sand should not exceed 3,5 mm diameter.

Secure landing gear

It is responsibility of Flight crew to install gear lock pins, when required.

Note 1: The aircraft's own gear lock pins must be used.

Note 2: During Pre-departure check it is responsibility of ground staff to check and handle aircraft in accordance with **4.6.3 - Pre-Departure Activities**

Install covers

It is responsibility of Ground staff to instal, engine and pitot covers.

- A220-300 engine covers are located in the fwd cargo compartment.

Note: The aircraft's own pitot covers must be used. Flight crew is responsible to provide ground staff with pitot covers.

GPU, Heating and Water/WC draining

Refer to **4.1.5 - GPU, Heating and Water/WC draining A220-300**

Ice contamination

If the outside air temperature is +8°C or less, then steps must be available to the flight crew to facilitate ice contamination inspection of the wings. The steps should be available without the need for crew to ask. This will entail Handling Agents ensuring the steps are in position prior to the arrival of the aircraft or, in case of a parking more than 4 hours, prior to arrival of crew. Steps should be in working order and in accordance with regulatory Health & Safety advices, and must be continuously maintained in accordance with the Ramp Equipment maintenance program.

Freezing conditions

Always when the outside air temperature is below zero degrees Celsius, regardless of the ground stop duration, the cargo compartment, entry and service doors must be kept closed whenever possible to prevent freezing of the potable water system and chilling of the cabin.

Aircraft cleaning

airBaltic crew or ground staff should control quality of the aircraft cleaning, which must be performed in accordance with **3.7 - Aircraft Cleaning and Disinfection**

4.2 Aircraft Chocking

4.2.1 Wheel Chock Placement

(a) *Make sure the required number of serviceable chocks are available, considering the aircraft type and weather conditions.*

(b) *Chocks shall be kept clear of the guide-in line and kept in a safe area away from arriving aircraft and engine danger areas.*

(c) *Wait for aircraft to come to complete stop before approaching the aircraft to position chocks.*

(d) *One designated ground personnel will immediately places chocks forward and aft of the aircraft nose gear if the aircraft type allows and according to the options listed in* ***4.2.2 - Chock Placement Diagram****.) This is the first action to take place around the arriving aircraft, and shall be completed before any other activity takes place.*

(e) *Before approaching the main gear, wait until:*

1. *Engines have been shut down and are spooling down (or propellers completely stopped).*
2. *Anti-collision lights are switched off.*
3. *Clearance to approach the aircraft has been given by the personnel responsible for the arrival operation.*

(f) *Walk towards the main gear in a path parallel to the fuselage, avoiding engine intake areas.*

(g) *Place chocks forward and aft of the main gears in accordance with the normal operation chock placement diagram. See* ***4.2.2 - Chock Placement Diagram***

Note: *If chocking in accordance with* ***4.2.2 - Chock Placement Diagram*** *Option 2 after the first main gear has been chocked, the nose gear chocks may be removed and positioned at the other main gear.*

(h) *Notify the flight crew that the chocks are inserted.*

Note: *When the aircraft is parked on a slope, the chock on the down-slope side should just touch the wheels and the chock on the up-slope should not touch the wheels.*

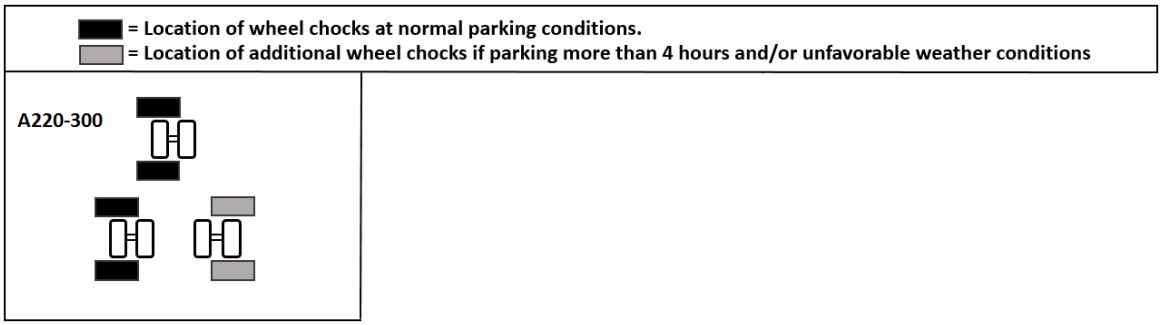


Danger:
For propeller aircraft with a nose engine, the nose gear cannot be chocked until the engine has been shut down and the propellers have come to a complete stop.

4.2.2 Chock Placement Diagram

Note: *Inside or outside main gear chocks are acceptable*

Note: Decision to place the wheel chocks on the right or left main gear/side depends on local conditions and instructions.



4.3 Aircraft Coning

4.3.1 Safety Cone Placement and Removal

Safety cones are a caution sign for operators/drivers to maintain required safety clearances. Cones protect parts of the aircraft against collision by GSE.

(a) *Prior to arrival of the aircraft, make sure there are sufficient serviceable safety cones to protect the aircraft type to be handled.*

(b) *Approach the aircraft to position cones only when all the following criteria are met:*

1. *Aircraft has come to a complete stop.*
2. *Engines have been shut down and are spooling down.*
3. *Anti-collision lights are switched off.*
4. *Aircraft has been chocked.*

Note: *"Spooling down" of engine can be identified as follows: reduced engine noise, visible fan or propeller speed reduction, lack of exhaust heat/thrust plume.*

(c) *Place safety cones on the ground in accordance with the diagrams in* ***4.3.2 - Cone Placement for Wing-Mounted Twin Engine Jet Aircraft*** *within a maximum of 1 meter (3 ft.) radius outward from the point where the aircraft is being protected. Cones shall not be placed in high wind conditions.*

(d) *Additional safety cones may be needed as per operational requirements or local regulations.*

(e) *GSE shall not approach the aircraft until all safety cones have been placed (not applicable for the passenger boarding bridge or GPU, if required).*

(f) *All required safety cones shall remain in place until GSE and vehicle activities around the aircraft have ceased prior to departure of the aircraft.*

Note:

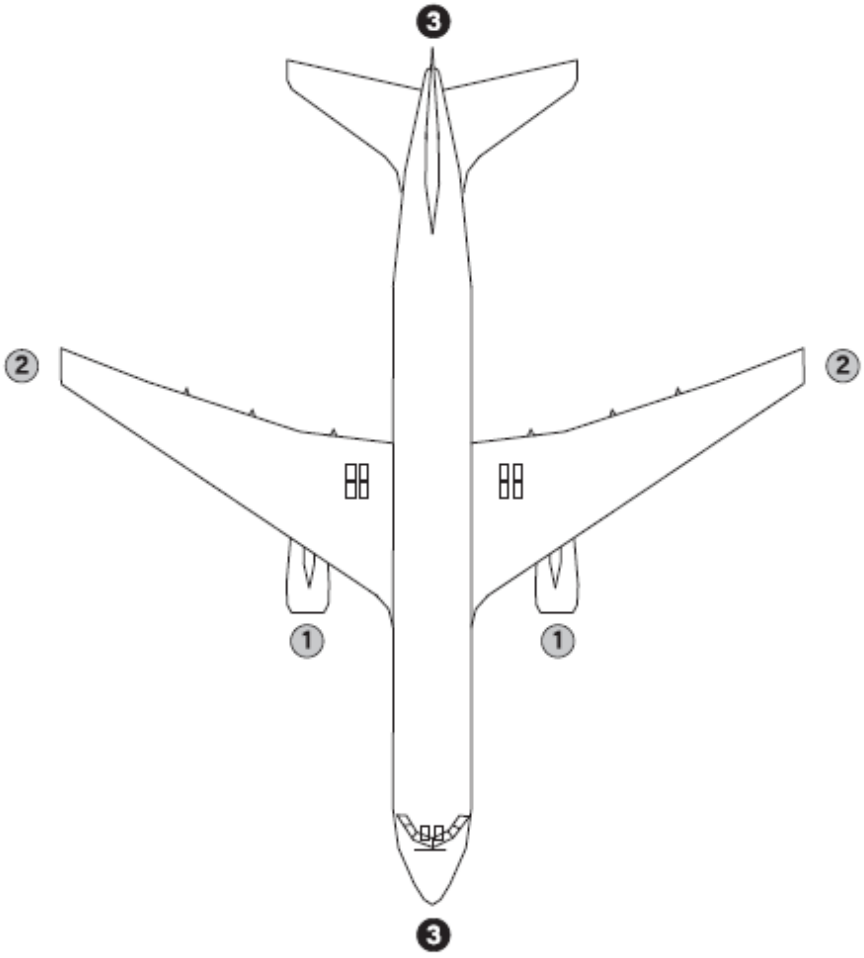
1. *In some situations it may be necessary to re-position cones to allow GSE to be positioned. In such cases, reposition the cones to their original position when the GSE is removed.*
2. *Cones shall not be placed under engines.*

(g) *Ensure all vehicles have been removed from the ERA, except GSE required for the departure operation, e.g., ASU, GPU/FPU and pushback tractor, as applicable.*

(h) *Remove the safety cones from around the aircraft.*

(i) *When not in use, place the safety cones in the designated storage area.*

4.3.2 Cone Placement for Wing-Mounted Twin Engine Jet Aircraft



CONE NUMBER	DESCRIPTION
1	Cones max. 1 m in front of engine
2	Cones max. 1 m from wingtip
3	Additional cones to be placed at the applicable end(s) of the aircraft where immediately adjacent to a service road.

Note: Additional cones shall be placed, if the distance between service road and A/C nose and/or tail is 4,5 meters or less.

4.3.3 Cone Placement for Fuselage-Mounted Twin Engine Jet Aircraft

Not applicable for airBaltic

4.3.4 Cone Placement for Wing-Mounted Twin Propeller Aircraft

Not applicable for airBaltic

4.3.5 Cone Placement for Wing-Mounted Four Engine Jet Aircraft

Not applicable for airBaltic

4.4 Aircraft Access Doors

4.4.1 General Safety Requirements

This section provides generic precautions and does not constitute training on opening/closing of aircraft access doors.

(a) *Ground personnel shall not operate any aircraft access doors unless they have been trained and authorized to do so as documented in AHM11*
(b) *Aircraft access door operation shall be performed in accordance with operating airline procedures for the applicable aircraft type and, where applicable, the markings labelled on the door.*
(c) *Seek assistance from maintenance personnel if any difficulty is experienced during normal door operation.*
(d) *If damage or irregularity is discovered, immediately report it to the supervisor, aircraft maintenance personnel and, if available, flight crew.*

Refer to **ANNEX D** for Aircraft door operation.



Caution:
Do not operate or leave doors open in winds exceeding those indicated in the manufacturer's limitations.

Note: *For door operations during severe weather, refer to* ***3.3 - Adverse Weather Conditions***

4.4.2 Cabin Access Doors

4.4.2.1 General

(a) *There may be differences between airlines regarding responsibility for operating cabin access doors. The operating airline determines whether ground personnel or cabin crew are authorized to operate cabin access doors. All ground personnel shall follow procedures as set by the airline's GOM*

No passenger/service door shall be opened until appropriate service equipment is in position at that door. Where doors are required to be opened from inside the aircraft, confirmation that equipment is in position, in the form of "two knocks" by hand on the outside of the aircraft door must be given. And cabin crew is in charge of opening the door.

(b) *Cabin access doors shall only be operated or left in the open position if there is a GSE or a PBB with platform at its final height positioned at the door or if an appropriate fall prevention device is placed across the door.*

Notes:

1. *An appropriate fall prevention device consists of equipment or material, or a combination of both, that is designated to stop or prevent the fall of a person from an open door (e.g., an industrial safety net, catch platform or safety harness system).*
2. *Refer to operating airline instructions for installation procedures.*
3. *The cabin door strap installed in aircraft doors is not considered an appropriate fall prevention device.*



Danger:
There is a risk of falling while operating cabin access doors.

GSE or a passenger boarding bridge shall remain positioned at a cabin access door at all times when such door is open unless an appropriate fall prevention device is placed across the open door.

Before giving the signal, ensure that the platform of the stairs/passenger bridge is placed so that no damage to the aircraft can be caused. For further information see **3.1.3.5 - Passenger Boarding Bridge (PBB)** and **3.1.3.6 - Passenger Stairs**

When opening and/or handling entrance/service doors, ensure that the emergency evacuation slide (if applicable) is disarmed. If the slide is armed, or you suspect it to be armed, or cannot determine whether the slide is armed or not, then contact technician or crew. An armed slide could inflate/deploy with great force when opening and/or handling entrance/service doors, which may cause serious injuries to personnel outside the aircraft.

Refer to: ANNEX D for door operation.

(c) *GSE or PBB shall be* immediately *removed after the cabin access door is closed and acknowledged by cabin crew or by other authorized person.*



Danger:
Slide deployments can be fatal. If an armed door begins to open, do not attempt to hold the door from outside, to prevent risk of serious injury or death.

(d) *If cabin access door is found open without GSE or PBB positioned at the door, personnel shall immediately notify a supervisor or the airline representative.*

Do not attempt to close the cabin access door unless trained and qualified.

(e) *Before allowing passenger/ crew embarkation or disembarkation via a cabin access door, ensure the boarding device is properly positioned at the door. If stairs or integral airstairs are to be used, ensure both guard rails are extended, if applicable.*

Exception: *Cabin access doors shall only be open without GSE or PBB in position when the height of the door from the ground is such that GSE is not required to be positioned to perform servicing/loading operations.*



Danger:
Personnel shall remain aware of increased risk of a fall from a height while retracting stair platform and safety rails.

4.4.2.2 Opening Cabin Access Doors from Inside by Trained Crew

The responsible ground personnel shall:

(a) *Knock twice on the door, to indicate that a GSE or PBB is properly positioned, and the door swing area is free from obstruction. Provide a conventional "thumbs up" signal through the door window to the crew if required.*
(b) *Stand clear or retreat to a safe position before the door is opened by crew.*
(c) *Assist cabin crew when required, with moving the door to the fully opened position and engaging the gust lock.*
(d) Trained crew is responsible for cabin door opening.

4.4.2.3 Opening of Cabin Access Doors from Inside by Authorized and Trained Ground Personnel

(a) *Check that the door is disarmed.*
(b) *Check that all indicators show that it is safe to open the door.*
(c) *Check that a GSE or PBB is positioned correctly, at the door.*
(d) *The door shall be fully opened and the gust lock engaged.*
(e) Authorised and Trained Ground staff is responsible for cabin door opening.

4.4.2.4 Opening Cabin Access Doors from Outside with Crew/Ground Staff on Board

Where there is a requirement for ground personnel to open door from outside with crew/ground personnel on board:

(a) *Visually inspect the cabin access door and the surrounding fuselage for signs of damage.*
(b) *Check all indications as per aircraft type that the door is disarmed and safe to open, e.g., residual pressure warning lights or flags.*
(c) *Knock twice on the door to indicate that the door is ready to be opened. Receive a "thumbs up" acknowledgement if required from the crew/ground personnel on board.*
(d) *If there is no "thumbs up" or indication from the cabin that the door is disarmed, knock twice again.*
(e) *If there is still no "thumbs up" or indication from the cabin crew/ground personnel onboard, contact the flight deck via an open cockpit window or the aircraft interphone system to seek confirmation that it is safe to open the cabin doors.*



Caution:
If there is no confirmation that the door is disarmed or safe to open, do not open the door.

(f) *Once it is confirmed that the cabin access door is disarmed and safe to open, open the door in accordance with the instructions and markings labeled on the door, and the specific instructions for the aircraft type.* Refer to: **ANNEX D**
(g) *Move the cabin access door to the fully opened position and engage the gust lock.*
(h) *If integral airstairs are to be used (other than those permanently affixed to a boarding door), fully extend the airstairs prior to opening the door.*
(i) *If using integral airstairs permanently affixed to a boarding door, stand clear of the door and slowly open the door until the airstairs are fully extended.*
(j) Authorised and Trained Crew/Ground Staff is responsible for cabin door opening.

4.4.2.5 Opening Cabin Access Doors from Outside with no Crew/Ground Staff on Board

(a) *Visually inspect the cabin access door and the surrounding fuselage for signs of damage.*
(b) *Check all indications as per aircraft type that the door is disarmed and safe to be opened. e.g., residual pressure warning lights or flags.*



Caution
If there is no indication that the door is disarmed or safe to open, do not open the door.

(c) *Once it is confirmed that the door is disarmed and safe to open, open the door in accordance with the instructions and markings labeled on the door, and the specific instructions for the aircraft type.*Refer to: **ANNEX D**
(d) *Move the door to the fully opened position and engage the gust lock.*
(e) *If integral airstairs are to be used (other than those permanently affixed to a boarding door), fully extend the airstairs prior to opening the door.*
(f) *If using integral airstairs permanently affixed to a boarding door, stand clear of the door and slowly open the door until the airstairs are fully extended.*
(g) Authorised and Trained Ground staff is responsible for cabin door opening.

4.4.2.6 Closing of Cabin Access Doors from Inside by Crew

Prior to removing or repositioning GSE or PBB, the responsible ground personnel shall:

(a) *Notify crew that equipment needs to be removed or repositioned (as applicable) and that the cabin access door needs to be closed.*
(b) *Receive confirmation from the crew that the cabin access door will be closed.*
(c) *Visually inspect the exterior of cabin access door and surrounding areas for signs of damage, debris, or obstructions.*
(d) *Retract equipment safety rails and canopy (where fitted) where necessary to close the door.*
(e) *Assist cabin crew when required, with moving the door to the fully closed position.*
(f) *Where using passenger stairs or PBB, remain on the platform until the door is fully closed.*
(g) *Where using elevating equipment (e.g., catering truck or medical loader) retreat from the platform prior to the door being closed.*
(h) *Check that the cabin access door is closed and that the door and handle are flush with the surrounding fuselage.*
(i) *Descend passenger stairs before they are moved.*
(j) Trained crew is responsible for cabin door closing.

4.4.2.7 Closing of Cabin Access Doors from Inside by Authorized and Trained Ground Personnel

(a) *Coordination between applicable ground personnel inside and outside the aircraft to confirm that the cabin access door will be closed shall take place prior to closing the door.*
(b) *The trained ground personnel onboard shall:*
    1. *Visually inspect the cabin access door and inside surrounding areas for signs of damage, debris or obstructions.*
    2. *Move the door to the fully closed and locked position in accordance with the instructions and markings labeled on the door, and the specific instructions for the aircraft type.*

(c) *The GSE/PBB operator shall follow the same steps as documented in **4.4.2.6 - Closing of Cabin Access Doors from Inside by Crew** b.-i. and additionally:*

1. *Where using elevating equipment (e.g., catering truck or medical loader) personnel shall retreat from the platform prior to the door being closed.*
2. *Retract equipment stabilizers after the door is closed and personnel are clear of the equipment.*
3. *Remove GSE or PBB from the door.*
4. Authorised and Trained Ground staff is responsible for cabin door closing.

4.4.2.8 Closing of Cabin Access Doors from Outside with Crew/Ground Personnel on Board

(a) *Coordination between applicable ground personnel inside and outside the aircraft to confirm that the cabin access door will be closed, shall take place prior to closing the door.*

(b) *Prior to closing the cabin access door from outside, the person responsible for closing the door shall*

1. *Visually inspect the exterior of cabin access door and surrounding areas for signs of damage, debris or obstructions.*
2. *Retract equipment safety rails and canopy (where fitted) where necessary to close the door.*
3. *Release the gust lock and move the door to the fully closed and locked position in accordance with the instructions and markings labeled on the door, and the specific instructions for the aircraft type.*
4. *After the door is closed, check that the door and handle are flush with the surrounding fuselage.*
5. *Where closing the door from passenger stairs, descend the stairs before they are moved.*

(c) *The GSE/PBB operator shall*:

1. *Retract equipment stabilizers after the door is closed and personnel are clear of the equipment*
2. Immediately *Remove GSE or PBB from the door.*

(d) *If integral airstairs are used (other than those permanently affixed to a boarding door), fully retract and stow the airstairs.*

(e) Authorised and Trained Crew/Ground Staff is responsible for cabin door closing.

4.4.2.9 Closing Cabin Access Doors from Outside with No Crew/Ground Personnel on Board

*Prior to closing the cabin access door from outside, the person responsible for closing the door shall follow the same steps as documented in **4.4.2.8 - Closing of Cabin Access Doors from Outside with Crew/Ground Personnel on Board** (b-c).*

Authorised and Trained Ground staff is responsible for cabin door closing.

4.4.2.10 Reopening Cabin Access Doors

In situations where a cabin access door needs to be reopened and reclosed after initial closing (e.g., not closed properly, additional delivery of catering and/or supplies, requirement to reconnect boarding device), the following shall apply:

(a) *Where flight crew or other qualified personnel are in the cockpit, but they did not initiate the request to reopen the cabin access door:*

1. *Seek authorization from the flight crew or other qualified personnel in the cockpit for the cabin access door to be reopened via an open cockpit window (if applicable) or use the flight interphone system.*
2. *Await clearance to re-open the cabin access door. If authorization to reopen the door is not granted, do not attempt to reopen the door.*

(b) *Follow the applicable actions/steps in the in the Opening Cabin Access Doors sections (see **4.4.2.1 - General** to **4.4.2.5 - Opening Cabin Access Doors from Outside with no Crew/Ground Staff on Board** , as applicable.*

4.4.3 Cargo Hold Access Doors

4.4.3.1 Cargo Hold Access Doors – General

(a) *Manual operation of an electrically or hydraulically operated cargo hold access door may only be performed by trained personnel.*

(b) *To access the cargo hold access door control panel where it is out of reach from the ground, use maintenance stairs in accordance with* ***3.1.3.3 - Non-Motorized Ground Support Equipment*** *or a belt loader in accordance with* ***3.1.3.7 - Belt Loader*** . Not applicable for airBaltic aircrafts.

(c) *Allow adequate space for door clearance to avoid equipment obstructing the free passage of the door during opening/closing.*

(d) *The cargo access door control panel, where applicable, shall be closed when not opening/closing the cargo hold access door.*

4.4.3.2 Opening Cargo Hold Access Doors

(a) *Before positioning GSE and/or opening, perform a visual check for any signs of damage to the doors or surrounding areas.*

(b) *Where applicable, check cargo hold access door control indicators, residual pressure warning lights or flags to ensure it is safe to operate the door or open the cargo access door vent flap.*

(c) *Open the cargo hold access door in accordance with the specific instructions for the aircraft type.* Refer to **D ANNEX**

(d) *For main deck cargo hold access door. See* **4.4.3.5 - Main Deck Cargo Hold Access Door Operations** Not applicable for Airbaltic aircrafts.

4.4.3.3 Closing Cargo Hold Access Doors

(a) *Before closing the cargo hold access door, ensure:*

1. *The anti-roll-out system (door sill guards/ latches) if installed, is in the raised position.* Not applicable on airBaltic aircrafts.
2. *Load restraint and door protection nets are properly fitted, if applicable.*
3. *Door area, including the door sill and frame, are free of debris and other obstructions.*
4. *Door and surrounding area show no visible signs of damage*

(b) *Close the cargo hold access door in accordance with the specific instructions for the aircraft type.* Refer to **D - ANNEX AIRCRAFT GUIDE**

(c) *After closing the cargo hold access door, ensure:*

1. *The lock indicators are engaged/properly set, as applicable, and that the door is properly locked, handles are properly stowed, and panels are properly closed.*
2. *A visual check is performed for any signs of damage to the doors and surrounding areas.*
3. *The vent flaps are also closed, if required.*

4.4.3.4 Reopening of Cargo Access Hold Doors

(a) *If a cargo hold access door is not closed properly, it shall be reopened and reclosed.*

(b) *Once the predeparture walkaround has taken place in accordance with* ***4.6.3.1 - Pre Departure Walkaround Check*** *, do not attempt to reopen any aircraft cargo hold access door without clearance from the flight crew or the trained ground personnel in the cockpit.*

(c) *If a door needs to be reopened, the ground personnel responsible for the departure shall notify the flight crew via the use of the flight interphone system or where practical use the cockpit open window.*

4.4.3.5 Main Deck Cargo Hold Access Door Operations

Not applicable for airBaltic aircrafts.

4.5 Aircraft Loading and Unloading

4.5.1 Supervision of Aircraft Loading and Unloading

4.5.1.1 Supervision Responsibility

(a) *The person performing the aircraft loading and unloading supervision task is responsible for the safe and efficient handling of the aircraft as well as the protection of the loads carried.*

(b) *The responsibility will ensure the aircraft is:*

1. *Unloaded in accordance with LDM or any other incoming messages*
2. *Loaded in accordance with the corresponding loading instruction report (LIR) (see **5.2.2 - Loading Instruction Report**)*

***Note:** Any aircraft loading/unloading operation shall only start in the presence of the person responsible for the aircraft supervision task.*

4.5.1.2 Communication

When Verbal communication is used it is critical that combination of letters and numbers are pronounced and understood by those who transmit and receive voice messages by radio or telephone, regardless of their native language. The ICAO phonetic alphabet and numbering system shall be used by all parties when involved in aircraft turn-around.

ICAO *Phonetic Alphabet and Numbers*	
Alphabet	
A	Alfa
B	Bravo
C	Charlie
D	Delta
E	Echo
F	Foxtrot
G	Golf
H	Hotel
I	India
J	Juliet
K	Kilo
L	Lima
M	Mike
N	November
O	Oscar
P	Papa
Q	Quebec
R	Romeo
S	Sierra
T	Tango
U	Uniform
V	Victor
W	Whiskey
X	X-ray
Y	Yankee
Z	Zulu

ICAO Phonetic Alphabet and Numbers	
Numbers – (Pronunciation)	
0	ZE-RO
1	WUN
2	TOO
3	TREE
4	FOW er
5	FIFE
6	SIX
7	SEV en
8	Ait
9	NIN er
Decimal	DAY SEE MAL
Hundred	HUN DRED
Thousand	THOU SAND
Note:	Numbers shall be reported as single figures

To ensure all load is accounted for accurately prior to departure, the parties responsible for loading and load planning shall clearly communicate and confirm:

(a) *Flight Number*
(b) *Aircraft registration*
(c) *Flight Leg (Destination), as applicable*
(d) *LIR edition number*
(e) *Load by position/compartment, including NIL-Position/Compartment(s)*
(f) *Return load (stand-by load that is not loaded)*
(g) *All commodities and sub-commodities*

When communicating load figures using verbal communication between the person reporting the load and the person responsible for the load planning task, the person responsible for the load planning task shall always read back the information given according to the same guidelines above.

Note 1: *The same principle will apply when the person responsible for the load planning task is verbally communicating information to the person responsible for the loading supervision task, and when loading information is verbally communicated between loading team members and loading team supervisor.*

Note 2: *To further prevent miscommunication during the aircraft turnaround handling and close out reconciliation process, implementation of standard verbiage for load discrepancy communication (see table below) should be used between the person responsible for the loading supervision task and person responsible for the load planning task and between the person responsible for loading supervisor task and loading team members.*

Note 3: *Efficient communication devices (e.g. headsets, high performance radio, phones etc.) should be provided to relevant teams members for verbal communication to avoid misunderstanding in a noisy environment.*

Discrepancy	Description
Offload	Planned load removed from aircraft for any reason (e.g. missing passenger/baggage, damaged cargo etc.)
Position Change	Change of position within the cargo compartment or change of cargo compartment
Missing	Load not received for any reason, but planned on loading instruction report (LIR)
Weight	Difference between deadload weight as shown on LIR and actual weight of the load.
Incorrect Load	Mismatch of received load for flight (e.g. incorrect ULD number, wrong flight number, incorrectly documented special load)
Restraints	Missing, damaged or malfunctioning floor locks, load restraints and/or nets
Technical	Compartment technical issues (e.g. faulty locks, unserviceable stanchions, broken/missing divider nets, other defects)
Not planned	Any deadload not included in LIR

4.5.1.3 Actions Prior to Unloading

Prior to unloading, the person responsible for the aircraft loading supervision task shall:

(a) *Brief the unloading team members on safety and unloading requirements in accordance with the LDM (as applicable) including any special requirements, e.g., unloading sequence, special load items, restraint requirements, aircraft defect. Check to ensure the briefing and unloading instructions are understood by the persons responsible for aircraft unloading.*

> ***Note*** : *For transit flights, an OIR may be issued.*

(b) *Verify the arriving aircraft registration with the registration on the LDM*

(c) *Ensure the necessary equipment for unloading is available on the aircraft parking stand (see* ***4.1.1 - Actions Prior to Aircraft Arrival*** *(c)).*

4.5.1.4 Actions During Unloading

During unloading, the person responsible for the aircraft loading supervision task shall:

(a) *Cross-check the load against the LDM as the unloading progresses to ensure the correct sequence of unloading takes place in accordance with the specified timelines.*

(b) ULD unloading not applicable for airBaltic aircrafts

(c) *For bulk unloading:*

1. *Perform a visual inspection of all items during unloading to ensure no damage/leakage.*
2. *Ensure the load distribution is in accordance with the LDM.*

(d) *Ensure special equipment (e.g., tie-down straps, load spreaders, plastic sheeting for wet cargo) is unloaded, as required.*

(e) *Log any irregularities in the unload sequence noted during unloading and report as per operating airline procedures (see* ***4.5.1.5 - Actions After Unloading*** *(e)).*

(f) *Ensure, where applicable, transit loads are not offloaded or over-stowed.*

(g) *If required, Delivery at the Aircraft (DAA) bags/items shall be delivered as per operating airline requirement.*

(h) *If possible, organize immediate transportation of arriving ULDs and/or carts containing baggage, cargo and/or mail (see* ***4.5.6.2 - Load Transportation*** *and as per specified timelines).*

4.5.1.5 Actions After Unloading

After unloading has been completed, the person responsible for the aircraft loading supervision task shall:

(a) *Carry out a hold inspection, in accordance with* ***4.5.5.1 - General*** *and action issues accordingly.*
(b) *Ensure the nets and straps are properly stowed and cargo hold access door checks are performed in accordance with* ***4.4.3 - Cargo Hold Access Doors*** *in case the cargo access doors need to be closed.*
(c) *Sign the OIR if applicable, (See AHM 514 and AHM 515) and in doing so confirm that:*
1. *Aircraft has been unloaded in accordance with OIR*
2. *Load was unloaded in a manner that prevents damage or spillage*

Not applicable for airBaltic flights.

(d) *Close the cargo access doors if the aircraft is to be left unattended (see* ***4.4.3.3 - Closing Cargo Hold Access Doors*** *)*
(e) *If irregularities are reported during the unload sequence, report in accordance with operating airline procedures.*

4.5.1.6 Actions Prior to Loading

Prior to loading, the person responsible for the aircraft loading supervision task shall:

(a) *Brief the loading team members on safety and loading requirements in accordance with the LIR, including any special requirements, e.g., loading sequence, special load items, restraint requirements, aircraft defect.* ***Note:*** *Check to ensure the briefing and loading instructions are understood by the persons responsible for aircraft loading.*
(b) *Verify the aircraft registration with the registration on the LIR.*
(c) *Carry out a hold inspection prior to commencing loading, in accordance with the requirements detailed in* ***4.5.5.1 - General*** *and action issues accordingly.*
(d) *Assemble and check loads against the LIR to ensure compliance with:*
1. *Special handling codes and related information*
2. *Destination airport. (Confirm destination of the loads)*
3. *Preliminary Notification to Captain (NOTOC) as per AHM 381, where applicable.*
4. *Special load requirements, e.g., live animals, perishable, valuables, DG, temperature sensitive products etc.*

Note: Cargo / mail manifest shall be compared against LIR to ensure that load is equal in both documents.

(e) *Ensure all loads are protected from adverse weather, and particular attention shall be given to special loads (e.g., live animal, perishables, time and temperature-sensitive cargo).*
(f) *Allow no contamination (e.g., snow, ice, water, wood, plastic) on the ULD or bulk load/loose load pieces.*
(g) *Ensure special equipment is available (e.g., tie-down straps, load spreaders, plastic sheeting for wet cargo), as required.*
(h) *Where possible, organize and position the ULDs and/or carts containing baggage, cargo and/or mail in hold and load order.*
(i) *For ULD loading.* Not applicable on airBaltic flights.
(j) *For bulk loading, confirm:*
1. *Cart identification labels are correctly filled in where applicable.*
2. *Loose pieces/weight information is correct, where applicable.*
3. *A visual inspection of all items of bulk load is performed prior to loading to ensure there are no signs of damage or leakage that may damage or contaminate the aircraft.*

4.5.1.7 Actions During Loading

During loading, the person responsible for the aircraft loading supervision task shall:

(a) Cr*osscheck the bulk load against the LIR, as the loading progresses to ensure the correct sequence of loading takes place in accordance with the specified timelines (e.g., where applicable, transit loads are not over-stowed for transit stations).*

(b) *Regularly check with loading personnel who are physically loading the aircraft encounter any loading issues and attend to any issues raised concerning loading.*

Notes:

1. *Stop/suspend loading operations where an irregularity is discovered e.g., aircraft/cargo hold, damage to or leakage from load items, cargo loading system malfunction.*
2. *Log any irregularities in the load sequence noted during loading and report as per operating airline procedures (see **4.5.1.8 - Actions After Loading**)*

(c) *Liaise with the person responsible for weight and balance calculation task and receive authorization for any deviations, including any last-minute changes to the LIR, as documented in **5.3.2 - Last Minute Changes** . The person responsible for the weight and balance calculation task shall check the deviation and confirm whether possible or give an alternative solution.*

***Note:** Any load information change between the LIR and actual loading (e.g., changes in transfer bag figures, cargo figures) shall be communicated to the person responsible for the weight and balance calculation task as soon as known to avoid unnecessary reloads, weight and balance issues, and last-minute pressure.*

(d) *If an authorised change of load order occurs, provide confirmation of change to the persons responsible for aircraft loading task prior to recommencing loading in the hold.*

(e) *Protect all loads from adverse weather and special attention shall be given to live animals and/or perishables.*

(f) *Ensure special loads are handled and loaded as per instructions provided.*

(g) *Where applicable remove any loose plastic or any other material used to protect load from bad weather.*

(h) *Visually inspect all loads requiring special handling to ensure they are secured against shifting. Ensure all necessary nets have been closed. See **4.5.7 - Securing of load***

(i) *If required, Delivery At the Aircraft (DAA) bags/items shall be loaded as per operating airline and local authority requirements. See **2.4.4 - Handling Gate Delivery Items***

(j) *For tracking/reconciliation during loading see **2.4.3 - Execution of Departing Baggage***

Note: Cargo and mail shipments shall be kept in original packaging and cargo pallets shall not be dismantled.

4.5.1.8 Actions After Loading

After loading has been completed the person responsible for aircraft loading supervision task shall:

(a) *At the completion of loading, receive confirmation of the following from the persons performing the aircraft loading task:*

1. *Loading status of the aircraft is in compliance with the latest edition of the LIR.*
2. *Loads are secured and that all locks, stops, nets, net stanchions, fire blankets are raised, closed, locked or installed and that load securing is correctly applied (see **4.5.7 - Securing of load**)*

(b) *Where the operating airline requires additional signature fields to be completed on the LIR (e.g., by the person performing the loading of each hold), ensure the applicable person(s) have signed the required fields in accordance with operating airline requirements.*

***Note:** The person responsible for the aircraft loading supervision task still maintains overall responsibility for the loading of the aircraft.*

(c) *Sign the LIR, and in doing so, confirm that:*

1. *Aircraft has been loaded in accordance with the final edition of the LIR including any authorized changes.*
2. *Load is secured (in a manner that prevents movement or spillage during flight) and locks, stops, nets, fire blankets, are correctly installed, raised, locked.*

(d) *If applicable, sign a NOTOC to confirm or otherwise state that:*

1. *There was no evidence of leakage from the package(s) or any leakage from the ULDs loaded on the aircraft.*
2. *The package or ULD is loaded in the designated position and secured.*

***Note:** The LIR and the NOTOC shall be retained in accordance with applicable regulations.*

(e) *If irregularities are reported during the load sequence report in accordance with operating airline procedures*

(f) *Ensure cargo hold access door checks are performed in accordance with **4.4.3.3 - Closing Cargo Hold Access Doors***

4.5.2 Aircraft Ground Stability

Operating airline ground stability requirements, where applicable, shall be adhered to. Refer to: ***D.1.4.7***

Unloading or loading may cause the aircraft to become unstable or could cause tipping. For some aircraft types, a tail stand or nose tether is available.

The unloading sequence may be reported in the offloading instructions report, in the OIR/LDM and loading sequence in the LIR. When detailed information about the unloading and loading sequence is not available, as a general principle for cargo aircraft and passenger aircraft sensitive to tail tipping, ensure the sequence below is adhered to:

(a) *Unload the aft hold first.*
(b) *Unload the main deck in sequence to always have more load in front of the wing box than aft of the wing box.*
(c) *Unload the forward hold last.*
(d) *Load the forward hold first.*
(e) *Load the main deck in sequence to always have more load in the front of the wing box than aft of the wing box.*
(f) *Load the aft hold and bulk last.*

> ***Note:*** *If this sequence cannot be followed, check with the operator for instructions about the correct unloading/loading sequence.*

4.5.3 Safety Requirements Specific to Aircraft Loading and Unloading

4.5.3.1 General

(a) *Holds and compartments shall only be entered or exited by using the appropriate loading equipment, which shall be positioned and secured at the aircraft cargo hold access door.*
(b) *Loading equipment shall remain in position while personnel are still in the cargo hold.*
(c) *Equipment operators shall ensure other personnel are not entrapped by movement of loads, pallets and/or containers, either in the aircraft or on the loading equipment.*
(d) *Carts shall not be used to gain access to cargo holds.*
(e) *Personnel shall walk around chains of carts and dollies to access required areas. Do not walk or stand between carts and dollies even when they are stationary on the ramp.*
(f) *Hinged side gates of loaded carts shall be lowered carefully in case loads fall out and cause injury.*
(g) *Take care when pulling or pushing carts, especially when ramp conditions are slippery. When necessary, obtain assistance.*
(h) *Use correct manual handling techniques and practices when handling heavy items. Obtain assistance when moving heavy articles.*

4.5.3.2 ULD Loading and Unloading

Not applicable for airBaltic aircrafts

4.5.3.3 Main Deck Loading of Freighter Aircraft

Not applicable on airBaltic operated flights.

4.5.3.4 Bulk Loading and Unloading

(a) *Where a belt loader is used, position items on/off the belt loader see* ***3.1.3.7 - Belt Loader****.*

(b) *Where possible avoid placing loads directly on the ramp, especially if the ramp is contaminated.*

(c) *When loading/unloading aircraft directly from the ramp without the use of equipment:*

1. *Position carts/dollies to/from the aircraft in a parallel direction to the fuselage, maintaining a gap of at least 1,5m from the fuselage.*
2. *Always turn tractors and carts/dollies away from the aircraft.*

Note: *For any load items that cannot be safely loaded directly from the ramp, appropriate loading equipment (e.g., belt loader) should be used to avoid injury or damage.*

d. *Ground personnel carrying out bulk loading task shall:*

1. *Use the right lifting techniques to reduce on the risk of injury*
2. *Be accounted for once inside the aircraft hold and after completion of loading for safety reasons*



Danger:
There is a risk of suffocation due to poor ventilation in the holds.

4.5.3.5 Shipments Requiring Special Handling

(a) ***General***

1. *All Shipments Requiring special handling shall be identified on the Load Message (LDM) for arriving flight or under a NOTOC for departing flights.*
2. *Comply with any special handling requirements. Be alert for special load and / or dangerous goods shipments.*
3. *Always follow the orientation markings and/or special handling instructions as applicable while handling.*
4. *Make sure packages with directional handling labels are in the correct orientation (e.g. THIS WAY UP).*
5. *Always observe the specific instruction labels and markings (i.e., Cargo Aircraft Only (CAO), FRAGILE, TOP, THIS SIDE UP).*
6. *Ensure shipments labeled "Cargo Aircraft Only" are not loaded into a passenger aircraft.*
7. *Always handle fragile items with care.*
8. Discovered errors / mismatches on an incoming flight must be reported to the Load Master, Load Controller or Commander for evaluation and subsequent action.

(b) ***Dangerous Goods***

1. *Transportation shall be in accordance with the IATA Dangerous Goods Regulations (DGR) Manual.* Refer to **C ANNEX**

2. *Ensure dangerous goods are handled and secured or stowed in a manner that:*
    i. *Prevents damage to packages and containers during aircraft loading and unloading.*
    ii. *Provides for separation and segregation of packages on the aircraft to prevent interaction in the event of leakage*
    iii. *Prevents movement that could change the orientation of packages on the aircraft.*
    iv. *Is in accordance with the information provided on the notification to captain (NOTOC).* Only qualified individual can be designated to be responsible for the correct loading and securing of dangerous goods on board the aircraft.

(c) ***Live Animals***

1. *Transportation must be in accordance with the IATA Live Animals Regulation (LAR). Refer to the corresponding sections of the operator's GOM for airline-specifications or restrictions.* For more information regarding live animals refer to: **2.3.7 - Handling Live Animals** and **C ANNEX**
2. *During handling of live animals, ensure that they are:*
    i. *Loaded and secured into suitable aircraft compartments as directed by the LIR*
    ii. *Separated from foods, dangerous goods or other AVI that are natural enemies*
    iii. *Handled with care and in a manner which minimizes the waiting period and is in compliance with the shipper's specific handling instructions, if required*
    iv. *Not exposed to adverse weather or environmental conditions during transportation, loading and unloading*

Note: *See AHM 332 on Handling and stowage of live Animals*

(d) ***Wet Cargo***

The following types of cargo, if not subject to the IATA Dangerous Goods Regulations (DGR), shall be considered as wet cargo:

1. *Liquids in watertight containers;*
2. *Wet materials not packed in watertight containers (e.g. fish packed in wet ice, fresh or frozen meat, casings (fresh animal guts), wet hides, skins)*
3. *Goods that by their nature may produce liquid (e.g. larger live animals (usually mammals) where presence of feces and urine is likely)*
4. *Fruits / vegetables with high moisture (e.g. berries).*

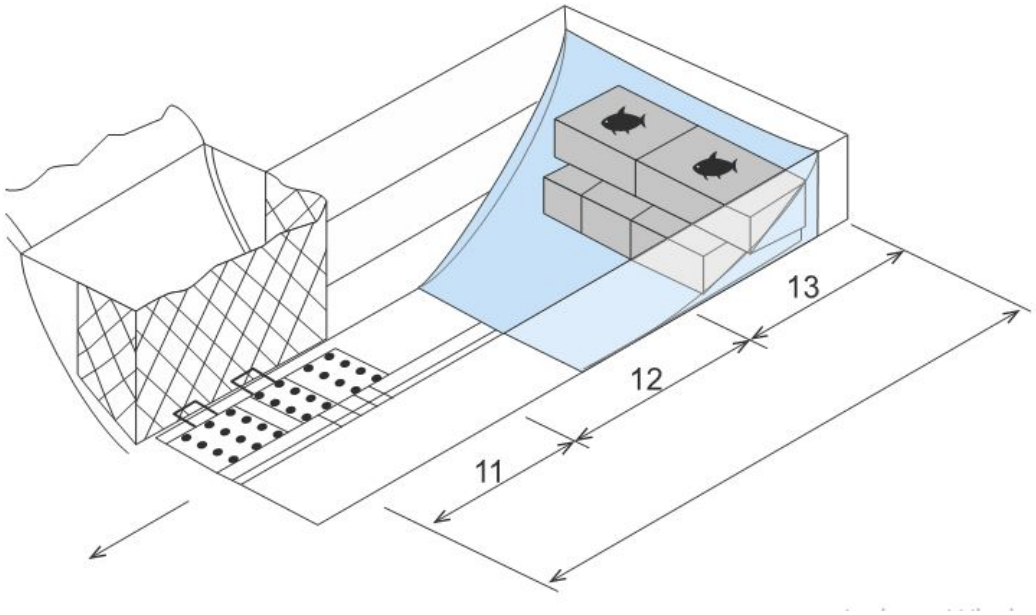
Note: *Live animals such as birds, reptiles, insects and certain mollusks (terrestrial) in appropriate animal containers do not pose a higher risk for corrosion than normal luggage / cargo and are therefore excepted. Refer to IATA Live Animals Regulations (LAR).*



Caution:
Spillage or leakage during carriage by air could lead to corrosion or other damage to the aircraft structure or its components, or damage to other loads. In case of spillage or leakage, inform responsible ground staff, maintenance and fight crew if on board.

5. *The person responsible for the aircraft loading supervision task shall ensure that the wet cargo is properly packed and free of leakage. Do not load damaged or leaking packages.*

6. *Loading precautions:*
    i. *Spread plastic sheets or tarpaulins to protect the aircraft floor and walls and catching any spillage or leakage. Use absorbent material as required by the operating airline procedures.*
    ii. *For wet cargo in containers that are not watertight, follow operating airline procedures.*



Note 1: *When wet or damp, the strength of some packaging can be considerably reduced, Special attention shall be given to avoid the crushing of packages when stacking to several levels.*

Note 2: *For reference regarding packing of wet cargo and temperature sensitive packaging refer to IATA Perishable Cargo Regulations (PCR) and IATA Temperature Control Regulations (TCR).*

(e) ***Perishable and temperature-sensitive healthcare products***

During transportation, loading and unloading of perishable and temperature-sensitive healthcare products, ensure that they are:

1. *Handled in a manner to minimize the waiting period*
2. *Not exposed to adverse environmental conditions*

Notes:

1. *Perishables must be moved into storage (e.g., cooler, freezer) appropriate for the type, in accordance with the Perishable Cargo Regulations (PCR).*
2. *Pharmaceuticals must be moved into storage (e.g., cooler, freezer) appropriate for the type, in accordance with the Temperature Control Regulations (TCR)*

(f) ***Dry ice***

Dry ice (solid carbon dioxide) is used as a refrigerant for temperature sensitive health care products e.g., vaccines and other life sciences products to ensure that they are maintained at the required temperature throughout the supply chain.

1. *Where dry ice is present in the cargo being loaded or unloaded the ramp, personnel must be aware of the precautions required to ensure that there is no risk of suffocation from elevated CO2 levels from sublimating dry ice.*
2. *Refer to airline GOM/relevant manual for requirements concerning loading and unloading of dry ice as dangerous goods and maximum permitted quantities per aircraft type.* Refer to **Annex C**
3. *Verify the documentation for the presence of dry ice as a refrigerant (code ICE) and instruct the personnel that the cargo compartment shall be allowed to vent after the cargo hold access door is opened and before entering the cargo compartment*
4. *Open the cargo compartment door and stand back. No person shall enter the hold. Cargo compartment where dry ice is present must be allowed to vent after cargo compartment door is opened.*
5. *Cargo hold access doors shall remain open to clear dry ice vapors before you enter the hold or compartment.*



Danger:
1. There is a risk of suffocation when entering a compartment containing dry ice.
2. Anyone entering a cargo compartment before the dry ice vapor has dispersed may be overcome with dizziness and shortage of breath due to lack of oxygen. In such circumstances the person should be removed immediately to fresh air and, if his breathing is seriously affected, call a doctor

4.5.4 Unloading

4.5.4.1 Scaling Process

If the flight crew experiences a handling issue on takeoff, they may request the scaling of all loaded baggage and cargo at the arrival station.

The scaling process shall be coordinated with the airline representative. Further handling of baggage and cargo shall only proceed once the scaling is completed and the weights confirmed.

The station personnel after weight check must immediately report findings to particular flight crew and to E-Mail: groundops@airbaltic.com within 24 hours. Report as per **6.5.2.6 - Deviation/Non – conformance report**

4.5.4.2 Safety Precautions for Unloading

(a) *Before positioning GSE and/or opening cargo hold access doors, perform a visual check for any signs of damage to the doors or surrounding areas (see **4.4.3 - Cargo Hold Access Doors**).*

(b) *Check to ensure the aircraft hold load has not shifted during the flight*
   1. *Verify the contour of the cargo loads passing through the doorway to ensure sufficient space between the doorway depressor seals and the cargo load.*
   2. *Contact the person responsible for the aircraft loading supervision task if any load has shifted and will not safely exit the door.*

(c) *Check for incorrectly loaded ULDs (i.e., locks not raised, locks or safety rails overridden).* Not applicable for airBaltic aircrafts.

(d) *Check loads/ULDs during unload for damage, leakage and load stability.*

(e) *Check for damage to the aircraft hold as the unload progresses and also after completion of unloading (see **4.4.3 - Cargo Hold Access Doors**).*

> ***Note:** Immediately report any discrepancies (e.g., spills, unusual fumes or smells) prior to or during the unloading process to the person responsible for the aircraft loading supervision task or as required by the operator or authority.*

(f) The load on the carts shall, if possible, be protected with suitable covers against rain, snow, heat, cold, noise etc

Note: Incoming cargo and mail documents including flight manifest are placed in proper place (red “Cargo Documents” bag) and during offloading shall be offloaded together with shipment and handed over to Cargo handling company or loaded in trolley together with cargo/mail (depends on local procedure).
Note: From some destinations mail documents can be sent electronically and can not be in actual paper format on board. (mail figures must be mentioned in cargo manifest).



4.5.5 Cargo Hold Inspection

4.5.5.1 General

(a) *A cargo hold inspection shall be performed:*
1. *After aircraft unload is complete*
2. *Prior to loading if this does not follow immediately after unloading is complete*
3. *When the aircraft was unattended between unloading and loading*
4. *When there was a change of persons responsible for the aircraft loading and supervision task.*

(b) *The person undertaking the cargo hold inspection shall perform a visual check of all cargo holds to ensure:*
1. *No damage to 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 other than transit 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 to the person responsible for the aircraft loading supervision task prior to the commencing loading of the aircraft, if appropriate.*

(d) *Any damage or discrepancies observed shall be reported to the person responsible for the aircraft loading supervision task or the weight and balance calculation task as a minimum.*

Note: *A check shall be conducted in a hold even if on arrival the hold was reported as being empty.*

(e) *Any other items that should not be present in the hold.*

4.5.5.2 *Cargo Hold Damage*

Any damage to compartment liners (i.e., holes, tears, detachment) may reduce their effectiveness, permitting air to enter the compartment and fire suppression agent to escape, thereby reducing the capability to handle a fire event that may lead to specific loading limitations; therefore:

(a) *Any technical malfunction, damage or irregularity discovered shall be immediately reported to the supervisor, aircraft maintenance personnel and if available, pilot-in-command (PIC). See* ***4.4.1 - General Safety Requirements***

(b) *Adhere to any resulting load limitations according to the operating airline procedures.*

(c) *Inform the onward station(s) of the load limitations according to the instructions of the airline representative, if the defect cannot be rectified before departure.*

4.5.5.3 Spills in Cargo Holds

(a) *Spills can occur in cargo holds during unloading and/or loading and as well as 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 from liquids, gels or materials in 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 Cargo Terminal Operator about the nature of what has leaked as well as the Safety Data Sheet, if applicable.*

4.5.5.4 Damaged and/or Leaking goods

The condition of the load must be checked in order to detect leaking or otherwise damaged shipments. Special attention shall be given to dangerous goods, animals and valuable cargo. Packages with leaking contents must not be loaded and shall be reported immediately. If nature of the damage and/or leakage is unknown, necessary precaution must be followed to avoid possible injuries to personnel.

4.5.6 Loading

4.5.6.1 Load Handover

The handover process between cargo handling (cargo warehouse), baggage handling (baggage make-up area) and ground handling (ramp) departments shall be done systematically to ensure a safe departure.

Depending on the airport infrastructure and/or local agreements, the handover of cargo, mail and baggage to the ramp should be done at a dedicated handover point.

4.5.6.2 *Load Transportation*

Prior to transporting cargo and/or mail from/to the cargo warehouse or baggage from/to the baggage make-up area, the equipment operator shall ensure that:

(a) *The GSE used for transportation is serviceable. For GSE operations see* ***3.1.3 - Safety Instructions for Operating and Working with Ground Support Equipment (GSE) on the Ramp***

(b) *A visual inspection of all loads is carried out to ensure:*

1. *The cargo, mail and/or baggage for transport is the correct load for the departing/arriving flight(s).*
2. *No nets, ropes, straps or protective materials can drag on the ground or get jammed in rollers, ball-mats or wheels.*
3. *All built-up cargo/mail/baggage is safe to move and will not shift, roll or topple.*
4. *There is no damage to the load.*

(c) *All loads are protected from adverse weather via use of tarpaulins or covered carts. Special attention shall be given to live animals and/or perishables. When using tarpaulins, all straps shall be securely fastened to the cart.*

Incompatible dangerous goods should also be segregated during acceptance, transportation, 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.

4.5.6.3 Load Delivery for Departure

Depending on the location of the handover point, the person responsible for the aircraft loading supervision task or the person responsible for receiving the load shall:

(a) *As required by the airline and if applicable, receive all documentation, pouches and special instructions for the specific flight.*

(b) *Carry out an inspection of all of the load to ensure:*

1. *The load is correct for the departing flight(s).*
2. *No damage has occurred during the transport process.*
3. *There is no evidence of tampering with the load (e.g., cuts, tears to plastic foil).*
4. *No nets, ropes, straps, protective materials, etc. should drag on the ground or get jammed in rollers, ball-mats or wheels while maneuvering or while being loaded onto aircraft.*
5. *All dollies are serviceable, and all restraints are engaged to secure the ULD on the dollies prior to the ULD being loaded onto the aircraft.*

(c) *Immediately report any damage to the load(s), whether it is discovered when the load arrives on stand or occurs during loading.*

1. *Report torn or missing baggage tags and cargo labels.*
2. *Do not load unless discrepancies are corrected.*

4.5.6.4 Loading Process

(a) *Loading shall not commence if there is no LIR (electronic or hard copy) unless otherwise specified by operating airline procedures*

(b) *Report any loading issues, errors, changes or other loading matters to the person responsible for the aircraft loading supervision task immediately.*

(c) *Any signs of hold damage must be reported immediately.*

(d) ULD's loading – Not applicable on airBaltic operated aircrafts.

(e) W*hile 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 cargo, mail and baggage labels to ensure correct destination/flight number.*
4. *Ensure any leaking or damaged loads are not loaded and the supervisor is informed immediately. Any contaminated load is kept separately.*
5. *Ensure applicable special load items are tied down (see* ***4.5.7 - Securing of load*** *) or otherwise secured in accordance with operating airline requirements.*
6. *Install/close/secure compartment/bay divider nets, barrier nets, fire curtains, door nets and stanchions, as applicable.*
7. *Ensure light packages are not loaded or wedged between heavier items.*
8. *Ensure the necessary clearance between the load and aircraft hold ceiling is achieved to avoid any obstruction or damage to aircraft smoke detector/fire suppression system. Specific requirements given by the operating airline shall be followed.*
9. *Loads shall be correctly stacked to achieve maximum volume.*
10. *Confirm the final loading status to the person responsible for the aircraft loading supervision task.*

Notes:

1. *Between unload and onload, compartment nets shall be secured inside aircraft compartments and not left hanging outside to avoid clips and attachment points striking the fuselage, especially during adverse weather.*
2. *Ensure the ramp area is clear of all wooden and/or plastic pallets and other load related material after completion of loading or unloading.*

Loading is permitted only in the regular compartments, and under certain circumstances (approval received from airBaltic) in the cabin. Stowage is absolutely prohibited in toilets, galleys, flight deck etc.

No dangerous goods as cargo shall be loaded in cabin occupied by passenger(s) or flight deck.

Volumetrically full: Volumetrically filling means that the entire floor area is filled up to a loading height of

15-20 cm below the ceiling.

4.5.6.5 Ballast bags

Only undamaged bags may be loaded.

Only ballast bags weighing 25 kg, with an allowed deviation of maximum +/- 1 kg, may be loaded.

4.5.6.6 Company Mail

Green net sacks are used for Company mail.

Company mail should be sent in green nylon sack and “COMPANY MAIL” tag must be attached to it as shown below:



4.5.6.7 Placing of Cargo Documents in compartment

Cargo and mail documents including flight manifest must be placed in proper place (red ‘’Cargo Documents’’ bag as in picture below) inside aircraft compartment after they are received from Cargo handling company or taken from cargo trolley (depends on local procedure)
Note: for some destinations mail documents can be sent electronically and can not be in actual paper format on board, mail figures must be mentioned in cargo manifest.



4.5.7 Securing of load

4.5.7.1 General Rules

When transporting a load in an aircraft, it shall be secured such that it shall not:

(a) *Move during the flight, which could dangerously affect the weight and balance of the aircraft.*
(b) *Cause damage to the aircraft structure or other important parts of the aircraft.*
(c) *Cause damage to another load or become damaged itself.*
(d) *Cause injury to passengers and crew in case of an emergency landing.*
(e) *Cause injury to ground handling personnel during loading and unloading.*

4.5.7.2 Bulk Compartments

(a) *The Load in bulk compartments is generally secured by door nets and net sector divider nets. Ensure the following items are always secured:*

1. *Barrels or drums filled with liquids.*
2. *Cages or boxes with live animals (AVIH)*
3. *Heavy pieces (HEA) weighing 150 kg or more*
4. *Coffins with human remains (HUM)*



Caution:
Do not load baggage or other shipments on top of the coffin.

5. *Dangerous Goods (see **4.5.7.7 - Securing of Dangerous Goods**)*
6. *Powered mobility aids*
7. *Load which needs spreading*
8. *Fragile loads*
9. Items between 50-149 kg (HER) unless Compartment or net section is volumetrically full
10. Items with a density of 300 kg or more per m³ (e.g. ballast) if the separation net are not installed as close as possible to the load.

(b) *The following loads must not move vertically upward or horizontally during flight. If the available volume of the compartment or net section is not volumetrically filled (*15-20 cm below the ceiling*) with load, additional securing is necessary for:*

1. *Loads that are sensitive against shocks or tilting*
2. *Wet cargo*
3. *High density packages*
4. *Pipes, tubes, bars, beams, planks, poles or other objects of a penetrating nature.*

(c) *If long pieces do not fit into one net section and the divider net cannot be closed correctly,* approval from airBaltic is required for loading such pieces.

(d) *For battery-powered wheelchair and mobility devices ensure:*

1. *It is loaded/unloaded in such a manner that prevent unintentional activation during transport and the battery terminals shall be protected from short circuits (refer to IATA DGR).*
2. *The battery is either adequately protected against damage by the design of the mobility aid and securely attached to the wheelchair/device, isolating the electrical circuits according to the manufacturer's instructions, or*
3. *Removed from the mobility aid following the manufacturer's instructions*

   ***Note:** Battery-powered wheelchairs or mobility devices for use by passengers are classified in three main categories based on the battery type that powers the device as defined in DGR Manual 2.3.2.2-2.3.2.4*

4. *It does not roll when moving up the loading belt in an upright position. If tilting is necessary, ensure the passenger has consented, and can only be done on the side without the device controls*
5. *It shall be secured against movement in the cargo compartment, by use of straps, tie-downs or other restraint devices.*
6. *The mobility aid, including batteries, electrical cabling and controls shall be protected from damage, including damage caused by the movement of baggage, mail and cargo.*
7. *Any battery-powered mobility aid shall not be stowed together with loose loaded (bulk) items within a unit load device (ULD) or other loads loaded on top.*

Notes:

1. *When securing use tie-down points, keep the mobility aid in an upright position where possible, secure the mobility aid using the base frame, avoid unnecessary tilting of the mobility aid, ensure adequate clearance when loading/unloading, avoid over-tightening tie-down straps or other securing devices, load last when possible.*
2. *The PIC shall be informed of the location of the mobility aid with installed batteries, removed batteries and spare batteries.*

Note: Volumetrically filling means that the entire floor area is filled up to a loading height of 15-20 cm below the ceiling.

4.5.7.3 Securing of ULDs

Not applicable on airBaltic operated aircrafts

4.5.7.4 Tie – Down

Definition of forces

Properly tie down the loads on board the aircraft to withstand the following types of forces during takeoff, flight and landing.

Force	*Definition*
Forward	*Horizontal forces effective during landing and steep angles of descent*
Backward	*Horizontal forces effective during takeoff and steep angles of climb*
Sideward	*Horizontal forces effective during rough landing, turbulence and close turns*
Upward	*Vertical forces effective during landing and heavy turbulence in flight*

Depending on the flight situation, the forces described above can be stronger than the normal gravity force of 1 g. Secure all loads against the different forces according to the gravity factor ('g-factor').

In general, the pallet build-up is done with a net which restraints the load against all forces.

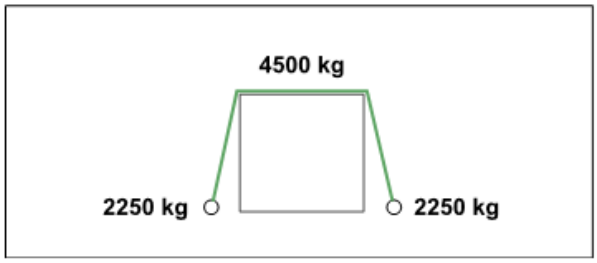
Tie-down of load with straps or ropes

If the primary restraint of the load is done by straps, tie-down must be carried out according to AHM 311 or ULDR (OS 6/07)

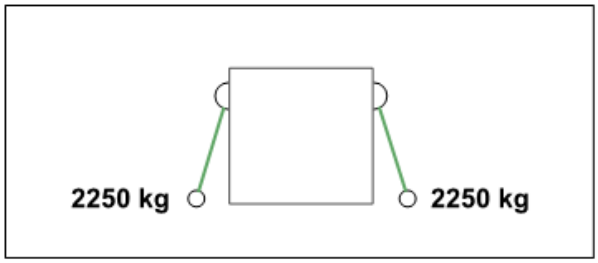
The usage of tie-down material with different capacities is not allowed.

There are two ways to secure a package with tie-down ropes or tie-down straps:

(a) *Lashing across or around a package **(embraced lashing)** The embraced lashing method with tie-down straps or tie-down ropes is to fastens the strap or rope from one tie-down fitting across or around the load to a second tie-down fitting on the opposite side. A strap attached to the fittings on opposite sides of the load is rated to hold twice its ultimate load capacity, e.g. an ETSO/TSO-C172 strap with 2,250 kg (5000 lb) rated restraint capacity will provide up to maximum 4,500 kg (10000 lb) ultimate load for standard lashing.*



2. *Lashing directly fastened to the package **(direct lashing)** If a tie-down strap is directly fastened to the load with one tie-down fitting, the ultimate restraint capacity of the strap, e.g. an ETSO/TSO-C172 strap with 2,250 kg (5000 lb) ultimate load, will apply.*



Required number of ropes and rings

The table below indicates the minimum number of ropes and rings required for lashing of each load factor (force direction). The table is based on the following conditions:

- The restraint is limited by the capacity of the ropes.
- When providing restraint for the same force the rings must be mounted with a minimum spacing of 20” (50 cm or 20 holes in floor tracks).
-

A220-300		
Weight of the item (kg)	**No. of ropes**	**No. of rings**
0 - 149	1	2
150 - 480	2	4
481 - 720	3	6
721 – 960	4	8
961 – 1200	5	10

4.5.7.5 Use of Tie Down Material

Make sure that tie-down material is in serviceable condition.

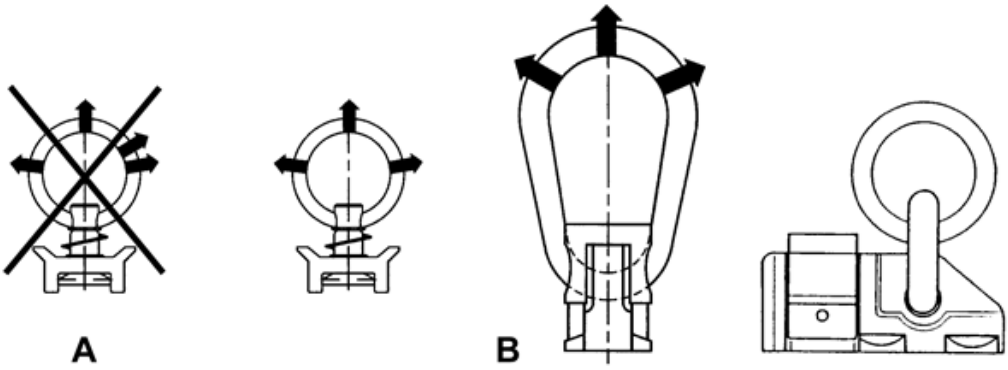
(a) ***Tie down ropes***

1. *Fix tie-down ropes to the aircraft floor tracks or tie-down fittings.*
2. *Make sure that the overlapping ends of the tie-down ropes are long enough and will not loosen in the case of sudden stress.*
3. *Fix the tie-down ropes to the tie-down rings in a way that they may be easily loosened for unloading.*
4. *Do not fix tie-down ropes to other parts of the aircraft.*
5. *Do not use the same attachment points for lashing to secure the net sector divider nets.*



(b) ***Tie down fittings***

A single tie-down fitting may receive up to three straps/ropes in three different restraint directions (one up and two opposite horizontal directions). Forces generated by the load can never act in more than one direction at the same time; thus, the fitting will never be pulled by more than one strap/rope at the same time. Therefore, never attach more than three straps/ropes to the same fitting and never more than one strap/rope in the same direction.

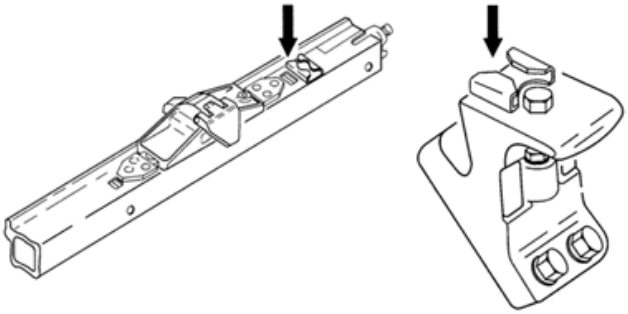


Alpha -Numeric	DESCRIPTION
A	Forbidden
B	Allowed

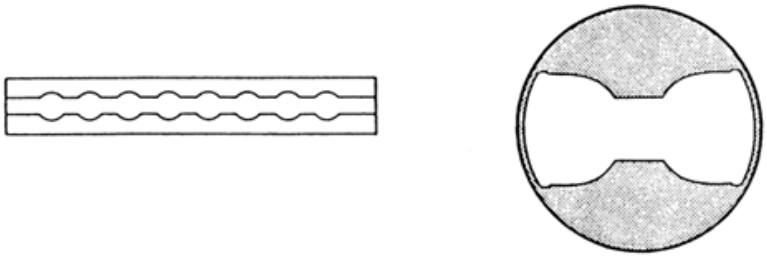
Fix tie-down rings to the aircraft floor only at tie-down points or tie-down tracks

Distribute the attachment points of the tie-down rings evenly (nearly equal distances) over the length of the piece

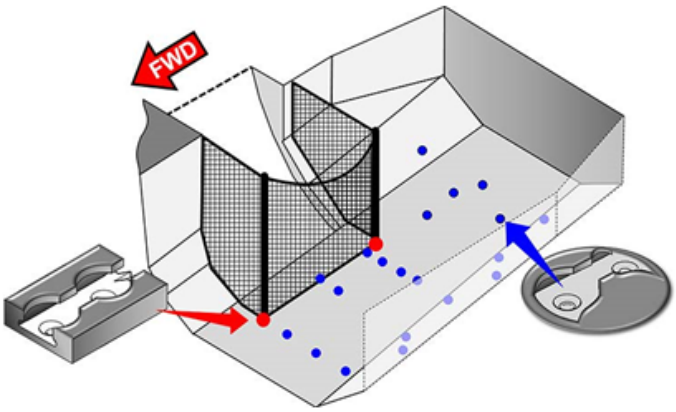
Example of tie down attachment points on outboard side lock and side guide



Example of tie down attachment points on track and anchor plate



Example of tie down attachment points in the bulk compartment



Caution:
Tie-down on any other part of the aircraft structure, or on other restraints than those above, even if equipped with rings or tie-down points, is forbidden.

(c) **Tie down straps**

Use only certified ETSO/TSO C172 tie-down straps Fix tie-down straps to the aircraft with their fixed tie-down rings only at tie-down points or tie-down tracks

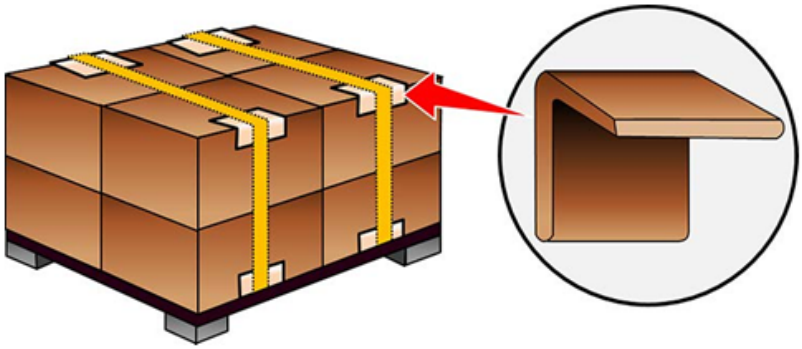


(d) ***Tightening***

1. *Tighten the lashing strongly, but not so strong that load or tie-down material is damaged*
2. *Make sure that all tie-down ropes or tie-down straps used for lashing the same piece have the same tension*
3. *To protect fragile or sensitive cargo or dangerous goods, use cloth, cardboard or similar material for edge protection*

(e) ***Sharp edges***

To avoid cutting or grinding of tie-down ropes or tie-down straps smoothen sharp edges with a piece of soft materials (e.g. cloth, cardboard, plank or similar)

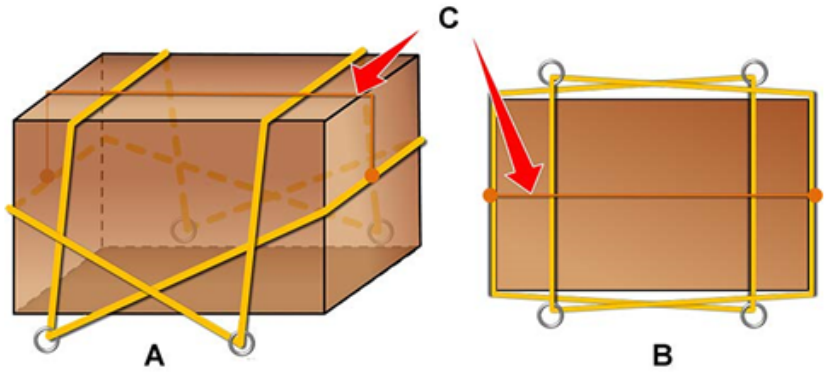


4.5.7.6 Standard Lashing

For standard lashing use:

(a) *4 tie-down rings*
(b) *4 tie-down ropes or tie-down straps*
1. *2 against upward forces*
2. *1 against forward forces*
3. *1 against backward forces*
4. *1 safety rope*

The safety rope prevents the tie-down ropes or tie-down straps used against forward and backward forces from sliding down.



Alpha -Numeric	DESCRIPTION
A	Isometric View
B	Top View
C	Safety Rope

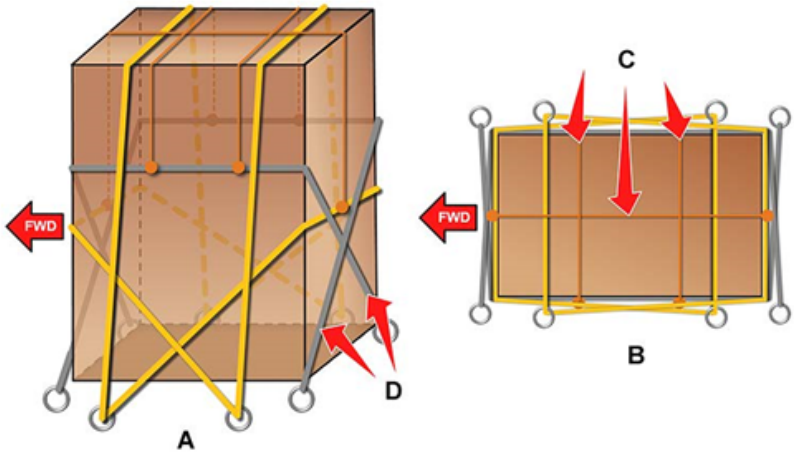
Sideward forces

Sideward forces are normally covered by the standard lashing for upward, forward and aft, but the rope/straps must be close to the pieces.

Exception

If a piece is more than twice as high as wide:

(a) *Tie-down against sideward forces additionally to the standard lashing*
(b) *Place this additional lashing between half and two third of the height*
(c) *Secure this lashing by two safety ropes to prevent them from sliding down*

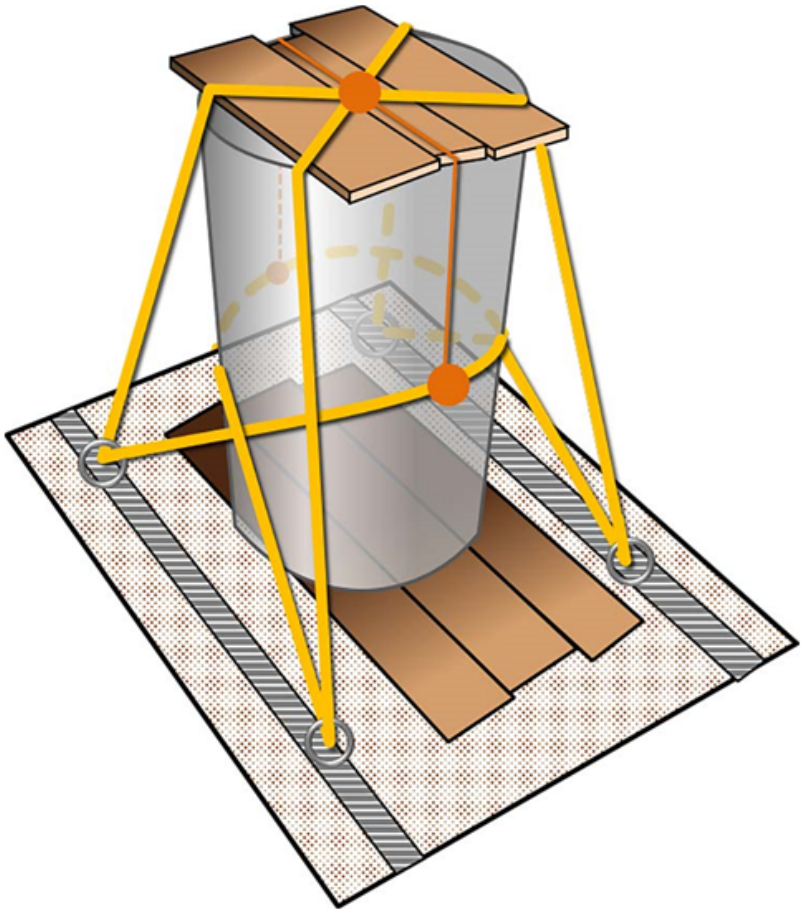


Alpha -Numeric	DESCRIPTION
A	Isometric View
B	Top View
C	Safety Rope
D	Additional Lashing

Barrels

Barrels are difficult to lash because of their round shape and mostly sharp rims.

Use supporting planks for a safe lashing.



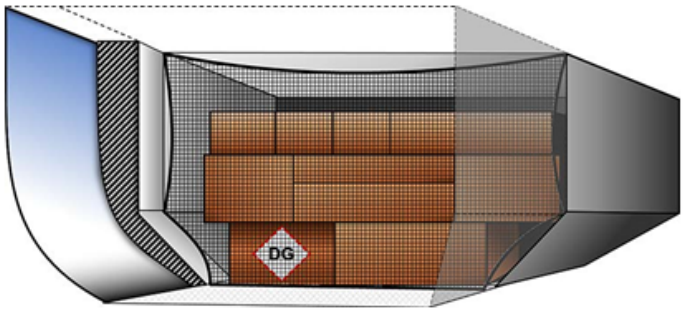
4.5.7.7 Securing of Dangerous Goods

(a) *Handle dangerous goods with utmost care to prevent any damage to persons or goods*
(b) *Strictly observe all special handling instructions, labels or imprints (e.g. 'This Way Up!' or arrows showing the proper orientation of the package)*
(c) *On a pallet, securing by tie-down is not necessary if all load on the pallet including the dangerous goods package is secured by the pallet net*
(d) *In a bulk compartment or a container securing by tie-down is not necessary if the package cannot move horizontally or vertically. The net section or container must be volumetrically full* (15-20 cm below the ceiling) *and the entire floor area must be covered*

Observe the securing requirements as shown below:

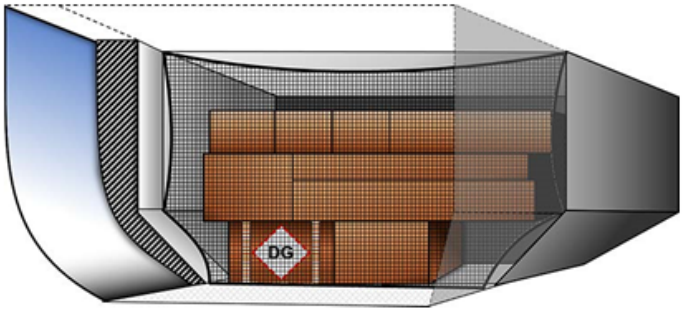
Example 1.

When the net sector in the bulk compartment or a lower deck aircraft container is volumetrically full, including the entire floor area, securing by tie-down is not necessary.



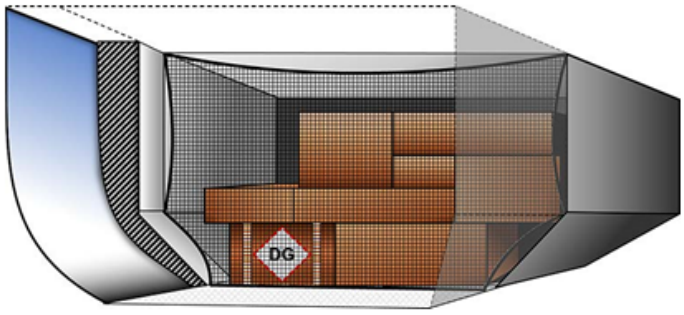
Example 2.

The entire floor area of a container or lower deck aircraft container is not filled completely with another load, tie-down the dangerous goods package to prevent any movement.



Example 3.

If the net-sector in the bulk compartment or container, which is not volumetrically full, tie-down the dangerous goods package to prevent any movement.



Securing of small DG packages

If securing by tie down in a net sector or container is not possible because of the small size of the package:

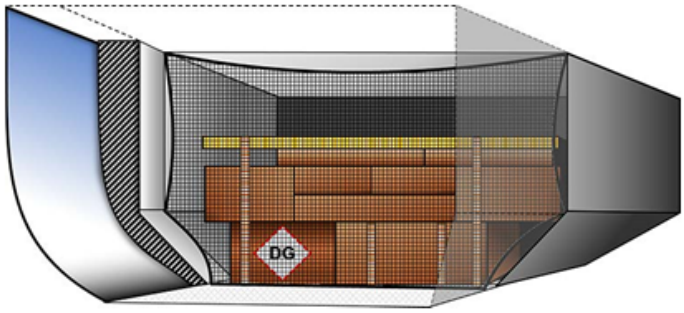
Fill the net sector or container as shown above (see Example 3), or

Put planks on top of the package (see Example 4) to make securing by tie down possible

If both are not possible, do not load the package

Example 4.

The net-sector in the bulk compartment or a container is not volumetrically filled; tie down of all items is required.



4.5.8 Load Spreading

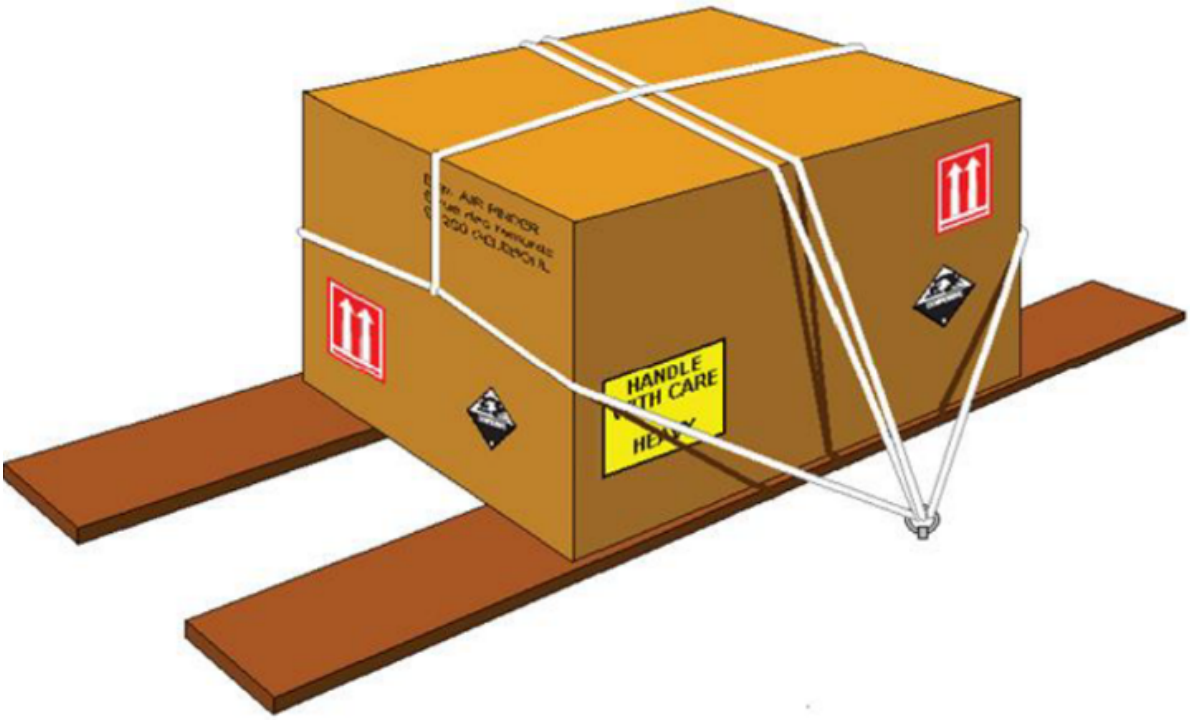
When the weight of item(s) to be loaded exceeds the maximum floor load per square metre or the maximum floor load per running metre of a compartment, the weight must spread to prevent damage to the compartment floor. This applies to HEAs, but may also apply to smaller items weighing less than 150 kg. The item must be fully restrained (see example below) and can be spread by making use of wooden boards or beams.

Caution:
Overloading can cause damage to aircraft frames and ribs and consequently can have serious implications for the safety of the aircraft.

The weight should be spread by making use of wooden boards or beams, in which case:

(a) *The surface to support the weight will be enlarged, or*
(b) *The length will be enlarged.*

The load spreading instructions shall be in accordance with operating airline requirements. The information will be included on the LIR.



4.5.8.1 Requirements for spreading

If an item cannot be loaded without exceeding the maximum area load or items wider than 84 cm (A220-300), then planks should be used in order to distribute the weight of an item over a larger area.

4.5.8.2 Determining if spreading is needed

Use this table to determine if supporting is needed:

Step	Action
1	Access table 1 below with the actual length and width of applicable contact area and read the allowed maximum weight at the intersecting point.
2	Is the contact area sufficient? If yes, supporting is not required. If no, supporting is required. Go to step 3.
3	Determine the number of planks in table 2, which is required to support the item. **Note:** • A minimum of 50% of the plank width must be covered by the item, in order to utilize the capacity of the plank, • Planks must be located in the aircraft longitudinally. (See diagram below) • Lashing is required if planks are used for item supporting in aircraft compartment.

4.5.8.3 Maximum weight

Use the table below to determine the allowed maximum weight:

Notes:

1. The weight values are indicated for each 10 and 20 cm only, which mean that interpolation, at most times is required. For matter of simplicity use the nearest published lower value. Observe that length and width may be interchanged. The weight values are in kilos.
2. The maximum weights in the table correspond to the maximum area load of 732 kg/m2. Refer to **D ANNEX** – Compartments.

Table 1

Width (cm)	Length (cm)									
	10	**20**	**30**	**40**	**50**	**60**	**70**	**80**	**90**	**100**
20	14	28	43	58	73	87	102	117	130	145
40	29	58	87	117	145	175	200	230	260	290
60	43	87	130	175	215	260	305	350	395	435
80	58	117	175	230	290	350	405	465	525	585
100	73	145	215	290	365	435	510	585	655	730
120	87	175	260	350	435	525	610	700	790	875
140	102	200	305	405	510	610	715	815	920	1020
160	117	230	350	465	585	700	815	935	1050	
180	130	260	395	525	655	790	920	1050		
200	145	290	435	585	730	875	1020	1170		
220	160	320	480	640	805	965	1125			
240	175	350	525	700	875	1050	1225			
260	190	380	570	760	950	1140				
280	200	405	610	815	1020	1225				
300	215	435	655	875	1095					

4.5.8.4 Plank capacity

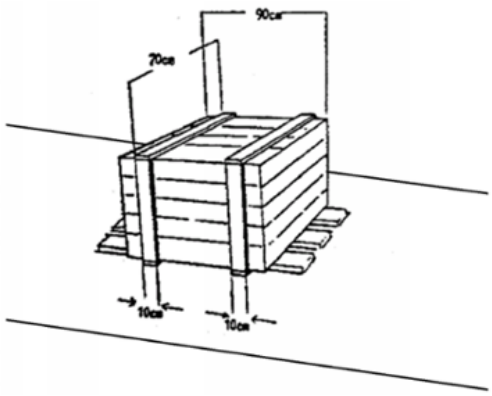
This table shows different planks and their supporting capacity:

Table 2

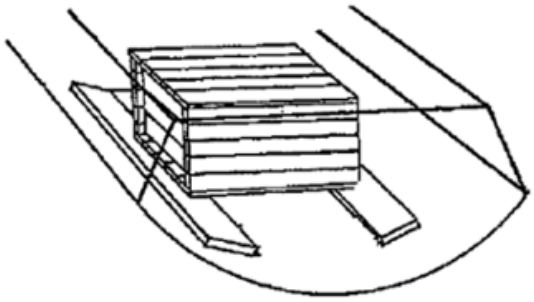
Length (cm)	**Width (cm)**	Thickness		**Average weight of planks (kg)**	**Supporting capacity (kg)**
		(cm)	(inch)		
50	15	2.5	1	2	50
100	15	2.5	1	3	100
150	15	5.1	2	7	150
200	15	5.1	2	10	200
250	15	5.1	2	12	250

Diagram

This diagram shows an example of supporting on level floor:



This diagram shows an example of supporting on curved floor:



Supporting by use of Euro-pallet (EUR)

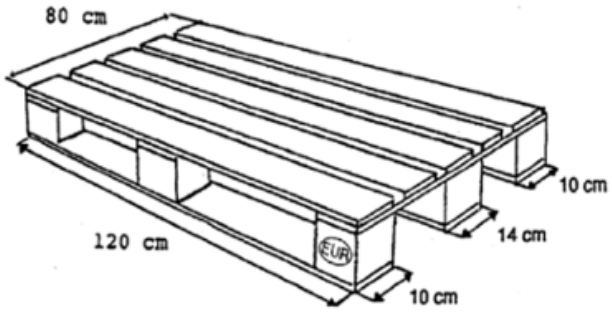
It is possible to use Euro-pallets as support on level floor. The pallet is a loading platform made of wood. It is used for transporting goods by a forklift in warehouses.

The following rules must be adhered to when using the Euro-pallets as supporting material:

The Euro-pallet must be clearly marked wit the EUR symbol.

Reference: See the diagram below.

The maximum weight of the load on the Euro-pallet is 280 kg. For supporting of weights exceeding 280 kg, use normal procedure.



4.5.9 Unit Load Devices (ULDs)

Not applicable for airBaltic aircrafts.

4.5.10 Transport of Cargo and Mail in Passenger Cabin

AirBaltic does not transport Cargo or Mail in Passenger Cabin.

4.6 Aircraft Departure

4.6.1 Aircraft Departure – Introduction

A departure is normally conducted with a dialogue between flight crew and ground personnel in charge of the departure operation via an interphone. This procedure ensures the highest level of safety during departures based on a precise exchange of information. The ground personnel in charge of the departure operation shall maintain continuous contact with the flight crew and are responsible for the ground maneuver.

The scope of the following departure procedures is limited to conventional towbar and towbarless (TWL) pushback operations.

***Note:** The term headset applies whether a wired or wireless interphone system is used.*

Other personnel are also involved in the departure process. The number of other personnel and their functions/ responsibilities can change depending on the:

(a) *Operating airline procedures*
(b) *Aircraft type*
(c) *Ground Support Equipment (GSE) used for the maneuver*
(d) *Airport infrastructure*
(e) *Stand configuration*

***4.6.2 Ground Staff Member Responsibilities** describes the responsibilities of the main functions involved in the pushback maneuver.*

4.6.2 Ground Staff Member Responsibilities

4.6.2.1 Ground Staff Member Responsible for Departure

The responsible ground staff member is defined as the person performing the communications with the flight crew. A responsible ground staff member shall be in charge of each aircraft pushback. This function can be performed by different agents in different roles and positions.

The ground staff member responsible for the departure shall:

(a) *Be in charge of the entire pushback, once clearance to begin pushback has been given by the flight crew.*
(b) *Ensure the pushback tractor and/or towbar/towbarless (TWL) tractor is suitable for the specific aircraft type.*
(c) *Conduct briefings with all persons involved in the aircraft movement to review and confirm how the aircraft will be maneuvered.*
(d) *Have ultimate responsibility to review pushback procedures based on conditions observed and advise flight crew of any anticipated changes to pushback procedures.*

4.6.2.2 Pushback Tractor Driver

The pushback tractor driver shall:

(a) *Ensure the pushback tractor and towbar/TWL tractor is suitable for the specific aircraft type.*
(b) *Stand by for clearance-to-push communication from the flight crew or responsible ground staff member or brake operator in case of towing.*
When a single person pushback is conducted, the pushback tractor driver shall also carry out the function of the for departure as defined in ***4.6.2.1 - Ground Staff Member Responsible for Departure***

4.6.2.3 Wing Walker

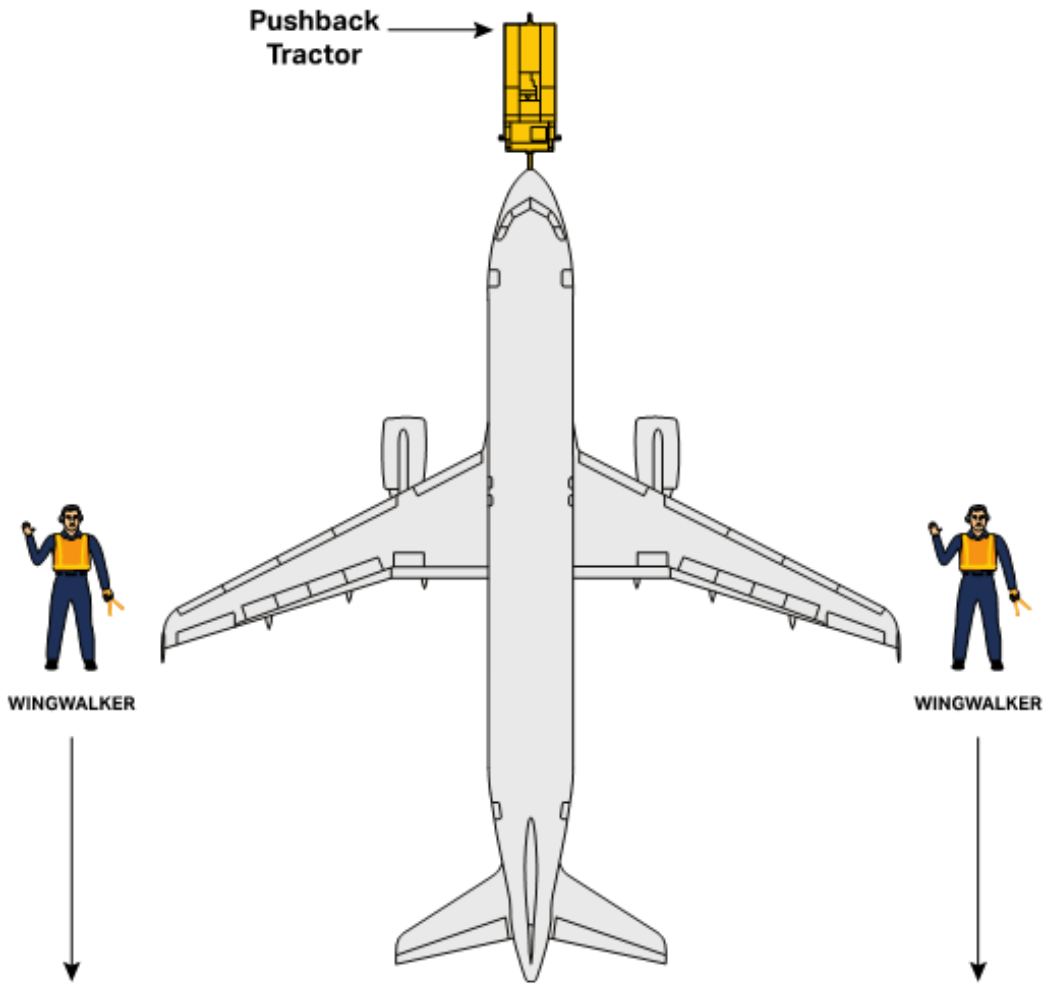
The presence of wing walker may be controlled or restricted by civil aviation authorities or local airport authorities.

Where applicable, wingwalker or other assist personnel shall:

(a) *Be under the direction of the responsible ground crew at all times.*
(b) *Use 2 marshalling wands, either day-wands or illuminated wands for low visibility operations.*
(c) *Be positioned before and during movement of the aircraft as follows where applicable and/or permitted:*
1. *approximately 1 m (3 ft) outboard of the wingtip and with a clear view of wingtip clearance and any potential hazards*
2. *in line with the rearmost main gear wheel.*
3. *Able to maintain visual contact with the person responsible for pushback/towing.*
4. *At a safe distance from the moving aircraft/pushback tractor during the entire pushback*
5. *Maintain situational awareness to avoid personal injury hazards e.g., moving equipment and vehicles, aircraft, slip, trip and fall hazards such as chocks, cones, GSE, uneven ground, spillages, etc.*
Note: *See diagrams below for positioning of wing walkers during aircraft arrival on stand and during pushback.*

(d) *Ensure the aircraft movement path is clear of any obstructions, other aircraft, vehicles etc.*
(e) *Provide "Clear to Move Aircraft" clearance signals at all times to the person responsible for pushback by using a distinct pendulum arm motion. Refer to* ***3.4.6.1 - Clear to Move Aircraft****.*
(f) *Continue to monitor the aircraft path until the aircraft is stopped at the departure point.*
(g) *If at any time during aircraft movement, the wing walkers are unsure or identify an imminent danger, signal the person responsible for pushback with the "STOP" signal. See* ***3.4.7.6 - Stop***
(h) *When the aircraft is stopped at the departure point, position themselves either at the 11 o'clock or 1 o'clock position in clear visibility of the flight crew on the terminal side at a safe distance away from the aircraft.*
(i) *Give the "Hold Movement of Aircraft" signal to the flight crew when the visual "Brakes Engaged" signal has been received from the person responsible for pushback. Refer to* ***3.4.6.3 - Hold Movement of Aircraft****. and* ***3.4.9.1 - Brakes Engaged:****.*
(j) *Remain in position until the responsible ground staff member takes over the marshalling clearance of the aircraft.*
(k) *Return to terminal once marshalling duty has been transferred*

Wing Walker Positioning for Aircraft Pushback



4.6.3 Pre Departure Activities

4.6.3.1 Pre Departure Walkaround Check

The walk around should start as soon as possible after all ground servicing activities have been completed. Walk around the entire aircraft at a normal walking pace. The check shall start as close as possible to departure time. If any part of the aircraft still has GSE engaged at the time of the check, or if GSE re-engages with the aircraft after the check, the applicable area(s) shall be re-inspected.

The pre-departure walk around check shall include the following:

(a) *The apron is clear of all Foreign Object Debris (FOD), that may cause aircraft damage or pose a risk.*
(b) *All GSE, including passenger boarding devices, are detached.*
(c) *The stand area is clear of obstructions.*
(d) *GSE and vehicles are positioned clear of the aircraft path.*
(e) *Adequate clearance exists between the aircraft and facilities or fixed obstacles along the aircraft movement path.*
(f) *All aircraft servicing panels and/or hatches are closed and secured (exception - external power and headset panels).*
(g) *Cabin and cargo hold access doors are closed and:*
    1. *Handles are flush with the fuselage and, where applicable, all other visible indicators confirm that doors are correctly locked.*
    2. *There is no visible damage on the aircraft, particularly around cabin and cargo hold access doors.*
(h) *Any observed abnormalities on the aircraft (e.g. obvious damage, fluid leakage, unremoved pitot covers) are immediately brought to the attention of the flight crew, maintenance personnel and the person responsible for supervision.*
(i) *Items such as propeller straps and tail stands are removed.*
(j) *Landing gear safety pins are removed.*
(k) *There are no obvious signs of unmarked dents or other skin panel damage.*
(l) There is no contamination that could be hazardous to aircraft movement.

Note 1: *In the case of the aircraft returning to stand, the pre departure walk around check shall be repeated.*

Note 2: *It is essential to have adequate lighting when doing the walk around check. If the lighting is insufficient, use a flashlight.*



Caution:
If any of the above conditions or actions are not met, inform the person responsible for supervision, the maintenance department and the flight crew, as this may affect the safety of the intended flight.

4.6.3.2 Predeparture Table

Prior to aircraft movement, the responsible ground staff member (headset operator) shall ascertain that the following requirements are met/ carried out:

*Legend: **TWT**–towbar tractor **TWL**–towbarless tractor*

ACTION	APPLICABLE TO				
	PUSHBACK		TOWING		TAXI OUT
	TWT	TWL	TWT	TWL	
The required pre-departure servicing checks are completed.	✓	✓	✓	✓	✓
Fire protection devices are available and correctly positioned (as per local rules).	✓	✓	✓	✓	✓
The tractor and towbar combination, if applicable, are suitable for the operation, considering the aircraft type and weight as well as weather and surface conditions.	✓	✓	✓	✓	
The nose gear steering bypass pin is installed correctly, or the nose gear steering torque links are disconnected, if applicable, or the nose gear steering mechanisms are set as required for pushback (as applicable to the aircraft type).	✓	✓	✓	✓	
Communication with flight crew/brake operator and responsible ground staff member is established via an interphone system.	✓	✓	✓	✓	✓
Aircraft main landing gear (MLG) chocks are installed, and nose gear chocks are removed, if applicable.	✓	✓	✓	✓	
Aircraft nose gear chocks are installed and MLG chocks removed, if applicable.					
Additional personnel, such as wing walkers, are present, if applicable/required.	✓	✓	✓	✓	
If an air start unit (ASU) is required, check the equipment is correctly positioned and suitable for the operation.	✓	✓			
If an ASU engine start is undertaken, communicate to confirm ASU positioning and engine start sequence with the flight crew.	✓	✓			
All persons not involved in the aircraft departure operation are clear of the departing aircraft, outside the ERA, and remain clear of the aircraft and pushback equipment throughout the pushback maneuver.	✓	✓	✓	✓	✓
The GSE is parked in designated locations outside the ERA, and the intended path of the aircraft remains clear of equipment and other obstacles throughout the pushback maneuver.	✓	✓	✓	✓	✓
The PBB is fully retracted and parked in its designated parking location, if applicable.	✓	✓	✓	✓	✓
The ERA and the path/area that the aircraft will move toward is clear of FOD, and remains so throughout the pushback maneuver, ensuring safe aircraft movement.	✓	✓	✓	✓	✓
The stand surface condition is sufficiently free of ice, snow, etc., to ensure safe aircraft movement.	✓	✓	✓	✓	✓
The ramp area is free of objects/obstacles that may be impacted by the aircraft or may endanger others due to jet blast effects.	✓	✓	✓	✓	✓

ACTION	APPLICABLE TO				
	PUSHBACK		TOWING		TAXI OUT
	TWT	TWL	TWT	TWL	
The air intake and blast areas of the aircraft engines are clear of persons and obstacles, such as GSE.	✓	✓			
All persons involved in the aircraft movement stay well clear of the danger areas around the tractor, landing gear and aircraft engines.	✓	✓	✓	✓	
Flight crew/brake operator confirm that the aircraft parking brake is set.	✓	✓	✓	✓	
Completion of the predeparture table is indicated to the flight crew.	✓	✓	✓	✓	
A qualified brake operator is in the cockpit, where required by operating airline procedures.			✓	✓	
Cross-reference with IGOM	***4.6.4.2 - Connecting Pushback Tractor and Towbar***	***4.6.4.3 - Connecting Towbarless Tractor***			

Note: *Where a remote-controlled pushback tractor connected to the nose gear is used, TWL predeparture activities shall apply.*



Danger:
It is critical that the responsible ground staff member (headset operator) establishes verbal communication with the flight crew via the aircraft interphone system, as departures using marshalling hand signals without headset communication shall only be conducted in exceptional cases.

4.6.3.3 Predeparture Communication

An aircraft departure shall always be conducted using interphone communications. If the interphone become/is unserviceable, use standard hand signals (refer to ***3.4.7 - Marshalling Hand Signals for Aircraft*** *and* ***3.4.8 - Technical/Servicing Hand Signals–Ground Staff to Flight Crew*** *for the departure:.*

(a) *Connect the Interphone and:*

1. *Verify the communication system is functional*
2. *Update flight crew on the progress of the ramp operation*

(b) *Prior to departure, conduct a briefing with the flight crew and the ground staff member responsible for the departure, to:*

1. *Review departure specifics (e.g., direction of movement, ASU requirement, final positioning, taxi out direction).*
2. *Review standard hand signals to be used, including emergency signals.*



Caution:
Repeat all given instructions or acknowledge them in a manner clearly indicating that they have been understood and will be complied with.

(c) *Request permission to disconnect ground power, if applicable.*

(d) *Disconnect GPU/FPU after approval is received from flight crew.*

Note*: The ground personnel responsible for departure should be in continuous communication with flight crew by interphone.*

4.6.4 Connecting the Pushback Vehicle

4.6.4.1 Connecting the Pushback Vehicle – General

Before connecting the towbar and/or pushback vehicle: A220-300 - Ensure that Nose Wheel Steering is disengaged by flight deck crew.
Note: Verbal confirmation from crew shall be received.
Call: Flight Deck - Confirm Nose wheel Steering OFF.
(The Flight crew shall answer with a confirmation):
F/D to Ground - Nose wheel Steering OFF.

(a) *Prior to connecting the tractor to the aircraft, as per Table **4.6.3.2 - Pre-Departure Table** , the tractor may be parked in front of the aircraft or outside the ERA, but never behind the wings.*
(b) *Ensure the nose gear steering bypass pin is correctly installed prior to towbar/TWL connection to the aircraft and/or ensure the nose gear steering mechanisms are set as required for pushback (as applicable to the aircraft type).*

The steering bypass pin shall be:

1. *Labeled with the specific aircraft type(s) for which it can be used.*
2. *Identified with a "Remove Before Flight" streamer.*
3. *Checked regularly for proper technical condition, or as per manufacturer instructions.*

***Note:** Each aircraft type has specific requirements for the bypass of the nose gear steering mechanism. Refer to the operating airline's GOM for nose gear steering bypass pin details.*

A220-300 – Nosewheel steering system is disengaged from flight deck. There is no separate indication on the panels and verbal confirmation from flight deck crew shall be received.

(c) *Ensure the steering hydraulic system is depressurized or the nose gear steering torque links are disconnected, as applicable for aircraft not fitted with a nose gear steering by-pass system. Coordination with the flight deck would be required to ensure a safe depressurization and repressurization of the aircraft hydraulic system.*
(d) *Prior to connecting the towbar/TWL, confirm that the aircraft parking brake is set.*
(e) *A guide person shall be used to assist in the final approach to the towbar/nose gear when a tractor and towbar is used for the pushback process. When a TWL tractor is used, a guide person shall be used when the vision of the tractor driver is/might be restricted.*

4.6.4.2 Connecting Pushback Tractor and Towbar

(a) *Nose gear wheel chocks may be removed without notification, provided the Main Landing Gear wheel chocks are still positioned.*
(b) *Prior to connecting the towbar, confirm that the aircraft parking brake is set*
(c) *Connect the towbar to the nose gear first.*
(d) *Ensure the towbar connection is secured and the locking pin is in place* or Nosewheel steering system is disengaged
(e) *Ensure the tractor and towbar are alligned with the centerline of the aircraft while connecting.*
(f) *Raise the towbar so its head is at the same height as the tractor connection.*
(g) *Approach the towbar slowly until the connection aligns with the pushback tractor.*
(h) *Ensure the front wheels of the tractor remain straight and the tractor is in line with the centerline of the aircraft.*

(i) *The pushback tractor shall only be connected to the aircraft once all GSE is detached from the aircraft.*
Note: *With the exception of GPU and ASU which may be left connected.*
(j) *Secure the towbar connection to the pushback trator.*
(k) *Raise the towbar wheels by releasing pressure on the hydraulic pump.*
(l) *Select the ''Neutral'' or ''Park'' gear (if no selection for Park) and set the parking brake of the pushback tractor.*
(m) *To minimize the possibility of injury, Ground handling personnel shall:*
1. *Face the tractor when connecting the towbar to the tractor.*
2. *Stand with both legs on the same side of the towbar during the connection/disconnection procedure (i.e. do not stand astride/over the towbar).*

4.6.4.3 Connecting Towbarless Tractor

(a) *Ensure the correct aircraft type is selected on the TWL control panel, where applicable and in accordance with TWL operating procedures.*
(b) *On final approach to the aircraft, the tractor shall be properly aligned and correctly positioned.*
(c) *Ensure the aircraft nose wheels are safely locked into the tractor cradle by the tractor locking mechanism.*
(d) *Position TWL tractor to standby for lifting.*
(e) *Select "Neutral" or "Park" (if no selection for park) and set the parking brake of the pushback tractor.*
(f) *Ensure aircraft is not lifted while any GSE or PBB are connected to the aircraft.*

Note: *Prior to final positioning of the TWL, confirm that the aircraft parking brake is set.*

4.6.4.4 Connecting Remote-Controlled Tractor to Nose Gear

(a) *Ensure the remote control unit's battery is sufficiently charged.*
(b) *Ensure the remote-controlled tractor is sufficiently charged for the task/pushback maneuver.*
(c) *Switch on the remote control unit and ensure it connects to the tractor.*

Note: *see* ***4.6.4.3 - Connecting Towbarless Tractor*** *for other points related to connecting TWL.*

4.6.5 Wheel Chock Removal

Prior to removal of chocks the responsible ground staff member (headset operator) shall:

(a) *Via the interphone or hand signals, confirm the aircraft parking brake is set.*
(b) *Check all GSE have been disconnected from the aircraft, exept for Ground Power Unit (GPU) and Air Start Unit (ASU) when air start is required.*
(c) *Check the passenger boarding stairs have been retracted from the aircraft, if applicable.*
(d) *Check that the pushback tractor and towbar are fully secured to the nose gear and parking brake is set on the tractor.*
(e) *For TWL tractor operation, check that equipment is fully secured to the nose landing gear and the parking brake is set on the tractor,.*
(f) *Give clearance to ground staff to remove chocks. After removal, chocks shall be placed in their designated location.*

Note 1: *If a chock is stuck, the responsible ground staff member removes it by tapping it with a spare chock. If it does not work, the stuck chock can be removed by moving the aircraft after the aircraft brakes have been released, with precautions and in coordination with the responsible ground staff member for the departure.*

Note 2: *Once high wind or icy conditions have passed, any additional chocks that were added to the aircraft may be removed so that chock placement reverts to that for normal conditions.*

Note 3: *If hand signals are used (i.e., the aircraft interphone system is inoperative), the responsible ground personnel shall seek confirmation that the aircraft parking brake is set prior to removal of the chocks. Refer to* ***3.4.7 - Marshalling Hand Signals for Aircraft*** *and* ***3.4.9 - Technical/Servicing Hand Signals–Flight Crew to Ground Staff***

4.6.6 Departure Communication

4.6.6.1 General

Departure communication outlined in this section is a basic standard for both pushback and open ramp (taxi out) departures.

When the aircraft interphone system is used, the ground personnel shall inform the flight deck **"DEPARTURE CHECK COMPLETED, READY FOR ENGINE START"**. If hand signals are used, the signal **"START ENGINE"** also confirms that the **"DEPARTURE CHECK IS COMPLETED"**. Refer to **4.6.6.5 - Interphone Communication Failure** for more information.
After the push-back check that the headset cable is detached from the aircraft and the panel door is closed and secured.

This specific dialogue does not forbid the exchange of additional important information between flight crew and ground staff using non-standard phraseology (e.g. request for authorization to disconnect ground support units etc.).

Notes:

1. *If the pushback must be stopped, the following call will be made:* ***STOP PUSH BACK.***
2. *Where applicable, use "pull out" instead of "pushback".*

4.6.6.2 Departure Communication Dialogue

In case of an aircraft taxi-out, ''Pushback'' and ''Pushback completed'' phases are not applicable. The dialogue is a sample communication to be used for a departure:

Dialogue between Responsible Ground Staff Member and Flight Crew		
Phase	***Ground Staff***	***Flight Crew***
Preperation	*INFORM THE FLIGHT CREW ABOUT THE USE OF A TOWBAR OR TWL TRACTOR (if applicable)* ***Call:*** *CONFIRM PARKING BRAKE SET*	
		Reply: *PARKING BRAKE SET*
		Call: *CONFIRM STEERING BYPASS PIN INSERTED/NOSE WHEEL STEERING DEACTIVATED (if applicable)(1)*
	Reply: *STEERING BYPASS PIN INSTALLED/NOSE WHEEL STEERING DEACTIVATED (if applicable)* [1]	
		Call: *CONFIRM CLEAR TO PRESSURIZE? (if applicable)*
	Reply*: CLEAR TO PRESSURIZE (if applicable)*	
After completion of the predeparture servicing checks Pushback	***Call:*** *PREDEPARTURE CHECKS COMPLETED*	
	Call: *ELEVATING AIRCRAFT* [2]	
	Call: *READY FOR PUSHBACK* [1]	
		Reply: *STANDBY*
		Call: *PUSHBACK APPROVED (MENTION AIRCRAFT NOSE DIRECTION, START-UP POINT, PULL FORWARD, ETC.)*
	Call: *CONFIRM PARKING BRAKE RELEASED*	
		Reply: *PARKING BRAKE RELEASED*
	Call: *COMMENCING PUSHBACK (MENTION AIRCRAFT NOSE DIRECTION, START-UP POINT, PULL FORWARD, ETC.)*	
Engine start	***Call:*** *CLEAR TO START ENGINES*	
		Reply: *STARTING ENGINES (MENTION ENGINE START-UP SEQUENCE)*
Pushback completed	***Call:*** *PUSHBACK COMPLETED, SET PARKING BRAKE*	
		Reply: *PARKING BRAKE SET*
Disconnecting		***Call:*** *CLEAR TO DISCONNECT*
	Reply: *TOWBAR/ PUSHBACK OR TWL DISCONNECTED, HOLD POSITION AND WAIT FOR HAND SIGNAL ON YOUR LEFT/FRONT/RIGHT (DISPLAY THE STEERING BYPASS PIN (IF APPLICABLE TO THE AIRCRAFT TYPE) TO THE FLIGHT CREW*	
		Reply: *HOLDING POSITION AND STANDING BY FOR HAND SIGNAL ON THE LEFT/FRONT/RIGHT*

[1] *Applicable to departures with towbar and TWL tractor.*

4.6.6.3 Items to be Communicated between Responsible Ground Staff Member and Flight Crew

Phase	*Task*	*Responsible Ground Staff Member Action*
Departure preparation	***GPU removal***	*When instructed by flight crew, remove GPU.*
	Towbar/TWL tractor connection	a. *Get confirmation that aircraft parking brake is set.* b. *Get confirmation that the nose wheel steering is depressurized or advise flight crew that the steering bypass pin is inserted, if applicable.* c. *Connect the towbar.* d. *Connect the TWL tractor.*
	Chock removal	a. *Get confirmation from flight crew that aircraft parking brake is set.* b. *Remove chocks.*
	Predeparture check	*Advise flight crew that the predeparture check has been completed or communicate any discrepancies.*
Engine start	***Starting engines***	*When requested by the flight crew, advise when the engines may be started and the start sequence.*
	ASU	*When requested by the flight crew, signal to the ASU operator to supply the required pressure.*
Pushback and engine start	***Brakes***	*Get confirmation that the aircraft parking brake has been released.*
	Movement of the aircraft (pushback/pull out)	*Get permission from flight crew to commence pushback.*
	Direction of push/nose	*If applicable, ask in which direction the aircraft must be pushed or in which direction the nose should point after pushback.*
	Engine start	*When requested by the flight crew, advise when the engines may be started.*
Pushback completed and engine start completed	***Towbar/TWL tractor disconnect***	a. *Get confirmation that the aircraft parking brake is set.* b. *Disconnect and give confirmation to crew that disconnected.* c. *Remove the steering bypass pin, if applicable.*
	Headset removal	a. *Get permission from the flight crew to disconnect the headset.* b. *Advise the flight crew to hold position and wait for visual signal at left/front/right of the aircraft.*
Departure	***“All Clear” signal***	a. *Verify steering bypass pin removal has been completed, if applicable.* b. *Give the “All Clear” signal when the path of the aircraft is clear of all obstacles.* c. *Get acknowledgement from the flight crew of the “All Clear” signal.*

4.6.6.4 Departure Communication without Interphone

An aircraft departure shall always be conducted using interphone communications.

If the interphone becomes unserviceable or under extreme circumstances where the interphone is not available, the ground staff member and flight crew shall use conventional hand signals (refer to ***3.4.7 - Marshalling Hand Signals for Aircraft*** *and* ***3.4.8 - Technical/Servicing Hand Signals–Ground Staff to Flight Crew*** *for the departure and be in continuous visual communication with the flight crew.*

4.6.6.5 Interphone Communication Failure

Aircraft pushback requires a communication interphone. In the event the interphone becomes unserviceable or communications is lost, the following procedure shall be followed:

(a) *In case of a single person operation and if no other means of communication are available, stop the movement and immediately request assistance to continue the movement. (depending on local situations and regulations)*

(b) *In case of multiple person operation, communication with the flight crew will be established using hand signals (refer to* ***3.4.7 - Marshalling Hand Signals for Aircraft*** *and* ***3.4.8 - Technical/Servicing Hand Signals–Ground Staff to Flight Crew*** *The tractor driver shall be able to receive the visual signals as relayed from the flight crew. Once hand signal communication has been established the pushback can resume.*

(c) *Notify Air Traffic Control (ATC), via radio if available, and continue the movement in co-operation with ATC, depending on local regulations.*

4.6.7 *Pushback Maneuver*

4.6.7.1 Anti-Collision Lights

During a standard departure, once all aircraft doors are closed, the flight crew requests pushback clearance from ATC. Once clearance is obtained the flight crew will switch on the aircraft's anti-collision lights.

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 shall stop until the aircraft has departed from the area.

Caution:
If the anti-collision lights are switched on unexpectedly (other than in preparation for the departure or towing operation), ground staff shall move away and remain outside the ERA. The responsible ground staff member shall check with the flight crew before resuming ground handling activities.

Caution:
In case of the lower anti-collision light failure, the flight crew shall inform the personnel responsible for the departure operation to inform personnel involved in the operations about the imminent engine startup or aircraft movement.

4.6.7.2 Pushback Requirements

(a) *Prior to the aircraft movement, make sure the parking brake is released and the anti-collision lights are switched on, in accordance with local airport regulations.*

(b) *Headset operator shall signal "Clear to Push" to the pushback tractor driver and wing walkers (if applicable) once the flight crew advises that the aircraft brakes have been released and approval for pushback is given by the flight crew.*

***Note:** In the case of single person pushback operation, the pushback operator performs headset functions.*

(c) *Select the appropriate gear on the tractor and slowly begin movement. Start the pushback operation in a straight line.*

(d) *Carry out the pushback maneuver at a pace no greater than 5 km/h or 3 mph (walking speed) and when required, apply the vehicle brakes gently.*

(e) *During the maneuver, the pushback tractor driver shall ensure the taxiway (including other movement areas in the intended aircraft path) is free of other aircraft/equipment/obstacles. If an obstacle is identified, the pushback shall stop immediately until the obstacle is clear.*

(f) *During pushback, ensure the steering turn limits are not exceeded and advise the flight crew if any are exceeded. Damage may occur to the nose gear. Refer to the operating airline's GOM for the specific limits and how they are marked on the aircraft.*

Aircraft Type	Max pushback turning angle	Max pushback nose gear load	
		Straight pushback	Turning pushback
A220 – 300	130 degrees left or right	The maximum fore/aft towing force permitted	
		4933 Kg	

Caution:
The flight crew shall be notified immediately in the event any connection between the tractor and the aircraft is lost during aircraft movement.

(g) *At the end of the maneuver, the aircraft/pushback tractor shall both be correctly aligned with the taxiway centerline.*

(h) *When the pushback maneuver is complete, headset operator will receive the "Vehicle Brakes On/Stop" signal (see **3.4.5.4 - Vehicle Brakes On/Stop**) from the tractor driver to confirm that the tractor parking brake is set. Prior to the disconnection of the tow bar or towbarless tractor from the aircraft nose gear, headset operator:*

1. *Request flight crew to set the aircraft parking brake and hold the existing position until final clearance signal to taxi.*
2. *When confirmation that the aircraft brakes have been set is received from the flight crew:*
   (i) *Give the "Vehicle Brakes On/Stop" signal as per **3.4.5.4 - Vehicle Brakes On/Stop** to the tractor driver and wing walkers, if applicable. Tractor driver releases the tractor parking brake and puts the gear in neutral to release any pressure on the towbar.*
   (ii) *Give authority to disconnect pushback equipment.*

4.6.7.3 Staff Safety During Pushback Maneuver

(a) ***Towbar/TWL tractor operations:***

1. *Throughout the pushback operation, all staff walking on ramp (including the headset operator when the aircraft is moving) shall remain clear of:*
   - (i) *The area on the ground directly under any part of the aircraft (including, but not limited to, the fuselage, wings, stabilizer, engines, nose gear).*
   - (ii) *The aircraft's path.*
   - (iii) *The tractor's path.*
   - (iv) *Engine danger areas*
2. *The headset operator shall:*
   - i. *Be in visual contact with the tractor driver throughout the pushback*
   - ii. *Avoid walking backwards and maintain situational awareness to reduce the possibility of tripping*
   - iii. *Use a headset cable long enough to operate safely and be allowed freedom of movement while not posing a trip or tangle hazard (not applicable when a wireless headset is used)*
   - iv. *Ensure the headset cable remains clear of aircraft/pushback wheels.*
3. *If the responsible ground staff member is too close to the nose gear or pushback equipment, the tractor driver shall stop the pushback and review the required safety clearance conducted.*

(b) ***Remote-controlled pushback operations:***

When pushback operations are undertaken using remote-controlled pushback equipment connected to the NLG, the responsible ground staff member shall:

1. *Stand forward of the aircraft.*
2. *Follow its movements and always be in sight of the flight crew.*
3. *Stay outside the engine's intake/suction area and wheel path of the aircraft during the entire pushback maneuver.*
4. *Maintain sufficient clearance between the equipment and themselves throughout the pushback maneuver, where the pushback equipment is connected to the nose landing gear.*
5. *Be in continuous communication with the flight crew via the interphone system.*

(c) **One Man pushback operations**

Pushback operations may be carried out as a one man operation, provided that:

1. Personnel is trained and approved for this task
2. Two-way communication is established and maintained during the entire procedure
3. If the interphone communication fails, for any reason, the operation must be stopped immediately. It must not start until the two-way communication is established and working again. Visual signals are prohibited as a backup for one man operations.
4. The person performing the operation has a complete overview of obstacles and hazards during the entire operation.
5. The weather and/or environment are not considered extreme or adverse impeding safety.
6. Wing/tail walker guide(s) are used, whenever necessary to ensure safety.

4.6.7.4 Pushback and Pull Forward

When a pull forward maneuver is performed after a pushback maneuver, particular attention must be paid to the end of the pushback maneuver and during the whole pull forward maneuver. To prevent the aircraft from overtaking/pushing the pushback vehicle during the pull forward phase, the following precautions shall be applied:

(a) *The aircraft engines shall be at idle thrust during all of the pushback/pull forward maneuver.*

Note: *If the requirement to pull forward is known in advance, consider not starting the engines until the pull forward maneuver is completed.*

(b) *The pull forward maneuver shall be performed with the pushback vehicle in the lowest gear available.*
(c) *Braking shall be performed smoothly and without jerks.*
(d) *The flight crew shall be alerted immediately to stop the aircraft using gentle braking if aircraft control cannot be ensured/maintained from the pushback vehicle.*

Notes:

The following factors increase the risk that the aircraft will overtake/push the pushback vehicle and shall be, therefore, taken into account:

1. *The aircraft type and number of engines started/running*
2. *The slope of the parking stand and taxiway*
3. *The use of a tractor and towbar to undertake the pushback/pull forward maneuver.*
4. *Adverse weather conditions*



Caution:
Care shall be taken to avoid a 'jackknife' situation between the aircraft and the pushback vehicle due to asymmetric thrust from the aircraft (one engine running) during the transition from push to pull or vice versa. Do not exceed the manufacturer's maximum tow angles.



Danger:
If the aircraft overtakes/pushes the pushback vehicle, the ground staff member shall ensure they stay well clear of the path of the pushback vehicle and the aircraft nose landing gear wheels.



Caution:
Flight crew and aircraft maintenance personnel must be informed if the aircraft overtakes/pushes the pushback vehicle, as both the pushback vehicle and the aircraft nose landing gear may be damaged by the incident.

To relieve torsional stresses applied to the landing gear components and tires, move the aircraft in a straight line for a few meters to ensure the nose wheels are in the straight-ahead position when completing the pushback maneuver.



Danger:
If the nose wheels are not in the centered position, they can turn quickly to their centered position when the steering bypass pin is removed. This can result in personnel injury and aircraft damage.

4.6.7.5 Maneuvering During Wintery or Slippery Conditions

During adverse weather conditions (e.g, fog, rain) visibility and traction will be affected. The Tractor Driver shall reduce and adapt vehicle speed as required by the current conditions. When maneuvering the aircraft on slippery apron surfaces, extreme caution is required to avoid losing control of the tractor due to skidding, which may also lead to jackknifing (where the tractor is pushed around by the aircraft in an uncontrolled movement). Many elements can contribute to the hazards involved (i.e., strong winds, slippery road surfaces, pavement slopes). Therefore, the following precautions must be observed:

(a) *Avoid sudden turns, deceleration or acceleration.*
(b) *Except when using an Air Start Unit, do not start aircraft engines unless:*
1. *The condition of the pavement is such that reasonable traction is ensured.*
2. *The aircraft parking brake is set.*
3. *The aircraft is disconnected from the tow tractor/towbarless tow tractor.*

4.6.7.6 Maneuvering During Low Visibility Conditions

(a) *Airport operators are responsible for developing low visibility procedures that are relevant for the airport.*
(b) *Ground handling personnel shall be trained/authorized, as appropriate, prior to undertaking low-visibility aircraft ground movement operations.*
(c) *Ground handling personnel shall observe the movement limitations and other regulations applicable to the airport's low - visibility procedures at all times.*
(d) *Pushback tractors should be equipped with an airfield map, where this is available.*
(e) *If there is any doubt as to the exact position of the pushback tractor/aircraft, the tractor driver shall stop the tractor/aircraft and inform ATC immediately.*



Caution:
The responsible for the departure (headset operator) should be positioned outside the tractor at safety distance (refer to IGOM 4.6.7.3) during:
1. Low-visibility conditions (heavy rain, fog, bad lighting)
2. Lack of sufficiently visible markings
3. Obstructions behind the pushback (e.g., GSE, light post)

4.6.8 Engine Start

4.6.8.1 Communication During Engine Start

Coordinate the engine starting sequence with the flight crew by conducting a pre-departure briefing.

Engine start-up and push-back must be under continuous supervision by the person in charge of the start-up/moving process and communication between cockpit and the responsible person on the ground shall be established either by using the aircraft interphone system or hand signals.

(a) *During the engine start, communicate with the flight crew only if the responsible ground staff member observes circumstances that require immediate notification and action by the flight crew.*
(b) *When starting up with an ASU, supply the pressure at the request of the flight crew.*
(c) *If ramp conditions are below standard for a normal pushback (e.g., hazards, obstacles, slippery, icy), the in charge of pushback will inform the flight crew that engine start clearances will not be given until either:*
1. *The aircraft is moving over an area of the ramp where the conditions are safe for an engine start, or*
2. *The pushback has been completed, the aircraft has come to a complete stop and the parking brake has been set.*

Note: *From the captain's seat facing forward, engine on his/her left is referenced as engine number one.*

4.6.8.2 Engine Start using Air Start Unit (ASU)

(a) *Only personnel and equipment involved in engine starting or aircraft pushback are permitted within the ERA during engine start.*
(b) *Personnel and equipment involved in the engine start shall remain clear of engine danger areas.*
(c) *Establish communications with the flight crew and confirm the total number of engines to be started, the engine start sequence to be used and number of air start units being used and their positioning.*
(d) *Advise the engine start sequence to the ASU operator(s) and any other ground personnel.*
(e) *Where possible, the ASU should be positioned on the opposite side of the aircraft to the engine being started.*
(f) *The ASU shall be positioned in accordance with the following to prevent damage to the aircraft and personal injury.*
1. *It will not hamper other ramp operations, such as loading and fueling.*
2. *It is parked outside the engine danger areas (if possible).*
3. *It is parked at least 2 metres from the aircraft.*
4. *The towbar is directed away from the aircraft and coupled to the tractor to simplify its removal after engine start-up (towed ASU).*
5. *It could be easily removed after engine start-up, avoiding the engine danger areas.*
6. *The exhaust pipe of the unit is directed away from the aircraft fuselage and wing.*

(g) *When connecting the air supply hose to the aircraft, ensure that:*
1. *The air supply hose is laid in such a way as to avoid any twists that could affect the air flow.*
2. *The aircraft receptacle is free from FOD or any fluid.*
3. *Ensure that the air supply hose coupling is firmly attached to the aircraft connector and pressurize the ASU after consulting the flight crew.*



Caution:
If the ASU is positioned within an engine danger area, ensure that this engine will only be started after disconnection/removal of the ASU.

(h) *If the aircraft is to be pushed back, connect the pushback tractor and set the tractor's parking brake, where this is possible without disconnecting ground electrical power.*

(i) *If a pushback tractor is not connected, position a chock in front of the nose wheel.*

(j) *Confirm with flight crew that the aircraft parking brake is set, then remove main gear chocks.*

(k) *ASU operator shall ensure that the unit is ready to supply air pressure.*

(l) *The headset operator shall inform flight crew that ground crew are ready for engine start.*

(m) *Prepare for engine(s) start. (see **4.6.6.2 - Departure Communication Dialogue** and Signals, for communications requirements.*

(n) *When engine start is complete, the headset operator shall signal the ASU and ground power operator(s) to disconnect the ASU and remove ground power.*

(o) *Disconnect the ASU hose(s)*

(p) *Close and latch external air start and electrical panels.*

***Note:** Some aircraft types may require other equipment such as GPU to start engine in case of APU failure. Refer to operating airline procedures.*



Danger:
When connecting and disconnecting ASU hose(s), walk directly underneath the fuselage, or close alongside it, keeping clear of engine danger areas.

4.6.8.3 Engine Start using Cross-Bleed

Engine start using cross-bleed can only be performed once the pushback has been completed, the aircraft brakes have been engaged, and the area around the aircraft is clear.



Caution:
With engine(s) above idle thrust, blast and suction effects are greater.

4.6.8.4 Communication During Engine Fire

(a) ***Engine Fire***

*The Flight Crew normally detects an engine or APU fire and will take action using the engine fire extinguishing system. However, the ground staff member shall alert the flight crew immediately via the headset if flames are noticed from the engine or engine pylon. If a headset is not available, the appropriate "Fire" hand signal must be used. Refer to **3.4.7.10 - Fire***

(b) ***Engine Tailpipe/Exhaust Fire***

If flames from the engine tailpipe are noticed during engine starting, the ground staff member shall alert the flight crew immediately, as such a fire might not be detectable via temperature sensors and/or fire warning systems in the aircraft.



Caution:
Do not fight engine fires with fire extinguishers on the ground when the flight crew is in the flight deck. The flight crew will take all necessary action.

4.6.9 Pushback Disconnection

4.6.9.1 Pushback Tractor and Towbar Disconnection

(a) *The responsible ground staff member shall remove the tow pin securing the towbar to the pushback tractor*
(b) *The Towbar shall be disconnected from the tractor before disconnecting from the aircraft (except where the towbar is specifically designed to be disconnected from the aircraft first).*
(c) *The pushback driver/shall check that other staff are clear of the intended travel path and slowly drive the pushback tractor to a position in the aircrafts path and be visible to the flight crew, if possible, ready for the towbar to be reconnected.*
(d) *The responsible ground staff member shall disconnect the towbar from the nose landing gear and reconnect to the pushback tractor and move clear of the pushback tractor, in view of the driver.*
(e) *The responsible ground staff member shall give an 'OK' signal to the pushback driver to confirm that the towbar is reconnected and it is clear to drive away.*
(f) *The pushback driver shall check that other staff are clear of the intended travel path and slowly drive the pushback tractor to a position visible to the flight crew until the responsible ground staff member on the interphone has disconnected and is in view of the flight crew.*

Note: *Ensure the towbar is disconnected from the tractor before disconnecting from the aircraft (except where the towbar is specifically designed to be disconnected from the aircraft first).*

4.6.9.2 Towbarless Tractor/Remote Control Tractor Disconnection

(a) *The pushback driver shall ensure that the tractor wheels are centralized and lower the aircraft nose-wheel and open the tractor cradle.*
(b) *The pushback driver shall check that other staff are clear of the intended travel path and slowly drive the pushback tractor to a position in the aircraft's path and be visible to the flight crew, ensuring that the wheel cradle is completely clear of the aircraft nose landing gear before commencing a turn.*
(c) *The pushback driver shall rotate the driver's seat to the direction ready to drive away, if applicable.*
(d) *The pushback driver shall remain in a position visible to the flight crew until the responsible ground staff member on the interphone has disconnected and is in view of the flight crew.*

4.6.10 Pushback Completion

Pushback completion includes repositioning of the pushback tractor, removal of the nose gear steering bypass pin and displaying the steering bypass pin to flight crew if equipped:

(a) *Remove the nose gear steering bypass pin and/or ensure the nose gear steering mechanisms are set to normal conditions for taxiing (as applicable to the aircraft type).*
(b) *If previously disconnected, reconnect the torque link and inform flight crew.*
(c) *Complete the headset communication and, after receiving flight crew approval, disconnect the headset and close the access panel (if applicable to the aircraft type).*
(d) *Move clear of the aircraft to a safe position visible to the flight crew and away from its intended path.*
(e) *Display the steering bypass pin to the flight crew (if applicable to aircraft type).*
(f) *Give the "All Clear" signal (see* ***3.4.9.6 - All Clear*** *) once eye contact has been made with the flight crew, and they are expecting the signal. In low-light conditions, the flight crew will turn on the interior lights of the flight deck.*
(g) *Remain in position until an acknowledgement from the flight crew is received.*
(h) *Drive the tractor back to the terminal, the appropriate holding position, or to the next task.*



Danger:
If the nose wheels are not in the centered position, they can turn quickly to their centered position when the steering bypass pin is removed. Personnel injury and/or aircraft damage could result.
Do not disconnect the interphone communication cable until the towbar or TWL tractor has been disconnected from the nose gear.



Danger:
After disconnection of the headset, no attempt shall be made to approach the aircraft unless cleared by the flight crew to do so via hand signals.

4.6.11 Incidents During Pushback

4.6.11.1 Incidents During Pushback Involving Pushback Tractor/Towbar or Towbarless Tractor

The list of incidents below outlines the recommended actions to be undertaken immediately by flight crew and/or tractor drivers in the event of an incident during the pushback operation. The list of incidents is not exhaustive and the recommended actions should only be applied if they are deemed the safest course of action given the exact circumstances of the incident. If airport and/or operator procedures differ from the recommended actions below, those shall be followed.

Flight Crew	***Tractor Driver***
Tractor Failure	
a. *Inform ATC.* b. *Apply the aircraft parking brake.* c. *Listen to VHF and wait for assistance.* d. *Relay information from ATC to headset operator.*	a. *Stop aircraft/tractor set.* b. *Apply tractor parking brake.* c. *Inform the flight crew.* d. *Contact supervision and equipment maintenance to advise of the situation, as required.* e. *Follow instructions received from headset operator, as applicable.* f. *If the TWL/towbar connection with the tractor needs to be reset (i.e., removed and reconnected), the aircraft shall be chocked while the tractor is being replaced.*
Tractor/Aircraft Separation	
a. *Apply the aircraft brakes.* b. *As soon as the aircraft is at a standstill, apply the aircraft parking brake before releasing the pedal.* c. *Inform ATC.* d. *Relay information received from ATC to headset operator, if applicable.*	a. *Do not apply tractor brakes.* b. *Inform the flight crew of separation.* c. *Follow the aircraft path attentively and stop the tractor according to the aircraft position.* d. *Apply the tractor parking brake.* e. *Confirm the aircraft parking brake is set then chock the aircraft.* f. *Assess the reason for the separation.* g. *Contact supervision, equipment maintenance and aircraft maintenance to advise of the situation, as required.* h. *Follow instructions and/or complete pushback maneuver, as applicable.*
Tow Bar/Shear Pin Failure (remains attached to the aircraft)	
a. *Apply the aircraft parking brake.* b. *Inform ATC* c. *Relay information received from ATC to headset operator, if applicable.*	a. *Stop aircraft/tractor set.* b. *Apply the tractor parking brake.* c. *Inform the flight crew of the towbar/shear pin failure.* d. *Contact supervision, equipment maintenance and aircraft maintenance to advise of the situation, as required.* e. *Chock the aircraft and replace the towbar.* f. *Complete the pushback maneuver.*

Flight Crew	Tractor Driver
Pushback Tractor Fire	
a. *Inform ATC and headset operator.* b. *Apply the aircraft parking brake.* c. *Determine the need for aircraft emergency evacuation and confirm to ATC and headset operator.*	a. *Inform the flight crew.* b. *Stop aircraft/tractor set immediately.* c. *Conduct an assessment of the situation and consider tackling the fire with the onboard tractor firefighting equipment only if it is deemed safe to do so.* d. *Consider disconnecting and moving the tractor to a safe distance from the aircraft, if deemed safe and appropriate to do so.* e. *Contact supervision, equipment maintenance and emergency services to advise of the situation, as required.* f. *If flight crew confirm emergency evacuation, assist in the evacuation as far as is possible/practical by directing passengers/crew toward a safe location.*
Aircraft Fire	
a. *Inform ATC and headset operator.* b. *Apply the aircraft parking brake.* c. *Execute onboard emergency procedures.*	a. *Stop aircraft/tractor set immediately.* b. *Inform the flight crew.* c. *If safe to do so, disconnect and move the tractor to a safe distance from the aircraft, where possible.* d. *If safe to do so, headset operator should maintain communication with the flight crew and follow instructions.* e. *Contact supervision and emergency services to advise of the situation, as required.* f. *If flight crew confirm emergency evacuation, assist in the evacuation as far as is possible/practical by directing passengers/crew toward a safe location.*
Accident with Other Aircraft or Vehicle	
a. *Contact ATC stating position and nature of the accident.* b. *Listen to VHF and wait for assistance.* c. *Relay information received from ATC to headset operator, if applicable.*	a. *Stop aircraft/tractor set immediately.* b. *Apply tractor parking brake.* c. *Inform the flight crew.* d. *Contact supervision, aircraft maintenance, equipment maintenance and emergency services to advise of the situation, as required.* e. *Follow instructions received from the headset operator and/or wait for assistance.* f. *Do not disconnect the tractor unless specifically instructed to do so by the headset operator and/or ATC.* g. *If disconnecting the tractor, the aircraft must be chocked.*
Interphone Communication Failure	
If during the pushback operation the interphone fails, the aircraft must be immediately stopped, and an alternate means of communication established before continuing. If this is not possible, assistance must be requested.	
Visual Contact with the Wing Walkers Is Lost (if used)	
In the event that the tractor driver is unable to establish visual contact with one or both of the wing walkers, when used, the pushback shall be stopped and not recommence until visual contact is reestablished.	

4.6.12 Re-Establishing Communication After Departure

4.6.12.1 Introduction

The following procedure is to be used when the ground staff member or flight crew wishes to re-establish interphone communication after it has been disconnected.

4.6.12.2 Initiated from the Flight Deck

The flight crew sets the parking brake and re-establishes communication with the ground staff member via a company channel or ATC. If visual communication with the ground staff member is still established, visual signals may be used.

4.6.12.3 Initiated from the Ground

If the ground staff member needs to re-establish communication with the aircraft after dispatch, do NOT approach the aircraft. If communication cannot be established using hand signals, make contact via a company channel or ATC.

When preparing to re-establish communication with aircraft, the ground staff member shall take the following precautions:

(a) *Make sure the ground staff member has been seen by the flight crew and the intention to approach the aircraft to re-establish interphone communication is understood.*
(b) *Approach the aircraft from the direction where visual contact with the flight crew is maintained as long as possible.*
(c) *Only the person establishing the interphone communication shall approach the aircraft.*
(d) *Stay outside the aircraft's engine danger area when approaching the aircraft.*
(e) *If possible, position pushback tractor in front of aircraft in clear view of flight crew to act as a safety barrier and prevent premature movement of the aircraft.*



Caution:
For safety reasons, the interphone communication system cannot be used when there is thunderstorm activity over the airport as there is a risk of electrical discharges between the aircraft and the interphone system. Under these conditions, communication headsets cannot be worn.

4.7 Open Ramp Departure

An open ramp is a taxi-in and taxi-out operation area. In some locations, the aircraft may be towed from an open ramp to a taxiway, prior to engine start.

(a) *Complete all pre-departure checks.*
(b) *Refer to Departure Communication in* ***4.6.6.2 - Departure Communication Dialogue*** *and follow required phases of dialogue.*
(c) *Ensure all personnel and equipment are clear of the aircraft and behind the ERA.*
(d) *Position for marshalling in an area behind the ERA while being in clear view of the flight crew on either side of the aircraft (depending on facility).*

4.8 Aircraft Powerback Operations

Not permitted on airBaltic operated aircrafts.

4.9 Aircraft Towing

4.9.1 Aircraft Towing – Introduction

Aircraft towing may be carried out for three different reasons:

(a) *Maintenance Towing – Towing an aircraft without passengers, without cargo, and with minimum fuel on board.*
(b) *Operational/Dispatch Towing –Towing an aircraft loaded with passengers and/or fuel and/or cargo to/from the terminal gate or parking area to/from a remote location.*
(c) *Repositioning Towing – Movement of an aircraft to/from a remote parking area with/without cargo or fuel.*

4.9.2 Ground Staff Member Responsibilities

4.9.2.1 Responsible Ground Staff Member for Towing

The responsible ground staff member is defined as the person who has overall responsibility for the towing maneuver and is normally the pushback tractor driver, although the function may be performed by different ground staff members in different roles. Refer to the operating airline's GOM for the specific assignment of this duty.

The responsible person in charge of each towing maneuver shall check to ensure all requirements for the towing operation are met prior to commencing towing operations.

*See **4.6.2.2 - Pushback Tractor Driver** for responsibilities.*

*See **4.6.2.3 - Wing Walker** for responsibilities.*

4.9.2.2 Brake Operator

Where applicable in accordance with local procedures, the brake operator shall:

(a) *Be responsible for communication with ATC*
(b) *Complete a flight deck checklist for towing*
(c) *Ensure all aircraft doors are closed by authorized personnel.*
(d) *During towing, the brake operator must be seated with the seat belt fastened.*
(e) *Apply the 'brakes on' and 'brakes off' procedures in coordination with the headset operator.*
(f) *Switch on and switch off the external and anti-collision lights of the aircraft.*
(g) *Position the seat in such a way that brakes can be easily applied where required.*
(h) *Inform the headset operator immediately if potential contact with any object(s) is detected.*
(i) *Only apply the brakes during the tow where instructed by the headset operator/ tractor operator or when it is clear that the aircraft has become separated from the tractor.*

Note:

1. *For procedures related to incidents during towing, refer to **4.9.5 - Incidents During Towing** .*
2. *Presence on board of staff, other than the brake operator, is forbidden throughout the maintenance or repositioning towing operations, except for flight crew and maintenance staff. The brake operator must inform them that they must be seated with the seat belt fastened and must follow his safety orders if necessary.*

4.9.2.3 Headset Operator

The headset operator is responsible for communications with the brake operator and/or VHF operator.

4.9.2.4 VHF Operator

The very high frequency (VHF) operator is responsible for communications with ATC and/or ground movement control (GMC).

***Note:** The VHF operator may be positioned in the pushback tractor or on the flight deck depending on the ground staff member functions carrying out the towing maneuver.*

4.9.3 Pre-Towing Activities

4.9.3.1 Pre-Towing Activities – General

The following requirements shall be met to perform an aircraft tow:

(a) *Carry out a pre-departure walk around in accordance with* ***4.6.3.1 - Pre Departure Walkaround Check***
(b) *Carry out the requirements, as identified in the pre-departure table in Section* ***4.6.3.2 - Pre-Departure Table****, that are relevant to the towing maneuver.*
(c) *Make sure the flight crew or a qualified brake operator (VHF operator where required) is on the flight deck, if applicable.*
(d) *Communication shall be established between the headset operator and the flight crew, brake (VHF operator, where required), if applicable.*
(e) *The responsible ground staff member shall conduct a briefing with all persons involved in the aircraft movement to review and confirm how the aircraft will be maneuvered.*
(f) *Ensure the hydraulic system pressure for aircraft braking and/or brake accumulator is within the required pressure range. Refer to the operating airline's GOM for each aircraft type for details.*
(g) *Ensure any required electrical systems for towing are energized.*
(h) *Ensure all landing gear safety pins are installed. After the tow, ensure all pins are removed and stowed. Refer to the operating airline's GOM regarding landing gear safety pins responsibilities and requirements.*
(i) *Connect the pushback tractor/equipment in accordance with the relevant instructions contained in* ***4.6.4 - Connecting the Pushback Vehicle****.*
(j) *Remove the wheel chocks once ready to do so in accordance with* ***4.6.5 - Wheel Chock Removal****.*

Caution:
Inform the brake/VHF operator, headset operator and/or maintenance department for technical inspection if anyone:
1. Observes any type of excessive fluid leakage.
2. Notices any signs of unmarked aircraft damage.
3. Observes any fault, failure, malfunction or defect that may affect the safe operation of the aircraft for the intended flight.

4.9.3.2 Pre-Towing Preparation

The following checklist is to be used in preparation for an aircraft tow.

Action	Performed By	
	Brake Operator	Tractor Driver
Apply the flight deck checklist for towing. Refer to the operating airline's GOM for details.	✓	
Test the means of communication between the tractor driver and brake operator.	✓	✓
Insert the steering bypass pin or deactivate steering as applicable to the aircraft type.	✓	✓
Give permission to connect the towbar and tractor or TWL tractor after applying the aircraft parking brake.	✓	
Install the landing gear safety pins, if required by operating airline procedures.	✓	✓
Connect the towbar, first to the aircraft, then to the tractor and set the parking brake.		✓
Before connecting the TWL tractor, ensure the aircraft MLG are symmetrically chocked.		✓
Connect the TWL tractor and set the parking brake.		✓
Once all GSE has been cleared away from the aircraft, remove or check removal of aircraft chocks.		✓
Ensure the aircraft is clearly visible to other parties according to local regulations, especially after dark (e.g., switch on external anti-collision lights).	✓	
Contact the ATC for clearance to start moving the aircraft (depending on local regulations).	✓	✓
After receiving clearance, release the aircraft parking brake.	✓	
Give clearance and instruction to the tractor driver to start moving the aircraft.	✓	
Request confirmation from the brake operator that the aircraft parking brake has been released.		✓
Conduct tow.		✓

4.9.3.3 Towing Communications

An aircraft towing maneuver shall always be conducted using interphone communications when the brake/VHF operator is present. Certain airlines may have specific requirements for their towing communications that may vary from those described below. If available, refer to the operating airline's GOM; otherwise, this communication standard shall apply. The specific dialogue contained herein does not forbid the exchange of additional important information between the brake/VHF operator and ground staff using non- standard phraseology (e.g., request for authorization to disconnect ground support units).

Additionally, two-way radio communication shall be maintained between aircraft/tractor set and ATC, except when under escort by an airport operations or emergency vehicle. Always follow local airport regulations for communication and aircraft movement operations.

Dialogue between Ground Staff and Brake/VHF Operator		
Phase	***Ground Staff***	***Brake/VHF Operator***
Predeparture check	***Call:*** *CONFIRM PARKING BRAKE SET*	
		Reply: *PARKING BRAKE SET*
		Call: *CONFIRM STEERING BYPASS PIN INSERTED/NOSE WHEEL STEERING DEACTIVATED/LANDING GEAR SAFETY PINS (if applicable)*
	Reply: *STEERING BYPASS PIN INSTALLED/NOSE WHEEL STEERING DEACTIVATED/LANDING GEAR SAFETY PINS (if applicable)*	
		Call: *CONFIRM CLEAR TO PRESSURIZE (if applicable)*
	Reply: *CLEAR TO PRESSURIZE (if required)*	
	Call: *Request permission to connect the towbar and tractor or TWL tractor*	
		Call: *CLEAR TO CONNECT (towbar and tractor or TWL tractor)*
	Call: *CONNECTING*	
After completion of the predeparture check	***Call:*** *PREDEPARTURE CHECKS COMPLETED* [1]	
		Reply: *ROGER*
	Call: *ELEVATING AIRCRAFT (TWL tractor)*	
	Call: *READY FOR TOWING*	
		Reply: *STANDBY*
Towing	*REQUEST TOW (company name, aircraft type) FROM (location) TO (location)* [2]	
		Call: TOW APPROVED VIA (mention specific routing to be followed).
	Call: CONFIRM PARKING BRAKE RELEASED	
		Reply: *PARKING BRAKE RELEASED*
	Call: COMMENCING TOWING (mention specific routing to be followed)	
Towing completed	***Call:*** *TOWING COMPLETED, SET PARKING BRAKE*	
		Reply: *PARKING BRAKE SET*
Disconnecting	***Call:*** *AIRCRAFT CHOCKED*	
		Call: *CLEAR TO DISCONNECT*
	Reply: *DISCONNECTING*	
	Call: *TOWBAR/TRACTOR DISCONNECTED*	

[1] Carry Out a check in accordance with specifications in the pre-departure table in ***4.6.3.2 - Pre-Departure Table*** *that are relevant to the towing maneuver.*

[2] Transmission from ground staff member depends on local regulations

Caution:
All given instructions must be read back or acknowledged in a manner clearly indicating that they have been understood and will be complied with.

Caution:
When interphone communication is not possible, standard hand signals must be used for communication between the tractor driver and brake operator. Such communication may occur only when the aircraft has stopped.

4.9.4 Towing Maneuver

4.9.4.1 Towing Maneuver – General

*See IGOM **4.6.7 - Pushback Maneuver** for pushback phase of the towing maneuver.*

(a) *Use relevant apron lines as guidance during maneuvering to ensure safe obstacle clearances. Be aware of the size of the towed aircraft.*
(b) *Keep a minimum safety distance between vehicles to allow sufficient space to stop. Where required, apply the pushback tug brakes gently.*
(c) *Stop 50 m (55 yd.) before a taxiway intersection if a stop is required.*
(d) *Relieve torsional stresses applied to the landing gear components and tires by moving the aircraft in a straight line for a few meters to ensure the nose wheels are in the straight-ahead position when arriving at the allocated/relevant parking position.*

4.9.4.2 Towing Speeds

Aircraft weight, tractor performance and airfield topography can affect the towing speeds. Towing speeds shall be kept to a minimum and shall not exceed the towing speed limit as regulated by the towing equipment, aircraft and airport.

If requested by ATC/GMS to 'Expedite' due to a live runway crossing, ATC must be informed if this is not possible. ATC/GMC shall also be informed if towing speeds are restricted when towing on live taxiways, as this can lead to congestion on the airfield.

4.9.4.3 Towing Limits

Fuel and other loads can affect an aircraft's balance. To avoid "tail tipping" during towing, ensure that the actual center of gravity of the aircraft is forward of the critical center of gravity. If you are unable to determine this, you must request assistance from a qualified weight and balance agent of the operating airline.

***Note:** For information relating to requirements and precautions that shall be taken when aircraft towing maneuvering takes place during adverse conditions, refer to the following sections above, as applicable:*

- *Wintery or Slippery Conditions, refer to Section **4.6.7.5 - Maneuvering During Wintery or Slippery Conditions***
- *Low-Visibility Conditions, refer to Section **4.6.7.6 - Maneuvering During Low Visibility Conditions***

4.9.4.4 Towing onto Parking Stand

Immediately prior to the aircraft being towed onto the stand or gate, the responsible ground staff member shall check and confirm that the area is 'ready' (e.g., clear of obstacles, equipment, FOD, wing walkers, if required).

4.9.4.5 Movement Into/Out of Hangars

(a) *Only those personnel trained and qualified in the movement of aircraft into/out of hangars shall perform this operation and a person in charge of the operation must be designated.*
(b) *Sufficient personnel (wing/tail walkers) shall be assigned to the operation to ensure clearances between the aircraft and objects in the hangar are maintained.*
(c) *The method of communication between the personnel involved in the aircraft movement into/out of the hangar shall be agreed upon before any movement is started by means of a briefing conducted by the person in charge of the operation.*
(d) *Floor markings and stop signs shall be in accordance with the aircraft type operating into/out of the hangars.*

4.9.5 Incidents During Towing

Brake/VHF Operator	*Tractor Driver*
VHF Communication Failure	
a. *Set the aircraft parking brake.* b. *Communicate the issue to ATC.* c. *Relay appropriate information received from ATC to the headset operator.* d. *Continue to monitor the ATC frequency and maintain communications with the headset operator/tractor driver.* e. *Release the parking brake prior to recommencement of the towing maneuver.*	a. *Stop aircraft/tractor set as soon as it is safe to do so. It is not safe to stop on an active runway.* b. *Apply tractor parking brake.* c. *Communicate the issue to the brake/VHF operator.* d. *Attempt to contact ATC via alternative frequency/means.* e. *Await assistance (e.g., from "Follow Me" vehicle) before completing the towing maneuver.* f. *After completion of the towing maneuver, report VHF failure to equipment maintenance and follow instructions accordingly.*
Tractor Failure	
a. *Inform ATC.* b. *Set the aircraft parking brake.* c. *Listen to VHF and wait for assistance.* d. *Relay information from ATC to headset operator/tractor driver.*	a. *Stop aircraft/tractor set.* b. *Apply tractor parking brake.* c. *Inform the brake/VHF operator.* d. *Inform ATC (TWL towing with one-person operation).* e. *Contact supervision and equipment maintenance to advise of the situation, as required.* f. *Follow instructions received from headset/brake operator, as applicable.* g. *Listen to VHF (TWL towing with one-person operation).* h. *If the TWL/towbar connection with the tractor needs to be reset (i.e., removed and reconnected), the aircraft shall be chocked while the tractor is being replaced.*
Tractor/Aircraft Separation	
a. *Apply the aircraft brakes.* b. *As soon as the aircraft is at a standstill, apply the aircraft parking brake before releasing the pedal.* c. *Inform ATC.* d. *Relay information received from ATC to the headset operator/tractor driver, if applicable.*	a. *Do not apply tractor brakes.* b. *Inform the brake/VHF operator of the separation.* c. *Follow the aircraft path attentively and stop the tractor according to the aircraft position.* d. *Apply the tractor parking brake.* e. *Confirm the aircraft parking brake is set, then chock the aircraft.* f. *Assess the reason for the disconnection.* g. *Contact supervision, equipment maintenance and aircraft maintenance to advise of the situation, as required.* h. *Follow instructions to complete the towing maneuver, as applicable.*

Brake/VHF Operator	Tractor Driver
Towbar/Shear Pin Failure (remains attached to the aircraft)	
a. *Apply the aircraft parking brake.* b. *Inform ATC.* c. *Relay information received from ATC to the headset operator/tractor driver, if applicable.*	a. *Stop the aircraft/tractor set.* b. *Apply the tractor parking brake.* c. *Inform the brake/VHF operator of the towbar/shear pin failure.* d. *Contact supervision, equipment maintenance and aircraft maintenance to advise of the situation, as required.* e. *Chock the aircraft and replace the towbar.* f. *Follow instructions to complete the towing maneuver.*
Pushback Tractor Fire	
a. *Inform ATC and headset operator/tractor driver.* b. *Apply the aircraft parking brake.* c. *Determine the need for aircraft emergency evacuation and confirm to ATC/headset operator/tractor driver.*	a. *Inform the brake/VHF operator.* b. *Stop the aircraft/tractor set immediately.* c. *Conduct an assessment of the situation and consider tackling the fire with the onboard tractor firefighting equipment, only if it is deemed safe to do so.* d. *Consider disconnecting and moving the tractor a safe distance from the aircraft, if deemed safe and appropriate to do so.* e. *Contact supervision, equipment maintenance and emergency services to advise of the situation, as required.* f. *If the brake/VHF operator confirms emergency evacuation, assist in the evacuation as far as is possible/required.*
Aircraft Fire	
a. *Inform ATC and headset operator/tractor driver.* b. *Apply the aircraft parking brake.* c. *Determine the need for aircraft emergency evacuation and confirm to ATC/headset operator/tractor driver.*	a. *Inform the brake/VHF operator.* b. *Stop the aircraft/tractor set immediately.* c. *Conduct an assessment of the situation and consider tackling the fire with the onboard tractor firefighting equipment, only if it is deemed safe to do so.* d. *Consider disconnecting and moving the tractor a safe distance from the aircraft, if deemed safe and appropriate to do so.* e. *Contact supervision, equipment maintenance and emergency services to advise of the situation, as required.* f. *If the brake/VHF operator confirms emergency evacuation, assist in the evacuation as far as is possible/required.*

Brake/VHF Operator	Tractor Driver
Accident with Other Aircraft or Vehicle	
a. *Contact ATC stating position and nature of the accident.* b. *Listen to VHF and wait for assistance.* c. *Relay information received from ATC to headset operator/tractor driver, if applicable.*	a. *Stop the aircraft/tractor set immediately.* b. *Apply tractor parking brake.* c. *Inform the brake/VHF operator.* d. *Contact supervision, aircraft maintenance, equipment maintenance and emergency services to advise of the situation, as required.* e. *Follow instructions received from the headset/brake operator and/or wait for assistance.* f. *If disconnecting the tractor, the aircraft must be chocked.*
Interphone Communication Failure	
If during the towing operation the interphone fails, the aircraft must be immediately stopped, and an alternate means of communication established before continuing. If this is not possible, assistance must be requested.	
Visual Contact with Wing Walkers and/or Marshaller Is Lost (if used)	
In the event that the tractor driver is unable to establish visual contact with one or both of the wing walkers or the marshaller, when required, the towing maneuver shall be stopped and not recommenced until visual contact is reestablished.	



Caution:
A standard communication procedure for abnormal pushback/towing situations (e.g., towbar shear pin failure) cannot consider every possibility that may arise. Therefore, the tractor driver and brake operator shall keep each other informed. Actions should be taken using common sense, taking into account the circumstances of a particular situation.

4.9.6 Towing Completion

The following checklist is to be used at the end of an aircraft tow.

Action	*Performed by*	
	Brake Operator	*Tractor Driver*
Set tractor parking brake.		✓
Request the brake operator to set the aircraft parking brake.		✓
Inform ATC that towing is completed, and the frequency will be left, depending on local regulations.	✓	✓
Set the aircraft parking brake and check the pressure. Inform the tractor driver: "Parking Brake Set, Pressure Checked".	✓	
Chock the aircraft MLG.		✓
Switch off the external anti-collision lights of the aircraft.	✓	
Inform the brake operator: "Aircraft chocked".		✓
Give permission to disconnect the towbar or TWL tractor.	✓	
Disconnect the tractor ground power, where applicable.		✓
Disconnect the towbar (disconnecting from the pushback tractor first, then the aircraft) or TWL tractor.		✓
Remove the steering bypass pin or activate steering as applicable to aircraft type	✓	✓
Place additional chocks, where applicable.		✓
Inform the brake operator: "Towbar/Tractor Disconnected".		✓
Release the aircraft parking brake and inform the tractor operator: "Parking Brake Off" (where applicable).	✓	
Install and connect a GPU/FPU.		✓
If installed, remove and stow gear safety pins in the dedicated location.	✓	✓

4.10 Long-Term Parking for Aircraft

4.10.1 Introduction

Successful execution of the long-term parking operation, as well as the recovery and reintroduction of the aircraft back into service after long-term parking, requires close coordination and cooperation between all of the relevant airside and aviation stakeholders, including (but not limited to) the aircraft operator, airport authority, ground handling provider, and maintenance provider.

In anticipation of the possible long-term parking of multiple aircraft, ground service providers shall proactively engage with the relevant stakeholders to develop a long-term parking plan. This plan shall be regularly reviewed (minimum once per year) to ensure the plan is still valid. The plan will require ad hoc review in response to changes to the airside environment, such as changes to operators, aircraft types and numbers, airport layout, ground handling service providers and manufacturers' Aircraft Maintenance Manual (AMM). Depending on each airport's emergency plan, the airport may require the aircraft to proceed to a designated bay, possibly a remote bay, according to its plans and requirements.

The long-term parking plan shall ensure:

(a) *Spacing between adjacent aircraft.*
(b) *When not parked at a bay (e.g., taxiway), aircraft are parked facing into the prevailing wind.*
(c) *Anchor points are available for high-wind conditions.*
(d) *Processes to monitor and adjust for severe weather conditions.*

Caution:
In regions with hot climates, it is preferable to park aircraft on hard surfaces such as concrete or high module asphaltic material rather than on flexible surfaces such as bituminous asphalt. This will avoid indenting those areas during long parking periods.

4.10.2 Aircraft Movement

Based on the airport parking plan, once resumption of operations begins it is important to ensure there is a well-coordinated aircraft movement plan to ensure there is no damage to the aircraft.

***Note 1:** Ensure all procedures during aircraft ground movement are adhered to as documented in Sections **4.6 - Aircraft Departure** to **4.9 - Aircraft Towing**.*

***Note 2:** Ensure during any non-normal operations, a robust safety risk assessment is performed, and implementation of the mitigation plan is followed.*

***Note 3:** Ensure timely consultation with the airport operator regarding the aircraft movement.*

***Note 4:** If any surface damage is observed, liaise with the airport management team as per the airport's directives.*

Caution:
After long-term parking, anticipate extra pull or push force required for aircraft wheels to exit any indentations in the pavement and/or to overcome the aircraft tires being out of round. This is to avoid shear pin breakage and/or sudden movement in direction of travel. Refer to the pushback and pull forward procedure in section 4.6.7.4.

Long-term parking of aircraft requires a variety of specific measures to be in place to ensure the continued safety, security and general airworthiness of the aircraft. These measures are both manufacturer and aircraft type specific and are detailed in the operator's manuals and manufacturer's AMM. These documents must be complied with.

4.11 Minimum Ground Time

4.11.1 Definition

Minimum Ground time is the minimum time necessary for the performance of prescribed handling activities.

4.11.1.1 General

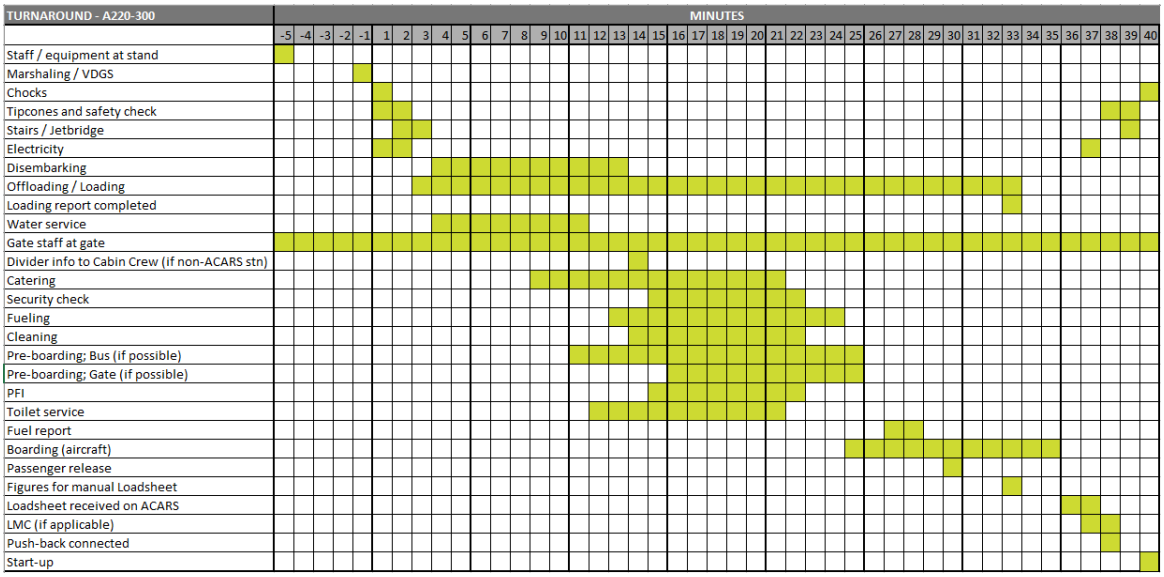
BT Standard Minimum Ground time* is defined separately for each aircraft type. If Minimum Ground time is specified in the SLA, that value in SLA shall be respected and the handling process schedule shall be adapted for it.

In case of late arrival of the aircraft, it is necessary to coordinate scheduled activities so that the time from ATA (Actual Time of Arrival) to ATD (Actual Time of Departure) does not exceed the specified Minimum Ground time (if the Minimum Ground time is not followed, the possible delay cannot be reported whole on code 93, only the part of it which does not exceed prescribed time).

BT Standard Minimum Ground time*	
A220-300	40 minutes

4.11.2 Precision Time Schedule (PTS)

Please find below airBaltic suggested Precision Time Schedule (PTS) sample for a/c turnaround issued for A220-300 to execute a/c handling in accordance with time limits shown in Table “BT Standard Minimum Turnaround time”, that is a detailed description of duties and their relation in a chain of activities during aircraft turnaround and are recommended to be used to organize turnarounds.



5	**LOAD CONTROL**	5.0-1
5.1	**Load Control Principles**	5.1-1
5.2	**Load Planning**	5.1-1
5.2.1	Load Planning – General	5.1-1
5.2.2	Loading Instruction Report	5.2-2
5.2.3	Offloading Instructions	5.2-7
5.2.4	Notification to Captain	5.2-8
5.2.4.1	Notifications to captain	5.2-8
5.2.4.2	Number of copies	5.2-9
5.2.4.3	EDP Notification to Captain	5.2-9
5.2.4.4	Manual form of Notification to Captain	5.2-9
5.2.4.5	NOTOC-load in transit	5.2-9
5.2.4.6	EDP NOTOC archive	5.2-9
5.2.5	Methods to Determine Weight and Balance	5.2-14
5.2.5.1	General	5.2-14
5.2.5.2	Centralized Load Control (CLC)	5.2-15
5.2.5.3	Cockpit Load Control	5.2-17
5.2.5.4	Local Load Control	5.2-18
5.3	**Weight and Balance Calculation**	5.3-1
5.3.1	Weight and Balance Calculation - General	5.3-1
5.3.2	Last Minute Changes	5.3-2
5.3.3	Information Exchange	5.3-4
5.3.3.1	Information Exchange - General	5.3-4
5.3.3.2	Communication of Aircraft Loading to Load Control	5.3-4
5.3.3.3	Remote Load Control	5.3-5
5.4	**Post-departure Messages**	5.3-5
5.5	**Load Control Task Responsibility**	5.5-1

5.5.1	Departure Control System	5.5-1
5.5.2	User ID	5.5-1
5.6	**Qualification Requirements**	5.6-1
5.7	**Documentation**	5.6-1
5.8	**Load Control Process Flow**	5.8-1
5.8.1	Load Control Process Flow Schema	5.8-1
5.8.2	Load Control Process Flow Legend:	5.8-2
5.9	**Deadload**	5.9-1
5.9.1	Baggage Weight Rules	5.9-1
5.9.2	Other Types of Load and Their Weights	5.9-2
5.9.3	Load information Codes	5.9-2
5.9.3.1	Codes for Loads Requiring Special Attention	5.9-3
5.10	**Passenger Weight**	5.9-3
5.11	**Load Distribution and Baggage Segregation**	5.10-2
5.12	**Explanation of Load Control Terms**	5.12-1

5.1 Load Control Principles

The scope of this chapter is to establish standard procedures for the load control process that meet the minimum standards established in the IATA Airport Handling Manual (AHM)–Section 500 Load Control and operating airline procedures. Load control is a process that ensures the production of all applicable documentation complying with operator and regulatory authority requirements, for the safe and secure handling of an individual flight, so that the aircraft is within operational limits, considering both its weight and center of gravity parameters. This includes planning, supervising, reporting, recording of the loading of the aircraft, and weight and balance calculation.
The Load Control process comprises of the following tasks:

a. *Load planning*
    1. *Checking, calculating and communicating of load planning information and data.*
    2. *Ensuring information about dangerous goods and other special loads is taken into account.*
    3. *Planning of the loading and producing a loading instruction report (LIR).*
b. *Supervision of aircraft loading and unloading*
    1. *Verification and recording of aircraft loading.*
    2. *Ensuring the aircraft is loaded in accordance with the loading instructions.*
    3. *Load Control Information Exchange including reporting of final loading figures.*
c. *Weight and balance calculation*
    1. *Ensuring aircraft weight and balance conditions are correct and within limits.*
    2. *Production of the loadsheet in accordance with the confirmed aircraft loading.*
    3. *The loadsheet reflects the actual loading of the aircraft, including last minute changes (LMCs).*
    4. *Production of other loading documents, such as Notification to Captain (NOTOC), if applicable.*
d. *Post-departure messages*
    1. *Producing and transmitting required messages.*
    2. *Document retention, as applicable.*

Documented communication is required to provide an audit trail and accurate weight and balance calculations for the pilot-in-command (PIC) prior to the aircraft's departure.

Load Control shall be performed by qualified personnel, using the operator’s aircraft data and in accordance with the operator’s and with local regulatory processes, procedures and forms, all of which shall be provided by the operator.

Note: The Commander has the highest authority as to the execution of her/his flight regarding the operation, safety and security of the aircraft

5.2 Load Planning

5.2.1 Load Planning – General

The Load Planning task shall ensure loads are planned safely and distributed in the aircraft compartments and/or holds considering all aircraft limits.

The person charged with the load planning task shall ensure loads are safely planned and distributed in the aircraft compartments and/or holds considering all aircraft limits.

The load planner shall:

a. *Check aircraft basic weight/index (BW/BI).*
b. *Check all items to be included in the dry operating weight/index (DOW/DOI).*
c. *Check operational messages from the previous flight or leg, including any special loads, if applicable.*
d. *Check aircraft operational limitations or any other restrictions that may limit load planning.*
e. *Calculate expected traffic load.*
f. *Check any other dangerous goods and special loads (DGSL) that require special handling and segregation.*
g. *Plan unit load devices (ULDs), taking into consideration the expected loading figures, the aircraft configuration and operating airline's procedures.*

h. *Allocate loading positions for all traffic loads and special loads, if applicable, taking into consideration all flight legs.*
i. *Calculate the estimated zero fuel weight (EZFW) and transmit it to flight dispatch, as applicable, for flight planning purposes.*
j. *Communicate the EZFW every time there is a significant difference from the previous calculation, as per operating airline procedures.*
k. *Check fuel load and distribution.*
l. *Perform a pre-calculation of the aircraft weight and balance to ensure the aircraft operational limits are not exceeded.*
m. *Consider aircraft ground stability to avoid tail tipping, as per operating airline procedures and aircraft specifications. Particular attention must be paid to the distribution of the transit load on multi-sector flights. The distribution of the load remaining in the compartments at the next station should be planned, such that it meets the above condition. When this condition cannot be met, the offloading/loading sequence at the transit station shall be planned to ensure aircraft ground stability is maintained.*
Methods to ensure ground stability include use of tables or graphs to determine the weight required in forward compartments to counteract the weight to be loaded in aft compartments, or calculation of center of gravity for comparison against the applicable tipping and/or towing limit:
Method 1–a scale or table determining the distribution of the loads weight-wise, showing the weight required in the forward compartments to secure ground stability, and the load to be placed in the aft compartments.
Method 2–calculation of the dead load index/% mean aerodynamic cord (MAC), which shall be forward of the dead load index limit on the balance chart and transmitted on the load message (LDM).
Method 3–dynamic calculation of aircraft ground stability using a software application that takes every movement of load into account.
n. *Produce an LIR.*

5.2.2 Loading Instruction Report

a. *An LIR shall be issued for each departing flight to ensure all safety parameters specific to each flight are adhered to.*
b. *Complete load distribution for the departing flight, using provisional data and adhering to the segregation policy, as per AHM 514 and AHM 515 and operating airline procedures.*
c. *Indicate all information that could affect loading in the Supplementary Information (SI) section.*
d. *Refer to AHM 514 for electronic data processing (EDP) and AHM 515 for manual LIR.*
e. *LIR revisions shall be immediately communicated via appropriate means to loading staff.*

Responsibility of the Flight Coordinator/Loading Supervisor

It is the responsibility of the Flight Coordinator/Loading Supervisor to sign Loading Report immediately after the loading is finished and before the aircraft is released for departure.

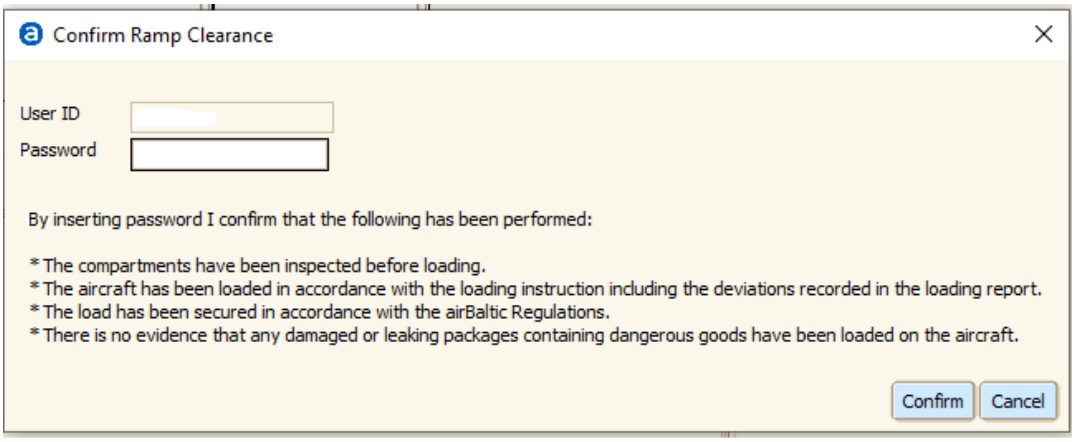
In stations where FM Mobile Ramp application is used, Loading Report is signed electronically by technical signature.

Technical signature

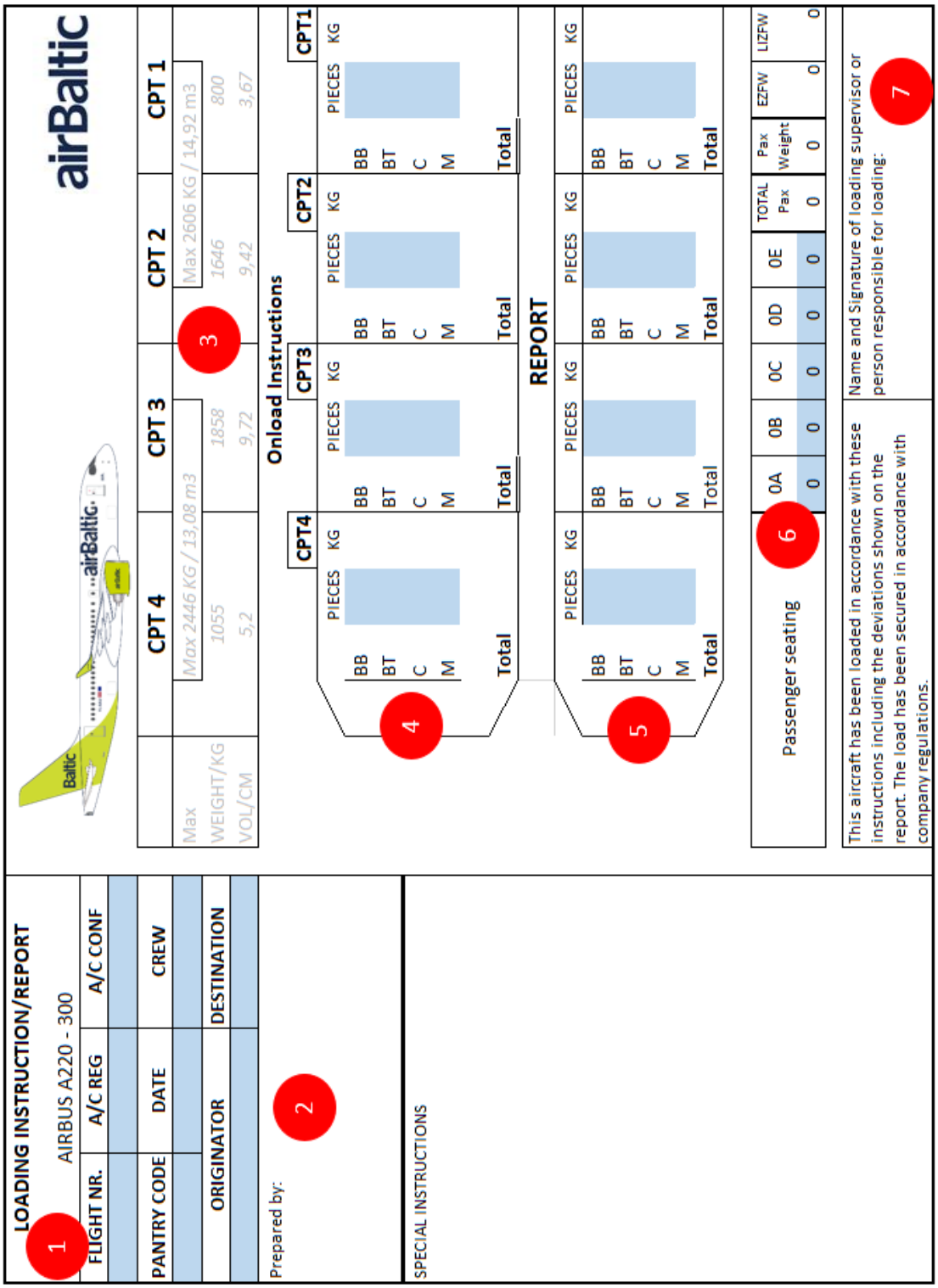
Signature on the Loading Report

The signature on the Loading Report confirms that:

- The compartments have been inspected before loading.
- The aircraft has been loaded in accordance with the loading instruction including the deviations recorded in the loading report.
- The load has been secured in accordance with the airBaltic Regulations.
- There is no evidence that any damaged or leaking packages containing dangerous goods have been loaded on the aircraft.



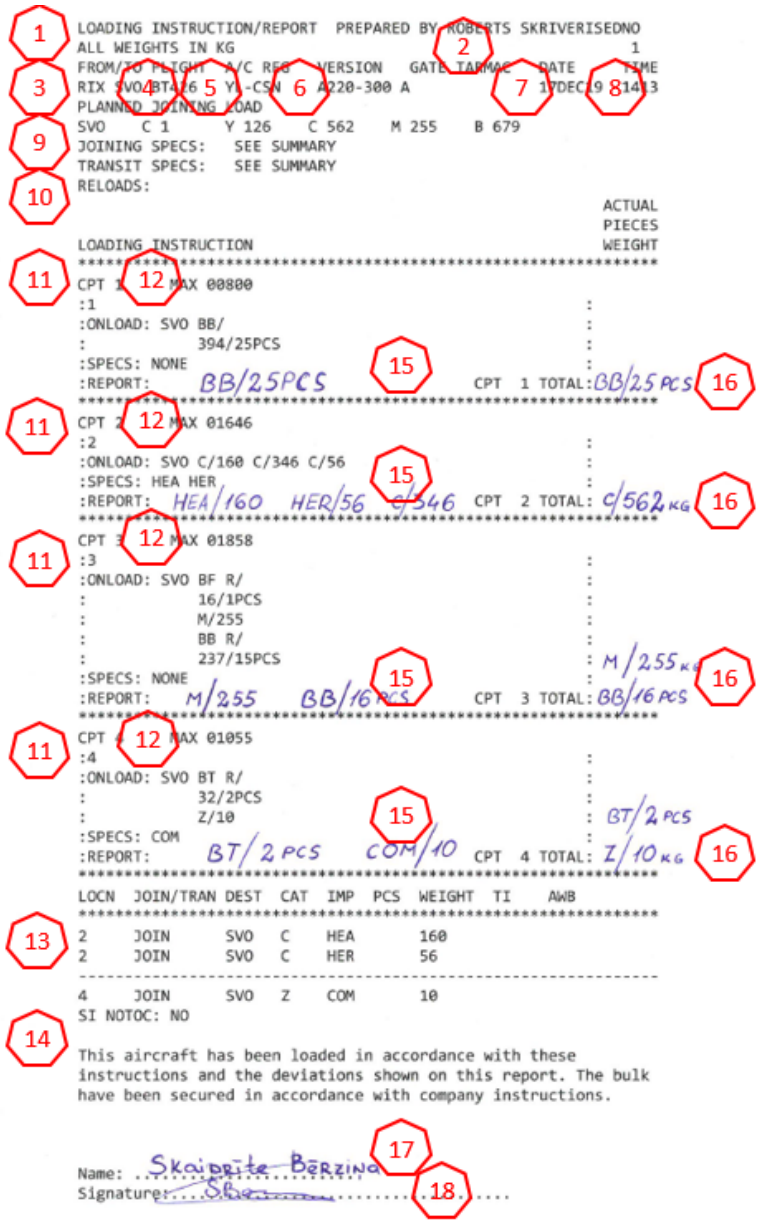
Manual Loading instruction/report



This table shows the fields and descriptions of the Manual Loading Report:

Field	Description
1	Flight and Aircraft information.
2	Signature of Load Control agent/Load planner
3	Maximum weights and volumes of cargo compartments.
4	Load planning
5	Loading report
6	Passenger seating by cabin sections, passenger weight, Estimated Zero Fuel Weight, Loaded Index at Zero fuel weight .
7	Signature of responsible Load Master/Loading Supervisor.

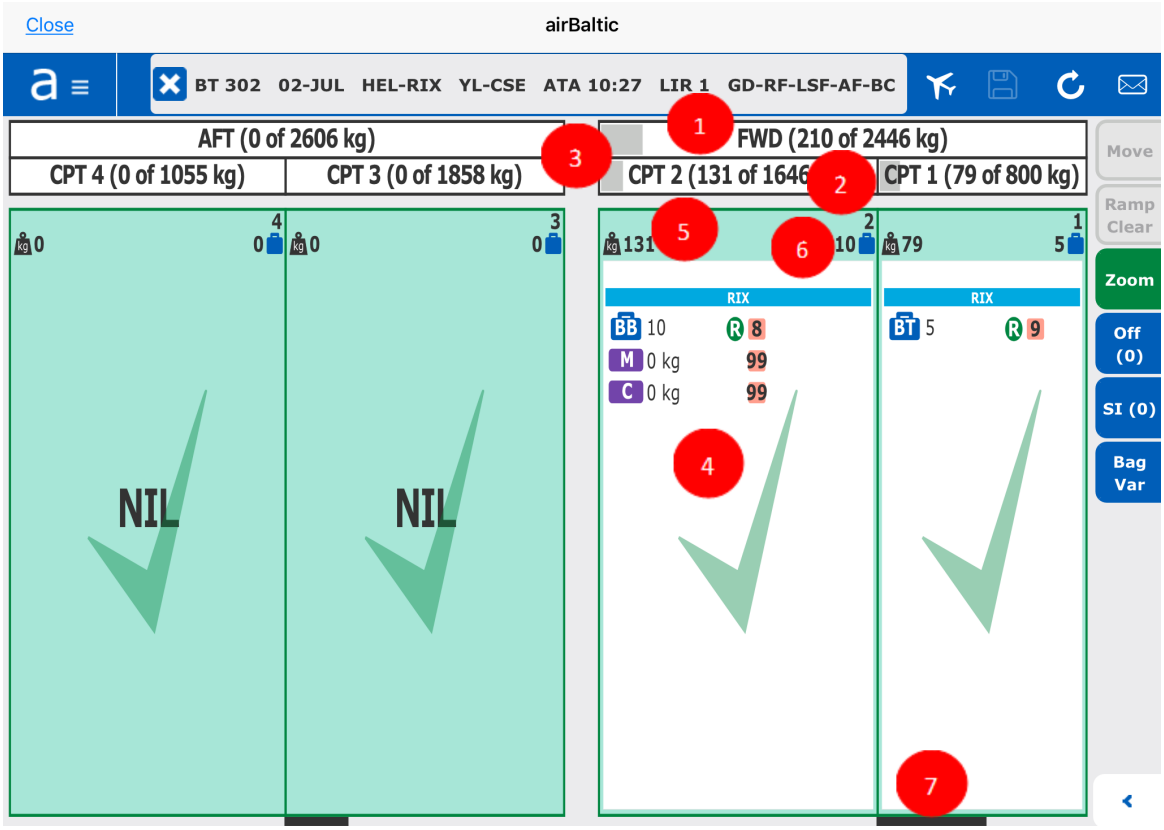
EDP Loading instruction/report



This table shows the fields and descriptions of the EDP Loading Report:

Field	Description
1	Document identifier, weight units.
2	Name or letter code of the person prepared the document.
3	Route (departure and destination).
4	Flight number.
5	Aircraft registration.
6	Aircraft cabin version.
7	Date of flight.
8	Loading Instruction issuance time.
9	Planned load by destination: PAX in business class C; PAX in economy class Y; Cargo weight; Mail weight; Baggage weight. Other special load e.g. EXP (expedite baggage), ICE (dry ice), (if applicable)
10	Special instructions to the loading staff (if applicable)
11	Compartment number/net section and planned load: BB – Baggage local BT - Transfer baggage; C – Cargo; M – Mail; Other load e.g. Special load, Ballast / Loading Equipment (if applicable)
12	Maximum allowable compartment load (refer to Chapter 1.2. Mass and Centre of Gravity, Loading limitations)
13	Special load summary
14	Supplementary information (if applicable)
15	Reported (Actual) load in compartment: The actual load is marked as follows Baggage (B/_ Pieces/_Kg), Cargo (C / Kg), Mail (M/ Kg). Types of load: BB-Local Baggage BT - Transfer baggage; C – Cargo; M – Mail; Other load e.g. Ballast / Loading Equipment (if applicable)
16	Total actual compartment load
17	Name of person responsible for the loading
18	Signature of person responsible for the loading

Real Time Loading instruction



This table shows the fields and descriptions of the Real Time Loading instruction:

Field	Description
1	Hold description and remaining weight allowance.
2	Compartment description and remaining weight allowance.
3	Hold or compartment weight-used indicator.
4	Bulk hold position.
5	Total gross weight per position.
6	Number of baggage pieces per position.
7	Aircraft door.

5.2.3 Offloading Instructions

a. *Offloading instructions may be issued prior to aircraft arrival.*
b. *For transit flights, produce offloading instructions as per AHM 514 and AHM 515, where transit load, offload and all positions are reported.*
c. *Consideration shall be given to ensure aircraft stability during the unloading and passenger disembarkation processes.*

Not used by AirBaltic

5.2.4 Notification to Captain

The NOTOC is used to inform the PIC of DGSL carried as cargo or mail.

The cargo department is responsible for providing DGSL information in legible written, printed or digital, form and transmitting it to the person in charge of the load planning task. The load planner shall produce the LIR, taking into consideration DGSL information, their compatibility and segregation criteria.

The information contained in the NOTOC shall be made available to the person charged with the aircraft loading and supervision task. The person shall:

a. *Verify that DGSL are not damaged or leaking.*
b. *Ensure the correct positioning of DGSL as per the LIR and NOTOC.*
c. *Report actual loading position.*
d. *Sign the NOTOC.*
e. *Deliver the signed NOTOC to PIC for signature.*

The NOTOC must be issued in an adequate number of copies to provide information to all concerned and for file retention.

DGSL information shall be made available to the next downline airport before the flight arrives.

For NOTOC, refer to the current IATA Dangerous Goods Regulations (DGR). Refer to **C.12** regarding number of copies and signature of NOTOC.

Manual NOTOC:

Information pertaining to Dangerous Goods carried as cargo or baggage on board the aircraft, that was provided to the Flight crew, is sent as well to airBaltic CLC for adding it to Weight & Balance documents and is all flight time available to airBaltic Centralized Load Coordinator. Upon request airBaltic CLC provides this information to Operations Control personnel, so it is readily available until the aircraft transporting the dangerous goods has arrived at the destination airport.

EDP NOTOC:

NOTOC produced in Amadeus Altea is available in Amadeus Altea Flight Management system (contains the same information pertaining to dangerous goods carried as cargo onboard the aircraft that was provided to the Flight crew)throughout the flight time to airBaltic Centralized Load Coordinator. In case of Operations Control personnel request NOTOC is provided by airBaltic CLC to be readily available until the aircraft transporting the dangerous goods has arrived at the destination airport. After flight information is archived in electronic data base electronically together with all other electronic documents related to particular flight.

5.2.4.1 Notifications to captain

As soon as practicable prior to departure of the aircraft, but in no case later than when the aircraft moves under its own power airBaltic must:

1. provide the pilot-in-command with accurate and legible written or printed information concerning dangerous goods that are to be carried as cargo; and
2. provide personnel with responsibilities for operational control of the aircraft (e.g. the flight operations officer, flight dispatcher, or designated ground personnel responsible for flight operations) with the same information that is required to be provided to the pilot-in-command (e.g. a copy of the written information provided to the pilot-in-command). This information should be presented on a dedicated form and not by means of "Air Waybills" , "Shipper's Declaration for Dangerous Goods", etc. Generally this information is presented on a "Special Load-Notification to Captain (NOTOC)" form.

The NOTOC is not required for dangerous goods in excepted quantities or for excepted packages of radioactive material.

The NOTOC must be readily available for the pilot-in-command during flight.

5.2.4.2 Number of copies

The form shall be completed in one original, with one copy and handed over to the Commander. The signed original shall be stored on board the aircraft and the copy shall be filed at the station in Trip File.

ACARS NOTOC is sent directly to flight deck and signed by technical signatures. Copy is stored electronically.

NOTOC is provided to Operations Control personnel (FD or FOC) by airBaltic CLC to be readily available until the aircraft transporting the dangerous goods has arrived at the destination airport.

5.2.4.3 EDP Notification to Captain

The NOTOC can be produced by Amadeus Altéa Flight Management. The NOTOC shows dangerous goods and/or special load. Passengers are stated on the Loadsheet when issued by Amadeus Altéa Flight Management and not on the NOTOC.

Signatures

Load Master/Loading Supervisor shall sign NOTOC by a physical or technical signature and after checking it shall also be signed by the Commander. ACARS NOTOC is signed by Commander with technical signature by sending downlink message.

5.2.4.4 Manual form of Notification to Captain

IATA AHM 381 special load notification to pilots forms are acceptable on airBaltic flight in case of DCS break down or in non- Altéa DCS stations.

Signatures

Load Master/Loading Supervisor shall sign NOTOC by a physical signature and after checking it shall also be signed by the Commander.

5.2.4.5 NOTOC-load in transit

For any load in transit that require NOTOC, the originating NOTOC shall remain on board and be available for information to the outgoing Commander.

Changes or repositioning of transit NOTOC-load must be amended on the transit NOTOC form and signed for by the Load Master /Loading Supervisor.

For joining NOTOC load a new form shall be issued and handled as per normal procedure.

5.2.4.6 EDP NOTOC archive

NOTOC produced in Amadeus Altéa is available in Amadeus Altéa Flight Management system (contains the same information pertaining to dangerous goods carried as cargo onboard the aircraft that was provided to the Flight crew) throughout the flight time to airBaltic Centralized Load Coordinator. After flight, information is archived in electronic data base electronically together with all other electronic documents related to particular flight.

EDP Notification-to-Captain (NOTOC)

```
SPECIAL LOAD NOTIFICATION TO CAPTAIN
FROM    FLIGHT      DATE        A/C REG
VNO (1) BT348/11 (2) 11NOV16 (3) YL-BAE (4)
**********************************************************************
*** DANGEROUS GOODS ***
TO  AWB NR    CL/DV UN/ID SUB PCS QTY/TI RRR PCK IMP  CAO     POS
               COMP  NR   RSK             CAT GRP CODE   ULD/CODE
(5)----------------------------------------------------------------
 01.SODIUM HYDROXIDE SOLUTION
(17)EMERGENCY RESPONSE CODE 8L
 RIX 31597440 8     UN        1   0,084L     III RCM  N       41 (20)
(6)  (7)     (8)   (9)1824 (10) (11)  (12)  (13)(14)(15)  (16) (18)(19) BULK
 ................................................................
 02.DRY ICE
 EMERGENCY RESPONSE CODE 9L
 RIX 31597440 9     UN        1   20KG           ICE  N       41
                    1845                                     BULK
 ................................................................
 03.ETHANOL SOLUTION
 EMERGENCY RESPONSE CODE 3L
 RIX 31597440 3     UN        1   0,182L     II  RFL  N       41
                    1170                                     BULK
**********************************************************************
*** OTHER SPECIAL LOADS ***
TO  AWB NR    CONTENTS              PCS  QTY      IMP         POS
                                                 CODE   ULD/CODE
----------------------------------------------------------------
NO SPECIAL LOAD UPLIFTED EX VNO
(21)**********************************************************************
SI
**********************************************************************
THERE IS NO EVIDENCE THAT ANY DAMAGED OR LEAKING PACKAGES
CONTAINING DANGEROUS GOODS HAVE BEEN LOADED ON THE AIRCRAFT.
**********************************************************************

LOADING SUPERVISOR (22)                        CAPTAIN (23)
(NAME AND SIGNATURE)                  (NAME AND SIGNATURE)

EMERGENCY TELEPHONE NUMBER 00 371 67207401 (24)
```

ACARS Notification-to-Captain (NOTOC)

```
-  SPECIAL LOAD NOTIFICATION TO CAPTAIN  FINAL EDNO 1
FROM          FLIGHT          DATE        A/C REG
VNO (1)       (2) BT348/11    (3) 16NOV16 (4) YL-BAE
**********************************************************************
*** DANGEROUS GOODS ***
TO  AWB       CL/DV UN/ID SUB PCS QTY/TI RRR PCK IMP  CAO     POS
    NR         COMP   NR  RSK             CAT GRP DRIL   ULD/CODE
(5)----------------------------------------------------------------
01.SODIUM HYDROXIDE SOLUTION                                  (16)
RIX (6)       8 (8)  UN (9)     1   0.084L  (14) III RCM  N (19) (20) 31
 31597440 (7)        1824 (10)  (11)  (12) (13)     (15) 8L (17) (18)  BULK
.....................................................................
02.DRY ICE
RIX           9      UN         1   20KG             ICE  N        31
 31597440            1845                            9L           BULK
.....................................................................
03.ETHANOL SOLUTION
RIX           3      UN         1   0,182L      II   RFL  N        31
 31597440            1170                            3L           BULK
**********************************************************************
(21)** OTHER SPECIAL LOAD ***
TO  AWB       CONTENTS                PCS  QTY      IMP          POS
    NR                                             CODE    ULD/CODE
----------------------------------------------------------------------
NO SPECIAL LOAD UPLIFTED EX VNO
**********************************************************************
THERE IS NO EVIDENCE THAT ANY DAMAGED OR LEAKING PACKAGES
CONTAINING DANGEROUS GOODS HAVE BEEN LOADED ON THE AIRCRAFT.
**********************************************************************

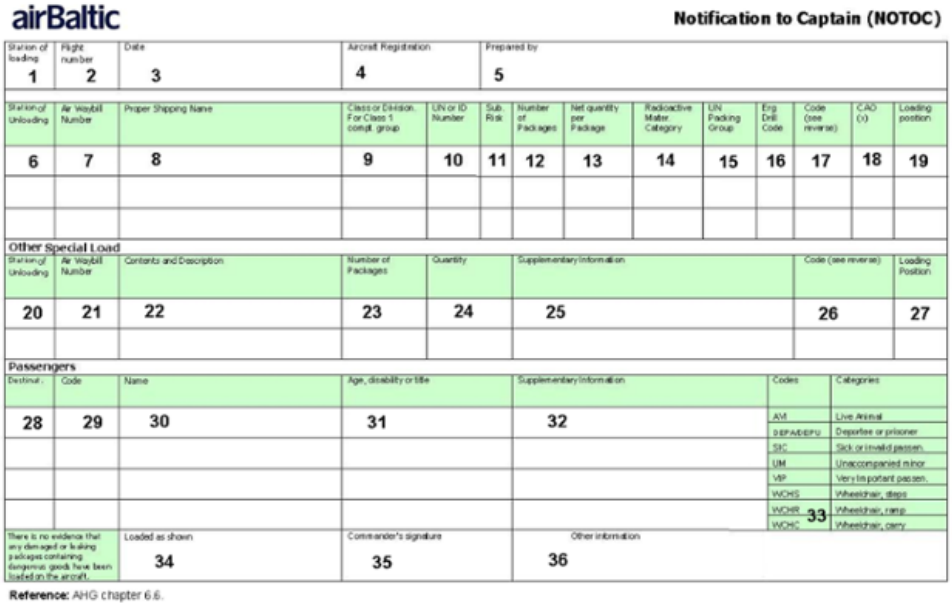
LOADING SUPERVISOR (22)                          (23) CAPTAIN
(NAME AND SIGNATURE)                  (NAME AND SIGNATURE)

EMERGENCY TELEPHONE NUMBER 00 371 67207401 (24)
```

This table shows the fields and descriptions of EDP and ACARS NOTOC:

1.	Station of loading	13.	Transport index per RRY package
2.	Flight number	14.	Radioactive material category
3.	Date of NOTOC printing	15.	Packaging Group
4.	Aircraft registration	16.	IMP code of main risk
5.	Number and Proper Shipping Name	17.	ERG code of main risk
6.	Station of Unloading	18.	CAO mark
7.	AWB (airway bill) number	19.	ULD code
8.	Class/Division of main risk	20.	Loading position
9.	UN number	21.	Other special loads (e.g. EAT, AVI)
10.	Class/Division of sub risk	22.	Signature of Handling Agent
11.	Number of pieces	23.	Signature of Commander
12.	Net quantity per package	24.	Emergency telephone number

airBaltic manual NOTOC Form (size A4)



airBaltic — Notification to Captain (NOTOC)

Station of loading	Flight number	Date	Aircraft Registration	Prepared by
1	2	3	4	5

Station of Unloading	Air Waybill Number	Proper Shipping Name	Class or Division. For Class 1 compt. group	UN or ID Number	Sub Risk	Number of Packages	Net quantity per Package	Radioactive Matter Category	UN Packing Group	Erg Drill Code	Code (see reverse)	CAO (x)	Loading position
6	7	8	9	10	11	12	13	14	15	16	17	18	19

Other Special Load

Station of Unloading	Air Waybill Number	Contents and Description	Number of Packages	Quantity	Supplementary Information	Code (see reverse)	Loading Position
20	21	22	23	24	25	26	27

Passengers

Destinat.	Code	Name	Age, disability or title	Supplementary Information	Codes	Categories
28	29	30	31	32	AVI	Live Animal
					DEPA/DEPU	Deportee or prisoner
					SIC	Sick or invalid passen.
					UM	Unaccompanied minor
					VIP	Very Important passen.
					WCHS	Wheelchair, steps
					WCHR	Wheelchair, ramp
					WCHC	Wheelchair, carry

There is no evidence that any damaged or leaking packages containing dangerous goods have been loaded on the aircraft.	Loaded as shown	Commander's signature	Other information
	34	35	36

33

Reference: AHG chapter 6.6.

Information on the NOTOC must include:

Field	Description	Example
1	IATA 3-letter code for station of origin.	RIX
2	Flight Number	BT135
3	Date of flight	27JAN03
4	Aircraft registration	YLBAL
5	Signature of agent having prepared the form.	
6	IATA 3-letter code for station of unloading.	CPH
7	Airwaybill number. **Note:**In case of AVI Baggage tag number shall be used	657-12345678
8	Proper shipping name.	Potassium hydrogendifluoride, solid
Field	Description	Example
9	Class or Division of primary risk. Notes: 1. The compatibility group must be indicated for Class 1 goods. 2. No indication exists between primary and subsidiary risk labels.	8 1.4S
10	UN or ID number.	UN1811
11	Class or Division of subsidiary risk (if any). Note: No distinction exists between primary and subsidiary risk labels.	6.1
12	Number of packages for non-radioactive material.	2
13	The net quantity or transport index per package. Net quantity in litre (LTR), Kilograms (KG), or Transport Index (TI) for radioactive material.	4 L 4.5 KG TI 2.3

Field	Description	Example
14	Category of radioactive material.	III
15	UN packing group	II
16	Drill code for pilots' emergency response.	8P
17	IMP code. The applicable codes to be found on the back of the form.	RCM
18	Cargo Aircraft Only items to be marked with "X".	
19	Position of load in compartment	4
20	IATA 3-letter code for station of unloading.	CPH
Field	Description	Example
21	Airway-bill number.	657-87654321
22	Contents and description of other special load.	
23	Number of packages	4
24	Gross or net weight as applicable.	12 KG
25	Supplementary information. Any additional information in free text.	
26	Applicable code of load,	
27	Position of load in compartment	1
28	Destination (IATA 3-letter code) of passengers needing special attention. (1)	CPH
29	Codes of passengers needing special attention. (1) Note: SIC may only be used if MEDIF is used.	DEPA, UM
30	Names of passengers needing special attention. (1)	
31	Age, disability or title:(1) Age of UM. Type of disability of SIC passenger. Title of VIP	5 years Blind & deaf President
32	Supplementary information. Any additional information in free text: (1) Seat number of UM/SIC/VIP/ DEPO passengers. Weight and type of PETC. Seat number of WCHR/S/C passengers.	9kg/dog
33	List of categories and codes for passengers and load to be noted on this form.	
34	Signature of the Load Master/Loading Supervisor or Load Controller/Loadsheet agent/ Handling Supervisor as appropriate.	
35	Signature of the Commander.	
36	Other information. Any additional information in free text.	

5.2.5 Methods to Determine Weight and Balance

5.2.5.1 General

There are two different methods in three different locations to determine weight and balance conditions.

These methods and locations are:

	DCS	Manual
Centralized Load Control (CLC)	X	X
Cockpit Load Control		X
Local Load Control	X	

Standard method is BT CLC using DCS. Other methods are used only exceptionally due disruptions or if separately agreed so.

ACARS (Aircraft Communication and Responding System) is a digital transmission of data (for operational, customer service and maintenance purposes) between the ground and the aircraft. All airBaltic A220-300 aircrafts are equipped with ACARS.

- An uplink message is a message transmitted from the ground to the aeroplane.
- A downlink message is a message transmitted from the aeroplane to the ground.

5.2.5.2 Centralized Load Control (CLC)

In this method weight and balance calculations are produced at a remote location office called BT CLC. Weight and balance calculations can be produced with BT DCS or manually.

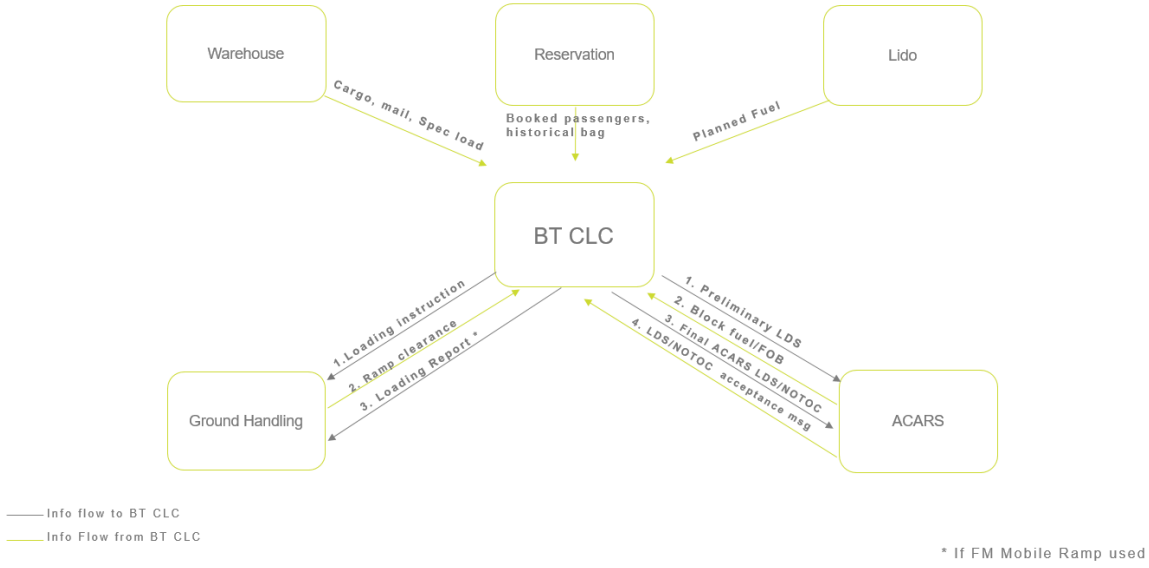
FLIGHT DOCUMENTATION PROCESS AND RESPONSIBILITIES:

General:

In standard procedure Loadsheet and NOTOC (if applicable) is produced by BT CLC and sent directly to Aircraft via ACARS. If ACARS is inop or there is no coverage, paper copies of Loadsheet and NOTOC (if applicable) shall be delivered to flight crew.

Loadsheet and NOTOC (if applicable) must indicate the person who produced the calculations (technical signature) and must be accepted by the Commander.

Information flow:



Load planning:

1. Booked passenger figures together with historical baggage data per passenger are used.
2. Cargo, Mail, Dangerous Goods and Special load data sent to BT CLC or inserted in BT DCS Freight agent application by cargo handling agent.
3. Estimate Block, Trip and Taxi fuel received from BT Flight planning system.
4. Loading Instruction prepared and sent to departure station handling agent. In stations where FM Mobile application is used, printing of paper format LIR is not applicable. Real Time LIR is used
5. Preliminary Loadsheet sent to flight deck via ACARS (only if ACARS Loadsheet is used).

Loadsheet and NOTOC preparation:

Flight Coordinator duties:

1. When boarding is completed departure station handling agent shall set the flight to Acceptance Finalized status in BT Altèa DCS.
2. When actual loading is finished the departure station handling agent finalize actual loading data in BT Altèa DCS – Ramp Clearance. By finalizing actual loading data in BT Altèa DCS agent's user ID is considered as technical signature, confirming, that aircraft has been loaded according to Loading Instruction and NOTOC (if applicable) and there is no evidence, that any damaged or leaking packages, containing Dangerous Goods have been loaded in the Aircraft.

Commander duties:

1. Send Final Fuel figures via ACARS downlink message, receiving response message, accepting delivery.

BT CLC Loadcontrol agent duties:

1. Insert final Block fuel in DCS and finalise Fuel data.
2. Activate "Send Acars Loadsheet" on Event scheduler (uplink to ACARS).
3. Activate "Sent Acars NOTOC" on Event scheduler if NOTOC required for accepted deadload.

Loadsheet and NOTOC approval:

ACARS Loadsheet and NOTOC

- Once Loadsheet and NOTOC (if applicable) has been received on board the aircraft, Commander checks it and sends a downlink approval message stating flight number, date, aircraft registration, the approved edition of Loadsheet and NOTOC and Technical Signature, as per example below. Every time, when new edition of Loadsheet or NOTOC is produced, new approval message shall be sent. Approval message shall be sent before ATD.

Example of the ACARS approval message:

FI BT361/AN YL-AAT

DT DDL RIX 302009 M22A

- 3K01 STNS 0361/30 EVRA/EETN .YL-AAT

LS1 NT1 JPA

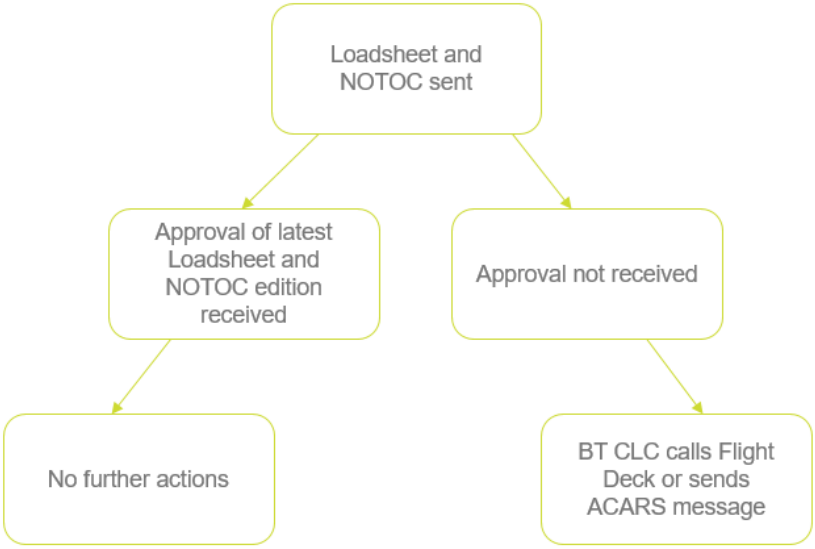
- After Commander's approval Loadsheet and NOTOC is sent to Ground Handling via email and stored electronically for at least 3 months

Visual approval monitoring performed by Loadcontrol agent on OCC Ops Info Wall. Data flow is identified by colours : Not issued – NI (WHITE), Issued – ISSUED (WHITE), Issued, but not delivered – ISSUED (RED) Delivered – DLVD (WHITE, Not approved – DLVD (RED), Approved – ACPT (GREEN).

Printed copies of EDP Loadsheet and NOTOC

- 2 copies must be delivered to the flight crew. Loadsheets and NOTOCs must be accepted and signed by the Commander and one signed copy must be given to the departure station handling agent. The departure station handling agent shall retain and archive these documents for at least 3 months.

ACARS Loadsheet and NOTOC approval message monitoring:



5.2.5.3 Cockpit Load Control

In this method weight and balance calculations are prepared manually by the flight crew (Commander is the load controller of the flight).

Manual loadsheet must be based on airBaltic layout loadsheet and aircraft specific balance W&B data sheet. Balance tables are available in cockpit route forms -folder.

As an alternate to paper manual loadsheet airBaltic has introduced EFB Manual Loadsheet W&B calculation solution on EFB device that is intended to be used by the flight crew and allows to issue loadsheets. It is an integral part of “A220 PERFO” application- W&B Module.

PROCEDURE AND RESPONSIBILITIES:

(a) Aircraft basic weight and index (BW/BI) can be retrieved from cockpit official folder.
(b) Pantry code, pantry weights/indexes and/or DOW/DOI from cockpit official folder.
(c) Manual LIR form will be provided by BT CLC. In the case where the flight crew has to decide on how the aircraft should be loaded, the flight crew will provide LIR to the Flight Coordinator.
(d) Manual balance table and loadsheet forms are available from cockpit route forms -folder.
(e) Aircraft loading is carried out based on the loading instructions prepared by the BT CLC or flight crew.
(f) If flight crew produces loading instructions the person responsible for loading shall deliver preliminary dead load figures to the flight crew as soon as possible.
(g) Preliminary passenger figures are available from station handling agent.
(h) When the loading has been completed the person responsible for loading shall sign the loading report to confirm that the loading has been completed in accordance to his report and deliver the report to the flight crew.
(i) The senior cabin crew shall deliver final passenger figures and seating conditions to the flight crew.
(j) The flight crew shall produce the loadsheet which are based on the cabin report and the signed LIR
(k) Loadsheet shall be signed by the Commander and a copy shall be given to the departure station handling agent. In case if EFB manual loadsheet is used, copy will be sent to Ground Handling via email and shall be stored electronically.
(l) Signed loading report must be given back to the departure station handling agent.
(m) Departure station handling agent shall retain and archive these documents for at least 3 months

5.2.5.4 Local Load Control

In this method weight and balance calculations are produced at the departure station by using an BT approved DCS or manual loadsheet.

Program printout (EDP or ACARS loadsheet) shall be based on IATA or BT defined layout.

Manual loadsheet must be based on BT standard loadsheet and aircraft specific balance table.

Only properly trained load control agents at departure station are allowed to produce weight and balance calculations. Training requirements are specified in **ANNEX F**.

Procedure and responsibilities:

a. For load planning purposes passenger and baggage load estimate is retrieved and defined by load controller at the departure station, cargo and mail booking is informed to load controller by cargo handling agent.
b. Departure station load controller shall prepare and send/deliver loading instructions to person responsible for loading in the aircraft. This report must indicate the person who prepared the loading instructions.
c. Flight crew will inform departure station load controller final fuel figures (BF, Taxi Fuel, TIF)
d. When boarding is completed passenger handling agent shall inform final amount of boarded passengers and seating conditions to load controller.
e. If any items requiring NOTOC is loaded the person responsible for loading shall deliver NOTOC to flight crew for signature.NOTOC is prepared by cargo handling agent and completed by person responsible for loading. The departure station handling agent shall retain and archive a copy of NOTOC signed by the Commander for at least 3 months.
f. When actual loading is finished the person responsible for loading shall deliver fulfilled and signed loading report to the load controller. This report must be retained and archived by the handling agent for at least 3 months.
g. Load controller shall produce weight and balance calculations based on final figures and send ACARS loadsheet to the flightdeck or in case ACARS communication is unavailable deliver 2 copies of the EDP or manual loadsheet to the flight crew. Loadsheet must indicate the person who produced the calculations (technical signature).
h. If manual loadsheet is prepared aircraft specific balance table shall be prepared and balance conditions shall be copied to the loadsheet. Balance table shall be delivered to the flight crew with the loadsheet.
i. Loadsheet must be accepted and signed by the Commander.
j. EDP or manual loadsheets must be accepted and signed by the Commander and one signed copy must be given to the departure station handling agent. The departure station handling agent shall retain and archive these documents for at least 3 months.

Further procedure details shall be agreed locally if required.

Example of EDP Loadsheet

```
(1)L O A D S H E E T        (2)CHECKED       (3)APPROVED       (4)EDNO
   ALL WEIGHTS IN KILOGRAMS    LAURIS ABOLS                        01

(5)FROM/TO FLIGHT    (6)A/C REG  (7)VERSION    (8)CREW  (9)DATE  (10)TIME
   VNO RIX BT344/19    YL-CSJ     145Y A         2/3      19AUG20 1358

(11)                        WEIGHT           DISTRIBUTION
   LOAD IN COMPARTMENTS        930      1/     0 2/   313 3/   374
                                        4/   243 0/     0

(12)PASSENGER/CABIN BAG        5397  63/  3/  0     TTL  66 CAB 0
                                   PAX   0/ 66     SOC   0/  0
                                   BLKD  0
(13)TOTAL TRAFFIC LOAD          6327
(14) DRY OPERATING WEIGHT       38424
(15)ZERO FUEL WEIGHT ACTUAL     44751 MAX  55792  L   ADJ
(16) TAKE OFF FUEL               2959
(17)TAKE OFF WEIGHT  ACTUAL     47710 MAX  67585      ADJ
(18) TRIP FUEL                   1025
(19)LANDING WEIGHT   ACTUAL     46685 MAX  58740      ADJ

(20)BALANCE AND SEATING CONDITIONS .    (21)LAST MINUTE CHANGES
                    DOI       30.8 .DEST  SPEC    CL/CPT | - WEIGHT
(22)DLI      33.8   LIZFW     35.9 .
   MACZFW    27.3                  .
   LITOW     35.6   MACTOW    26.9 .
   LILAW     35.6   MACLAW    27.0 .
          FWD-LMT  ACTL   AFT-LMT .
   ZFMAC    18.35  27.25   32.91  .
   TOMAC    17.95  26.92   28.59  .
   STAB:Flaps 2 and 3        2.7 UP.
   STAB:Flaps 4              2.7 UP.
(23)A10.B13.C14.D22.E7               .
   SEATROW TRIM                      .
                                     .
(24)UNDERLOAD BEFORE LMC       11041.          LMC TOTAL
(25)LOADMESSAGE AND CAPTAINS INFORMATION BEFORE LMC

   TAXI FUEL  141 TAXI WGT  47851 MAX   68039

   -RIX.63/3/0.0.T930.2/313.3/374.4/243
   .PAX/0/66.PAD/0/0

(26)SI LOAD IN CPTS 0/0 1/0 2/313 3/374 4/243
   NOTOC: NO
   PANTRY CODE  4
   RIX C       0 M     313 B    38/    617 O       0 T       0

(27)FUEL DENSITY   0.8 KG/L
   CENTER TANK      0
   MAIN TANKS    3100
   AUTHORISED WEIGHTS USED FOR PASSENGERS CREW AND BAGGAGE
```

Description of EDP Loadsheet

Field	Printed Heading	Definition / Description	Remarks
1	Loadsheet	Document identifier, weight units	Kilogram, Kilo, etc.
2	Checked	Loadsheet agent's signature	
3	Approved	Signature of authorized person (PIC)	
4	EDNO	Loadsheet Edition number	
5	From/To/Flight Nr/Date	Three-letter IATA codes of departure & landing airports, flight number / date	
6	A/C reg	Aircraft registration	
7	Version	A/c version & divider position	Distribution of C & M class
8	Crew	Number of crew, excluding crew traveling as passengers	Flight deck crew / cabin crew
9	Date	Date of flight	
10	Time	Four-digit value of local time when this edition was produced	
11	Load in compartment	Total weight in baggage compartments and distribution	Compartments no.1, 2,3 and 4
12	Passenger / cabin bag	Total weight of passengers and number of passengers divided into specified groups and categories	
13	Total traffic load	The total weight of passengers, baggage, cargo and mail	
14	Dry Operating Weight	The 'Basic Weight" plus "Operational Items", e.g. crew, crew baggage, flight equipment and pantry.	
15	Zero Fuel Weight Actual	Sum of Dry Operating Weight and Total Traffic Load	Maximum Design ZFW is presented
16	Take Off Fuel	The amount of fuel on board less the fuel consumed before takeoff.	
17	Take Off Weight Actual	Sum of Field 15, 16.	Max Design or Operational TOW is presented
18	Trip Fuel	The amount of fuel planned to be consumed from take-off to landing	

19	Landing Weight Actual	Field No.17 minus No.17	Max Design or Operational LW. Indicator 'L' shows which of the max weights is limiting the allowed traffic load.
20	Balance and Seating Conditions	Section contains balance information for dry and loaded aircraft. Standard abbreviation are used	Indicated in Index Units
21	Last Minute Changes	Destination of LMC / Kind of LMC / Class or Compartment / on or off load indicator / weight of LMC. At the bottom of this section the Total LMC weight is presented.	
22	Balance limits	Forward and Aft balance limitation for actual loading and configuration	'O' indicator – ballast weight
23	Seatrow Trim	Describes the method of passenger balance calculation and indicates number of passengers per section or by service class.	Trim by Cabin area or Trim by Seat row may be indicated
24	Underload before LMC	Difference between maximum and actual weight indicated by 'L'	
25	Loadmessage and Captains information before LMC	Summarized loading information	
26	SI	Supplementary Information. Loading description and standard weights	
27		Fuel Information	

Example of ACARS Preliminary Loadsheet

```
1 -  LOADSHEET PRELIM 1630
2 BT433/19 19AUG20
3 RIX VIE YL-AAR 2/3
4 ZFW 41657  MAX  55792  L
5 TOW 45792  MAX  67585
6 LAW 42972  MAX  58740
7 UNDLD  14135
8 PAX/0/34 TTL 34
9 MACZFW       24.8
10 SEATROW TRIM
11 SI
```

Description of ACARS Preliminary Loadsheet

Field	Acronym	Definition / Description	Remarks
1.	LOADSHEET PRELIM	Document identifier, Four-digit value of local time when this edition was produced.	
2.	Flight Nr./Date	Flight number and date	
3.	From/To A/C reg. Crew	Three-letter IATA codes of departure & landing airports, Aircraft registration / Number of crew, excluding crew traveling as passengers	Cockpit crew / cabin crew
4.	ZFW	Zero Fuel Weight	Max Design or Operational ZFW is presented. Indicator 'L' shows which of the max weights is limiting the allowed traffic load.
5.	TOW	Take Off Weight Actual	Max Design or Operational TOW is presented
6.	LAW	Landing Weight Actual	Max Design or Operational LAW is presented
7.	Underload before LMC	Difference between maximum and actual weight indicated by 'L'	
8.	Passengers - PAX	The total number of passengers divided into specified groups and categories.	
9.	MACZFW	Balance Conditions	
10.	Seatrow Trim	Describes the method of passenger balance calculation.	Trim by Cabin area or Trim by Seat row may be indicated.
11.	SI	Suplimentarry Information	

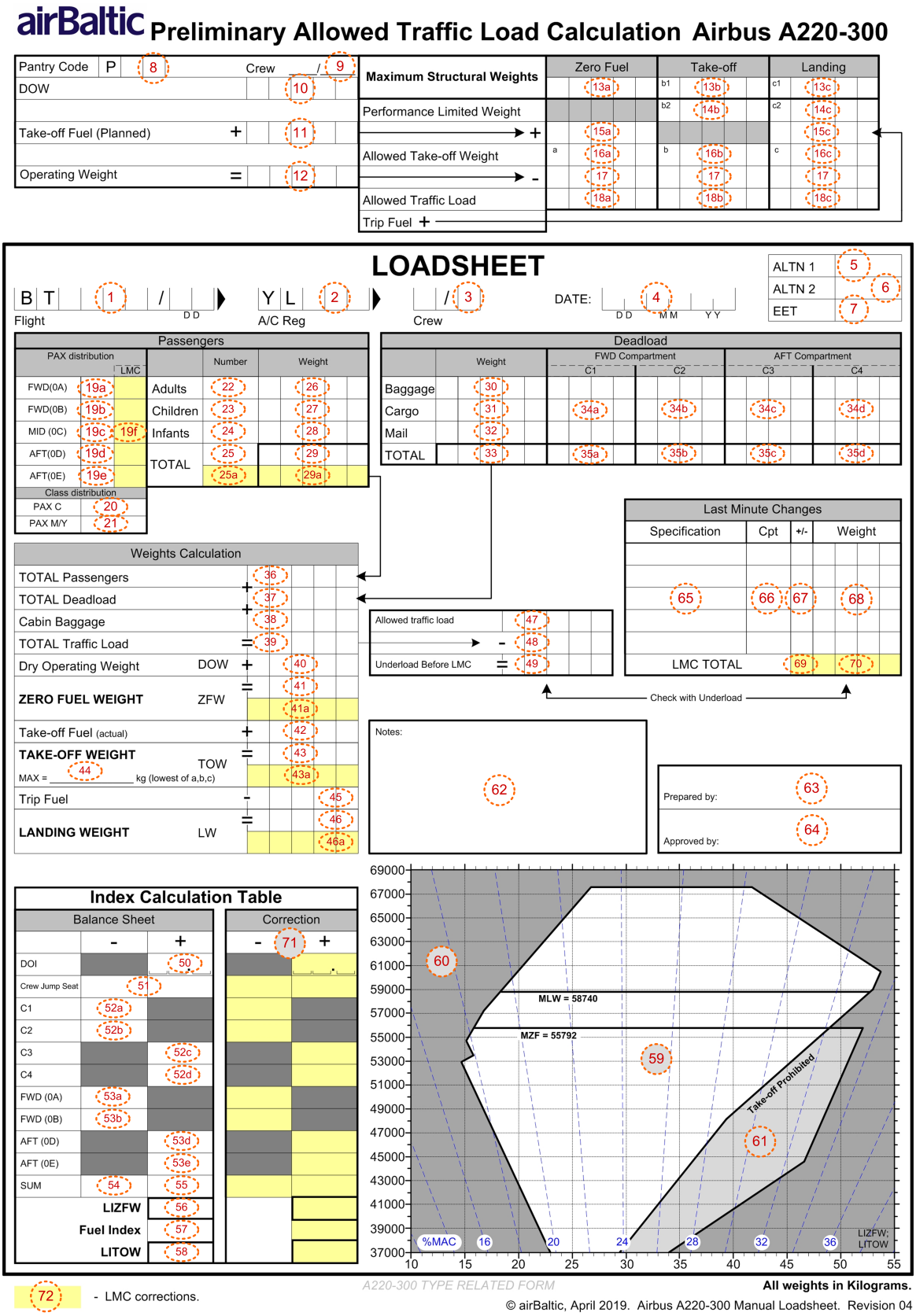
Example of ACARS Final Loadsheet

```
1 -  LOADSHEET FINAL 1650 EDNO1
2 BT223/19      19AUG20
3 RIX MUC YL-CSD   2/3
4 ZFW 49262  MAX 55792   L
5 TOF 5234
  ************************
6 TOW 54496  MAX 67585
  ************************
7 TIF 3510
8 LAW 50986  MAX 58740
9 UNDLD 6530
  PAX/8/112 TTL 123
10 PAX 120 PLUS 3
11 DOI      31.0
   DLI      23.8
   LIZFW    30.8
   LITOW    32.4
   LILAW    30.6
   MACZFW   24.6
   MACTOW   25.2
   MACLAW   24.4
         FWD-LMT  ACTL   AFT-LMT
12 ZFMAC   17.76  24.56  33.17
   TOMAC   17.79  25.19  31.65
   STAB:Flaps 2 and 3      3.7 UP
   STAB:Flaps 4            3.8 UP
13 FUEL DENSITY           0.8
   CENTER TANK             50
   MAIN TANKS            5350
14 A13 B21 C36 D36 E14
   SEATROW TRIM
15 SI LOAD IN CPTS 0/0 1/0 2/896 3/0 4/0
   NOTOC: NO
   CHECKED BAGGAGE PIECES MUC 2/B/54/F/4
   PREPARED BY Lauris/Abols   37167207401
   DOW 38825
   PANTRY CODE  11
   MUC C       0 M       0 B    58/    896
   O       0 T       0
   FUEL IN TANKS 5400
```

Description of ACARS Final Loadsheet

Field	Acronym	Definition / Description	Remarks
1.	LOADSHEET FINAL	Document identifier, Four-digit value of local time when this edition was produced, edition number.	
2.	Flight Nr./Date	Flight number and date	
3.	From/To A/C reg. Crew	Three-letter IATA codes of departure & landing airports, Aircraft registration / Number of crew, excluding crew travelling as passengers	Cockpit crew / cabin crew
4.	Zero Fuel Weight Actual -ZFW	Sum of Dry Operating Weight and Total Traffic Load	Max Design or Operational ZFW is presented. Indicator 'L' shows which of the max weights is limiting the allowed traffic load.
5.	Take Off Fuel - TOF	The amount of fuel on board less the fuel consumed before takeoff.	
6.	Take Off Weight Actual - TOW	Sum of Ref. 4, 5.	Max Design or Operational TOW is presented
7.	Trip Fuel - TIF	The amount of fuel planned to be consumed from take-off to landing	
8.	Landing Weight Actual - LAW	Ref No.6 minus No.7	Max Design or Operational LAW is presented
9.	Underload before LMC	Difference between maximum and actual weight indicated by 'L'	
10.	Passengers - PAX	The total number of passengers divided into specified groups and categories.	
11.	Balance and Seating Conditions	Section contains balance information for dry and loaded aircraft. Standard abbreviation are used	
12.	Balance limits	Forward and Aft balance limitation for actual loading and configuration	
13.	Fuel	Fuel Density, Fuel distribution	
14.	Seatrow Trim	Describes the method of passenger balance calculation and indicates number of passengers per section or by service class.	Trim by Cabin area or Trim by Seat row may be indicated.
15.	Suplimentarry Information - SI	The "Basic Weight" plus "Operational Items", e.g. crew, crew baggage, flight equipment and pantry. Summarized loading information Aircraft type and version Loadcontroller's initials and phone number Total fuel in tanks	

Example of Manual Loadsheet



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Description of Manual Loadsheet

Field	Description
1	Flight number and day of origin (GMT) of flight.
2	Registration of aircraft (e.g. YLCSA).
3	Number of Flight Crew / Cabin Crew.
4	Date (dd.mm.yy).
5	Stipulate the Alternate 1.
6	Alternate 2 – not mandatory to be filled.
7	EET (Estimated En-route Time).
8	Pantry Code
9	Number of Flight Crew / Cabin Crew (same as in field (3))
10	Respective DOW for Pantry Code and Crew Composition indicated in fields (8) and (9). DOW is published as OPS info, automatically included in flight briefing package for respective aircraft registration.
11	The planned quantity of Take-off fuel (in KG).
12	Operating weight: the sum of fields (10) and (11).
13a	Maximum Zero Fuel Weight (MZFW).
13b	Maximum Take-Off Weight (MTOW).
13c	Maximum Landing Weight (MLW).
14b	Performance limited Take-Off Weight (PTOW).
14c	Performance limited Landing weight (PLW).
15a	The planned quantity of Take-off fuel (same as in field (11)).
15c	Trip Fuel - fuel required for take-off, climb, cruise, approach and landing at the destination airport. Cruise fuel shall be calculated for the cruise method used. The fuel shall be based on the least favorable climb out and landing procedure.
16a	Allowed Take-Off weight calculated as the sum of MZFW (13a) and Take-off fuel planned (15a).
16b	Allowed Take-Off weight is MTOW (13b) or PTOW (14b), if lower.
16c	Allowed Take-Off weight is calculated as the sum of MLW (13c) and Trip fuel (15c); or PLW (14c) and Trip Fuel (15c), if lower.
17	Operating weight (same as in field (12)).
18a	Allowed Traffic load is Allowed Take-Off Weight (16a) minus Operating weight (17). **NOTE**: This field must be filled, if (16a) is the lowest among (16a), (16b), and (16c).
18b	Allowed Traffic load is Allowed Take-Off Weight (16b) minus Operating weight (17). **NOTE**: This field must be filled, if (16b) is the lowest among (16a), (16b), and (16c).
18c	Allowed Traffic load is Allowed Take-Off Weight (16c) minus Operating weight (17). **NOTE**: This field must be filled, if (16c) is the lowest among (16a), (16b), and (16c).
19a	Indicate the number of PAX in Forward (0A).
19b	Indicate the number of PAX in Forward (0B).
19c	Indicate the number of PAX in Middle section (0C).
19d	Indicate the number of PAX in Aft (0D).
19e	Indicate the number of PAX in Aft (0E).
19f	Indicate the Last Minute Changes for number of PAX in all sections.
20	Indicate the number of PAX in Business Class - C.

Field	Description
21	Indicate the number of PAX in Economy Class – M/Y.
22	Indicate the number of Adults in total.
23	Indicate the number of Children in total.
24	Indicate the number of Infants in total.
25	Calculate the sum of fields (22), (23), and (24).
25a	Indicate the Last Minute Changes for field (25).
26	Indicate the respective weight of Adults for field (22) in total.
27	Indicate the respective weight of Children (2-12 years old) for field (23) in total.
28	Indicate the respective weight of Infants (0-2 years old) for field (24)
29	Calculate the sum of fields (26), (27), and (28).
29a	Indicate the Last Minute Changes for field (29).
30	Indicate the total weight of Baggage.
31	Indicate the total weight of Cargo.
32	Indicate the total weight of Mail.
33	Calculate the sum of fields (30), (31), and (32), or (35a), (35b), (35c) and (35d).
34a-d	Indicate the distribution of weight in Dead load compartments (C1, C2, C3 and C4).
35a-d	Total weight of load (Baggage, Cargo and Mail) in respective compartment.
36	Total weight of passengers (same as in field (29)).
37	Total weight of deadload (same as in field (33)).
38	Indicate the total mass of cabin baggage which is not included in standard passenger weight, if exists (non-standard cases: cellos, pets in a crates transported in cabin on adjacent seats, etc.)
39	Calculate the total traffic load as a sum of fields (36), (37), and (38).
40	Indicate Dry Operating Weight (same as in field (10)).
41	Calculate Zero Fuel weight as the sum of fields (39) and (40)
41a	Last Minute Changes for Zero Fuel weight
42	The actual quantity of Take-off fuel (in KG).
43	Calculate the Take-Off Weight as the sum of fields (41) and (42).
43a	Calculate Last Minute changes for the Take-Off Weight as the sum of fields (41a) and (42).
44	The maximum Take-Off Weight – it is the lowest of fields (16a), (16b), and (16c).
45	Indicate Trip Fuel (same as in field (15c)).
46	Calculate the Landing Weight – (43) minus (45).
46a	Calculate Last Minute changes for Landing Weight - (43a) minus (45).
47	Indicate the Allowed Traffic Load – it is one of the fields (18a), (18b), or (18c) that is filled – refer to description of respective fields (18a), (18b), and (18c).
48	Indicate the Total Traffic load (same as in field (39)).
49	Calculate the Under Load before LMC – (47) minus (48).
50	Respective DOI for Pantry Code and Crew Composition indicated in fields (8) and (9).

Field	Description
51	Indicate the indexes for Crew Jump Seats if needed
52a	Indicate the index for Dead load in C1.
52b	Indicate the index for Dead load in C2.
52c	Indicate the index for Dead load in C3.
52d	Indicate the index for Dead load in C4.
53a	Indicate the index for PAX in FWD (0A).
53b	Indicate the index for PAX in FWD (0B)
53d	Indicate the index for PAX in AFT (0D).
53e	Indicate the index for PAX in AFT (0E).
54	Calculate the sum of fields (51), (52a), (52b), (53a) and (53b).
55	Calculate the sum of fields (50), (51), (52c), (52d), (53d) and (53e).
56	Calculate LIZFW (Load index for Zero Fuel Weight) – (54) plus (55), sum of positive and negative indexes.
57	Indicate the fuel index.
58	Calculate the LITOW (Load Index Take-Off Weight) as the sum of fields (56) and (57).
59	CG (Centre of Gravity) limits for regular passenger flights (cabin in five sections). Aircraft centre of gravity is indicated as a cross point of two lines: • C.G. at TOW – LITOW and TOW lines; • C.G. at ZFW – LIZFW and ZFW lines;
60	Area outside ZFW and TOW CG limits. Make adjustments or corrections, if fall in this area.
61	Take-off is prohibited, if C.G. at TOW falls in this area.
62	All notes shall be written there (e.g. calculations; etc.). Information about actual crew composition, if different from described in DOW/DOI tables; type, quantity and location of Dangerous goods and ballast - shall be written in this field!
63	This field is filled by performer. Write the 3-letter code and signature there.
64	This field is filled by commander. Write the 3-letter code and signature.
65	Indicate the name of LMC specification: ▪ PAX: AD – Adults, CHD – Children, INF – Infants ▪ B – Baggage ▪ C – Cargo ▪ M – Mail ▪ Other categories to be specified in plain language.
66	Indicate the compartment/seating section for respective LMC specification.
67	Indicate whether the weight is augmented (+) or decreased (-) for respective LMC specification or item.
68	Indicate the weight of respective LMC specification or item.
69	Indicate the sign for total change (+) or (-).
70	Calculate the sum of all records in field (68).
71	Use this table for Index LMC calculations.
72	Fields having yellow fill color are devoted for LMC corrections.
73	Load Message field. It is filled by Ground Staff (on reverse side of the LS).

5.3 Weight and Balance Calculation

5.3.1 Weight and Balance Calculation - General

a. *The objective of the weight and balance calculation task is to ensure that a final and accurate load sheet is issued and this has been cross-checked with:*
    1. *Final LIR from the person in charge of the Loading Supervision task.*
    2. *Final passenger close-out data.*
    3. *Final fuel figures.*
    4. *All aircraft operational and structural limitations for the appropriate aircraft registration.*

***Note 1**: If a preliminary loadsheet is produced, one or more criteria may not have been finalized.*
***Note 2:** The person charged with the weight and balance calculation task shall ensure all data is finalized or confirmed for manual or electronic load sheet production.*

b. *Loadsheet accuracy check continuously performed prior to the production or transmission of the final loadsheet with:*
    1. *Correct flight number and date (flight identifier).*
    2. *Correct aircraft registration.*
    3. *Correct DOW/DOI used according to aircraft type, registration, version, number of crew and pantry.*
    4. *Underload (total traffic load not exceeding allowed traffic load).*
    5. *Correct entry of final fuel figures.*
    6. *Correct entry of transit load data from incoming load-message/loadsheet.*
    7. *Correct passenger close out data.*
    8. *ULD tare weight for containerized aircraft.*
    9. *Hold baggage weight and gate delivery items.*
    10. *Actual loading positions of dangerous goods and other special load indicated on the NOTOC, if applicable*
    11. *Balance calculation and conditions of loaded aircraft, including LMCs, are within prescribed limits.*
    12. *Loadsheet shall be checked against the final LIR and other information related to the actual load.*
    13. *Any operator-specific requirements are adhered to, if applicable.*
    14. *All specified documents shall be signed by means of manual or electronical identifiers.*
c. *Loadsheet format and contents shall meet the minimum criteria set in AHM 516, AHM 517, AHM 518.*
d. *The signed loadsheet shall then be delivered to the PIC, either as a manual or digital hard copy or in Aircraft Communication Addressing and Reporting System (ACARS) format.*
e. *Any changes occurring after the final loadsheet has been produced must be accounted for by either production of a new edition of the loadsheet or via the documented LMC process as per operating airline procedures.*
f. *Any discrepancy in weight and balance documentation shall be reported to the person responsible for the weight and balance calculations and to the customer operating airline using agreed reporting methods as required by operating airline procedures.*
g. *If a discrepancy is discovered after the final loadsheet has been issued, the pilot in command shall be informed via the available channels without delay and provided with relevant and requested information to prevent unsafe takeoff and/or landing.*

5.3.2 Last Minute Changes

a. *Standard procedure: The load sheet presented to the PIC must include all LMCs. These will be shown asentries in the LMC box and, if required, as corrections to gross weights, fuel figures and balance conditions.*
b. *Alternative procedure: Operators may allow the load sheet to be handed over to the PIC before any last minute adjustments are made.*

***Note:** Where local regulations require LMCs to be included in the load sheet, it may be possible for operators to seek the consent of their authorities for use of the alternative procedure.*

c. *If LMCs are conveyed to the PIC separately, this may be done by the responsible person, either verbally or in writing, in accordance with the operator's standard operating procedures. Where no procedure has been determined, on each flight the method to be employed must be agreed upon before hand with the PIC. Employing both methods for the same flight must be avoided as this can lead to confusion and time lost for clarification. In cases where no changes have to be reported, the responsible person must confirm to the PIC that the data recorded on the load sheet copy already handed over remains unchanged.*
d. *LMCs are to be communicated to the PIC only after the responsible person has entered all changes and corrections on the load sheet copies retained on the ground, and after he/she has carried out the checks.*
e. *If the PIC is informed verbally of LMCs, either directly or by using the internal communication facilities of the aircraft (interphone, intercommunication system, ACARS), or by radio communication, the following details must be recorded in writing and kept in the flight file:*
    1. *Name of agent*
    2. *Time of transmission*
    3. *Confirmation that the flight crew has acknowledged the changes*
f. *To inform the PIC about LMCs, either verbally or in writing, when the responsible person is not including the LMCs on the load sheet, a special LMC slip should be used. The information to be recorded on this form may be limited to the following:*
    1. *Total weight of all LMCs*
    2. *Total number of LMC passengers*
    3. *Corrected balance conditions–even if it is not allowed by the operator (e.g., “BAL not corrected”)*

This record shall be kept in the flight file.

When to perform LMC

In certain cases it is necessary to adjust the Loadsheet after it has been completed. Such adjustments are called Last Minute Changes (LMC).

The reason for such changes can be:

- Actual deadload;
- Actual fuel uplift inaccuracies
- Adjustment of the passenger figures at the gate.
- Reseating of passengers.

Note: Changes to DOW must never be written as LMC on the Loadsheet. New loadsheet is required whenever DOW/DOI have to be changed.

Only a fully qualified Load Controller or Commander can use the procedure.

Limitations

There are no limitations on LMC weight and the number of traffic load items for both Electronic and Manual Loadsheets

Electronic Loadsheet

Up to 282kg (A220-300) Weight difference – only weight to be corrected.

Over 282kg (A220-300) Weight difference – weight & balance to be corrected. (New Electronic or Manual Loadsheet shall be produced)

After completion of the LMC calculation, changed Gross Weight figures shall be recorded next to the Actual calculated underload. New Take-off Index and Trim setting to be recorded next to the changed Index/Trim figures.

ACARS Loadsheet

LMC procedure is applicable only if ACARS Loadsheet is printed, signed by Commander and copy is left to Ground Handling. If ACARS Loadsheet is not printed and there are changes to Passenger figures or Load in compartment, Altéa DCS has to be re-opened, changes applied and new Loadsheet has to be issued before ETD.

Manual Loadsheet

Filling of LMC fields (yellow color) is mandatory, whenever LMC procedure is applied.

Post Departure

All Last Minute Changes must be included in the Load Message (LDM) and marked on Loading Report (for deadload).

5.3.3 Information Exchange

5.3.3.1 Information Exchange - General

All data pertaining to aircraft weight and balance calculations shall be communicated to the person charged with the load planning task; this information shall be documented and filed using one of the following methods:

a. *Digitally*
b. *Written via documentation*
c. *Verbal communication; in this case, the person receiving the information must do one of the following:*
    1. *Read back all information received by radio or telephone or other electronic means to guarantee accuracy of the data.*
    2. *Record all verbal transmissions in written format (manually or digitally) to be able to clarify all discrepancies before the final load sheet is transmitted.*
    3. *Digitally record all verbal communications.*
d. *A written transmission is always the recommended method. If it is necessary to use verbal communication, ensure that the following details are recorded:*
    1. *Name of the agent*
    2. *Time of transmission*
    3. *Confirmation that the receiving party has acknowledged the changes.*

This record must form part of the flight file for retention.

5.3.3.2 Communication of Aircraft Loading to Load Control

Where the communication of aircraft loading, including loading changes and discrepancies, is not carried out by the Loading Supervisor for the flight, but by a designated person, the following requirements apply:

a. *Person responsible for communication of aircraft loading shall be trained in accordance with AHM 1110 RMP 18 Turnaround Coordination.*
b. *Direct communication with the person charged with the supervision of aircraft loading and unloading task shall be established.*
c. *A direct communication means shall be established with the person charged with the load planning and weight and balance calculation task.*
d. *Communication protocol, as described in **4.5.1.2 - Communication** , shall be used.*
e. *Written communication methods are recommended, as per **5.3.3.1 - Information Exchange - General***
f. *When verbal communication is used, a readback of all weight and balance load control information received shall be carried out.*

*Note: For the task of supervision of aircraft loading and unloading, refer to **4.5.1 - Supervision of Aircraft Loading and Unloading***

5.3.3.3 Remote Load Control

Remote Load Control is the process of performing the load planning task and/or weight and balance calculation task for a departing flight in a location away from the departure station.

a. *The key roles of remote Load Control are:*
    1. *To perform the load planning task.*
    2. *To compute the weight and balance calculation task in liaison with the departure station.*
b. *The key roles of the departure station are:*
    1. *To supervise aircraft loading and unloading as defined in* ***4.5.1 - Supervision of Aircraft Loading and Unloading*** *.*
    2. *To communicate to the remote Load Control any discrepancies and/or deviations during the loading/unloading process*
    3. *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, either directly or indirectly, using predetermined means of communication as established by operator airline procedures.

5.4 Post-departure Messages

All post-departure messages and any other relevant messages pertaining to flight handling shall be sent to the defined stations as per operating airline requirements. Such messages may include, but are not limited to:

(a) Load Departure Message (LDM)
(b) *Container Pallet Message (CPM)*
(c) *ULD Control Message (UCM)*
(d) *Statistical Load Summary (SLS)*

Messages shall be produced and delivered in accordance with respective AHM chapters.

A flight file for each departing flight shall be maintained in a secure location, according to local regulations and/or operating airline procedures.

5.5 Load Control Task Responsibility

The responsibilities of persons performing the load control task may vary depending on the organizational set up. It is recommended that:

a. *The same person may perform the load planning task and weight and balance calculation task. The person performing these two tasks should not combine the responsibilities with those for the aircraft loading and unloading supervision task.*
b. *The aircraft supervision task, the weight and balance calculation task and the post-departure message task may all be performed by the same person. However, the person performing these three tasks should not include the responsibility for the load planning task as well.*
c. *At a station where ACARS is used, finalization of the weight and balance calculation task may differ.*
d. *When load control processes are centralized, the person performing the aircraft loading and supervision task is charged with transmitting all final data to the remote load control center.*

5.5.1 Departure Control System

airBaltic is using Amadeus Altéa DCS with two of its integrated components:

- Customer Management (CM) – for passenger handling.
- Flight Management (FM) – for flight event planning, freight handling and ramp handling.

Note: Flight Management Mobile (FM Mobile) – web based application designed for use on hand-held devices, which is used to communicate information to the Load Controller assigned to the flight in Flight Management.

5.5.2 User ID

User ID is mandatory for all agents working with Amadeus Altéa DCS. Only agents trained according to their duties are eligible to receive user ID.

Each user ID has their unique sign which can be traced in history to retrieve administration and authentication events such as creation, locking, update, sign-in, sign-out, as well as different flight and customer management events such as passenger acceptance, final ramp clearance, etc.

New Amadeus Altéa FM/CM user ID and/or password can be requested via CLChelpdesk@airbaltic.com. Agents full name, surname and position must be provided to CLC Helpdesk.

5.6 Qualification Requirements

Personnel performing Load Control tasks shall be duly qualified. Training shall be in accordance with AHM1110.
Training for the Load Control task shall be performed by a qualified instructor authorized by the operator. Load Control licensing, training and documentation shall be in compliance with regulations and operating airlines procedures.

5.7 Documentation

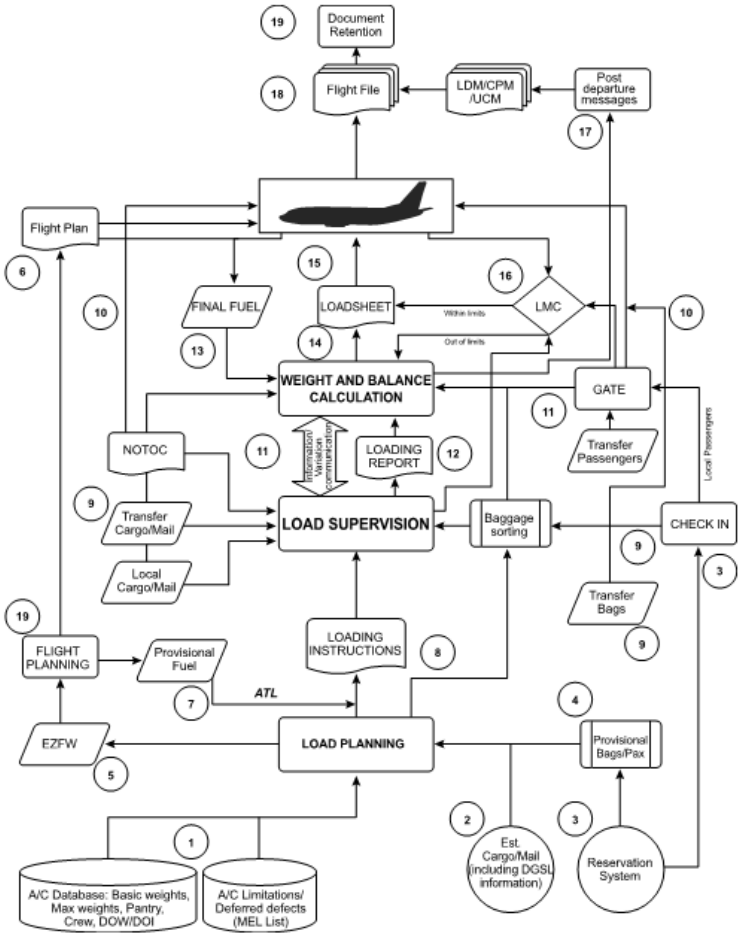
The operator is responsible for providing all relevant documentation for load planning and weight and balance calculations. The operator shall define the data content and terminology for documents reports and messages.
The person issuing the loadsheet shall accurately reflect all received data on documents, reports and messages produced for each flight, as per AHM590.
Relevant documents shall be manually or electronically issued and signed as per operator and regulatory requirements.
Specified documents shall be retained for a period in accordance with applicable local regulations and/or operator requirements, but not less than three months.
As a minimum, the documentation for each departing flight shall include:

a. Final LIR signed by the responsible person.
b. *NOTOC (when applicable).*
c. *Fuel figures confirmation (when applicable).*
d. *Final loadsheet and trim sheet, including LMC, signed by PIC.*

Disposal of documents may also be subject to regulation.

5.8 Load Control Process Flow

5.8.1 Load Control Process Flow Schema



5.8.2 Load Control Process Flow Legend:

CIRCLE #	ACTION
1.	*Aircraft designation: access to permanent and semi-permanent data as per AHM565 and maintenance data related to limitations that could affect loading and weight and balance*
2.	*Estimated/Provisional cargo and mail, data including DGSL information, to load planning.*
3.	*Data from reservation system to capacity calculation (passenger and bag counts) and check in (SSR).*
4.	*Provisional passengers sorted by class and provisional bags according to operator policy to load planning*
5.	*Provide EZFW, to flight planning system.*
6.	*Operational flight plan to PIC.*
7.	*Provisional fuel, to calculate the allowed traffic load and verify that load planning is within limits.*
8.	*Loading Instruction to Load Supervision and loading team. Segregation plan to sorting area.*
9.	*Actual data flowing from check-in (passenger number, baggage pieces and weight, special load information), cargo and mail warehouse (special load information), transfer load.*
10.	*Load to aircraft.*
11.	*Load info and variation communication between Load Control and Load Supervision: discrepancies between planned and real load weight, nature and distribution.*
12.	*Final data confirmation from Loading Supervision and Gate (gate collected items).*
13.	*Final fuel figures communication from the flight planning system or PIC.*
14.	*Loadsheet verification and release.*
15.	*Loadsheet to aircraft.*
16	*Last minute change.*
17	*Post-departure load messages and DGSL information to station of arrival.*
18	*Signed documents verification and collection*
19	*File archiving and retention.*

5.9 Deadload

5.9.1 Baggage Weight Rules

There are two types of baggage weights used for load control purposes established based on CAT.POL.MAB.100 (e) requirements:

- Actual baggage weight per piece
- Standard baggage weight per piece

The following rules apply:

Actual baggage weight per piece (used on EDP Loading instruction):

For baggage planning (Loading Instruction preparation) Load control functions have possibility to use DCS data base calculated estimated actual baggage weight, which is calculated in DCS by using DCS previous flights archive of actual baggage weights. The same actual baggage weights must be used on the Loadsheet and on the Loading Report.

When splitting baggage into several bulk compartments actual weight of each baggage cart to be used provided that each cart is separately weighed and that weight slips are attached.

If weighing of the baggage carts is not possible, an average weight per piece on that particular flight can be calculated. Divide the total actual weight of baggage, as registered at check-in, by total number of checked pieces.

To establish the total weight of baggage per compartment on the Loading-Report use the obtained average piece weight multiplied by number of pieces loaded in applicable compartments.

Standard baggage weight per piece - used on manual Loading instruction, Loading report (for manual Load planning), manual Loadsheet (if actual weight not known) and LMC. One piece – 15 kg

Cabin baggage removed to compartment during the boarding – one piece 8 kg (baggage must be checked in)

Maximum baggage weight per single piece of baggage checked-in by passenger or crew and carried onboard airBaltic flight may weigh a maximum of 32 kgs. A piece weighing more than that must be sent as cargo.

LMC for baggage weights

For Last minute changes standard baggage mass (15 kg) to be used

5.9.2 Other Types of Load and Their Weights

Cabin baggage PETC/SVAN:

Passengers' cabin baggage without occupied seat next to the passenger:

The weight of the passengers' cabin baggage (including pets and service animals in the cabin (PETC) is included in the passenger standard weights, and shall therefore be disregarded.

Passengers` cabin baggage occupying seat next to the passenger :

Cabin baggage transported in the cabin with separate ticket e.g. musical instruments shall be registered on the Loadsheet with their actual weight.

Cabin baggage tagged with "Delivery at Aircraft" (DAA) tag:

Applies the same procedure as regular checked-in baggage.

Cargo and Mail weights:

For weight calculations on the Loadsheet and registration on the Loading Report the actual weight of the cargo and mail, according to the weight slips/ documentation apply.

Equipment:

The weight of loading equipment (e.g. lashing straps and rings) shall be disregarded on the loading report / loadsheet.

Planks used for supporting shall be recorded on the loading report / loadsheet with the weight shown in Plank capacity tables.

5.9.3 Load information Codes

Description of IATA load information codes

Code	Description
BB	Baggage (not otherwise specified).
C	Cargo.
M	Mail.
BP	Priority baggage (The P will follow the main load category code B, i.e. BP indicates Priority baggage.)
BT	Transfer load. (The T will follow the appropriate load category code e.g. BT indicates transfer baggage.

Description of load information codes in Altéa DCS

Baggage:	
Code	**Description**
BB	Local baggage
D	Crew
BF	Priority
BT	Transfer

Cargo:	
Code	**Description**
C	Main cargo
CB	Booked
CP	Priority

Mail:	
Code	**Description**
M	Main mail
MB	Booked
MP	Priority
MN	Non-booked
Other load and equipment types not included in DOW/DOI:	
Code	**Description**
O	Main other
Z	Commodity always together with remark: **EXP** (rush bag)/ **BAL** (ballast)/COM (company mail)/ **CSU** (catering equipment in compartment)/ **OVA**(Untenable cargo, where height is more than 80 cm) **NWP** (newspapers and magazines)
E	Equipment in compartment
M	Maintmat (Technical spare parts)

5.9.3.1 Codes for Loads Requiring Special Attention

C.12. – Codes for Loads Requiring Special Attention

5.10 Passenger Weight

Passenger Weights are established according to AMC1 CAT.POL.MAB.100 requirements. The standard weights in the tables below include the passenger's cabin baggage.

On any flight which is identified as carrying a significant number of passengers whose masses, including hand baggage, are expected to exceed the standard passenger mass. The mass of such passengers is determined by adding an adequate mass increment with necessary instructions (mass increment, center of gravity corrections, etc.) by means of company NOTAMs.

Scheduled line and Ad Hoc charter flights

For weight calculations on the loadsheet, the following standard weights apply for passengers on scheduled line and Ad Hoc charter flights:

Note:The term Ad Hoc charters include such special flights as Demo, Delivery, Military and Royalty flights

Passenger category/Code	Weight in Kg
Male or female adult (12 years and older) – ADL	84
Child (2 but not 12 years) – CHD	35
Infant (under 2 years) – INF	0

Serial charter flights

For weight calculations on the loadsheet, the following standard weights apply for passengers on serial charter flights:

Note: The term Serial Charters are defined as a series of charter intended as an element of a holiday travel to contracted destinations.

Passenger category/Code	Weight in Kg
Male or female adult (12 years and older) – ADL	76
Child (2 but not 12 years) – CHD	35
Infant (under 2 years) – INF	0

5.11 Load Distribution and Baggage Segregation

(a) On all sectors, the balance conditions of the aircraft and the total load in the compartments must be within limits.
(b) Ideal trim planning must be followed.
(c) Baggage must be available first for immediate delivery.
(d) Where load for different stations or different commodities are carried in the same compartment, they shall be clearly separated in separate compartment sections whenever possible.
(e) The stowing regulations for baggage, dangerous goods, live animals and other special loads must be strictly observed.

Acceptance and Loading Priority

The Load Priority List consists of different load types ranked in priority order decided by the company.

The load priority list can be used whenever there is a question of: Refusal of passengers, and/or Offloading of Deadload.

First Priority Load

This list shows the categories of First Priority Load:

1. Human transplant organs / Life-and-death shipments
2. Diplomatic mail
3. AOG – Urgent spare parts to Aircraft on Ground
4. Contracted newspapers
5. Booked passengers
6. Passenger baggage
7. Company Mail
8. Special cargo.
9. Cargo
10. Mail
11. Staff passengers according Staff traveler Priority list

5.12 Explanation of Load Control Terms

Introduction

In connection with issuance of loadsheet some specific load control terms are used. The following types of terms are explained:

- Weight
- Fuel
- Load, and
- Balance.

Weight terms

This table shows, in alphabetical order, the explanation of weight terms:

Term	Explanation
Actual landing weight (LW)	Calculated weight of landing, i.e. actual take-off weight minus trip fuel
Actual take-off weight (TOW)	Gross weight of aircraft at brake release for take-off, i.e. actual zero fuel weight plus take-off fuel.
Actual taxi weight (ramp weight)	Actual take-off weight plus taxi fuel, i.e. weight of loaded aircraft before starting the engines.
Actual zero fuel weight (ZFW)	Dry operating weight plus total traffic load.
Basic weight (BW)	Basic empty weight or fleet weight, i.e.: 1. Aircraft structure 2. Systems 3. Engines 4. Un-removable equipment 5. Unusable liquids (fuel, oil and others) 6. Standard loose equipment
Dry operating weight (DOW)	Operational empty weight. Basic weight plus operational items such as crew and pantry (equipment, food, beverages)
Maximum landing weight (MLW)	Weight limitation for landing, governed by structural and/or operational requirements.
Maximum take-off weight (MTOW)	Weight limitation for take-off (brake release) governed by structural and/or operational requirements.
Maximum taxi weight (ramp weight)	Maximum gross weight for ground maneuver.
Maximum zero fuel weight (MZFW)	Structural weight limitation.
Operating weight (OW)	Dry Operating weight plus take-off fuel.

Fuel terms

This table shows, in alphabetical order, the explanation of fuel terms:

Term	Explanation
Block fuel (ramp fuel)	Total amount of fuel at the ramp before engine start.
Fuel on board (FOB)	Term for block fuel, used in ACARS message from flight deck to BT CLC.
Burn-off fuel	Taxi fuel plus trip fuel.
Reserve fuel	Difference between take-off fuel and trip fuel, consisting of: 1. route reserve 2. diversion 3. holding fuel 4. additional fuel.
Take-off fuel (TOF)	Weight of total usable fuel on board at the moment of take-off (brake release).
Taxi fuel	Weight of fuel to cover APU consumption, engine start and ground maneuvers until start of take-off. Standard weights are used which are, with a few exceptions, applicable at every airport. The standard amount used is dependent on the aircraft type. The Commander may increase the amount if local conditions so require.
Trip fuel (TF)	Weight of the pre-calculated fuel consumption from take-off to touchdown at the next point of landing.

Load terms

This table shows, in alphabetical order, the explanation of load terms:

Term	Explanation
Total traffic load (total payload)	Total weight of: 1. passengers 2. baggage 3. cargo 4. mail 5. not manifested items (e.g. EIC)
Underload	Difference between allowed traffic load and load actually carried.

Balance terms

This table shows, in alphabetical order, the explanation of balance terms:

Term	Explanation
Basic Index (BI)	Center of gravity at basic expressed as an index value.
Center of gravity (CG)	Point about which an aircraft would be balanced if suspended.
Deadload index (DLI)	Dry operating index corrected for balance influence of the load in compartments.
Dry Operating Index (DOI)	Center of gravity at dry operating weight expressed as an index value. Basic index corrected for balance influence of the loads included in dry operating weight.
Loaded index at take-off weight (LITOW)	Loaded index at zero fuel weight corrected for the balance influence of fuel.
Loaded index at zero fuel weight (LIZFW)	Deadload index corrected for the balance influence of passengers in cabin (fuel not included).
Allowed traffic load	The weight remaining after the subtraction of the operating weight for take-off, which can be based either on zero fuel, take-off or landing weight.
Deadload	Total weight of: 1. baggage 2. cargo 3. mail 4. not manifested items (e.g. EIC)
Mean Aerodynamic Chord (MAC)	Imaginary reference line (Chord) dividing the wing into two areas producing the same amount of lift. Location of CG of loaded aircraft is given as a percentage of MAC.

6	**OPERATIONAL OVERSIGHT**	6.0-1
6.1	**Introduction**	6.1-1
6.2	**Operational Oversight Purpose**	6.2-1
6.3	**Supervision**	6.3-1
6.3.1	Functions	6.3-1
6.3.2	Scope and Responsibilities	6.3-1
6.3.3	Turnaround Coordination	6.3-2
6.4	**Oversight Checklists**	6.4-1
6.5	**Incident Notification and Immediate Actions**	6.4-1
6.5.1	General	6.4-1
6.5.2	Immediate Actions	6.5-2
6.5.2.1	Mandatory reporting	6.5-3
6.5.2.2	Voluntary reporting	6.5-3
6.5.2.3	Confidential reporting	6.5-4
6.5.2.4	Reporting forms and instructions	6.5-4
6.5.2.5	Damage report	6.5-4
6.5.2.6	Deviation/Non – conformance report	6.5-4
6.5.2.7	Hazard Identification	6.5-5
6.5.3	Aircraft Evacuation	6.5-5
6.5.4	Dangerous Goods	6.5-6
6.5.4.1	Dangerous Goods Occurrence report	6.5-6
6.5.5	Emergency Response Procedures	6.5-7
6.5.5.1	Immediate actions	6.5-7
6.5.5.2	Passenger and Crew lists	6.5-9
6.5.5.3	Handling of Media	6.5-9
6.5.5.4	Telephone Enquiry Center (TEC)	6.5-9
6.5.5.5	Emergency evacuation of an aircraft during ground handling	6.5-9
6.5.5.6	Responsibilities	6.5-9
6.5.5.7	Emergency evacuation of ground personnel during handling operations (no aircrew present)	6.5-9

6.5.5.8	Emergency evacuation during ground handling operations (aircrew present)	6.5-10
6.5.5.9	Removal of disabled aircraft	6.5-10
6.5.5.10	airBaltic contact lists in case of Emergency Response Centre is activated.	6.5-10
6.6	**Adverse Weather Oversight Procedures**	6.6-1
6.7	**Fire fighting and protection on the ramp**	6.7-1
6.8	**Security of aircraft**	6.7-1
6.8.1	Unattended aircraft	6.8-2
6.8.2	Access control	6.8-2
6.8.3	Sealing of aircraft	6.8-3

6.1 Introduction

Oversight is applied at both - a managerial level as well as at an operational level.

Managerial oversight ensures a company has in place a management system that sets up the polices, processes, performance indicators and other mechanisms, outlines accountabilities throughout the company as well as ensures there are necessary resources available to conduct operations.

It is important that management continuously reviews its operations to ensure the on-going suitability, adequacy and effectiveness of the management and control of ground operations. A review shall include assessing opportunities for improvement and the need for changes to the system, including, but not limited to, the organizational structure, reporting lines, authorities, responsibilities, policies, processes, procedures and allocation of resources.

An effective operational oversight structure and process helps to ensure that day-to-day operations do not deviate from the agreed policies, procedures and company goals, while simultaneously acting as a mechanism to identify and investigate occasions when deviations occur.

A company is also subject to external oversight performed a regulatory body (e.g., Civil Aviation Authority) and, in case of ground handling service providers (GHSP), by the contracted airlines or via an industry body (e.g., IATA) on their behalf.

This chapter provides guidance on what needs to be in place for effective operational oversight and gives practical examples of how oversight may be conducted via supervisory functions.

6.2 Operational Oversight Purpose

The purpose of operational oversight is to ensure:

a. *Continuous conformance with all documented standards, procedures and working practices covering all aspects of ground operations including, but not limited to, occupational health and safety, operational safety, security and quality.*
b. *Compliance with regulatory requirements and applicable laws.*
c. *Measurement of performance against indicators and achievement of company goals.*
d. *Identification of opportunities to improve performance.*
e. *Occurrences, findings and opportunities are addressed.*

To ensure compliance with all applicable laws and conformance to documented standards and procedures, all station activities, including, those outsourced to a third-party GHSP and/or its subcontractors, shall be conducted under the direct oversight of suitably trained and qualified operational personnel.

Operational oversight is a hierarchical process that ensures continuous compliance, conformance and improvement through a variety of monitoring processes. Examples of oversight mechanisms include:

a. *Operational Management (ongoing/daily operation)*
    1. *Direct Supervision–provides specific instructions and frequently reviews work for completeness and accuracy.*
    2. *General Supervision–generally oversees what is to be done and sets limitations, deadlines, and priorities.*
b. *Monitoring Program – Quality Management System (QMS), Safety Management System (SMS), Occupational Health and Safety (OHS) and Corporate Risk Management include specified quotas per month or number of turnarounds/operations as well as audit plans based on other risk factors such as quality or safety performance).*
    1. *Quality Control – checks and inspections are often referred to as Safety Inspections, Frontline Inspections, Line Checks, Line Evaluations, etc.*
    2. *Measuring–testing the output of a process to determine compliance with technical, performance and/or quality standards such as measuring KPIs as part of a Service Level Agreement (SLA).*
    3. *Internal Audit–a structured, independent, and objective assessment conducted by an organization on its own functions or activities that determines the level of conformity with specific standards, regulations, or other requirements.*
    4. *External Audits–Regulatory or accreditation audits conducted under a regulatory or accreditation program to ensure continuing conformity with industry standards.*

Note: *See AHM 610 SMS and AHM 615 QMS for further details.*

6.3 Supervision

6.3.1 Functions

During any operation, different persons may perform supervisory functions to ensure tasks are completed safely, according to relevant procedures and as per contracted SLAs.
A 'Supervisor' can commonly be described as a person who supervises activities and/or other persons performing tasks within a process as defined in ***6.3.2 - Scope and Responsibilities****. It should be noted that, while some organizations have a dedicated 'Supervisor' as part of an operations team, certain supervisory responsibilities may be delegated to any individual within a process regardless of their job title.*

Notes:

1. *Airline approaches to supervision may vary by airline and location.*
2. *Details of the contracted services will be specific to each contract and will be agreed between the two parties.*
3. *Airlines may contract a dedicated person from the contracted GHSP or*
4. *A third party to oversee/supervise and/or coordinate specific airline requirements as contracted to ensure they are met.*
5. *The person can be contracted to cover all turnaround activities, including administrative tasks, or the scope can be limited to a specific part of the airline's operations.*

6.3.2 Scope and Responsibilities

Supervision scope of ground handling and related activities will include, but is not limited to, the following activities:

(a) *Passenger handling*
(b) *Baggage handling*
(c) *Ramp handling*
(d) *Load control*

Generally, the responsibilities of an individual with supervisory functions include:

(a) *Setting goals for operational performance and deadlines in ways that comply with the company's structure, plans and vision.*
(b) *Organizing workflows and ensuring employees understand their duties or delegated tasks.*
(c) *Monitoring employee activity and providing constructive feedback and coaching.*
(d) *Providing oversight and guidance to personnel conducting operational functions.*
(e) *Reporting any accidents, incidents and/or noncompliance as per the organization's procedures.*

Supervision personnel shall be trained and qualified to perform the assigned functions (see AHM Ch.1110).

6.3.3 Turnaround Coordination

The turnaround coordination is performed by a Turnaround Coordinator whose primary goal is to oversee and coordinate processes for both above and below the wing activities during a flight turnaround.

The Turnaround Coordinator may be described as a person who:

(a) *Provides a focal point of coordination for all ground activities and operational teams, including flight crew.*
(b) *Ensures adherence to the station's turnaround plan –* ***4.11.2 - Precision Time Schedule (PTS)*** .
(c) *Ensures safe, secure and punctual performance.*
(d) *Stops any turnaround activities that are not in compliance with safety, security and operational procedures and processes.*

Note: *This function may be performed remotely.*

As the organizational structure may differ from company to company or due to local setup, it is important to make a distinction between a Supervisor and a Turnaround Coordinator. In some situations, the Turnaround Coordinator will also assume supervisory responsibilities, while in others the roles are split and assigned to specific individuals. A Turnaround Coordinator may be responsible for more than one aircraft turnaround/stand simultaneously.

6.4 Oversight Checklists

airBaltic safety performance monitoring checklists are available on **Ground Operations Web page.**

6.5 Incident Notification and Immediate Actions

6.5.1 General

During ground operations, there is a risk of incident, accident or other emergency situations, such as, but not limited to:

(a) *Fuel and oil spills*
(b) *Dangerous goods events*
(c) *GSE collisions/accidents*
(d) *Situation requiring an aircraft evacuation without passengers*
(e) *Personnel injuries*
(f) *Severe weather emergencies*
(g) *Illicit acts (e.g., security breach)*

Depending on the severity and magnitude of the event, the airline and/or airport emergency response procedures might be activated (see AHM 620 for Crisis and Emergency Response at the Airport).

***Note:** Some occurrences might be managed locally within the company's emergency response procedures.*

Any person carrying out a supervisory function must be familiar with:

1. *The emergency response procedures and/or reporting protocol of:*
   - *Their own company or operating airline*
   - *The airport at which they are operating*
   - *Regulatory authorities (e.g., dangerous goods)*
2. *Immediate actions per type of event, including aircraft evacuation (see 6.5.2 and 6.5.3)*

6.5.2 Immediate Actions

In the event of an incident or accident, all frontline personnel shall understand and be familiar with the immediate response, which includes, but is not limited to the following actions:

a. *Stop the activity/process, if applicable to the type of event (e.g., switch off engine/activate emergency stop button)..*
b. *Ensure all passengers and personnel (unless involved in mitigating actions) are moved away from the incident.*
c. *Immediately notify the relevant parties and any personnel directly involved or impacted by the nature of the incident (e.g., flight crew).*
d. *Report the event to the supervisor/line manager and emergency services, if deemed necessary, who will then assume responsibility to initiate the local response plan:*
    1. *Secure the event area.*
    2. *Ensure compliance with all instructions from emergency services, if applicable.*
    3. *Report to the airline representative and, as required, to local authorities and be in constant communication.*
    4. *Complete incident/accident report(s) as required to collect all relevant information regarding the event (see AHM 650).*
       Complete airBaltic Ground Damage, Dangerous Goods Occurrence or Deviation/Non – Conformance Report form to collect all relevant information regarding the event. airBaltic reporting forms are available on **Ground Operations Web page.**
    5. *Support any post-incident investigation, analysis and/or review.*

The actions, as documented above, are not in chronological order, which will depend on the nature and severity of the event.
Note: *Investigation shall be carried out in accordance with AHM 652 and/or company procedures.*

Reporting

The aim of reporting is to enable correction of the situation and to help to prevent similar future occurrences. Occurrences to be reported are those where the safety of operations was or could have been endangered or led to unsafe condition. Every employee, company or contracted ground service providers, involved in or observing an occurrence shall ensure that the report is made. All reports and other safety related matters found during daily operations are processed as Occurrences in Quality and Safety management system (QPulse).

Reporting Scheme

The overall purpose of the scheme is to make the best use of reported information to improve the level of safety performance and not to attribute blame. The scope of this scheme includes mandatory and voluntary occurrences reporting. The objectives of the occurrence reporting and investigation scheme are to:

(a) enable an assessment to be made of the safety implications of each relevant accident, incident, irregularity and other non-routine operational occurrence, including those of repetitive nature, so that any necessary action can be initiated; and
(b) ensure that knowledge of relevant accidents, incidents, irregularity and other non-routine operational occurrences are disseminated, so that other persons and operators may learn on them.

6.5.2.1 Mandatory reporting

Mandatory incident reporting requires the reporting of any event affecting or potentially jeopardizing:

(a) the safety of a flight;
(b) the safety of persons; or
(c) the airworthiness of the aircraft from a safety perspective

List of mandatory reportable occurrences:

1) Handling of passengers, baggage and cargo

(a) Significant contamination of aircraft structure, systems and equipment arising from the carriage of baggage or cargo
(b) Incorrect loading of passengers, baggage or cargo, likely to have a significant effect on aircraft mass and/or balance
(c) Incorrect stowage of baggage or cargo (including hand baggage) likely in any way to endanger the aircraft, its equipment or occupants or to impede emergency evacuation
(d) Inadequate stowage of cargo containers or other substantial items of cargo
(e) Carriage or attempted carriage of dangerous goods in contravention of applicable regulations, including incorrect labeling and packaging of dangerous goods

2) Aircraft ground handling and servicing

(a) Failure, malfunction or defect of ground equipment used for the testing or checking of aircraft systems and equipment when the required routine inspection and test procedures did not clearly identify the problem, where this results in a hazardous situation
(b) Non-compliance or significant errors in compliance with required servicing procedures
(c) Loading if contaminated or incorrect type of fuel or other essential fluids (including oxygen and potable water)

3) Aerodrome and aerodrome facilities

(a) Significant spillage during fueling operations

All events meeting this criteria of the List of Reportable Occurrences shall be reported to LV CAA within 72 hours.

Significant incidents or occurrences requiring immediate local attention shall also be reported to the appropriate authority of the State in which the incident occurred.

6.5.2.2 Voluntary reporting

Voluntary reporting allows the submission of information related to observed hazards or inadvertent errors without associated legal or administrative requirements to do so. Reported information is solely used to support the enhancement of safety.

6.5.2.3 Confidential reporting

Confidential reporting system encourages and facilitates to report occurrences, incidents and safety deficiencies, events, hazards and/or concerns resulting or associated with human performance in operations, while preserving the confidentiality of the reporter.

Report could be submitted in free text to Compliance Monitoring Manager by sending email to **quality@airbaltic.com** or Post Office: AirBaltic Corporation A/S, Lidosta ''Riga'', Tehnikas street 3, Mārupe district, LV-1053, Latvia

6.5.2.4 Reporting forms and instructions

airBaltic reporting forms are available on **Ground Operations Web page.**

6.5.2.5 Damage report

In the event of ground damage to airBaltic aircraft the involved organization is responsible to:

(a) Immediately inform Pilot In Command
(b) Immediately contact (by telephone) and pass available details to airBaltic Operation Control Center (tel: +371 67207 206; email: **opscontrol@airbaltic.com**)
(c) Complete airBaltic Ground Damage Report– Initial form within 6 Hours and send to email: **groundops@airbaltic.com**
(d) Complete airBaltic Ground Damage Report form within 24 Hours and send to email: **groundops@airbaltic.com**
(e) Copies of all relevant documents and any photographs should be attached to the reports
(f) Full investigation and final detailed report must be submitted not later that 20 working days after the event.

6.5.2.6 Deviation/Non – conformance report

Deviation/Non-conformance reports shall be used for reporting of any deviations from airBaltic Ground Operations procedures and standards. Reporting of such deviations will contribute towards continuous compliance as well as improvement of airBaltic product, services and employment conditions.

Reporting of the Deviation/Non-conformance shall be initiated, whenever the following is observed or identified:

(a) Deviations from the current airBaltic procedures, agreements and/or any other applicable instructions;
(b) Use of faulty/inappropriate equipment and incorrect working practices
(c) Situations conflicting with applicable instructions and procedures
(d) Any observed activities deemed unsafe or inadequate.

Completed airBaltic Deviation/Non-conformance report shall be submitted to **groundops@airbaltic.com**

6.5.2.7 Hazard Identification

airBaltic Ground Operations utilizes a combination of reactive and proactive means to identify existing and potential hazards in Ground Handling activities.

Reactive method is based on the hazard identification from reportable occurrences and confidential reports as identified by Ground Operations and subcontracted Ground Handling personnel, audit and inspection findings as well as events reported by any airBaltic personnel.

Proactive method is based on the qualitative and quantitative identification of potential hazards based on the voluntary reports by operational personnel, station risk assessment, audit and inspection observations.

Predictive method is based on the evaluation of unique threats associated with implementation of new operations, initiatives or hazardous conditions that could affect the safety or security of ground handling operations, significant events or changes within existing operating and regulatory environment, as well as safety data collection and exchange with other operators and industry associations.

6.5.3 Aircraft Evacuation

Aircraft evacuation without flight crew and passengers on board:

(a) *Roles and responsibilities for the evacuation.*
(b) *Procedures and different methods of evacuation from the aircraft (e.g., mobile stairs, PBB). Escape slides are not intended as the primary means of exit.*
(c) *Means of communicating the evacuation (e.g., radios, audible warnings).*

Note: *Personnel should be trained in the evacuation procedures, including periodic evacuation drills/practices.*

6.5.4 Dangerous Goods

Whenever a suspected damage or leakage involving dangerous goods occurs, the following actions shall be taken (refer to DGR for further guidance):

(a) *Identify the nature, source and associated hazard of the contamination.*
(b) *Stop the handling activities or reduce them to a minimum in the vicinity of the hazard.*
(c) *Prevent access by unauthorized personnel.*
(d) *Do not walk through, touch, sniff or taste any substance or spilled material.*
(e) *Notify the relevant parties, including crew and any personnel in the vicinity.*
(f) *Restrict/block access to the damaged item using any suitable means.*
(g) *Contact and report the event immediately to the supervisor/line manager and emergency services, if deemed necessary, who will then assume responsibility to initiate the local response plan.*
(h) *Coordinate the response in conjunction with Dangerous Goods Regulations (DGR) experts or emergency services, for example:*
    1. *Use the NOTOC (review emergency code as provided) or Load Messages–LDM (e.g., Offloading Instruction, container pallet message (CPM), LIR or similar) to identify the substance.*
    2. *Follow emergency response procedures as per the DGR category in Section 9.*
    3. *Verify the ground connection of electrical equipment (e.g., GPU) and remove all possible sources of ignition, if deemed necessary.*
    4. *Isolate all staff suspected of being contaminated and refer for treatment.*
    5. *Seek confirmation from emergency services that the area is safe to re-enter.*
(i) *Identify and prevent from transport any other cargo, baggage or transport devices that have become contaminated by the leakage of dangerous goods.*

6.5.4.1 Dangerous Goods Occurrence report

Any type of dangerous goods incident or accident must be reported irrespective of whether the dangerous goods are contained in cargo, mail, passenger's baggage or crew baggage.

(a) A dangerous goods accident is an occurrence associated with and related to the transport of dangerous goods by air which results in fatal or serious injury to a person or major property damage.
(b) A dangerous goods incident is an occurrence other than dangerous goods accident 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 which seriously jeopardizes the aircraft or its occupants is also deemed to be a dangerous goods incident.
(c) Any occasion when undeclared or mis-declared dangerous goods are discovered in cargo/mail or when dangerous goods, not permitted, are discovered in passenger carry-on baggage, checked baggage or on one's person, must also be reported.
(d) In the event of dangerous goods incident or accident on board airBaltic aircraft Pilot in Command must be immediately informed.
(e) Preliminary information must be submitted by the end of the duty time of the particular day when occurrence happened to **groundops@airbaltic.com**
(f) Completed airBaltic Dangerous Goods Occurrence Report must be submitted within 12hours to **groundops@airbaltic.com** and copies of all relevant documents (such as NOTOC, Airwaybill, LIRF, Loadsheet) and any photographs must be attached to the report.

6.5.5 Emergency Response Procedures

General

Head of Security and Emergency Response shall ensure that all airBaltic stations have an adequate response level. As a minimum each station shall have a Local Emergency Response Plan (LERP) or equivalent and resources to fulfill the requirements. All procedures in place shall be in accordance with local laws and regulations, and with the airBaltic emergency Response Manual.

The purpose of these instructions is to provide airBaltic handling agents quick reference and guidelines for immediate actions in an emergency situation. This information should be placed where the information on an emergency most likely is received.

These instructions apply to following situations:

(a) Air Disaster
(b) Flight accident
(c) Hijacking

6.5.5.1 Immediate actions

Step 1

airBaltic Operations Control Center (OCC)

Telephone 24 h: + 371 6 7 207 206 or + 371 6 7 207 306

Mobile Phone 24 h: + 371 2 911 34 13

SITA: RIXOPBT

email: **opscontrol@airbaltic.com**

The message must be accurate in details, but should not be delayed if all details are not available; such further details should be sent in subsequent messages. The accident message shall contain the following information:

- Time and date of the emergency
- Geographic location of the accident
- Flight number
- Aircraft Registration Number
- Extent and type of emergency
- Number of passengers on board
- Number of flight crew on board
- Number of cabin crew on board
- Time information received and source of information
- Number of injured/dead (if known)
- Cause of the accident (if known)
- Other information

Step 2

Secure all relevant documentation:

1. Load sheet and balance chart
2. Loading Instruction/ Report
3. Load Message (LDM)
4. Notification to Captain (NOTOC)
5. Copies of all telexes (send/received)
6. Passenger travel documents (ticket coupons)
7. Passenger name list/ manifest (inclusive name, address, telephone)
8. Cargo manifest (AWB's and Manifests and Dangerous Goods)
9. Information on mail/ DIP-mail on board (AV7 or other mail documentation)
10. Any available reports regarding the aircraft's technical status
11. Aircraft log extracts (if available)
12. Meteorological reports
13. Flight plan (if available)
14. Air Traffic Services plan
15. Crew briefing material (if available)
16. Other documents of significance

Print correct passenger manifest and send to the following: e-mail address: **data@airbaltic.com**, and **erc@airbaltic.com** or

fax +371 6 7 207 849 - airBaltic Emergency Response Centre (fax use only in case email does not work)

Alternative email: opscontrol@airbaltic.com – airBaltic OCC

Step 3

airBaltic Emergency Response procedures will be established and airBaltic Go Team (special emergency response team) will be sent to the accident site.

Act as airBaltic agent until the airBaltic Go Team arrives. Organize initial local emergency response. Ask for further instructions from OCC and give updated information to OCC whenever received.

Liaise with the local Police Authority, emergency services and Airport Authority and give assistance as required until the arrival of the airBaltic Go Team. If requested give (numeric only!) information on number of passengers, crew and eventual information on special load.

Assist and register surviving passengers and crew. If necessary assist also in the welfare of the meeters and greeters of the flight.

Arrange necessary facilities for the airBaltic Go Team with telephone, fax and telex. Arrange airport passes if required. Give all assistance to the airBaltic Go Team as requested.

6.5.5.2 Passenger and Crew lists

Passenger and crew lists are confidential documents and shall not be released to any third party without authorization from airBaltic.

6.5.5.3 Handling of Media

The Handling Agent shall not give statements to any part of the press. All inquiries shall be referred on to airBaltic Corporate Communications Unit. Use following contact information for approaching the Corporate Communications:

Media Team contact phone 24/7: + 371 67 207 183

Media Team contact phone in airBaltic Emergency Response Center (if activated): + 371 67 207 183

6.5.5.4 Telephone Enquiry Center (TEC)

airBaltic opens a telephone enquiry center to collect information on passengers and their family members. Telephone enquire center is operated by GoCrisis on behalf of airBaltic and specific numbers for relatives and media enquiries will be shared as soon as they will come available from the GoCrisis.

Please notice: No other telephone numbers than TEC shall be published. Media Desk telephone number is for the Media representatives only. All other telephone, fax and telex numbers in these instructions are confidential.

6.5.5.5 Emergency evacuation of an aircraft during ground handling

In the event of an emergency situation occurring during ground handling operations, evacuation of an aircraft may be necessary. The safety of passengers and staff in such circumstances is of utmost importance.

6.5.5.6 Responsibilities

It is the responsibility of each organization involved in the handling operation to ensure that staff is made aware of their specific responsibilities in the event of an emergency situation. All organizations shall instruct and train their staff in the procedures that must be enacted in emergency situations. e.g. the use of loading bridges and proper communication shall be familiar to all staff.

6.5.5.7 Emergency evacuation of ground personnel during handling operations (no aircrew present)

Emergency evacuation of ground staff in aircraft may be required when there is no aircrew on board. The following guidelines are provided:

Normal access/egress routes shall be used in case of evacuation of staff. Vehicles and equipment must not be located where they would obstruct the evacuation of persons.

These procedures would apply only when aircrew are not on board the aircraft and apply to ground personnel such as ramp handling, engineering, cleaning, catering etc.

Refinement and integration of these procedures will require close and continued co-operation between stakeholders (airport authorities, airlines and service providers).

6.5.5.8 Emergency evacuation during ground handling operations (aircrew present)

When Emergency evacuation is required with aircrew on board, crew procedure takes effect. Evacuation is organized by airBaltic aircrew.

6.5.5.9 Removal of disabled aircraft

Removal incidents can range from minor debugging to major events including damaged or missing landing gears. The recovery process may take from a few hours to many days depending on the severity.

Act as airBaltic agent in case of airBaltic aircraft disabled:

- Immediately inform airBaltic by phone numbers included in Step 1
- Record (photo, video, log) all available information regarding AC removal and send it to the email: **opscontrol@airbaltic.com**
- give all assistance to the airBaltic crew/staff as requested.

6.5.5.10 airBaltic contact lists in case of Emergency Response Centre is activated.

You can use following contacts as well in case of an Emergency “Emergency Response Center” will be established in the airBaltic Headquarter in Riga Airport, (Tehnikas street 3, room No 412, 4th floor):

RIX ERC contact details

Emergency Director: +371 67 207 660

Media Team Representative: +371 67 207 183

Special Assistance Team: +371 66 904 256

Data Collection Team: +371 67 207 295

Crew Support Team: +371 67 207 852

ERC fax (Incoming / Outgoing) use only in case email does not work: +371 67 207 849

E-mail: **erc@airbaltic.com**

6.6 Adverse Weather Oversight Procedures

Oversight of an aircraft arrival/departure during adverse weather includes, but is not limited to, the activities listed below. Some examples of adverse weather include snowstorms, thunderstorms/lightning, sandstorms, high winds, hurricanes/typhoons, tornadoes and intense heat (see AHM 462 and ***3.3 - Adverse Weather Conditions****.).*

ACTION	✓	*REMARKS*
Received notification of adverse weather a. *Thunderstorm, lightning* b. *Low visibility* c. *Snow/ice conditions* d. *High/strong winds, gusts* e. *Heavy rains, flooding* f. *Sandstorms* g. *Extreme temperature (hot/cold)* h. *Other*		
Acknowledge notification of adverse weather		
Identify the threat and actions for the following: a. *Personnel and passengers, including PWD/PRM* b. *Arriving aircraft* c. *Parked aircraft, vehicles and GSE* d. *Baggage handling* e. *Cabin equipment* f. *Catering and ramp handling* g. *Departure* h. *Exterior cleaning* i. *Interior cleaning* j. *Load control and flight operations* k. *Marshaling* l. *Moving of aircraft* m. *Passenger services* n. *Ramp fueling/defueling operations* o. *Ramp services* p. *Ramp to flight deck communications* q. *Toilet services* r. *Towing cargo and baggage* s. *ULDs and bulk loading/unloading of baggage and cargo*		
Take actions according to established procedures		
Check personnel conduct, behavior and operational practices (e.g., PPE)		
Ensure compliance with local regulations		

6.7 Fire fighting and protection on the ramp

All ramp personnel are responsible to comply with local restrictions on smoking and use of open fire. Any observed violations by staff or passengers must be immediately brought to their attention and if required reported to the accountable manager or authority.

Ground staff must be familiar with the location of portable fire fighting extinguishers, local fire alert procedures as well as emergency telephone numbers and means of communication.

When an aircraft lands with suspected fire or smoke warning in cargo hold, a full passenger evacuation of the aircraft should be carried out before any hold door is opened. Hold doors shall be opened only by a Fire Brigade.

Equipment fire guidelines:

(a) Alert flight crew and call fire brigade
(b) Start first aid extinguishing if you can
(c) Stop refueling if applicable
(d) Disconnect equipment from aircraft (e.g. Ground Power Unit) and move away from the aircraft if you can
(e) Direct Fire Brigade to the scene
(f) Go to an assembly place

Aircraft fire/On Board fire guidelines

(a) Call Fire Brigade
(b) Start first aid extinguishing if you can
(c) Evacuate and wait for Fire Brigade
(d) Direct Fire Brigade to the scene and pass all available information
(e) Go to an assembly place

6.8 Security of aircraft

After the flight responsibility for the security of aircraft must be handed from airBaltic flight crew to airBaltic technicians or authorized ground handling personnel or the aircraft must be closed up and passenger loading bridge or steps must be removed.

airBaltic and ground handling personnel shall intercept anyone who has no need to be on board or in the immediate vicinity of an aircraft. Any violation must be immediately reported to airport security and airBaltic Security Helpdesk by telephone +371 256 14 431. Written report must be submitted as per **6.5.2.6 - Deviation/Non – conformance report** within 24hours.

6.8.1 Unattended aircraft

When the aircraft is parked and unattended at the security restricted area, the following minimum precautions shall be taken to prevent unauthorized access:

(a) All external doors must be closed. Check that there are no persons onboard and that aircraft cabin and compartments are free from foreign objects.
(b) Passenger loading bridge shall be removed or the door to passenger loading bridge shall be locked
(c) If aircraft is parked without access to passenger loading bridge, stairs, steps and other equipment shall be removed and stored at another location
(d) During darkness the aircraft shall be parked in a lighted area

6.8.2 Access control

At the time when airBaltic personnel are not on the aircraft board any activities at the/in the aircraft are allowed only under supervision of authorized Ground Handling personnel, where to guaranty security of aircraft it is responsibility of Ground Handling personnel to follow procedures as described bellow:

1. The Ground Handling personnel, in the vicinity of the aircraft must check the ID of every person approaching the aircraft or the baggage. This is done by:

    a. Stopping the person and asking to see the ID;
    b. Checking that the ID belongs to the individual;
    c. Ground Handling personnel must ask why the individual is present on the ramp. Valid reasons are:

    - Servicing the aircraft – engineering, refueling, baggage loading, catering, cleaning
    - Operating crew carrying out inspection
    - Carrying out a statutory duty – customs, police, immigration, EU authority, governmental inspectors e.c.
2. The Ground Handling personnel must monitor the activity on the ramp;
3. The Ground Handling personnel must never leave the aircraft holds open and unattended;
4. The Ground Handling personnel must ensure that all screened hold baggage is kept under supervision from the sorting area until the time it is loaded into a/c cargo holds and hold doors are closed;
5. The Ground Handling personnel must report for anything unusual to the Aircraft Commander.

6.8.3 Sealing of aircraft

Aircraft sealing is a protective security measure applied additionally in order to determine if unauthorized access to the aircraft interior parts has taken place.

The aircraft shall be sealed under the following circumstances:

- In airports where Local Authorities requires the sealing of aircraft, if it is left unattended;
- In case of absence of appropriate security arrangements in the particular airport;
- In case if aircraft is in outstation due to AOG (Aircraft on ground) due to technical problems or flight diversion by some reason or different reason while left unattended and not able to perform the flight.

Aircraft sealing can be performed by Flight crew or technicians.

A	**ANNEX CUSTOMER HANDLING**	A.0-1
A.1	**Passenger documents**	A.1-1
A.1.1	Customer identification	A.1-1
A.1.2	Electronic ticket	A.1-1
A.2	**Passenger check-in**	A.2-1
A.2.1	Check-in Dialogue	A.2-2
A.2.2	Security Questions about Checked Baggage	A.2-3
A.2.3	Performing baggage control	A.2-3
A.2.4	Airport Check-in fee	A.2-4
A.2.5	Manual Check-in	A.2-5
A.3	**Seating**	A.3-1
A.3.1	Definitions of Seat Types and Areas	A.3-1
A.3.2	Exit row seating	A.3-2
A.3.3	Seating of Different Passenger Categories	A.3-3
A.3.3.1	Seating of PWD and MEDA	A.3-3
A.3.3.2	Seating of Children	A.3-3
A.4	**Handling of Special Passenger categories**	A.4-1
A.4.1	Unaccompanied Minors (UMNR)	A.4-1
A.4.2	Disabled Passengers and Passengers with Reduced Mobility	A.4-4
A.4.2.1	Handling of Blind and/or Deaf Passengers	A.4-4
A.4.2.2	Handling of Disabled Passenger Needing Assistance	A.4-4
A.4.3	Handling of Passengers Requiring a Wheelchair	A.4-5
A.4.3.1	Handling of Medical Transportation	A.4-5
A.4.3.1.1	Passengers requiring additional air / oxygen bottles from airBaltic	A.4-5
A.4.3.1.2	Authorisation	A.4-6
A.4.4	Handling of Inadmissible Passengers and Deportees	A.4-7
A.4.4.1	Handling of Deportees	A.4-7
A.4.4.1.1	Deportees traveling with escort (DEPA)	A.4-8

A.4.4.1.2	Unaccompanied deportees (DEPU)	A.4-9
A.4.4.2	Handling of Inadmissible Passengers (INAD)	A.4-9
A.4.4.2.1	Reporting of Inadmissible Passengers (INAD)	A.4-10
A.4.4.2.2	Inadmissible passengers (INAD) monitoring and prevention policy	A.4-12
A.4.4.3	Persons in Lawful Custody, Prisoners and Dangerous Prisoners	A.4-13
A.4.5	Overview of Special Categories' Passengers	A.4-14
A.4.5.1	Passengers with Disabilities	A.4-14
A.4.5.2	Infants and unaccompanied children	A.4-16
A.4.5.2.1	Inadmissible Passengers, Deportees or Persons in Custody	A.4-17
A.4.5.3	Medical (MEDA)	A.4-18
A.4.5.4	Other	A.4-19
A.4.6	Handling of Passengers with Hidden VIP Service (PREM)	A.4-20
A.4.7	Frequent traveler	A.4-21
A.4.8	Handling of staff/ID passengers	A.4-21
A.5	**Boarding**	A.5-1
A.5.1	Boarding Announcements	A.5-1
A.5.2	Boarding procedure	A.5-2
A.6	**Passenger Irregularities**	A.6-1
A.6.1	Delays	A.6-1
A.6.1.1	Information to the passengers	A.6-2
A.6.1.2	Delay with passengers onboard	A.6-2
A.6.2	Diversions	A.6-2
A.6.3	Cancelation of Flight	A.6-3
A.6.4	Denied Boarding due to Unavailability of Seats	A.6-5
A.6.5	Passengers Being Downgraded	A.6-9
A.6.6	Passengers Being Upgraded	A.6-9
A.6.7	Overbook handling at the boarding gate	A.6-10
A.6.8	Involuntary Rerouting of Passengers	A.6-11
A.6.9	Meal Cards	A.6-11
A.7	**Customer relations**	A.7-1

A.1 Passenger documents

BT GOM **1.1.5 - Travel Documents and Verification**

Passenger documents are the documents' passenger needs for travel such as:

- Travel documentation, Photo ID (Passport, National ID, Visa, LVA Driver`s Licence (accepted for LV domestic flights only))
- Electronic ticket

A.1.1 Customer identification

The customer should have an official photo ID as customer identification to enable e-ticket retrieval from the check-in system at the airport. To fulfill border formalities the customer must in addition carry a valid passport (or other applicable travel document accepted for the rout).

Note: In case other travel documents may be accepted by respective country, TIMATIC must be checked. In case of doubts the handling agent shall contact airBaltic Document Support during office hours for consultations regarding immigration by calling +371 28627012 or Travel Document Competence Team (working hours 5:00 AM – 12:00 AM EET; UTC+02:00) by calling +371 67130810.

A.1.2 Electronic ticket

AirBaltic E-ticket is an electronic flight ticket written in Reservation system. E-ticketing aims at paperless travel and no traditional paper ticket is needed as the customer information is transmitted electronically.

It is responsibility of the check-in agent to make sure that each and every passenger accepted for travel with e-ticket has an e-ticket registered in the check-in system.

The customer shall be checked in to the e-ticket destination.

If the e-ticket can not be linked or found, the passenger must not be accepted for check-in and must be referred to BT Passenger Help line on +371 67280422.

For e-ticket passengers the ticket validation process is fully automated. When the system identifies a difference between the e-ticket data and the check-in record, an inconsistency warning is shown in the check-in system.

A few examples of differences that will result in inconsistency situations:

- The passenger’s name is spelled different on the e-ticket compared to the check-in record.
- The destination is different on the e-ticket compared to the check-in mask, i.e. ticket is for RIX-ARN and itinerary RIX-OSL.

It depends on the circumstances whether inconsistency warning can be overridden or not. In case of doubts on whether the passenger can be accepted, please contact BT Outstation helpdesk line: +371 67280440 (Internal use only, not to be given to public).

A.2 Passenger check-in

BT GOM **1.1.3 - Passenger Check-In**.

Personal attention shall be paid to each customer. Check-in shall be carried out efficiently by qualified staff in uniform. Check-in counters must always be neat and in good order, equipped with all necessary information, signs and equipment.

Important: For flight safety reasons passengers at the check-in counter or in check-in area must be visually informed about Dangerous Goods articles or materials that are forbidden in passenger baggage

In order to provide a good service to our full-fare passengers separate counters may be available for:

- Business Class, VIP, Executive
- Economy Class passengers and Bag drop

Separate check-in counters may be provided for certain categories of passengers, e.g. groups, if possible and required.

The latest check-in time depends on local circumstances. Passengers arriving at check-in after deadline may not be accepted.

Dangerous Goods Regulations

All contracted/subcontracted ground handling agents must hold the current edition of the IATA Dangerous Goods Regulations (DGR), the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air (Technical Instructions), or equivalent documentation which is easily accessible for staff at locations where passenger check-in and/or boarding operations are conducted.

A.2.1 Check-in Dialogue

Follow these steps to complete the standard conversation dialogue with passenger at the Check-In counter

Step	Action
1.	Maintain eye contact, Smile
2.	Good morning / Good afternoon / Good evening!
3.	Where are you flying to? … Make sure this is final destination!
4.	Can I see your passport, please? … Whenever possible and appropriate approach customer personally by using his/her family name, example: "Mr Johnson; Mrs Johnson"
5.	Available ancillary products and services shall be offered if applicable according instructions issued by the carrier Check availability before offering
6.	Do you have luggage to Check-in? … Security questions / rules
7.	Do you have Hand luggage? … Make sure luggage meets Hand luggage allowance
8.	Would like to remind you that only one hand luggage and one personal item is allowed per passenger and it will be additionally checked before boarding!
9.	Would you like a window or aisle seat? …
10	Explain what kind of documents you are handing to customer; At what time boarding starts; Kindly advice passengers to check Gate Number on screens if not known at the time of check-in; Tell customer what you are doing, whenever actions take longer time.
11.	Have a nice flight and thank you for choosing airBaltic!

A.2.2 Security Questions about Checked Baggage

Security questions and dangerous goods notices shall be displayed at all passenger ticket sales and check-in positions, including but not limited to ticketing offices, check-in, baggage drop, boarding areas, as well as through selfservice channels in internet booking engine and web and mobile check-in. This is to remind the passengers of their responsibility to notify the check-in staff if they are not certain that their baggage do not contain any material or substances that may be harmful and may influence on the safety and/or the security measures shall be initiated.

Security Questions to passenger about Checked Baggage:

- Is this Your baggage?
- Did You pack the contents Yourself?
- Are You sure that nobody has interfered with your baggage since you packed it?
- Are You sure that you have not been given anything to take on board your flight?
- Are You sure that you have not packed any sharp or dangerous items in your hand luggage?
- Are You sure that there are no dangerous goods in your checked baggage?

Passengers who answer NO to any of these questions, should be referred to additional interrogation or security control of the baggage by the local security authorities.

If any type of Dangerous Goods is found at check-in or during baggage security check it's the passenger's responsibility to remove the item from the baggage and thereafter to secure safe disposal of it. Local regulations may require carrier to assist with disposal. In such cases local procedures apply.

A.2.3 Performing baggage control

Follow these steps when you control baggage at check-in

Step	Action
1	Ask passenger to submit all baggage for identification and weighing.
2	Are there any loose items, such as umbrellas, walking sticks and parcels fastened to the outside of the baggage? If no: go to step 3. If yes: ask passenger to remove the loose item.
3	During checking and measuring of passenger baggage follow airBaltic requirements set in: Unchecked Baggage Limits Checked Baggage Policy
4	Is the unchecked baggage in accordance with above specified requirement? If no: Inform passenger about violations and that baggage that is not in accordance with unchecked baggage limits must be repacked or must be considered and handled as checked baggage. If yes: Ask the passenger about the contents to ensure that the unchecked baggage does not contain any dangerous goods, and if answer is positive, go to step 5.
5	Does passenger have checked baggage? If yes: go to step 6

6	Is the checked baggage in accordance with above specified requirement? If yes: go to step 7 If no: Inform passenger that his/her baggage is not complying with airBaltic requirements and passenger must be informed which actions shall be taken by him to comply with that.
7	Does the baggage consist of unusual items, e.g. wooden boxes or Camping Equipment? If no: go to step 8. If yes: ask the passenger about the contents to ensure that the baggage does not contain any dangerous goods.
8	Is there a name label attached to the checked baggage? If yes: go to step 9. If no: ask the passenger to complete and affix one.
9	Remove old baggage tags and inspect the baggage for damage.
10	If the baggage is damaged, fragile or inadequately packed issue a Limited Release Tag.

For each piece of checked baggage you must issue an Interline Baggage Tag. There are several complementary tags, which shall be used to identify certain baggage.

BT GOM **1.1.6.9 - Baggage Tagging**

A.2.4 Airport Check-in fee

AirBaltic applies a fee for passengers using airport counters to check in. Fee does not apply to passengers who have checked in via airBaltic Web, Mobile or Kiosk services.

Check-in fee is collected per passenger per direction to BT regular flights only, charters excluded.

Fee is collected at airport check-in counters, at Airport Ticket office or at service desks.

Checked-in passengers requiring a Boarding Pass reprint shall not be charged.

Following passenger categories are exempt from Airport check-in fee:

1. Passengers departing from stations where none of BT self-services (Web, Mobile, Kiosk check-in) are available
2. Passengers with SSR remark PRIO and CKFE, and Business class tickets
3. airBaltic Club VIP and Executive card holders (airBaltic Club membership card has to be presented)
4. Codeshare passengers
5. Group PNRs (booking class G)
6. Interline transfer passengers with checked-in baggage
7. Involuntary rerouted passengers
8. Passengers with following special service or medical assistance requirements (+passengers in same PNR): BLND, CBBG, DEAF, DEPA, DEPU, DPNA, EXST, MEDA, PETC, AVIH, SEMN, UMNR, WCHC, WCHR, WCHS, WEAP
9. Passengers with Infants (+ passengers in same PNR)
10. ID/AD passengers irrespective of travel purpose
11. Passengers with identical name and surname in one booking
12. Passengers on charter flights.
13. Children booked in a separate reservation

A.2.5 Manual Check-in

Always inform DCSerror@airbaltic.com and local IT about DCS problems.

To prepare for manual check-in:

Step	Action
1	Request BT Outstation helpdesk for following lists (DCS or Amadeus format): • Booked passenger list • Passenger list with special services • Passenger list with onward flights • Accepted passenger list with bag tags (local/transit), seats
2	Prepare seat plan of operating a/c - print out from BT **GOM D.1.3** or request to BT Outstation helpdesk (DCS format)

Manual check-in procedure:

Step	Action
1	Accept passengers according booked passenger list, check lists of pre-paid bags, special services, onward connections
2	Do not collect ancillaries
3	Use seat plan accordingly (occupied seats to be crossed out)
4	Use manually written boarding passes (flight, date, destination, passenger name, seat); inform local authorities about manual boarding passes for boarder and security control
5	Use BT Limited release tags; baggage to be checked to FINAL destination
6	Information to be collected (use booked passenger list): • surname/name, • ADL/CHD/INF, • class of travel (C or Y), • special service (mention), • passport details – number, nationality, date of issue, date of validity (if API required), • number and weight of baggage, • baggage tag numbers, onward flight number and final destination of bag tag
Note: Other acceptance procedures remain unchanged – hand baggage check, document control etc.	
7	Inform passenger about onward flight – baggage checked to final destination, boarding pass to be collected at next flight gate or at transfer/service desk

After check-in completed:

Step	Action
1	Provide figures to flight coordinator or representative (who provides figures to Captain for manual load sheet): • C/ Y class passengers, • ADL/CHD/INF, • Passengers per sections (available in **GOM D.1.3** stating particular a/c registration), • Total baggage – pcs/kgs
2	Accepted passenger list with collected details (total - accepted before and during manual check-in process) - 1 copy for crew, 1 copy for local station file
3	Following messages to be sent manually: • MVT : RIXOPBT RIXHTBT • LDM : RIXOPBT RIXKRBT RIXHTBT • PSM : RIXRG7X RIXKPBT RIXHTBT RIXIRBT • API data to lo.riga@rs.gov.lv ; security@AirBaltic.lv • Accepted/ boarded passenger list with baggage/special services details to **DCSerror@airbaltic.com**; **security@AirBaltic.com**

A.3 Seating

At check-in or other suitable position, seats are assigned on a “First Come – First Served“ principle for customers holding confirmed flight reservations and not holding ASR - Advance Seat Reservation.

The seat assignment is normally performed automatically by the check-in system.

A.3.1 Definitions of Seat Types and Areas

This chapter describes different passenger aircraft seat types and areas used in connection with seating.

Non reclaimable seats are seats that have no or reduced recline. For comfort reasons they shall not be allocated until all other seats are occupied. If used, the passenger must be informed about the limited comfort.

Vacant flight deck and cabin crew seats - vacant flight crew seat on the flight deck and/or crew seats in the passenger cabin may be assigned to ID passengers who holds passenger or ID/staff ticket. Persons other than the active crew shall only be allowed to enter or to travel on the flight deck or crew seats with the prior permission of the Commander. Passenger has to be at least 15 years old. The Commander shall ensure that admission to the flight deck does not cause distraction or interference with the operation of the flight.

Acceptance off passengers on vacant flight deck and/or cabin crew seats shall be confirmed with RIX CLC.

The final decision as to the use of any vacant crew seats in the flight deck or the passenger cabin rests solely with the Commander. The use of vacant cabin crew seat should be taken after consultation with SCC.

The following categories of persons may be accepted by the Commander and are listed in order of priority of acceptance:

- Person designated by the company;
- Company flight deck crew;
- Company employee – on duty trip (including DH flights);
- Company employee – on leisure travel;
- Company employee relatives / travel partners – on leisure travel;
- Other ID passengers.

If there is more than one person to choose from the same category, the Commander shall select a person in accordance with the position held (rank), followed by the date of employment.

Regular, full fare passengers (for example in overbook situation) shall not be taken on any vacant crew seat.

For other persons than listed above, approval is required from SVP Flight Operations.

Note: Disabled, blind and/or deaf passengers shall not be allowed to travel on flight deck.

Exit row seats are seats that have direct access to an exit, i.e. a seat from which a passenger can proceed directly to the exit without entering an aisle or passing around an obstruction.

Emergency exit row location

A220-300

Aircraft reg.	Emergency exit row seats
YL-CSA/B/C/D/E/F/G/H/I/J/K/L/M/N YL-AAO/P/Q/R/S/T YL-ABG/H/I/J/K/L/M/N/P/O	14ACDEF

A220-300

Aircraft reg.	Emergency exit row seats
All other	12ACDEF

Extra comfort seats To increase Business class service by guaranteed extra comfort seat cabin versions are introduced and adjusted in the systems where the following seats are left free or blocked:

- aisle seats “C” and middle seats “E” for A220-300 a/c types

A.3.2 Exit row seating

Check-in staff is required to recognize Emergency exit row eligibility when assigning exit row seats on any flight. They shall identify persons who would be unable to perform one or more of the functions listed because:

- The person lacks sufficient mobility, strength, or skillfulness in both arms/hands and/or legs:
  - to reach the emergency exit swiftly;
  - to reach upward, sideways, and downward to the location of emergency exit and slide operating mechanisms, where applicable;
  - to push and pull, or otherwise operate emergency exits;
  - to grip, turn, push, pull, or otherwise manipulate exits associated devices;
  - to maintain balance while removing obstructions;
  - to exit expeditiously;
  - to stabilize escape slide after deployment;
  - to assist others in getting off the slide/wing/deck.
- The person is less than 15 years of age or lacks the capacity to perform one or more of the applicable functions listed in this section without the assistance of a parent or other accompanying person.
- The person lacks the ability to read and understand instructions related to emergency evacuation provided in printed, hand-written, or graphic form or the ability to understand verbal commands given by Crew.
- The person lacks sufficient vision ability to perform one or more of the applicable functions listed above without the assistance of visual aids beyond contact lenses or eyeglasses.
- The person lacks sufficient faculty of hearing to listen and understand instructions shouted by Cabin Crew without assistance of hearing aid.
- The person lacks the ability to impart information verbally to other passengers.
- The person having other responsibilities, such as care for small children, that might prevent the person from performing one or more of the applicable functions listed above.
- The person having a medical condition causing harm to health in case one or more of the applicable functions above are carried out.
- Check-in staff only can assign the exit row seats to passengers who meet the selection criteria stated above. Every effort shall be made to ensure persons seated in exit rows meet the selection criteria.

A.3.3 Seating of Different Passenger Categories

To be able to fulfill the rules for security and service regarding seating, passengers are classified in different categories.

Some of these categories are allowed onboard in a limited number. For limitations of special passenger categories refer to **A.4.5 Overview of Special Categories' Passengers**

A.3.3.1 Seating of PWD and MEDA

For safety and practical reasons special considerations shall be taken when seating passengers with disabilities (PWD). Refer to **A.4.5.1 Passengers with Disabilities** and **A.4.5.3 Medical (MEDA)**

PWD passengers and passengers booked as MEDA may not be seated in Emergency exit row seats. Window seat must be allocated.

Escorts shall be given seats immediately adjacent to the passenger they are escorting.

A.3.3.2 Seating of Children

Children, Infants and Unaccompanied minors may not be seated in Emergency exit row seats, in first row seats or on jump seat.

Whenever possible, small children shall be seated with their parents.

For the comfort of Business class passengers it is advised to seat children and infants booked in Economy class in the middle and rear part of the economy cabin.

An infant may be carried on the knee of an adult (one infant per adult). Infant may be seated in Window seats only.

Unaccompanied minors (UMNR) must be seated in the rear section of the cabin.

Note: If two children are traveling together as UMNR it is advised to seat the children next to each other.

A.4 Handling of Special Passenger categories

A.4.1 Unaccompanied Minors (UMNR)

BT GOM **1.4.1 - Unaccompanied Minors (UMNR)**

Follow these steps when you check-in an Unaccompanied Minor:

Step	Action
1	Is the child above 5 years of age and is not handicapped (or WCHR/S/C)? **If yes:** go to step 2. **If no:** the child may not travel as UMNR.
2	Does the UMNR hold a confirmed reservation? **If yes:** go to step 3. **If no:** request UMNR service and wait for confirmation in PNR. Does the UMNR have all necessary travel documents including visas and parental authorization, if required? **If yes:** go to step 3 **If no:** child may not travel
3	Complete the “Handling Advice for Unaccompanied Minor” form. **Reference:** see illustration below. **Note:** If paper copies are not available “Handling Advice for Unaccompanied Minor” must be printed from **https://groundops.airbaltic.com**
4	Issue a boarding pass for the appropriate class.
5.	Keep the “Original” White copy of the “Handling Advice for Unaccompanied Minor” form for filing and place Green copy of “Handling Advice for Unaccompanied Minor” form in the UMNR Wallet.
6.	Make sure that the seat allocation for UMNR is according to conditions stated in **A.3.3.2. Seating of Children**
7.	Make sure that the age of UMNR inserted in the PNR, and visible in check-in system, matches actual UMNR’s age.
8.	Put the child’s ticket, passport and other travel documents in the UMNR Wallet and hand it over to the child.
9.	Inform the agent who will accompany UMNR to the a/c about necessary service for UMNR escorting to the flight and provide with prepared Yellow copy No1 and Red copy of “Handling Advice for Unaccompanied Minor” form. UMNR Wallet content should be checked once again before leaving parent/guardian. Cross-check of UMNR documentation shall be performed by Senior Cabin Crew and ground staff. UMNR accompanying agent has to hand UMNR over to Senior Cabin Crew and receive signature on form. Signed form must be kept by handling agent in station file. **Red copy**: This is handover form copy where escorts of all phases have to sign. Arrival escort at UMNR handover to Person meeting UMNR at final destination has to ask for signature on form. Form must be kept in Station arrival file. **Note:** Completing of “Handling Advice for Unaccompanied Minor” Form steps must be performed as described in **Station Handling,** see below.

Station Handling: As a general rule, UMNRs shall be boarded and disembarked only through the front cabin door.

Departure: The accompanying parent/guardian shall assist with departure formalities and remain at the airport until the aircraft has taken off.

Gate staff shall perform UMNR documentation check before embarkation. If nonconformance is found, gate staff shall take necessary steps to secure correct handling and documentation of UMNR.

After successful document check at the gate UMNR must be accompanied by UMNR agent to aircraft and introduced to Senior Cabin Crew by ground staff. Cross check of UMNR documentation shall be performed by Senior Cabin Crew and ground staff.

When cross check of documentation completed, UMNR Handling advice Yellow copy No1 and Red copy must be signed by UMNR accompanying agent (ground staff) and by Senior Cabin Crew.

Signed Yellow copy No1 shall be kept by UMNR accompanying agent and after service completion must be stored in ground handling company in station file (Trip file) next to White “Original”.

Signed Red copy must be kept by Senior Cabin Crew: Red copy is handover form where escorts of all phases have to sign.

Handling agent must store the signed UMNR Handling advice forms for 6 month in local files.

Transfer: Ground staff shall meet the UMNR on board and escort the UMNR during transfer.

Departure ground staff has to hand UMNR over to Cabin crew#1 on transfer flight, get signature on “Handling Advice for Unaccompanied Minor” Yellow copy No2. Form with both transfer ground staff and Cabin crew#1 signatures must be kept by departure ground staff in Transfer station.

“Handling Advice for Unaccompanied Minor” Red copy is handover form copy where Cabin crew#1 and agent accompanying UMNR in transfer both sign and after that escort UMNR to next flight.

Arrival at final destination: Ground staff shall meet the UMNR on board, check contents of UMNR Wallet (Green copy of “Handling Advice for Unaccompanied Minor” and other travel documents shall be in the UMNR Wallet) and sign the UMNR Handling advice Red copy.

Ground staff shall escort the UMNR during arrival formalities.

Before handing over the UMNR to the escort at arrival, always ask for proof of identity, in order to verify that the person stated in the Handling Advise meets the child and signs the “Handling Advice for Unaccompanied Minor” Form.

Filled “Handling Advice for Unaccompanied Minor” must be stored by the final destination airport handling agent at least 6 months.

Irregularities: During flight irregularities an UMNR requires special attention. Parent/guardian shall be well informed about new arrival times, rerouting arrangements etc.

Whenever there is a high probability of flight diversion, the Commander shall decide if the child will be accepted for transportation or not. Carrier authorized representative in case of irregularity involving overnight is responsible for UMNR and shall remain present at all times, even if lodging is necessary to ensure child's safety.

Sample of Handling advice for UMNR

airBaltic

Handling Advice **for Unaccompanied minor (UMNR)**
Informācija **par bērnu (UMNR), kas ceļo bez pavadītāja**

A. PERSONAL DATA OF MINOR - THIS SECTION IS FILLED OUT BY THE PARENTS				
Family Name/Uzvārds	Given Name/Vārds	Age/Vecums	Sex/Dzimums	Language(s)/Valoda(s)
			☐ M/V ☐ F/S	

B. ROUTING - THIS SECTION IS FILLED OUT BY THE TICKET/CHECK-IN AGENT			
From/No	To/Uz	Flight No/Reisa Nr.	Date/Datums
❶			
❷			
❸			
Issuing office/Izdots	Agent/Agents *Signature*	Booking Reference /Rezervācijas Nr.	

C. PERSON MEETING ON ARRIVAL (AUTHORISED BY PARENTS) - THIS SECTION IS FILLED OUT BY THE PARENTS			
Family Name/Name	Address/Adrese	Telephone ❶	Telephone ❷

D. CONFIRMATION - THIS SECTION IS FILLED OUT BY THE PARENTS	
Family name/Name of parent/guardian/Vecāka/aizbildņa vārds, uzvārds	Date/Datums
Address/ Adrese	☎❶ ☎❷

I confirm that I have organized that minor mentioned above (flying unaccompanied) is accompanied till the airport registration and is awaited in the destination airport by the above mentioned persons. These persons will remain at the airport until the flight has departed and/or be available at the airport at the scheduled time of arrival of the flight. Should the minor not be met as stated above, I authorize the carrier(s) to take whatever action they consider necessary to ensure the minor's safe custody including return of minor to airport of departure, and I agree to indemnify and reimburse the carrier(s) for the necessary costs and expenses incurred by them in taking such action. I certify that the minor is in possession of all travel documents (passport, visa, health certificate, etc.) required by applicable laws. I, the undersigned parent or guardian of the previous mentioned minor, agree to and request the accompanied carriage of the minor named above and certify that the information provided is accurate.

Es apstiprinu, ka esmu noorganizējis augstāk minētā bērna, kurš lido bez pavadoņa, pavadīšanu līdz lidostas reģistrācijai un sagaidīšanu lidojuma galamērķī ar augstāk minētajām personām. Šīs personas uzturēsies lidostā, kamēr reiss būs aizbidojis un/vai būs pieejami lidostā pēc saraksta paredzētajā ielidošanas laikā. Gadījumā, ja bērns nav sagaidīts, kā tas noādīts, es pilnvaroju pārvadātāju(jus) veikt jebkādus nepieciešamos pasākumus, lai garantētu bērna drošu uzraudzību, ieskaitot arī bērna nogādāšanu atpakaļ izlidošanas lidostā, un piekrītu atlīdzināt pārvadātājam nepieciešamos izdevumus un izmaksas, kas viņiem ir radušies, uzņemoties šādus pasākumus. Es apliecinu, ka bērnam līdzi ir visi nepieciešamie ceļošanas dokumenti (pase, vīzas, veselības apdrošināšana, pilnvara, u.c.), ko paredz piemērojamie likumi. Es, apakšā parakstījies, iepriekš minētā bērna vecāks vai aizbildnis, līdzu veikt bērna bez pavadītāja pārvadāšanu un apliecinu to, ka esmu šādai pārvadāšanai piekritis un manis sniegtā informācija ir pareiza un precīza.

Please read the above (A,B,C and D)before signing/Lūdzu izlasiet augstāk minēto (A, B,C un D) pirms parakstīšanās

SIGNATURE/PARAKSTS .....

E. ESCORTING – THIS SECTION IS FILLED BY STAFF IN CHARGE OF MINOR WHILST IN THEIR CUSTODY				
Airline representative upon departure			Full name	Signature
Cabin crew #1 upon handover			Full name	Signature
Transfer No1	Airline representative in transfer		Full name	Signature
	Cabin crew #1 upon handover		Full name	Signature
Transfer No2	Airline representative in transfer		Full name	Signature
	Cabin crew #1 upon handover		Full name	Signature
Airline representative upon arrival in final destination			Full name	Signature

Person meeting on arrival at final destination

....

Full name (must match with section C above) Signature (for release of minor from airlines custody)

FORM PROCESSING

White "Original": store in issuing office;
Yellow copy No1: Departure ground staff has to hand UMNR to cabin crew#1, get signature on form. Form must be kept by ground staff;
Yellow copy No2: To be used in case of Transfer. Departure ground staff has to hand UMNR over to cabin crew#1, get signature on form. Form must be kept by Departure ground staff in Transfer;
Green copy: Insert in UMNR wallet;
Red copy: This is handover form copy where escorts of all phases have to sign. Arrival escort at UMNR handover to Person meeting UMNR at final destination has to ask for signature on form. Form must be kept in Station arrival file.

Reference for agents: http://www.airbaltic.com/public/groundops/ and SPM chapter 4.1.2 Unaccompanied Minor (UMNR)

A.4.2 Disabled Passengers and Passengers with Reduced Mobility

A.4.2.1 Handling of Blind and/or Deaf Passengers

Unaccompanied blind or deaf passengers who want assistance from check-in to arrival shall be assisted.

CODE	DEFINITION
BLND	Blind
DEAF	Passenger who is deaf or passenger who is deaf without speech.
BLND+DEAF	Blind and deaf passenger, who can move about only with the help of an accompanying person.

Special attention to blind or deaf passengers shall be made when informing all passengers about irregularity situations or safety related matters, since their impairment restricts them from viewing/ hearing the intended message.

The assistance codes to be used in the reservation and check-in systems are

BLND and DEAF These codes then will be automatically included in a PSM (Passenger Service Message) in order to identify the passenger for passenger handling staff at concerned stations. A manual PSM can be sent at stations with manual handling in order to secure correct handling of passenger elsewhere.

If the passenger is both BLND+DEAF, passenger must travel with an escort.

Blind passenger with service animal, when service animal (SVAN) accompanies a blind passenger, seating restrictions apply also for the service animal. Passenger should be assigned seat which allows space for the service animal next to floor level.

A.4.2.2 Handling of Disabled Passenger Needing Assistance

Disabled Passenger with intellectual or developmental disability Needing Assistance. This covers persons with disabilities such as learning difficulties, dementia, Alzheimer's' or Down's syndrome or other, who travel alone or with escort and will need ground assistance.

When requesting assistance for a disabled passenger with intellectual or developmental disability following code shall be used:

CODE	DEFINITION
DPNA	Disabled Passenger Needing Assistance.

Special attention to Disabled passengers shall be made when informing all passengers about irregularity situations or safety related matters, since their impairment might restrict them from intended message.

The assistance code will be automatically included in a PSM (Passenger Service Message) in order to identify the passenger for passenger handling staff at concerned stations. A manual PSM can be sent at stations with manual handling in order to secure correct handling of passenger elsewhere.

A.4.3 Handling of Passengers Requiring a Wheelchair

Passengers having difficulties in getting to or from the aircraft and who want assistance may normally be provided with a wheelchair and assistance from check-in to arrival.

When requesting assistance for a passenger needing a wheelchair, one of the following codes shall be used:

CODE	DEFINITION
WCHC	The passenger requires wheelchair to / from the aircraft, and needs to be carried up or down the steps and into or from cabin seat
WCHS	The passenger requires wheelchair for distance to / from aircraft. Must be carried up / down the steps, but is able to make his own way to / from the cabin seat
WCHR	The passengers requires wheelchair to / from the aircraft

If passenger are traveling with own wheelchair additional code shall be used:

CODE	DEFINITION
WCMP	Own manual wheelchair
WCBD	Own mobility aid with Dry cell, Wet cell Non-Spillable (Gel) batteries;
WCLB	Own mobility aid with Lithium-ion batteries

Passenger service staff is responsible for verification of appropriate code usage in check-in systems in order to secure proper handling.

Rules for acceptance of wheelchairs and restrictions of Wheelchairs or mobility devices with spillable batteries or non-spillable batteries see **B.2.3.3 Wheelchairs and Mobility aids** , **C.10.11.2 In the passenger baggage - Powered Wheelchair and Mobility Aids**.

A.4.3.1 Handling of Medical Transportation

Medical Transportation is applicable for passengers whose medical condition demand different degree of assistance and/ or escort at embarkation/ disembarkation and/ or during the flight. Medical Transportation must be booked and authorized in advance.

A.4.3.1.1 Passengers requiring additional air / oxygen bottles from airBaltic

Air/oxygen bottles provided by airBaltic (for MEDA passengers)

Medical Oxygen Unit Wenoll-System WS 120 is a mobile system for the oxygen therapy of passengers (6 years and older) with increased oxygen requirements.

Reference **C.10.9 - Air/oxygen bottles**

A.4.3.1.2 Authorisation

All medical transportation, except Pregnant passengers, must be authorized by contracted SOS International.

Phone: +45 32 32 16 16

Fax: +45 32 32 64 50

When transportation of a sitting sick passenger is authorized, CPHIL will send a Special advice to the Reservation control functions along the route.

CPHIL will also insert a note of the authorization in the passenger's PNR.

The following cases are not accepted for medical transportation on airBaltic operated flights:

- Persons whose medical condition, behaviour or type of nursing might be hazardous or offensive to other passengers
- Persons with such a degree of physical infirmity that the transportation is likely to result in complications or death
- Persons who need individual nursing or care during the flight and who are not accompanied by a suitable companion
- Persons whose physician refuses to reveal information about their medical condition

A.4.4 Handling of Inadmissible Passengers and Deportees

A.4.4.1 Handling of Deportees

With escort (DEPA)	there is **no restriction** as to their number, provided that individual escort is ensured
Without escort (DEPU)	only **one** deportee (DEPU) per departing country per flight is accepted without escort, exceptions being permitted for spouse and children under 12 years age or in case of approval by airBaltic Security and Emergency Response Division (Security helpdesk).

The police / warden shall present themselves with the Deportee to airBaltic Check-in, or to a function designated by him at least one hour before departure.

When the police / warden turns up at the airport with Deportee, follow these steps

Step	Action
1	Evaluate the Deportee's fitness for travel by reading the form 'Notification of Deportee', delivered by the police / warden and by observing the behavior and appearance of the Deportee
2	Notify the Commander and arrange a meeting with the police / warden and the Deportee before embarkation.
3	If the Deportee is considered unfit for travel without escort, then make the necessary arrangements for the escort's travel subject to the approval of the deporting authority **Note:** If an escort is not available, the local police should be requested to keep the Deportee in custody until the disposal instructions have been obtained from the deporting authority
4	Report any unplanned requirement for escort or refusal of carriage by the station staff or the Commander to RIXOM in a Station Report. Record the reasons as accurately as possible
5	Check the Deportee's travel documents. In case of any doubt contact airBaltic Security Helpdesk.
6	Make sure that the police / warden delivers a Document Envelope containing: • The passport of the Deportee or valid travel document to respective country • The ticket of the Deportee • A copy of 'notification of deportee' • A copy of the Deportation Order to the Commander **Note:** exceptions of this step may be authorized by airBaltic Security Helpdesk
7	Submit all necessary information to the function responsible for issuing the notification to Commander.

The police authorities are responsible for ensuring that Deportees do not carry any objects on them or in their baggage, which could be used for a violent act or as a threat. The police authorities have the right, if deemed necessary, to initiate security screening of all passengers and their baggage on flights carrying Deportees.

Escort must always be provided, if a Deportee:

- Is deemed to be a safety risk
- His/her behavior or conduct may cause discomfort to other passengers.
- Has committed unprovoked violence or other dangerous criminal acts
- Objects to the deportation
- Is wanted by the police in his / her home country or in another state or is assumed to be arrested upon arrival at the destination
- Needs guarding at intermediate or transfer stations
- Due to mental state or drug dependence is considered a hazard to him /herself and / or to other people
- Is to be extradited due to crime

Notification to the transit / transfer / arrival stations about the Deportee(s) is sent in Passenger Service Message (PSM).

Any subsequent order to airBaltic by the police authorities to carry the Deportee shall be referred to airBaltic Security and Emergency Response Division.

When planning carriage of Deportees the deporting authority is responsible for arranging guarding and transfer of the Deportee(s) with the police at the transit / transfer station 24 hours in advance.

A.4.4.1.1 Deportees traveling with escort (DEPA)

Contracted Handling Agent has to ensure that escort complies with the rules and qualifications described below:

- The Contracted Handling Agent shall apprise escorting officers that they should not interfere in any incident occurring during the flight unless requested to do so by Commander.
- Escorting officers should ensure that a prisoner, person in lawful custody or deportee does not carry contraband, weapons, matches or other potentially dangerous items.
- Escorts should be equipped with adequate restraining devices to be used in the event they determine that restraint is necessary.
- Escorts should not carry mace, tear-gas or similar incapacitating gasgenerating devices on board an aircraft.
- Escorts should adequately identify themselves to the Contracted Handling
- Agent and flight crew, their presence on board and seat assignment shall be transmitted to the Commander, who should acknowledge receipt of this information.
- Any other security personnel and passengers authorized to carry firearms on board the aircraft should be made aware of the transportation of persons with escorts and their seat location.
- Escorted persons should be boarded before all other passengers and disembarked after all other passengers have left the aircraft.

- They should be seated as far to the rear of the passenger cabin as is possible but not next to/directly across from an exit.
- They should only be seated in a row of two or more seats and at least one escort should sit between the escorted person and any aisle.
- They should be accompanied by escorts at all times and kept under surveillance, including visits to the lavatory.
- No intoxicating beverage should be served to escorts and escorted persons while on board the aircraft.
- Escorted persons may be served food at the discretion of escorts but should not be provided with metal utensils or knife.
- The escorts shall be able to speak language understandable by the flight crew.
- The escorts shall wear civilian clothes

A.4.4.1.2 Unaccompanied deportees (DEPU)

Unaccompanied deportees (DEPU) shall be disembarked separately from other passengers.

They should be seated as afar to the passenger cabin as is possible but not next to/directly across from an exit.

DEPU and their travel documents shall be handed over from crew to handling agent or State Authorities, whichever is authorized to make further actions according to local requirements.

If DEPU is handed over to handling agent, DEPU may be left unaccompanied only if:

- State Authorities do not request any further actions from handling agent or airline, or
- Approval from airBaltic Security Helpdesk is received.

If DEPU arrives with an airBaltic flight and should depart with another airBaltic flight, handling agent is responsible for DEPU and his/her travel documents during the stopover.

A.4.4.2 Handling of Inadmissible Passengers (INAD)

In accordance with Conditions of Contract it is the passenger's responsibility to ensure that all visas and other documents necessary for travel are in order prior the commencement of journey.

AirBaltic reserve the right to refuse carriage if a passenger has not complied with these requirements, or his/her travel documents do not appear to be in order. Thus, airBaltic cannot accept responsibility for the consequences of any irregularities.

An inadmissible passenger is to be responsible for the cost of transporting him/her back to country of departure. The fare collected for carriage to the point of refusal or denied entry will not be refunded.

The inadmissible passenger shall be responsible for any expenses for:

- Food and/or hotel accommodation, and
- Ground transportation

Any unused flight ticket or any funds of the inadmissible passenger in possession of airBaltic may be used to cover the mentioned costs.

Any time an INAD situation occurs, the priority for the outstations is to arrange transportation for INAD passenger to his last boarding station, e.g. RIX.

New routing of INAD passenger must be confirmed with airBaltic Document Support by phone or BT Outstation Coordinator team:

Document Support (office hours) phone number +371 28627012 (E-mail document.support@airbaltic.com)

BT Outstation Coordinators line 24/7 mobile phone number: +371 67280440

A new ticket should be issued by Outstation Coordinator Team.

The passenger still has to be seated in economy class.

PNR must have Special Service INAD requested (SSR INAD)

airBaltic staff or contracted handling agent shall assist inadmissible passengers with the necessary information in order they could get in contact with the authorities representing the country of INAD's citizenship.

A.4.4.2.1 Reporting of Inadmissible Passengers (INAD)

Handling Agent/ Duty Manager is responsible for informing airBaltic about the INAD passenger.

- "Inadmissible passenger report – ''Initial" form is located below in procedure and on groundops.airbaltic.com/forms/Passengershandling
- "Inadmissible passenger report – Initial" must be sent to e-mail: document.support@airbaltic.com atoirr@airbaltic.com and groundops@airbaltic.com until the end of the duty time of the particular day when occurrence happened.

Note: Inadmissible passenger passport copy, visa copy or national ID must be sent together with "Inadmissible passenger report – Initial" form.

airBaltic Ground Operations Department

Inadmissible Passenger Report – Initial

e-mail: document.support@airbaltic.com groundops@airbaltic.com atoirr@airbaltic.com

FILLING IN BELOW SHOULD BE PERFORMED BY GROUND HANDLER			
REASON FOR REPORT:	☐ PX ☐ PF ☐ ND ☐ NA ☐ VX ☐ VF ☐ OT ☐ ETA PX = PASSPORT EXPIRED/NO PASSPORT VX = VISA EXPIRED/NO VISA/USED VISA PF = PASSPORT FALSE (MANIPULATED, IMPOSTER, COUNTERFIET ETC..) VF = VISA FALSE (MANIPULATED, COUNTERFEIT ETC..) ND = NO DOCUMENT(S) (FOR 'DOCUMENT DESTROYERS') OT = OTHERS (NO FUNDS, FALSE DECLARATION TO IMMIGRATION OFFICER ETC) NA = INFORMATION NOT AVAILABLE		
REPORTING STATION		DATE	
ARR BY FLT NBR/DATE		FROM	
REPORT PREPARED BY			
PSGR NAME			
NATIONALITY			
DATE/PLACE OF ISSUE			
INBOUND ROUTING			
VIOLATION DETAILS			
ATTACHMENTS TO BE SENT TOGETHER WITH REPORT:	☐ PASSPORT COPY ☐ VISA COPY ☐ NATIONAL ID COPY		
RETURNED BY FLT NBR		TO	
		ROUTING	

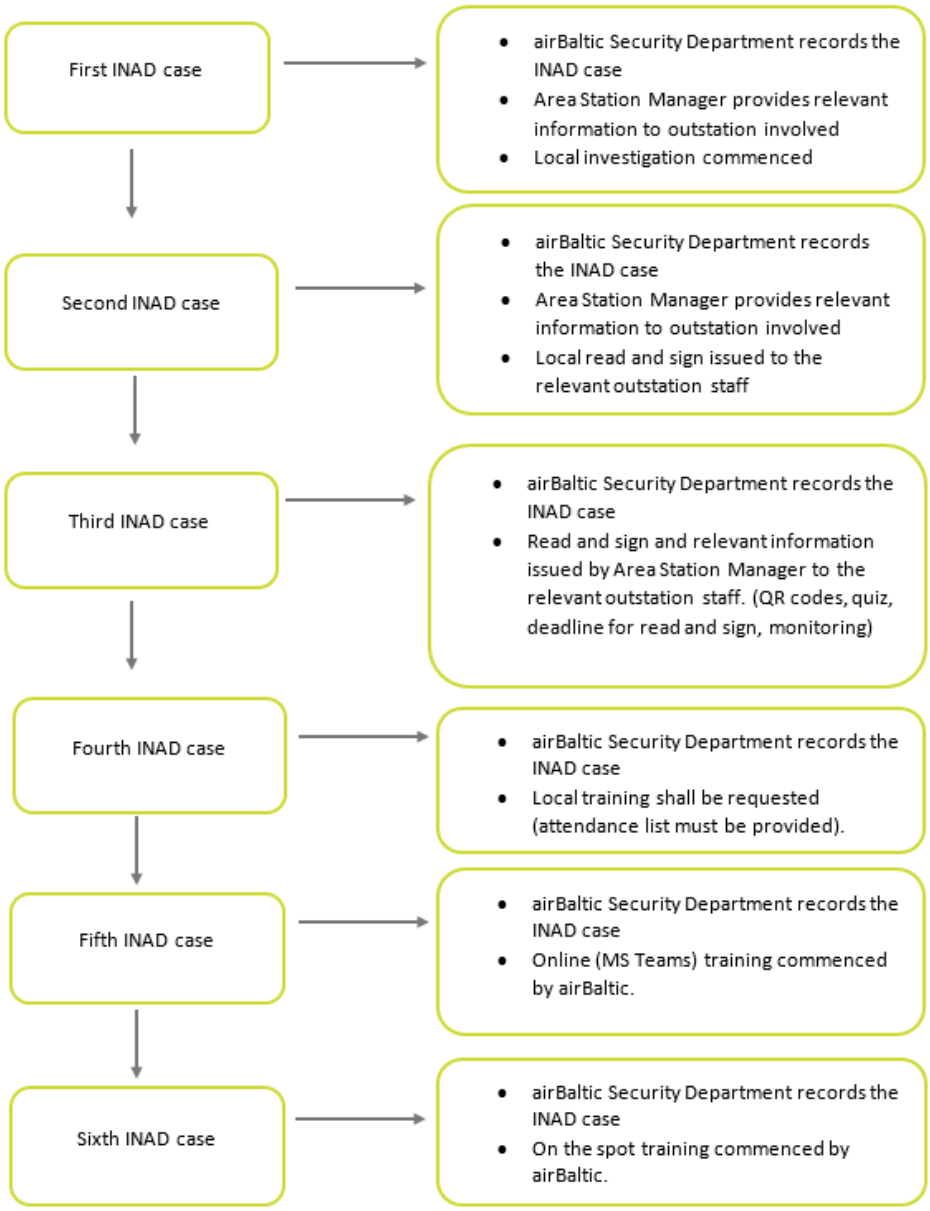
Reference: GOM A.4.4.2.1 Effective: 04.04.2018

A.4.4.2.2 Inadmissible passengers (INAD) monitoring and prevention policy

When “Inadmissible passenger report – Initial” is received at the airBaltic from Handling Agent, internal airBaltic quality control system Q-Pulse will be used for all violation listing and monitoring.

All “Inadmissible passenger reports – Initial” will be stored 1 year at airBaltic Security Officer in RIX.

Diagram below describes actions to be taken. (Number of INAD in 12 months period)



A.4.4.3 Persons in Lawful Custody, Prisoners and Dangerous Prisoners

The procedure of Persons in Lawful Custody, Prisoners and Dangerous Prisoners is described in airBaltic Security Program. The part of the main procedure described below must be followed by Handling Agents.

Handling agent shall not accept a prisoner and escorts as passengers unless concurrence has been obtained in advance from the States and other operators that may be involved en route and at the intended final destination.

Note: Before refusing acceptance of persons in lawful custody or prisoners, agent must consult with airBaltic Security Helpdesk by calling **+371 25614431** (office hours only).

No passenger may travel on board of airBaltic aircraft handcuffed. Passengers requiring restraints during travel shall be refused boarding at all times.

Check-in and boarding procedures for these passengers:

- Check in - they should only be seated in a row of two or more seats and at least one escort should sit between the escorted person and any aisle
- They should be seated as far to the rear of the passenger cabin as is possible but not in a lounge area or next to/directly across from an exit
- In a row of two seats, one escort should be seated in the next front seat
- They should be boarded before all other passengers
- They should be disembarked after all other passengers
- Information on seat assignment shall be given to Commander

A.4.5 Overview of Special Categories' Passengers

airBaltic transports passengers that require special handling, conditions and/or devices and their situation need appropriate attention providing that applicable handling requirements are followed and safe and secure environment is ensured.

airBaltic keep rights to refuse embarkation of special category passengers if they cannot meet safe and secure travel onboard aircraft.

A.4.5.1 Passengers with Disabilities

CODE	DEFINITION	TRANSPORTATION LIMITATIONS	SEATING LIMITATIONS
WCHR	Passenger who can walk up and down stairs and move about in an aircraft cabin, but requires a wheelchair or other means for movements between the aircraft and the terminal, in the terminal and between arrival and departure points landside of the terminal.	Number should not exceed the number of passengers capable of assisting them in case of an emergency	- Shall not be seated in emergency exit row seats. - Shall be seated close to a floor level exit, not blocking aisle access to an able bodied passenger.
WCHS	Passenger who cannot walk up or down stairs, but who can move about in an aircraft cabin and requires a wheelchair to move between the aircraft and the terminal, in the terminal and between arrival and departure points landside of the terminal.		
WCHC	Passenger who is completely immobile, who can only move about with the help of a wheelchair or any other means and who requires assistance from arrival at the airport to seating in the aircraft.		

CODE	DEFINITION	TRANSPORTATION LIMITATIONS	SEATING LIMITATIONS
WCMP	Passenger who travels with wheelchair or other similar mobility devices without batteries	Number should not exceed the number of passengers capable of assisting them in case of an emergency.	- Shall not be seated in emergency exit seats - Shall be seated close to a floor level exit, not blocking aisle access to an able bodied passenger
WCBD	Passenger who travels with wheelchair or other similar mobility devices with non-spillable wet batteries		
WCLB	Passenger who travels with wheelchair or other similar mobility devices with lithium batteries		
BLND	Passenger who is blind		
DEAF	Passenger who is deaf or passenger who is deaf without speech.		
DEAF and BLND	Blind and deaf passenger, who can move about only with the help of an accompanying person.	Shall always be accompanied by another person.	
SVAN	Passenger who is traveling with service animal (also rescue dogs)	No limitations	
DPNA	"Disabled Passenger Needing Assistance" is the code for passengers with cognitive, neurological or (hidden) disabilities, as well as mental ailment. . This covers for example persons with learning difficulties, dementia, Alzheimer's' or Down's syndrome, as well as persons with (hidden) disabilities resulting from Crohn's disease, ulcerative colitis, also known as Inflammatory bowel disease (IBD) or people with stoma bags due to Ileostomy, Colostomy or Urostomy - who travel alone and will need assistance.	Number should not exceed the number of passengers capable of assisting them in case of an emergency.	
MAAS (meet and assist)	All other passengers in need of special help.	Not transported on airBaltic flights.	N/A

A.4.5.2 Infants and unaccompanied children

CODE	DEFINITION	TRANSPORTATION LIMITATIONS	SEATING LIMITATIONS
INF	**INFANT** Person aged from 8 days, but has not reached 2 years of age.	Accepted only if accompanied by adult person.	— Shall not be seated in emergency exit row seats. — Shall be seated on adult's lap restrained by an infant / extension seat belt. — Infant seat belts and infant lifejackets shall be distributed before take-off to the infant's guardian. Cabin crew shall explain the use of the Infant seat belt and the infant lifejacket to the guardian. The infant lifejacket shall be placed under the armrest next to the guardian. **NOTE:** On aircraft with fixed oxygen systems, infants can only be seated on laps where there is an extra oxygen mask above the seat row.
INS	**INFANT with seat** Person aged from 8 days, but has not reached 2 years of age.		— Can be seated in certified child seat during all phases of flight next to accompanied person. — Shall not be seated in emergency exit row seats. — Shall not be seated one row before or one row after emergency exit row. — Infant seat belts and infant lifejackets shall be distributed before take-off to the infant's guardian. Cabin crew shall explain the use of the Infant seat belt and the infant lifejacket to the guardian. The infant lifejacket shall be placed under the armrest next to the guardian. — INS shall be seated in windows seat to not interfere other passenger mobility.
CHD	**CHILD** Person that has reached 2 years of age, but not 12 years of age.	Below 5 years of age accepted only if accompanied by adult person.	— Shall not be seated in emergency exit row seats. — Shall occupy a passenger seat and fasten seat belt in normal manner.

CODE	DEFINITION	TRANSPORTATION LIMITATIONS	SEATING LIMITATIONS
UMNR	**UNACCOMPANIED MINOR** Person who has reached 5 years of age but not 12 years of age and is travelling alone **OR** Person that has reached 12 years of age but not 18 years of age and requires assistance.	Not more than 10 on one flight.	— Shall be seated in the forward section of the cabin.

A.4.5.2.1 Inadmissible Passengers, Deportees or Persons in Custody

CATEGORY	DEFINITION	TRANSPORTATION LIMITATIONS	SEATING LIMITATIONS
Inadmissible passenger (INAD)	Passengers who are refused admission to a country by the authorities	No limits	- Additional restrictions can apply. - Shall not be seated in emergency exit row seats. - If person is escorted –should only be seated in a row of two or more seats and at least one escort should sit between the escorted person and any aisle.
Deportee with escort (DEPA)	Passengers who had legally been admitted to a State by its authorities or who had entered a State illegally and who at some later time, is formally ordered by the authorities to be removed from that State	No limits	
Deportee without escort (DEPU)		Only 1 deportee per deporting country, per flight. Exceptions: Only with approval by BT Security and Emergency Response division	
Persons in lawful custody or prisoners (only with escort allowed)	Passengers who under arrest or convicted by courts of law that are entitled to prosecution or imprisonment	No limits	

A.4.5.3 Medical (MEDA)

CATEGORY	DEFINITION	TRANSPORTATION LIMITATION	SEATING LIMITATIONS
PAX requiring additional air/oxygen	Passengers who need to use oxygen onboard for medical reasons.	Shall be accompanied by medical staff _____ Pre-ordered oxygen only from airBaltic is used.	— Must not be seated in emergency exit row seats. — Must be seated in a window seat.
STCR	Passengers who can only be transported on a stretcher.	Not transported on airBaltic flights	N/A

NOTE: Medical transportation could be applicable for other passengers which are not mention above. It shall be booked and authorized 48 h before departure.

A.4.5.4 Other

CATEGORY	DEFINITION	TRANSPORTATION LIMITATION	SEATING LIMITATIONS
Pregnant women	Female passenger in the period from conception to birth.	**Up to end of 27th week**. No restrictions **Beginning of 28th and up to end of 36th week.** It is advisable to have one of following documents to prove the stage of pregnancy: 1. Pregnancy passport; 2. Completed airBaltic standard form Pregnancy statement for air travel; 3. Medical certificate in English language stating that passenger is “Fit to fly” and indicating stage of pregnancy **Beyond 36th and more weeks.** Not accepted for transportation. **NOTE:** No travel permitted after 32nd week of pregnancy if expecting multiple births.	— Shall not be seated in emergency exit row seats.
Passenger traveling with private oxygen supply (POC, CPAP etc.)	Passengers who need to use oxygen provided from private oxygen supply	Medical staff assistance not required	— Marked on OnBoard List as POXY. — Shall not be seated in emergency exit row seats. — Additional restrictions can apply.

A.4.6 Handling of Passengers with Hidden VIP Service (PREM)

Hidden VIP passengers shall be treated with special attention.

CODE	DEFINITION
PREM	Hidden VIP Service

Following rules shall be followed when serving Hidden VIP treatment passengers:

- Passengers shall be treated with special attention (polite/appropriate communication; no arguing; service orientation).
- Boarding shall not be denied in case of overbooked flight or aircraft type change.
- In case of any irregular situation Hidden VIP treatment passengers should be served with extra attention. Provision of extra services to the passenger should be agreed with respective airBaltic Area Station Manager or airBaltic Area Ticket office Manager or airBaltic irregularity team.

No information shall be distributed to passenger itself about Hidden VIP treatment.

A.4.7 Frequent traveler

airBaltic CLUB is the airBaltic frequent flyer loyalty program. Passengers can collect points in their account and redeem them on flight bookings and services. See below the rules and benefits per FQTV level

RULES AND BENEFITS	STATUS LEVEL		
	CLUB	EXECUTIVE	VIP
			
ADDITIONAL BENEFITS			
Advance seat request online	-	-	free
Seat selection during online check-in	-	-	free
Priority class check-in with basic class ticket type	-	yes	yes
Security Fast Track	-	RIX, TLL, VNO	in RIX (plus one guest), TLL, VNO
Lounge access	-	-	Yes (plus one guest and children (up to 12 years of age))
Free second piece of hand baggage	-	-	yes
Free Heavy hand baggage	-	yes	yes
BAGGAGE ALLOWANCE			
Basic (Green and Green plus) ticket type	-	-	-
Green Classic ticket type	-	+1 item up to 23 kg	+2 items up to 46 kg; +1 piece of sports equipment with a max. weight 23 kg free of charge
Business class ticket type	-	+1 item up to 23 kg	+2 items up to 46 kg

A.4.8 Handling of staff/ID passengers

ID-passengers (Air Industry Discount passengers) are passengers traveling at a reduced fare. Their eligibility derives from being employed by or related to the airline (S, R Tickets), or sponsored by the airline (N Tickets).

ID-Passengers shall always be shown the same courtesy and be given the same assistance and service as revenue passengers within the limitations outlined in this section.

A common dress code applies to travel both for private reasons as well as for company reasons. Staff travelers must dress in smart/casual wear (presentable jeans accepted) and tidy footwear.

An ID ticket can be identified by OS element in reservation (ID00S1/S2 or ID..R2) or specific booking class – R (C cabin) and N (Y cabin)

It is not permitted to use lounges when traveling on ID tickets.

The only exception: BT employees (and dependants) having C class ID leisure tickets (fare basis ID90R2) may visit Business Lounge in RIX.

The same rules for document control apply as for revenue passengers. All ID passengers should also hold visas for intermediate stops as required.

The baggage shall be standby processed as per same rules as for revenue passengers. If exceeding the free baggage allowance, the commercial baggage charges for oversize and overweight checked baggage will apply.

A special ID code must be registered whenever ID passenger is checked-in. The respective ID codes to be used can be found in check-in system help files. Examples of fare basis versus ID codes are shown in table below.

Priority	Fare basis; OS element	Travel purpose	Altéa DCS ID-passenger codes	
			Onload	Regrade
1	**ID00C1**	crew must go - confirmed	01	04
2	**ID00S1**	BT staff on duty - confirmed	02	04
3	**ID50S1/ IDMxS1**	OAL on duty - confirmed	03	04
4	**ID00S1**	OAL on duty - confirmed	04	04
5	**ID00R1**	BT staff on vacation - confirmed	77	04
	IDHLR1	BT staff Home leave – confirmed	77	04
6	**ID75N1**	OAL/non-employee - confirmed	05	04
7	**AD75N1**	travel agents - confirmed	06	04
8	**ID50N1**	OAL/non-employee - confirmed	07	04
9	**ID90N1**	OAL/non-employee - confirmed	22	04
10	**AD90N1**	Only Tez Tour- confirmed	33	04
	AD00N1	Travel agents - confirmed	33	04
11	**ID00N1**	OAL/non-employee - confirmed	34	04
12	**ID00S2**	BT staff on duty - stand by	09	03
	IDHLR2	BT staff Home leave – stand by	09	03
13	**ID00S2**	OAL on duty - stand by	10	03
14	**ID90R2**	BT staff on vacation - stand by	99	03
15	**IDZXR2**	OAL on vacation - stand by	11	03
16	**IDXXN2**	OAL / non-employee - stand by	12	03
	AD90N2	Travel agents – stand by	12	03

S1/S2 – Duty tickets
R1/R2 – Leisure tickets
OAL – Other airlines

Acceptance on board according to onload priority and DOJ.

Only ID00C1 – crew must go have a higher priority than revenue passengers.

Note: DOJ (date of join) must be inserted manually, if it is not already present in ID passenger PNR.

A.5 Boarding

A.5.1 Boarding Announcements

Gate announcements shall be made in the following cases:

- To inform about boarding routines and start of boarding
- To call a passenger
- Inform about irregularities

AirBaltic policy is to make the announcements in the following languages in the below order:

1. In the local language spoken at the boarding station.

2. In English.

Note: Additional announcement in Latvian language (except RIX), shall be used only if the station has option to record and play automatic announcements at the gate.

Example of Boarding Announcement:

LATVIAN

- Labrīt / Labdien / Labvakar, cienījamie pasažieri!
- Aviokompānijas airBaltic reiss BT ……. (sadarbībā ar …..) uz…….. ir sagatavots iekāpšanai no sektora …….
- Biznesa klases pasažierus, airBaltic kluba VIP karšu īpašniekus un ģimenes ar maziem bērniem aicinām uz iekāpšanu jebkurā brīdī izmantojot prioritāro iekāpšanas līniju.
- Pateicamies, ka izvēlaties airBaltic, un novēlām patīkamu lidojumu!

ENGLISH

- Good morning / Good afternoon / Good evening dear passengers!
- Your airBaltic flight BT……. (cooperation with) to……destination) is ready for boarding. Please proceed to gate ……
- We invite Business class passengers, airBaltic Club VIP members and families with small children to board **using the priority line at any time.** (If priority line is not available:) **at any time without queue.**
- We thank you for flying with airBaltic and wish you a pleasant flight!

A.5.2 Boarding procedure

The boarding activities shall always be based on airBaltic three main priorities: safety, punctuality and service. The responsibility for the boarding process lies with the gate staff.

Before commencing boarding, it shall be verified with cabin crew that the cabin is clear and the crew is ready to welcome passengers onboard.

If the infrastructure of boarding gate allows to use two separate lines for the boarding, one line shall be used only for Business class passengers, airBaltic Club VIP members, families with small children and passengers with special needs as a Priority line.

The gate staff shall always be observant about the size and amount of cabin baggage that passengers bring with them to boarding counter.

Cabin baggage is allowance described in **B.1 Carry-on Baggage**

Boarding routine:

Guidelines for boarding

In order to perform the boarding correctly, the guidelines below must be followed:

- Make Pre-boarding and Boarding announcement
- Start the pre-boarding 30 minutes before STD
- Station staff should handle the boarding devices
- Make sure the passenger is boarding the correct flight
- In addition to document check at check-in counters, gate agent shall also perform travel document check for passengers for their departing and subsequent connecting flights. (if applicable)
- Board passengers by scaning boarding passes
- Handle the stand-by list
- Close the flight according to local deadlines or according agreed deadlines set by airBaltic
- The boarding is completed when all checked-in and accepted passengers have boarded
- Passenger Information List (Onboard Service List) is obtained by Cabin Crew via mobile devices, provide paper copy only if requested by Cabin Crew.

Missing Passengers at gate

In order to avoid delays, gate will be closed according to set deadlines. Following actions must be taken immediately:

- Missing passengers must be paged personally.
- Baggage tag numbers of the missing passengers must be reported to ramp staff, to start the baggage offload.

A.6 Passenger Irregularities

A.6.1 Delays

Passengers whose flights are delayed for a specified time should be adequately cared for and should be able to cancel their flight with reimbursement of their tickets or to continue them under satisfactory conditions.

Care for passengers awaiting an alternative or a delayed flight may be limited or declined if the provision of the care would itself cause further delay.

Special attention shall be paid to the needs of persons with reduced mobility and any persons accompanying them as well to the unaccompanied children (UMNR).

All passengers who are personally affected by delays must be offered written information about their rights in this specific situation.

Care shall be offered to all passengers (except Staff/ID passengers) regardless of the reason of delay if the delay happens.

Hours of delay/ waiting time at the airport	**Care to be provided**
2 - 8 hours	One **refreshment** voucher **A.6.9. – Meal cards** Communication – 2 phone calls, e-mails.
Over 5	Rebooking - to be advised by BT Outstation Helpdesk Or Rerouting - to be advised by BT Outstation Helpdesk Or Reimbursement – to be arranged by Customer Relations BT
Over 8	**If waiting time exceeds 8 hours**, **meal** voucher is issued. **A.6.9. – Meal cards** When the expected time of departure is the day after the time of departure previously announced, hotel accommodation and transport between airport and hotel to be provided. **NOTE:** Hotel priority list (if applicable for station) may be advised by BT Outstation helpdesk. **BT Outstation helpdesk line** 24/7 mobile phone number: **+371 67280440** **NOTE**: Evening meal is not included in hotel arrangement; meal voucher to be used at airport is given instead. Morning meal is included in hotel arrangement. Making transport arrangements, please check if: • Hotel provides shuttle bus • If several passengers can go together in one taxi • If convenient means of public transport are available Both passenger convenience and airBaltic costs must be taken into consideration when choosing hotel and transportation.

A.6.1.1 Information to the passengers

airBaltic information standard in case of irregularities:

- The traffic irregularity shall be announced as soon as possible and not later than 15 minutes prior to STD.
- At STD the reason and duration of the traffic irregularity shall be repeated.
- The passenger shall continuously be informed of the reason and duration of the traffic irregularity, with intervals not exceeding 30 minutes and/or at the time of previously announced ETD.
- airBaltic representative shall be available at departure gate and information counter.

The following are example of reasons that may be included in the announcements. They are given as a guideline, but your own words may just as well be used.
Each announcement shall be concluded with the estimated time of departure, e.g.: “Estimated time of departure will be at XX hours“.

Reason for delay	**Standard announcement**
Technical	Delay due to technical reasons.
Weather	Delay due to weather conditions at destination airport XXX. Delay due to weather conditions here at departure airport XXX. Delay due to fog/ice on runway, crosswind, and removal of snow at XXX.
Rotation	Delay due to late incoming aircraft from previous flight.

A.6.1.2 Delay with passengers onboard

In delay situations where passengers have already boarded the aircraft, the Cabin crew shall take action in close co-operation with the Commander and the station staff.

- On board announcement about the progress of the delay shall be given at regular intervals, not exceeding 15 minutes.
- The Commander shall announce the delay no later than 5 minutes after STD.
- Passengers should be allowed to disembark if the delay is expected to be 60 minutes or more.
- While on ground, extra meal service can be arranged onboard, if the delay is expected to be 2 hours or more.

A.6.2 Diversions

If a flight returns to gate, or diverts to another destination than planned, it is airBaltic policy to reroute the passenger to the final destination on the ticket.

If he/she cannot fulfill the purpose of the trip due to diverted or returned flight, passenger can get refund of the value of the ticket at the price it was bought or rebook the flight to a later date if seats are available.

If the passenger is in transit and refuses to continue the trip, he/she is entitled to the refund of the value of the ticket and return to the first original destination.

If passengers on a diverted flight have been scheduled to another connecting flight, delay procedures shall apply.

A.6.3 Cancelation of Flight

Cancellation is non-operation of a flight which was previously planned and on which at least one seat reserved.

Particular attention shall be paid to the needs of persons with reduced mobility and any persons accompanying them, as well as to the needs of unaccompanied children (UMNR)

Cancellations are divided into two groups:

- Cancellations not caused by Extraordinary Circumstances
- Cancellations caused by Extraordinary Circumstances

All passengers who are personally affected by Cancellations must be offered written information about their rights in this specific situation.

Extraordinary circumstances

As under the Montreal Convention, obligations on operating air carriers should be limited or excluded in cases where an event has been caused by extraordinary circumstances which could not have been avoided even if all reasonable measures had been taken. Such circumstances may, in particular, occur in cases of:

- political instability,
- meteorological conditions incompatible with the operation of the flight concerned,
- security risks,
- unexpected flight safety shortcomings
- and strikes that affect the operation of an operating air carrier.

If the flight is cancelled on the day of departure following rules shall apply:

Rebooking

- Under comparable transport conditions, to the final destination at a later date at the passenger's convenience, subject to availability of seats

OR

Refund

- The full cost of the ticket at the price at which it was bought, for the part or parts of the journey not made, and for the part or parts already made if the flight is no longer serving any purpose in relation to the passenger's original travel plan
- When relevant a return flight to the first point of departure, at the earliest opportunity

OR

Re-routing

Under comparable transport conditions, to the final destination at the earliest opportunity.

AND

Care

Meals and refreshments in a reasonable relation to the waiting time at the airport.

- Communication – 2 phone calls, e-mails.
- In case of overnight stay, hotel accommodation including transport between the airport and the place of accommodation

Note: Evening meal is not included in hotel arrangement, meal voucher (see values in Meal cards) to be used at airport is given instead.

Morning meal is included in hotel arrangement.

Note: Hotel, transportation services, meal and compensation to be provided to revenue passengers regardless of the information of flight cancelation before scheduled time of departure is not provided to ID/AD passengers.

Both passenger convenience and airBaltic costs must be taken into consideration when choosing hotel and transportation.

AND

Compensation

Regulation (EC) No 261/2004 of the European Parliament and of the Council establishing common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights, and repealing Regulation (EEC) No 295/91.

Passengers can apply for compensation on airBaltic website: **http://www.airbaltic.com/public/claims.html** or by e-mail **customers@airbaltic.com** or send a claim by post.

Note: To find out amount of compensation call BT Outstation helpdesk line: +371 67280440 or write e-mail to **atoirr@airbaltic.com**

A.6.4 Denied Boarding due to Unavailability of Seats

The airline is free to make distinction between compensation given to those passengers who volunteer for Denied Boarding and the compensation given to those passengers who are involuntarily Denied Boarding.

AirBaltic has decided to differentiate the compensation to those two passenger groups.

In case of denied boarding, all possible attempts should be made by airBaltic staff to ensure satisfaction of the passenger, despite the inconveniences encountered.

AirBaltic handling agent's priority in case of an overbooked flight is to find denied boarding volunteers during check-in time.

Handling staff must target passengers eligible to be denied boarding volunteers and propose such passengers to volunteer for denied boarding during check-in time for all overbooked airBaltic flights.

ID-passengers shall be denied boarding before revenue passengers.

All passengers who are personally affected by Denied Boarding situation must be offered written information about their rights in this specific situation.

After Volunteer passenger is offloaded Volunteer Denied boarding form need to be completed by passenger and agent, passenger phone number and signature need to be collected.



LV

Cien. pasažieri,

Vēlamies Jūs informēt, ka uz lidojumu

Reisa numurs _____

Izlido no _____

ir pārdots vairāk biļešu nekā sēdvietu reisā.

Saskaņā ar vispārpieņemtu praksi aviācijas nozarē, aviokompānijas pārdod vairāk aviobiļešu nekā pieejamo vietu skaits lidmašīnās, lai nodrošinātu maksimālu reisu piepildījumu. Šī prakse ir saistīta ar to, ka samērā liels pasažieru skaits, nebrīdinot aviokompāniju, neierodas uz reisu. Izsakām nožēlu, ka šīs nepatīkamās situācijas dēļ Jums, iespējams, būs jāmaina savi ceļojuma plāni.

Pasažieriem, kuri brīvprātīgi piekrīt atteikties no rezervētās sēdvietas, piedāvājam

_____ EUR

kompensāciju un ātrāko iespējamo alternatīvu nokļūšanai galamērķī, kā arī gaidīšanas laikā nepieciešamības gadījumā nodrošinām ēdināšanu, transportu un izmitināšanu viesnīcā.

Ja esat iegādājies biļeti airBaltic mājaslapā, mūsu Zvanu centra darbinieki sazināsies ar Jums pa tālruni, ko norādījāt rezervācijā. Savukārt, ja Jūsu biļete ir pirkta citās tirdzniecības vietās, mēs lūdzam Jūs sazināties ar Zvanu centru pa tālruni

+371 67280422

Ja piekrītat brīvprātīgi atteikties no rezervētās sēdvietas, lūdzam norādīt savu kontaktinformāciju un parakstīt veidlapu:

EN

Dear passenger,

We would like to inform you that your flight

Flight number _____

Flying from _____

is overbooked.

It is a common practice for airlines to sell more tickets than there are seats in the aircraft to ensure maximum fulfillment. Based on experience, it is associated with a relatively large number of passengers who without prior notice do not show up for the flight. We regret that due to this unpleasant situation you might not be able to travel as planned.

For passengers who voluntarily agree to give up their seat, we offer

_____ EUR

compensation and rebooking to earliest possible flight(s) to reach final destination, as well as offer meal vouchers, transportation and hotel if becomes necessary.

Please note that if you have purchased ticket for this flight on airBaltic webpage, our Call Centre agents will contact you via phone you provided. However if your ticket is purchased elsewhere, we kindly ask you to contact Call Centre by phone

+371 67280422

If you agree to volunteer, please provide your contact details and sign the form:

Pasažiera vārds, uzvārds
Passenger's name, surname
Vorname, Name des Fluggastes
Имя, фамилия пассажира

Mob. tālr. numurs
Mobile phone number
Handynummer
Номер мобильного телефона

airBaltic pārstāvja paraksts
airBaltic representative signature
Unterschrift des Vertreters von airBaltic
Подпись представителя airBaltic

Categories not to be involuntary denied boarding

The following categories of passengers may under no circumstances be involuntary denied boarding:

- Unaccompanied minors UMNR
- Ship joining seamen
- Passengers affected by previous flight irregularities
- DEPU/ DEPA/ INAD passengers
- Business Class (C/D/J) passengers
- airBaltic Club VIP/Executive card holders
- VIP/CIP

Order for offloading/ denied boarding

In case of denied boarding the following order for off-loading shall apply:

1. Non-booked ID passengers
2. Booked ID passengers (except Passive Crew)
3. Non-booked revenue passengers: Economy Class passengers with lowest fare
4. Booked revenue passengers: Economy class passengers with lowest fare
5. Booked revenue passengers with no onward connection with lowest fare
6. Booked revenue passengers with connection to another airBaltic flight with lowest fare
7. Booked revenue passengers with connection to another airline with the final destination in Europe with lowest fare
8. Booked revenue passengers with connection to another airline with the final destination outside Europe with lowest fare

Passengers will receive Compensation centralized from airBaltic Customer relations department.

Passengers can apply for compensation on airBaltic website: **http://www.airbaltic.com/public/claims.html** or by e-mail **customers@airbaltic.com** or send a claim by post.

A passenger who cannot be accommodated on a flight is eligible for Denied Boarding Compensation (DBC) if;

- The passenger is holding a ticket with confirmed reservation for concerned flight
- The passenger has presented himself for check-in for the flight at the place and time specified by airBaltic

Children shall be given the same compensation as adult passengers.

A passenger is not eligible for DBC if;

- He is traveling with any kind of Industry / Agent discount ticket
- Accommodation is not possible due to flight cancellations
- He / she has refused to undergo a security check or to obey the lawful travel regulations by countries with regard to health, entry permission, etc.
- The behavior, health or condition of the passenger is such that it entitles the carrier to refuse carriage.
- If a selling office has contacted a passenger in advance and he/she has agreed to a rerouting or rebooking and the new arrival time to destination is not later than the original.

Processing denied boarding passengers

1. Passenger must be checked in or registered as Standby;
2. Passenger check-in must be cancelled;

NOTE for Altéa DCS stations: Cancel acceptance as Not travelling – Denied boarding.

Voluntary Denied Boarding compensation policy:

Regardless of scheduled delay in arrival at final destination, one of following compensation types should be offered:	**Compensation Value**
airBaltic Gift e-Voucher Redemption and travel deadline 12 months from the date Gift e-Voucher is issued. Gift e-Voucher to be used for future bookings on airBaltic.com. Ground Handler must contact BT Outstation helpdesk to receive Gift e-Voucher immediately (**atoirr@airbaltic.com** / **+371 67280440**)	Compensation amount is provided by BT Outstation coordinator in DCS. Flight banner with compensation amount will be assigned. Compensation amount and may be increased at the gate.
Cash compensation **RIX Station**: to be paid out at RIX BT Airport Ticket Office on the passenger Credit card or cash. **All other Stations**: Passenger must contact BT Customer Relations **Customers@airbaltic.com**	

Involuntary Denied Boarding Compensation policy:

- **Flights of 1500 km or less:**

Time limits of scheduled delay in arrival at final destination	**Compensation**
≤ 2 hours Less than 2 hours and 2 hours	EUR125
> 2 hours More than 2 hours	EUR250

- **Flights between 1500 km and 3500 km:**

Time limits of scheduled delay in arrival at final destination	**Compensation**
≤ 3 hours Less than 3 hours and 3 hours	EUR200
> 3 hours More than 3 hours	EUR400

- **Flights above 3500km:**

Time limits of scheduled delay in arrival at final destination	**Compensation**
≤ 4 hours Less than 4 hours and 4 hours	EUR300
> 4 hours More than 4 hours	EUR600

Additionally passenger has rights for:

- Communication – 2 free telephone calls or e-mails
- Meals and refreshments
- Accommodation including morning meals; transport to/from airport
- For re-routing or refund options it is mandatory to contact BT BT Outstation helpdesk to receive instructions (atoirr@airbaltic.com / +371 67280440)
    - passengers who decide to continue the flight have to be re-routed following the set procedures of airBaltic as advised by BT Outstation Helpdesk
    - re-routing under the comparable transport conditions to their final destination at a later date at the passenger's convenience, subject to availability of seats
    - passengers who want to refuse from further traveling are entitled to a full refund of the ticket at the price it was bought, for the part or parts already made if the flight is no longer serving any purpose in relation to the passenger's original travel plan when relevant, a return flight to the first point of departure

Additionally, airBaltic shall take up all passenger expenses related to the delay:

- Meals according to delay time
- Reasonable usage of telephone calls/faxes
- Hotel in case of overnight stay including transportation to/from airport
- Re-booking, re-routing or travel at a later date if seats available only.

All decisions of compensation and payments are taken by airBaltic Customer Relations.

A.6.5 Passengers Being Downgraded

There are only two scenarios, when a passenger can be downgraded:

1. ID/STAFF passenger.
2. Passenger own requested downgrade via airBaltic Call Centre.

A.6.6 Passengers Being Upgraded

Situations may arise when a passenger due to lack of space or for aircraft balance reasons cannot be accommodated in the class for which he/she holds a reservation and must be upgraded.

Upgrading rules

- Upgrading shall only take place when Y cabin is full or due to balance reasons.
- Avoiding upgrading of passengers who have ordered Special Meals.
- Upgrading shall be planned in advance, based on booking figures and seat capacity.
- When a major number of passengers have to be upgraded, all efforts shall be made to handle the upgrading at check-in.
- Upgrading performed at the gate must always be completed before boarding and never onboard the aircraft.
- Passenger chosen for upgrading must not differ greatly in appearance and behavior from passengers normally traveling in a higher class.
- New boarding passes for the higher class shall always be issued.
- Families traveling with children under the age of 12 must not be upgraded.
- Upgrading of families, parties or groups, resulting in split of the party into different classes, is not permitted.

Upgrading priority order

- VIP/CIP passengers
- airBaltic Club VIP/Executive card holders
- Revenue passengers with highest fare

All passengers who comply with above written rules and are upgraded shall be informed by Handling Agent staff about fact of upgrade, new seat position and services which they will receive during flight.

A.6.7 Overbook handling at the boarding gate

ALTEA DCS

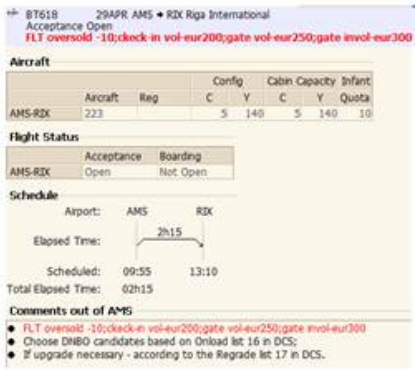
OVERBOOK IN Y CABIN - REQUIRING UPGRADE

1. Upgrade commercial passengers, who have received SBY seat
2. Upgrade STAFF passengers according to priority (staff list nr.11)
3. Pre-defined comments STAFF / NOT PAID UPGRADE is mandatory



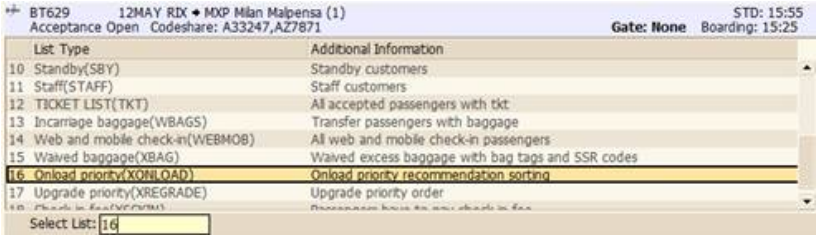
OVERBOOKED FLIGHT - REQUIRING DENIED BOARDING

1. **BT will update DCS with Flight banner and flight comments stating:**
    - number of overbooked passengers;
    - voluntary compensation amount at the check–in;
    - voluntary compensation amount at the gate,
    - involuntary compensation at the gate;
    - general guidelines.



2. **Ground Handling actions:**

- Volunteer searching during check in is a must
- If no volunteers found during the check-in, please re-activate the process at the gate by reading the announcement at the gate before boarding
- If no volunteers found – please offload passengers according to List nr.16 in DCS



- STAFF passengers must be accepted last when all commercial passengers are boarded, and only if free seats are available (jump seats available, to be confirmed with Captain and BT CLC)

OTHER DCS – BT Outstation Coordinators will send guidelines and information related to affected flight to passenger handling email.

A.6.8 Involuntary Rerouting of Passengers

airBaltic policy and procedures for involuntary rerouting are based on IATA Resolutions 735d and 735e which are binding IATA members and non-IATA carriers who are parties to the IATA Interline traffic agreement.

airBaltic policy is to exchange flight coupons instead of issuing a FIM (Flight Interruption Manifest) whenever possible, as there is no economical advantage to accept a FIM, unless time does not allow for this.

In every situation where rebooking / rerouting of passengers become necessary contact **BT Outstation helpdesk line: +371 67280440** or write e-mail to **atoirr@airbaltic.com**

A.6.9 Meal Cards

To assist passengers facing delays it is possible to offer the passengers compensation in form of refreshments or meals in various cafes or restaurants, locally agreed on each station. Meal card can be issued or iCoupon activated (if applicable).

Follow these steps to issue a Meal Card:

Step	Action
1.	Mark the type of refreshment/meal in the appropriate box with an “X”
2.	State the total value and write the amount in words
3.	Complete the Card with the flight number, date, reason, passenger name and name of the agent

Note: The Meal Card consists of 2 pages - 1 original and 1 copy. The original is for the passenger and the yellow copy is to be kept in a local station file.

Following rules apply to issuance of airBaltic Meal Cards:

- The value is filled on the card at issuance.
- A Meal Card is valid on date shown. Reissue is not possible.
- Cash return shall not be given. Refund is not possible.

Local meal cards can be issued. Meal card value can be found in Ground Ops Web page **ttps://groundops.airbaltic.com/infotoshare/Irregularity/**

In case of inquiries, contact BT Outstation helpdesk line: **+371 67280440** or **atoirr@airbaltic.com**

A.7 Customer relations

Compensation policy

All compensation claims shall be processed and paid out only by airBaltic Customer Relations.

Compensation is paid by Customer Relations directly to passenger.

Application for compensation

Handling agent shall provide passengers with claim form of airBaltic Customer Relations.

Application form for handling agents can be found in
https://groundops.airbaltic.com/forms/Passengershandling

Passenger can also apply for compensation by sending e-mail to **customers@airbaltic.com** or **https://www.airbaltic.com/en/submit-a-claim**.

Form of compensation is agreed between passenger and airBaltic Customer Relations.

Children and infants shall be given the same compensation as adult passengers.

B	**ANNEX BAGGAGE HANDLING**	B.0-1
B.1	**Carry-on Baggage**	B.1-1
B.1.1	Carry-on Baggage allowance	B.1-1
B.1.2	Toys in cabin	B.1-2
B.1.3	CBBG	B.1-3
B.2	**Checked baggage**	B.1-3
B.2.1	Damaged baggage at check-in	B.1-3
B.2.2	Checked baggage allowance	B.1-3
B.2.3	Baggage pooling	B.2-2
B.2.4	Special baggage	B.2-3
B.2.4.1	Bulky baggage	B.2-3
B.2.4.2	Sporting equipment	B.2-3
B.2.4.3	Wheelchairs and Mobility aids	B.2-4
B.2.4.4	Other Special Baggage	B.2-5
B.2.4.5	Handling of Pets	B.2-7
B.2.4.6	Live Animal Acceptance Checklist	B.2-8
B.2.4.7	Assistance Dog Acceptance Checklist Travelling to Great Britain	B.2-9
B.2.4.8	Handling of Pets as Hand Baggage	B.2-10
B.2.4.9	Handling of Pets as Checked Baggage	B.2-10
B.2.4.10	Company Mail	B.2-12
B.2.5	Baggage Tags	B.2-13

B.1 Carry-on Baggage

B.1.1 Carry-on Baggage allowance

Each passenger except infants may carry cabin baggage and personal item under following circumstances all airBaltic flights:

- 1 hand baggage + 1 personal item (for Economy class passengers);
- 2 hand baggage pieces + 1 personal item (for Business class passengers and airBaltic Club VIP card holders)

The dimensions of each cabin baggage must not exceed L+B+H =118cm (55 x 40 x 23 cm) or (22 x 14 x 9 in.). 8 kg weight limit for Economy class passenger hand baggage applies. Max. dimensions for personal item are 30x40x10 cm. Personal item can be one of the following items:

- ladies' purse;
- laptop bag;
- tax-free shopping bag;
- camera bag;
- umbrella.

Important: For flight safety reasons passengers must be informed about restrictions to transport in their cabin/unchecked baggage Dangerous Goods articles or materials that are forbidden in passenger baggage.

Heavy hand baggage 12kg product entitle passenger to Cabin baggage combined weight up to 12kg. Passengers are identified by SR HAND remark in the DCS. All airBaltic Staff passengers are entitled to 12kg cabin baggage.

The **Business Class upgrade** product does not entitle passenger to Business class unchecked or checked baggage policy. Original economy class baggage rules apply. Passengers are identified by SR UPGR remark in the DCS.

Infants not entitled to a seat shall only be allowed one fully collapsible stroller/push chair or infant carrying basket, which may be carried in the passenger cabin. Car type seats/carrying baskets exceeding hand baggage weight and size restrictions are not allowed on board.

Small fragile items and musical instruments that do not require an extra seat may be allowed on board as **extra hand luggage for a fee.** A maximum of 1 extra piece of hand luggage per passenger is allowed. The weight of **each item may not exceed 8 kg and the overall dimensions are limited to 55x40x23 cm** (with the only exception of a musical intsrument or sports equipment – the maximum allowed case length is 80 cm). If the dimensions of such item exceeds 55x40x23 cm, the extra hand luggage fee is charged even if it is the passenger's only piece of hand luggage.

Check-in agents reserve the right to limit hand luggage to a minimum even if the passenger has paid for extra hand luggage to be taken on board.

In case when passenger has come to gate with **oversized cabin baggage**, gate staff is responsible to inform passenger about violations and that baggage that does not comply with airBaltic Cabin baggage rules and baggage must be handled by using Limited Release part of the Interline Baggage tag.

Passengers with disability shall be allowed to bring auxiliary devices into the aircraft cabin, provided that safety rules are not violated. In applying the cabin baggage limitations, any such auxiliary devices shall not be counted. However, normal weight and size limitations are valid for each piece of cabin luggage/ auxiliary device.

B.1.2 Toys in cabin

AirBaltic is offering its passengers an opportunity to bring with them in cabin one large size toy to cheer up our young travellers.
The toy will be placed in passenger seat, which will be assigned by cabin crew up to availability with preference to be as close to passenger as possible.

Mandatory requirements:

- Available only for the flights where free seats are available;
- Big soft toys, fragile toys, or Lego boxes only;
- The size of the toy must be acceptable for the airport security scanner.

Communication with passengers:

- Seat next to the toy is not guaranteed. Inform passengers in advance that toy may be placed on any free seat on board, respectively the toy can be separated from the passenger;
- If no free seats are available on board, please communicate in advance with passengers that the toy may not be placed in the cabin. Suggest passenger pack it and check in the toy as checked baggage (if cabin bag size and/or weight is exceeded). If the checked baggage allowance is exceeded, a standard fee for checked baggage applies and must be collected.

Other:

- Boarding pass shall not be issued, and seat should not be allocated in DCS;
- Other passengers shall not be reseated to accommodate the toy.

B.1.3 CBBG

Cellos, guitars, other musical instruments and fragile items are accepted for carriage in the cabin if a special ticket has been purchased for their transportation. The items shall be placed on the seat next to the passenger. The maximum weight of each item may not exceed 32 kg and the overall dimensions are limited to:

A/C type	Item standing on floor:	Item strapped on seat:
A220-300	145cm X 45cm X 25cm (height X width X depth)	105cm X 45cm X 40cm (height X width X depth)

Specific requirements

The item must:

- Be placed next to the passenger carrying the item. To be secured by a safety belt or restraint device having enough strength to eliminate the possibility of shifting under all normal anticipated flight and ground conditions;
- To be packaged or covered in a manner to avoid possible injury to passengers and cabin crew members;
- Be placed in a window seat. To not impose any load on the seats that exceeds the limitation for it;
- To not restrict access to or use of any required emergency or regular exit, or aisle(s) in the cabin;
- Not be placed in an emergency exit row seat;
- Be secured with a seat belt or seat belt and extension seat belt;
- To not obscure any passenger's view of the seat belt sign, no smoking sign or required exit sign.

Note: Only one item is permitted per passenger.

B.2 Checked baggage

Checked baggage is baggage for which a baggage identification tag is issued. The amount of baggage each passenger can check in without additional charge depends on the route and the class of service.

B.2.1 Damaged baggage at check-in

If a passenger is checking - in baggage that is damaged, check-in agent shall make a remark in DCS, regarding the damage.

B.2.2 Checked baggage allowance

The maximum weight of single baggage is 32 kg/71 lbs. A piece weighing more than that must be sent as cargo.

Note: Exception applies for maximum weight of baggage when transporting Live animals as checked baggage.

There are no limits to maximum number of checked baggage on person.

Each bag included in ticket fare and each additionally purchased baggage grants a 23 kg allowance per piece.

Baggage allowance in Business Class is 2 pieces with maximum total weight of 46kg. Business class Passenger is also exempt from charges for one sports equipment up to 23 kg. (BIKE up to 25kg)

Baggage allowance in Economy Class can be included in ticket fare, prepaid or paid at the airport.

Infants may have 1 checked in baggage up to 10kg + push chair, buggy or car seat free of charge. One Adult + Infant baggage may be pooled.

Children are allowed to check-in push chair, buggy or car seat free of charge.

Code-share passenger baggage allowance is according to marketing carrier rules applies.

airBaltic Club members baggage allowance on all airBaltic operated flights depends on airBaltic Club level:

airbaltic Club level	**BASIC**	**EXECUTIVE**	**VIP**
Baggage allowance	No additional allowances	+1 piece/23kg (except for Basic class)	+2 pieces/46kg +1 sports equipment (with Green fare ticket) (except for Basic class)

ID passenger baggage allowance

	Economy class	**Business class**
BT employee	3PC/69kg + 1 set of BT defined sports equipment or 1 PETC/AVIH may be included in the free baggage allowance	3PC + 1 set of BT defined sports equipment or 1 PETC/AVIH may be included in the free baggage allowance
Non-BT employee	1PC/23kg	3PC + 1 set of BT defined sports equipment or 1 PETC/AVIH may be included in the free baggage allowance

If exceeding the above mentioned free baggage allowance, the commercial baggage charges for oversize and overweight checked baggage will apply.

Baggage fee has to to be collected for any baggage piece up to 23 kg that is not included in fare or prepaid. Baggage fee is non-refundable.

Heavy baggage fee applies to baggage that weight is over 23 kg. Each bag can be up to 32 kg. Heavy baggage fee does not exempt from payment for Bag fee for the same item. Heavy baggage fee is non-refundable.

The Seaman travelling on SEMN fares – default allowance is 2 bags up to 46kg.

B.2.3 Baggage pooling

To determine Baggage fee and Heavy baggage fee applicability, baggage weight **pooling is allowed** only between passengers within **same PNR**.

Do not pool weight allowance between **passengers of different PNR**!

Examples:

Scenario	**Action by handling agent**
1 passenger, 2PC prepaid allowance. Wants to check in 1 bag/30kg.	Weight can be pooled, no Heavy baggage fee applies. Do not request the passenger to repack!
1 passenger, 2 PC allowance included in ticket fare. Wants to check in 2 bags with weight 15kg and 25kg.	
2 or more pax within one PNR, prepaid allowance of 2 PC. Passengers want to check in 2 bags with weight of 14 kg and 26 kg.	
2 friends with different PNR. Each with 1 PC allowance. Passengers want to check in together 2 bags with weight of 13 kg and 27 kg.	No pooling of weight allowance! Passenger with 27 kg baggage needs to pay Heavy baggage fee.

B.2.4 Special baggage

B.2.4.1 Bulky baggage

Baggage should be classified as Bulky if its dimensions exceed L100xW50xH80 cm and it cannot be classified as sports equipment. Bulky Baggage items are not included in the free baggage allowance. Maximum weight 23kg.

Transportation of Bulky baggage should be requested (SR BULK) and confirmed in advance to assure that the item is loadable.

B.2.4.2 Sporting equipment

Bicycles

Title	Rule
Definition	1 tandem, single seat touring or racing non-motorized bike.
Allowance	May not be included in the free baggage allowance. Max weight 25 kg.
Prior request (SSR)	Required at time of reservation. Sample: SR BIKE-FREE TEXT/P1
Packing	In order to protect other pieces of baggage from damage, bicycles may only be accepted as baggage provided that the handlebar is turned lengthwise and pedals are removed, tires must be deflated. No further packing is required, but yet recommended.

Golf equipment

Title	Rule
Definition	1 golf bag including 14 clubs, 12 golf balls and 1 pair of golf shoes.
Allowance	May not be included in the free baggage allowance. Max weight 23 kg.
Prior request (SSR)	Required at time of reservation. SSR SPEQ-GOLF SSR must include dimensions and weight
Packing	Not more than one golf bag is required.

Ice Hockey equipment

Title	Rule
Definition	Ice hockey helmet, sticks, skates, 1 set of Ice hockey wear including protectors and pads.
Allowance	May not be included in the free baggage allowance. Max weight 23 kg.
Prior request (SSR)	SSR SPEQ-ICE HOCKEY EQUIPMENT

Snow and water-ski equipment

Title	Rule
Definition	1 pair of snow skis, 1 pair of poles and 1 pair of boots, or 1 snowboard and 1 pair of boots, or 1 pair of standard water skis, or 1 slalom water ski including wake board.
Allowance	May not be included in the free baggage allowance. Max weight 23 kg.
Prior request (SSR)	Required at time of reservation. SSR must include dimensions and weight. Sample: SR SPEQ-SKIS 19KG 160X50X30CM/S3

Surf/kite board and wind surfing equipment

Title	**Rule**	
Definition	1 kite board and kite or 1 surf board or 1 wind surfing equipment package	
Acceptance limits on board	Aircraft type/ subtype	Max dimensions (LxWxH)
	A220-300	On request and separately confirmed
Allowance	May not be included in the free baggage allowance. Max weight 23 kg.	
Prior request (SSR)	Required at time of reservation. SSR must include dimensions and weight.	
Packing	Required	

B.2.4.3 Wheelchairs and Mobility aids

Title	**Rule**
Definition	Manually or electrically powered mobility equipment.
Allowance	Free of charge the transport of two pieces of mobility equipment per disabled person or person with reduced mobility. This includes electric wheelchairs (subject to advance airBaltic warning of 48 hours and to possible limitations of space on board the aircraft, and subject to the application of relevant legislation concerning dangerous goods).
Prior request (SSR)	Required at time of reservation. SSR WCHR/S/C In case of own wheelchair, SSR WCMP/LB/BD need to be used additionally, SSR must include wheelchair dimensions and weight.
Packing	Reference: **C.2.4. – Dangerous Goods Carried by Passengers or Crew** Note:Spillable batteries must be removed from the wheelchair or other battery powered mobility devices and forwarded in accordance with IATA Dangerous Goods Regulations. Small lithium battery-powered personal transportation devices may never be accepted.
Documentation	When accepting passengers with SR WCLB (NOTOC abbreviation WBL) or SR WCBD (NOTOC abbreviation WBD) The Load Control functions (CLC) shall be informed. NOTOC is required.

Procedure on how to accept passenger with powered mobility aid described in C.10.11.2 In the passenger baggage - Powered Wheelchair and Mobility Aids

Auxiliary Devices

In addition to the wheelchairs mentioned before a passenger with reduced mobility or an incapacitated passenger may carry:

- Basic mobility equipment, and
- Other essential disability auxiliary devices on which the passenger is dependent on for the journey and daily activities.

Examples of such auxiliary devices are shown in the table below:

Main group	Example
Movement	Walker, canes
Support	Cushions for sitting and back support

Note: Equipment as per above definition shall not be charged for. If the free baggage allowance is exceeded due to the carriage of this equipment, no excess baggage fee shall be charged to the passenger.

B.2.4.4 Other Special Baggage

Hunting Trophies

Title	Rule
Definition	1 antler or 1 hide or equal.
Allowance	May be included in the free baggage allowance.
Prior request (SSR)	Not required at time of reservation.
Packing	All hunting trophies such as antlers, hides etc. must be well prepared in order to prevent odors, blood or other forms of fluid to cause damage to aircraft interior and load. Trophies such as antlers must have points separately padded.

Carbon dioxide, solid (dry ice)

Title	Rule
Definition	Carbon dioxide, solid (dry ice) when used to pack perishables in the baggage.
Allowance/ Packing/Load Control function information	Carry-on and checked baggage that is in accordance with allowance and packaging requirements set in **BT GOM B.1**. and **BT GOM B.2**., containing Carbon dioxide, solid (dry ice) should be tagged with Dry Ice Baggage Tag

Firearms, Weapons

Title	Rule
Definition	Firearms and weapons that need ammunition and/or bolt.
Allowance	May be included in the checked baggage only. Weapons of war shall not be accepted. Firearms and ammunicion can only be accepted as checked baggage, labeled to the final destination and carried in the aircraft hold, when following conditions are met: • The firearms are unloaded and dismantled • Ammunitions with explosive or incendiary projectiles are not accepted • Firearms and ammunitions are suitable packed in a strong container made of wood, metal or fibreboard, provided with a safety locks that are shock and fire resistant • The maximum quantity of ammunition allowed per passenger must not exceed 5kg and it cannot be pooled • The passenger must hold a valid firearms owners certificate registered in their own name • Pre-notification, including the baggage label number and passenger name, shall always be sent in a form of WEAP message • The carriage of a weapon is legally permitted by all states involved, including the state of departure, transit and arrival (For specific rules and regulations for each country – see TIM/TIMATIC) • The pilot-in-command is notified when weapons and ammunition are carried on the aircraft **NOTE:** Ammunition with total gross weight over 5kg per passenger and ammunition of over 19,1 caliber must be shipped as cargo.
General	Checked baggage containing Firearms shall be tagged with Firearms tag (**B.2.4 Baggage Tags**). The Load Control functions shall be informed about transportation of weapons or firearms. The firearm shall be transported from and to the aircraft by airBaltic or its handling agent staff. Shall accompany by representative of Competent Authority. Before accepting WEAP as Rush bag receive conformation from airBaltic Security department via email address : security@airbaltic.com
Loading	The firearm shall be loaded after the baggage and/or cargo in front of other baggage so that no obstacles can be encountered during unloading. Cargo compartment door shall be closed immediately after loading the firearm. In case of firearms, weapons transportation, Commander shall be informed by the ground staff. This information must be written on the load sheet in the Supplementary information column. Reference: **C.11.13 Weapons/Firearms**
Notification to next station	When receiving WEAP message, based on particular state legislation, ground handler is responsible to inform all necessary authority bodies and to perform WEAP handling in accordance with local airport requirements.

Human ashes (Urns)

Title	Rule
General	Carriage of human ashes is accepted as hand baggage carried in the cabin under passenger care or as checked baggage. It is responsibility of passenger to inform check-in agent about urn in the baggage.
Allowance/ Packing	Only funeral urns can be accepted. Urn should be properly sealed and stamped. Passenger MUST be in possession to show required documents for carried urn (death certificate) Note: If urn is carried as cabin baggage the dimension and weight of urn should be in accordance with **B.1.1-Carry-on Baggage allowance**
Prior request (SSR)	Not required at time of reservation.

B.2.4.5 Handling of Pets

Passengers are responsible to fulfil the following criteria when transporting pets as hand or checked baggage.

- Provide a suitable container to ensure safe and comfortable transport of animal.
    - The container must be strong, comfortable for animal transportation and within dimensions shown below, leakage proof, clean and disinfected and equipped with containers for food and water. The bottom of the crate must be covered with a layer of moisture absorbing material, such as wood shavings or sawdust. Due to agricultural regulations, it is strictly forbidden to use hay or straw for this purpose.
    - Passengers may use their own crates provided they are constructed in such a way that there is no risk of animal escaping, injuring itself or causing damage to other load.
- Secure proper documentation for health, entry and transfer for all countries en route.
- Live Animal Acceptance Checklist

Handling Agent must ensure that airBaltic Live Animal Acceptance Checklist is completed during check-in. (Refer to **B.2.4.6**)

Live Animal Acceptance Checklist must be stored by the Handling Agent at departure station for 3 months.

B.2.4.6 Live Animal Acceptance Checklist

PDF version of Live Animal Acceptance Checklist can be found at **https://groundops.airbaltic.com/** under Forms/Passenger Handling

airBaltic

LIVE ANIMAL ACCEPTANCE CHECKLIST

FLIGHT: _____ **ROUTE:** _____

	YES/JĀ	NO/NĒ*	N/A
1. FLIGHT INFORMATION / INFORMĀCIJA PAR LIDOJUMU:			
Flight details / Lidojuma dati:	☐	☐	
Ticket No. / Biļetes Nr.:	☐	☐	
Date / Datums:	☐	☐	
Origin / Izlidošanas stacija:	☐	☐	
Destination / Galamērķis:	☐	☐	
If the shippment is part of an interline agreement has the passenger/shipper confirmed that all arrangements are in place for the interline sector? / Ja sūtījums ir starplidsabiedrību līguma ietvaros, vai pasažieris/sūtītājs ir apstiprinājis, ka visas formalitātes starplidojumu sektorā ir nokārtotas?	☐	☐	☐
2. INFORMATION ON THE OWNER/INFORMĀCIJA PAR ĪPAŠNIEKU:			
Name / Vārds:	☐	☐	
24-hour contact details / Kontaktinformācija:	☐	☐	
3. QUESTIONS TO CONSIDER/ IZVĒRTĒJAMIE JAUTĀJUMI:			
Is the species of animal provided?/ Vai ir sniegta informācija par dzīvnieku sugu?	☐	☐	
Is all necessary documentation provided? (e.g. health certificate) / Ir uzrādīti visi nepieciešamie dokumenti?	☐	☐	
Is the animal clean and does it appear to be fit for travel? / Dzīvnieks ir tīrs un izskatās ceļošanai atbilstošs?	☐	☐	
Documentation proving the animal is at least 12 weeks old? / Dokuments, kas apliecina, ka dzīvnieks ir vismaz 12 nedēļas vecs?	☐	☐	
Has the owner confirmed the animal is not sedated? / Īpašnieks ir apstiprinājis, ka dzīvniekam nav sniegti nomierinoši medikamenti?	☐	☐	
4. QUESTIONS TO CONSIDER ON THE CONTAINER / KONTEINERA IZVĒRTĒŠANA:			
Is the size of the container suitable for the animal?/ Vai dzīvnieku pārvadāšanas konteiners ir piemērots dzīvniekam?	☐	☐	
Does the consignment weight/size comply with the carrier's policy? / Vai sūtījuma svars/ izmērs atbilst pārvadātāja noteikumiem?	☐	☐	
Can the animal sit, stand, turn around and lie down in a natural position? / Vai dzīvnieks spēj sēdēt, stāvēt, apgriezties un nogulties dabiskā pozā?	☐	☐	
Does the container have at least 16 % ventilation on all four sides? / Vai dzīvnieku pārvadāšanas konteineram sānos ir vismaz 16 % ventilācija?	☐	☐	
Is the container leak and escape proof? / Vai konteiners ir mitrumizturīgs un dzīvnieks nespēj izkļūt no konteinera pašrocīgi?	☐	☐	
Is the container clearly labelled with a live animal label? / Vai dzīvnieku pārvadāšanas uzlīme ir uzlīmēta redzamā vietā?	☐	☐	☐
Does the container fully comply with the IATA LAR standards? / Vai konteiners atbilst IATA LAR standartiem?	☐	☐	

I hereby certify that all of the above information is true and the necessary governmental, customs and health formalities for transportation of the above animal are complied with, and agree to indemnify airBaltic in all respects with regard to any costs or delays arising from non-adherence to such regulations.

Ar šo apliecinu, ka augstāk minētā informācija ir patiesa un ir ievērotas visas nepieciešamās valdības, muitas un veselības formalitātes, un piekrītu atlīdzināt lidsabiedrībai airBaltic jebkurus izdevumus un aizkavēšanos, ko radītu minēto formalitāšu neievērošana.

Submitted by passenger/shipper
Aizpildīja pasažieris _____

Signature
Paraksts _____

Received by acceptance agent
Saņēma reģistrācijas aģents _____

Signature
Paraksts _____

Date ____ ____ ____
Day Month Year

***IF ANY QUESTION IS ANSWERED WITH "NO", DO NOT ACCEPT THE ANIMAL**
***JA KĀDS NO JAUTĀJUMIEM IR ATBILDĒTS AR "NĒ", REĢISTRĒT DZĪVNIEKU NAV ATĻAUTS**

B.2.4.7 Assistance Dog Acceptance Checklist Travelling to Great Britain

PDF version of Assistance Dog Acceptance Checklist can be found at **https://groundops.airbaltic.com/** under Forms/Passenger Handling

airBaltic

ASSISTANCE DOG ACCEPTANCE CHECKLIST TRAVELING TO GREAT BRITAIN

1. INFORMATION ON THE FLIGHT/INFORMĀCIJA PAR REISU:

Flight details / Reisa dati: _____

Date / Datums: _____

Origin / Izlidošanas stacija: _____

Destination / Galamērķis: _____

2. INFORMATION ON THE OWNER/INFORMĀCIJA PAR ĪPAŠNIEKU:

Name / Vārds: _____

24-hour contact details / Kontaktinformācija: _____

3. QUESTIONS TO CONSIDER/ IZVĒRTĒJAMIE JAUTĀJUMI:	**YES/JĀ**	**NO/NĒ***
Pre-approval letter for entry into the UK / Iepriekš apstiprināta vēstule ieceļošanai Lielbritānijā	☐	☐
Pet passport and/ or animal health certificate (AHC) / Dzīvnieka pase un/vai veselības apliecība	☐	☐
Dog is microcipped / Sunim ir implantēts mikročips	☐	☐
Vaccination against rabies / Vakcinēts pret trakumsērgu	☐	☐
Training certificate issued by a recognised institute / Akreditētas organizācijas izdots treniņsertifikāts **Accredited by / akreditācija International Guide Dogs Federation or/vai Assistance Dogs International*	☐	☐
Travel restraining harness / Ceļojuma drošības josta	☐	☐
Treated for tapewarm and recorded in the pet passport / Suns ir attārpots un tas ierakstīts dzīvnieka pasē **The treatment must be done 24-120 hours before arrival in UK* **Attārpošana veikta 24-120h pirms ierašanās Lielbritānijā*	☐	☐

I hereby certify that all the above information is true and necessary governmental, customs and health formalities for transportation of the above animal has been complied with, and agree to indemnify airBaltic in all respects with regard to any costs or delays arising from non-adherence to such regulations.

Ar šo apliecinu, ka augstāk minētā informācija ir patiesa un ir ievērotas visas neiecešamās valdības muitas un veselības formalitātes, un piekrītu atlīdzināt aviokompānijai airBaltic jebkurus izdevumus un aizkavēšanos, ko radītu minēto formalitāšu neievērošana.

Submitted by passenger/shipper
Aizpildīja pasažieris _____ **Signature** Paraksts _____

Received by acceptance agent
Saņēma reģistrācijas aģents _____ **Signature** Paraksts _____

Date ____ ____ ____
Day Month Year

***IF ANY QUESTION IS ANSWERED WITH "NO", DO NOT ACCEPT THE ANIMAL**
*JA KĀDS NO JAUTĀJUMIEM IR ATBILDĒTS AR "NĒ", REĢISTRĒT DZĪVNIEKU NAV ATĻAUTS

Restrictions / Import / export regulations

Always use TIMATIC for restrictions and import/export regulations when checking in pets.

Special rules for United Kingdom, Ireland, United Arab Emirates and Iceland

To Ireland / United Arab Emirates:

- Animals are allowed to send as manifested cargo ONLY,
- Total embargo for PETC / AVIH

To Iceland :

- Animals are allowed to send as manifested cargo ONLY,
- Embargo for PETC, except service animals (dogs only, booked as SVAN)

To UK :

- Animals are allowed to send as manifested cargo ONLY, except service animals (dogs only, booked as SVAN)
- Total embargo for PETC / AVIH

From UK / Ireland / United Arab Emirates / Iceland:

- Embargo for PETC, except service animals (dogs only, booked as SVAN)
- Animals (AVIH) are allowed as checked-in baggage or manifested cargo (From Dublin and UK allowed only as manifested cargo)

B.2.4.8 Handling of Pets as Hand Baggage

- Maximum **5** handbags/cages/soft bags each not exceeding weight of 8 kg are allowed on each flight
- Service animals (SVAN) – number per flight not limited.

Based on EC Regulation No 1107/2006, transportation of assistance dog (Guide dog) on air is free of charge for passenger category that needs it.

Rules when transporting a pet in cabin:

- Container or soft bag (also called Sherpa Bag) must be used when transporting pet.
- Each passenger may carry only one container/soft bag, and the pet must be kept in the container throughout the whole flight.
- Pet must be odourless
- Container/soft bag must be leakage proof and must not exceed **55*40*23cm**
- Pet and container/soft bag together must not exceed **8 kg**.
- Max. **2** pets in handbag/cage/soft bag with total weight not exceeding **8 kg.** Pets have to be of the same kind, e.g. two dogs. They have to be comfortable.
- Soft bag (Sherpa Bag) must be well ventilated and may not be easily destructible by the animal inside it.
- Pet must not require any attention in transit nor be objectionable to other passengers.
- Passenger with Pet may not be seated at any emergency exit rows
- During the take-off and landing the container/soft bag must be placed under the seat in front of the passenger, just like any other cabin baggage.

B.2.4.9 Handling of Pets as Checked Baggage

Number of pets as checked baggage is 2 units per aircraft. One unit is one crate.

Number of animals per checked baggage crate

For adult animals the following applies:

- a maximum of **2** animals of comparable size same, weighing up to **14 kg** each in one cage. Animals over that weight must travel individually. Pets have to be of the same kind, e.g. two dogs.

For young animals up to 6 months old from the same litter, the following applies:

- a maximum of **3** animals per cage weighing up to **14 kg** each.

Each individual animal must be able to move in the cage, i.e. stand up and lie down. The animals must be used to being together.

Maximum weight of live animals as checked baggage

Maximum weight of crate with animals is **75 kg**.

A piece weighing more than that must be sent as cargo.

Important: To save loading staff from injuries any crate with animals weighing more than 23 kg must be tagged with Heavy Item tag and any create weighing more than 32 kg must be equipped with at least 2 handles.

Restrictions on airBaltic operated flights:

Animal	**Container constructions (LAR CONTAINER REQUIREMENT)**
Cats, dogs Note: For fighting dog, wild cats/dogs are other requirements (allowed to be sent as manifested cargo only)	Fibreglass, metal, rigid plastics, weld metal mesh, solid wood or plywood (LAR CR1)

Handling requirements

(a) Only rigid containers with a secure door are acceptable. All AVIH containers must be secured by ground handling personnel e.g. with cable tie in order to prevent unintended opening of the container lock
(b) A water container must be provided in each container.
(c) The container must be large enough to permit the animal to stand in a natural position, turn around and lie down.
(d) Animals should be loaded last and unloaded first.
(e) Minimize time on the ramp to protect animals from wind, rain, noise and extreme temperatures.
(f) Keep other luggage at least 150 mm (6 inches) away from the container sides to maximize ventilation.
(g) Natural predators should not be positioned next to each other.
(h) Do not load animals in the same compartment with dry ice or radioactive materials. Animals must be separated with a minimum distance of one meter from cryogenic liquids (RCL), Carbon dioxide, solid (dry ice) (ICE) and foodstuffs (EAT). Live animals may be loaded together with radioactive materials, provided that the separation distances of 100 cm as a minimum is followed.
(i) Live animals must not be loaded in close proximity to incompatible loads that have negative effects on their welfare (including human remains). HUM and AVIH must be separated with a minimum distance of one meter from each other.
(j) Exercise caution with containers that have wheels, ensuring the container cannot roll during loading.
(k) Containers must be securely attached to the compartment to prevent shifting, using tie-down straps.
(l) Take the deplaning animals immediately to the terminal for claim by their owners.
(m) Never use the baggage chute to deliver an animal. If the animal cannot be immediately claimed, take the animal to a climate controlled waiting room.
(n) The flight crew and station should be informed of AVIH loading to ensure sufficient heat and airflow are maintained.

B.2.4.10 Company Mail

Air carrier company mail and materials carried on airBaltic aircraft must be subjected to security controls before being placed on board an aircraft. The Station Duty Manager is responsible for correct handling of this kind of dispatches.

Mail and materials shall mean internal dispatches of correspondence and materials, such as but not limited to, documentation, supplies, maintenance spares, catering and cleaning supplies and other articles, intended for delivery to its own contracted organization for use within airBaltic operations.

Company mail shall be sent in green nylon sack and “COMPANY MAIL” tag must be attached to it as shown below:



The appropriate ground handling staff shall pick up the “co-mail” from Station Duty Manager and deliver it to the security check-in point and further immediately to the aircraft hold.

These dispatches could be collected only before the security measures are arranged and must be stored in well-protected place.

BT CLC should be informed about shipments and their weights, so they plan them to be loaded in first possible flight.

B.2.5 Baggage Tags

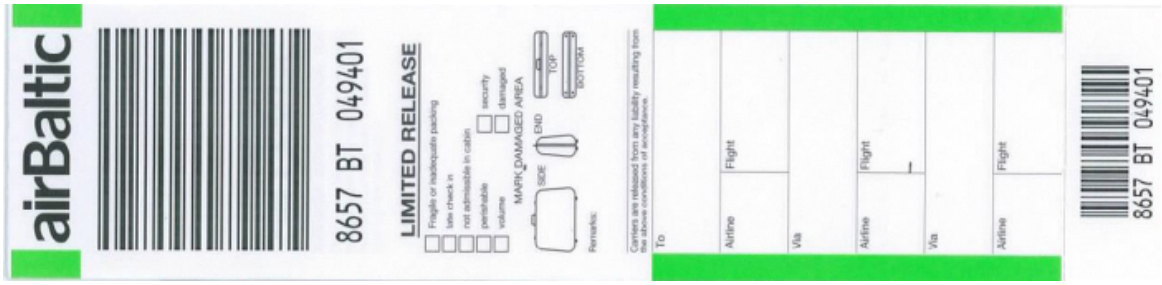
Baggage tags are used to identify, separate and advise routing and flights which the passenger and bag are about to take. There are also special tags for different kinds of information about the passenger and bag.

BT GOM **1.1.6.9 - Baggage Tagging**.

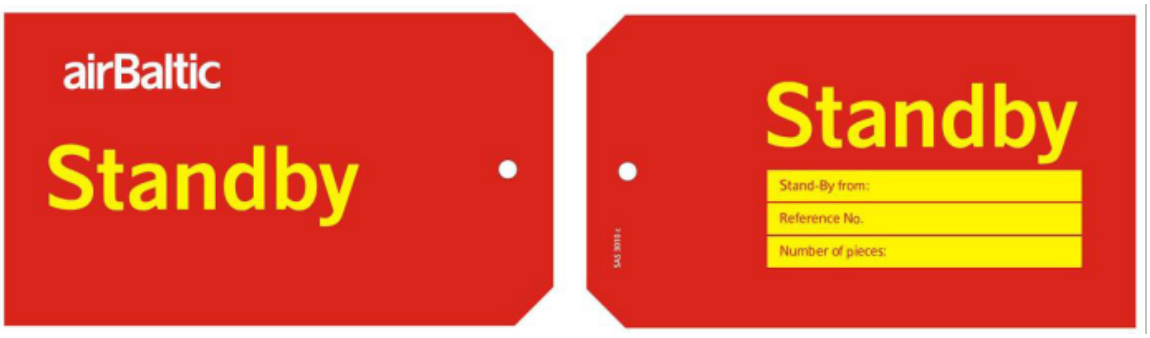
When starting operation from new Station stock need to be ordered from airBaltic. Stock can be replenished by sending request to CLChelpdesk@airbaltic.com .

Manual Baggage Tag samples

Limited Release Tag sample:



Standby Tag sample:



Dry Ice Tag sample:



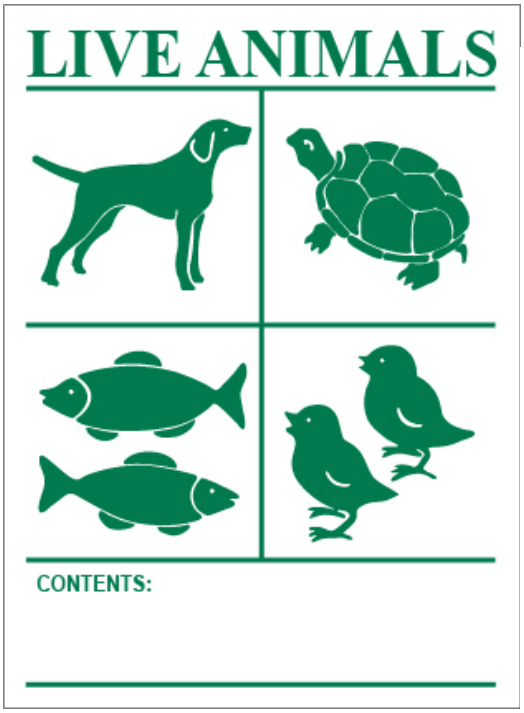
Heavy Item Tag sample:

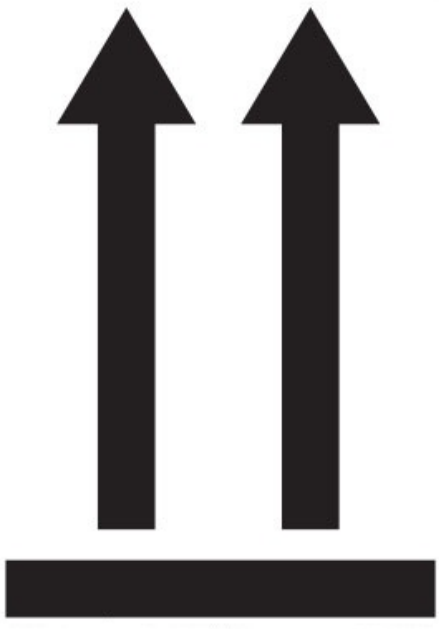


Firearms Tag sample:



Live Animal Sticker and This Way Up Sticker sample:





Priority Tag sample:



Delivery at aircraft Tag sample and usage:



1. Main part of tag

2. Passenger part of tag



Wheelchair or other battery powered mobility devicesTag sample:



C	**ANNEX DANGEROUS GOODS AND SPECIAL LOAD**	C.0-1
C.1	**Applicably**	C.1-1
C.1.1	Definition of Dangerous Goods	C.1-1
C.1.2	Requirements	C.1-1
C.1.3	General	C.1-1
C.1.4	Prohibitions	C.1-1
C.1.5	AirBaltic responsibility	C.1-1
C.1.6	Training	C.1-2
C.1.7	Information to passengers	C.1-2
C.2	**Limitations**	C.1-2
C.2.1	Acceptable Dangerous Goods	C.1-2
C.2.2	Forbidden dangerous goods	C.1-2
C.2.2.1	Dangerous Goods Forbidden under any circumstances	C.1-2
C.2.2.2	Dangerous Goods Forbidden Unless Exempted	C.2-2
C.2.3	Recognition of hidden Dangerous Goods	C.2-2
C.2.4	Dangerous Goods carried by passengers and crew	C.2-4
C.2.5	Transport of Dangerous Goods by post	C.2-19
C.2.6	Dangerous Goods in operator`s property	C.2-19
C.2.7	Dangerous Goods in Excepted Quantities	C.2-19
C.2.8	Radioactive material – excepted packages	C.2-20
C.2.9	Dangerous Goods Permitted in Limited Quantities	C.2-21
C.3	**Classifications**	C.3-1
C.4	**Identification**	C.3-6
C.5	**Marking and Labeling**	C.5-1
C.5.1	Hazard labels	C.5-1
C.5.2	Handling labels	C.5-1
C.6	**Shipper’s Declaration**	C.5-1
C.7	**Acceptance of Dangerous Goods**	C.7-1
C.8	**Storage and Handling**	C.7-1
C.8.1	Inspection of Packages of Dangerous Goods	C.7-1
C.8.2	Handling of Self-reactive Substances and Organic Peroxides	C.8-2

C.8.3	Storage and Handling of Radioactive Materials	C.8-2
C.8.4	Forbidden for transport aboard passenger aircraft	C.8-2
C.9	**Load planning and Loading**	C.8-2
C.9.1	Loading of Incompatible Dangerous Goods	C.9-2
C.9.2	Incompatibility Live animal and Dry Ice	C.9-3
C.9.3	Loading Restrictions	C.9-4
C.9.4	Lashing of Dangerous Goods	C.9-4
C.9.4.1	Lashing requirements	C.9-4
C.9.4.2	Exceptions from lashing requirements	C.9-4
C.10	**Commodity specific requirements – Dangerous Goods**	C.10-1
C.10.1	Stowage of Packages Containing Liquid Dangerous Goods	C.10-1
C.10.2	Loading and Stowage of Radioactive Material	C.10-1
C.10.2.1	Introduction	C.10-1
C.10.2.2	Handling of Radioactive Materials Category I-White, II-Yellow and III-Yellow	C.10-1
C.10.2.3	Acceptance Allowance	C.10-2
C.10.2.4	Empty type A package	C.10-2
C.10.3	Magnetized Materials (MAG)	C.10-3
C.10.4	Dry Ice (carbon Dioxide, Solid)	C.10-3
C.10.5	Cryogenic Liquids	C.10-3
C.10.6	Expandable polymeric beads (RSB)	C.10-3
C.10.7	Self-reactive substances and organic peroxides	C.10-3
C.10.8	Ammunition	C.10-4
C.10.9	Air/oxygen bottles	C.10-4
C.10.10	Aircraft batteries	C.10-5
C.10.11	Lithium battery acceptance	C.10-5
C.10.11.1	In the Cargo shipment - Lithium–ion and Lithium metal battery restrictions	C.10-5
C.10.11.1.1	Lithium battery mark	C.10-6
C.10.11.2	In the passenger baggage - Powered Wheelchair and Mobility Aids	C.10-6

C.10.11.2.1	Spillable batteries	C.10-6
C.10.11.2.2	Non-spillable batteries	C.10-6
C.10.11.2.3	Lithium batteries	C.10-7
C.10.11.2.4	Mobility aid with batteries acceptance and recognition	C.10-8
C.10.11.2.5	During the acceptance and transportation the airBaltic handling staff must verify	C.10-10
C.10.11.3	Portable Electronic Devices with Batteries	C.10-10
C.11	**Commodity specific requirements – Special Load**	C.11-1
C.11.1	Ballast (BAL)	C.11-1
C.11.2	Company mail (Co-mail)	C.11-1
C.11.3	Company Materials (AOG)	C.11-1
C.11.4	Diplomatic mail (DIP)	C.11-1
C.11.5	Heavy item (HEA)	C.11-2
C.11.6	Heavy items (HER)	C.11-2
C.11.7	Human remains (HUM)	C.11-2
C.11.7.1	Handling Urns	C.11-2
C.11.8	Live Human Organs (LHO)	C.11-2
C.11.9	Valuable cargo (VAL)	C.11-2
C.11.10	Cargo aircraft only (CAO)	C.11-2
C.11.11	Crew baggage (D)	C.11-3
C.11.12	Equipment in compartments (EIC)	C.11-3
C.11.13	Weapons/ Firearms	C.11-3
C.11.13.1	Description of weapon message	C.11-3
C.11.14	CRT – Perishable Room temperature +15 … +25 C	C.11-4
C.11.15	COL – Perishable Keep Cool +2 … +8 C	C.11-4
C.11.16	Live Animals (AVI, AVC, AVF and AVP)	C.11-4
C.11.16.1	Live animals Quantity limits on A220-300	C.11-6
C.12	**Codes for Loads Requiring Special Attention**	C.12-1
C.13	**Dangerous Goods Emergency response**	C.13-1
C.13.1	Damage on Dangerous Goods	C.13-1
C.13.2	Actions to be taken if contaminated	C.13-1

C.13.3	Damaged Portable Electronic Devices (PED)	C.13-1
C.13.4	Defective Batteries	C.13-1
C.14	**Reporting of incidents and accidents**	C.14-1
C.14.1	Definitions	C.14-1
C.14.2	Reporting of undeclared or mis-declared Dangerous Goods.	C.14-1
C.14.3	Requirements of reporting	C.14-1

C.1 Applicably

C.1.1 Definition of Dangerous Goods

Dangerous goods are articles or substances which are capable of posing a risk to health, safety, property or the environment and which are shown in the list of dangerous goods in the IATA Dangerous Goods Regulations (DGR) or which are classified according to those Regulations.

C.1.2 Requirements

All airBaltic contracted/subcontracted ground handling agents must hold the current edition of the IATA DGR, the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air (Technical Instructions), or equivalent documentation which is easy accessible at each location where ground handling operations involving the loading of dangerous goods are conducted.

C.1.3 General

Dangerous goods can be transported safely by air transport provided that certain principles and requirements are strictly followed. Dangerous goods are, as a general rule, accepted on all airBaltic aircraft. However, aircraft type restrictions, as described in the respective aircraft specifics must be checked and followed.

C.1.4 Prohibitions

Some dangerous goods have been identified as being too dangerous to be carried on any aircraft under any circumstances; others are forbidden under normal circumstances but may be carried with specific approvals from States concerned; some are restricted to carriage on all cargo aircraft; most however, can be safety carried on passenger aircraft as well, provided certain requirements are met.

C.1.5 AirBaltic responsibility

When accepting cargo for transportation by air it is the airBaltic cargo acceptance staff who have the responsibility to ensure, as far as possible, that the consignment does not contain dangerous goods unless the shipper has prepared the shipment of dangerous goods in accordance with the Regulations. A checklist must be used to accept declared dangerous goods consignments (IATA DGR 9.1.3)

In addition to acceptance, the airBaltic has seven other responsibilities as set out in IATA DGR 1.4. They are:

- storage;
- loading;
- inspection;
- provision of information, including emergency response information;
- reporting dangerous goods accidents and incidents;
- retention of records; and
- training.

It is important to note that when airBaltic (or its subsidiary or an agent of airBaltic) offers a shipment of dangerous goods for carriage on its own service or that of another operator, it must comply with all shipper's responsibilities. This is especially important when working with consignments of aircraft spares. For example, chemical oxygen generators (IATA DGR 1.4).

C.1.6 Training

Training is essential element in maintaining a safe regulatory regime. Dangerous goods training is mandatory (legal) requirement for all personnel involved in the preparation or transport of dangerous goods by air.

Training is mandated to gain an understanding of the philosophy and requirements of DGR. There is a need for everyone concerned to receive training in the subject.

A test must be provided and successfully completed following the training to verify understanding of the Regulations. After successful completion of the initial training, recurrent training must be taken within the next 24 months.

The training required by each category of personnel involved in the movement of dangerous goods by air are detailed in the IATA DGR and DANGEROUS GOODS TRAINING PROGRAMS GUIDELINES - COMPETENCY-BASED TRAINING APPROACH.

C.1.7 Information to passengers

Passengers are made aware of these requirements by airBaltic dangerous goods information on airBaltic web page, information posters at the airport and check-in staff questioning passengers on items of baggage that may contain dangerous goods.

C.2 Limitations

C.2.1 Acceptable Dangerous Goods

Many dangerous goods may be carried on aircraft as cargo provided they are properly prepared for transport in accordance with the IATA DGR. The list of Dangerous Goods (IATA DGR 4.2) systemizes the most commonly shipped dangerous goods by name, and indicates the maximum quantity of such goods permitted per package on passenger and/or cargo aircraft. In some cases, dangerous goods are restricted to all cargo aircraft; they are either in large quantities or are forbidden on passenger aircraft. The only dangerous goods items allowed in passenger and crew baggage (carry-on and checked) are those indicated in DGR Table 2.3 A. Items forbidden as baggage may be acceptable as cargo, provided the articles or substance is prepared in compliance with all the provisions of the IATA DGR.

C.2.2 Forbidden dangerous goods

C.2.2.1 Dangerous Goods Forbidden under any circumstances

Some dangerous goods are considered to be too hazardous for transport by air under any circumstances.

Substances or articles which, under conditions normally encountered in aviation present too great risk, are forbidden for carriage on aircraft under any circumstance.

C.2.2.2 Dangerous Goods Forbidden Unless Exempted

Certain other dangerous goods are considered to be too dangerous for transport by air in the normal course of event. However, in exceptional circumstance, and under an exemption granted by the states concerned, these dangerous goods may be carried provided that the details of the government exemption are complied with in their entirety.

C.2.3 Recognition of hidden Dangerous Goods

Not all dangerous goods are easily identified. Cargo declared under a general description may contain hazardous articles that are not apparent. Such articles may also be found in baggage. It is essential that awareness and vigilance are maintained at all times.

Typical examples of hidden dangerous goods are listed below:

- AIRCRAFT ON GROUND (AOG) SPARES — see AIRCRAFT SPARE PARTS/AIRCRAFT EQUIPMENT.
- AIRCRAFT SPARE PARTS/AIRCRAFT EQUIPMENT — may contain explosives (flares or other pyrotechnics), chemical oxygen generators, unserviceable tyre assemblies, cylinders of compressed gas (oxygen, carbon dioxide, nitrogen or fire extinguishers), paint, adhesives, aerosols, life-saving appliances, first aid kits, fuel in equipment, wet or lithium batteries, matches, etc.
- AUTOMOBILES, AUTOMOBILE PARTS/SUPPLIES — (car, motor, motorcycle) may contain ferro-magnetic material which may not meet the definition for magnetized material but which may be subject to special stowage requirements due to the possibility of affecting aircraft instruments. May also contain engines, including fuel cell engines, carburettors or fuel tanks which contain or have contained fuel, wet or lithium batteries, compressed gases in tyre inflation devices, fire extinguishers, shocks/struts with nitrogen, air bag inflators/air bag modules, flammable adhesives, paints, sealants and solvents, etc.
- BATTERY-POWERED DEVICES/EQUIPMENT — may contain wet or lithium batteries.
- 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.
- CARS, CAR PARTS — see AUTOMOBILES, etc.
- CHEMICALS — may contain items meeting any of the criteria for dangerous goods, particularly flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances.
- COMAT (COMPANY MATERIALS) — such as aircraft parts, may contain dangerous goods as an integral part, e.g. chemical oxygen generators in a passenger service unit (PSU), various compressed gases such as oxygen, carbon dioxide and nitrogen, gas lighters, aerosols, fire extinguishers, flammable liquids such as fuels, paints and adhesives and corrosive material such as batteries. Other items such as flares, first aid kits, life-saving appliances, matches, magnetized material, etc.
- CONSOLIDATED CONSIGNMENTS (GROUPAGES) — may contain any of the defined classes of dangerous goods.
- CRYOGENIC (LIQUID) — indicates refrigerated liquefied gases such as argon, helium, neon and nitrogen.
- CYLINDERS — may indicate compressed or liquefied gas.
- DENTAL APPARATUS — may contain flammable resins or solvents, compressed or liquefied gas, mercury and radioactive material.
- DIAGNOSTIC SPECIMENS — may contain infectious substances.
- DIVING EQUIPMENT — may contain cylinders (such as scuba tanks, vest bottles, etc.) of compressed gas (air, oxygen, etc.), high intensity diving lamps which can generate extremely high heat when operated in air. In order to be carried safely, the bulb or battery must be disconnected.
- 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 packaging.
- ELECTRICAL EQUIPMENT/ELECTRONIC EQUIPMENT — may contain magnetized materials or mercury in switch gear and electron tubes, wet batteries, lithium batteries or fuel cells or fuel cell cartridges that contain or have contained fuel.
- ELECTRICALLY POWERED APPARATUS — (wheelchairs, lawn mowers, golf carts, etc.) may contain wet batteries, lithium batteries or fuel cells or fuel cell cartridges that contain or have contained fuel.
- 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, lithium 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 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, oxidizers, organic peroxides, toxic or corrosive substances, lithium batteries, cylinders of compressed gas, etc.
- MACHINERY PARTS — may contain adhesives, paints, sealants, solvents, wet and lithium batteries, mercury, cylinders of compressed or liquefied gas, etc.
- MAGNETS AND OTHER ITEMS OF SIMILAR MATERIAL — may individually or cumulatively meet the definition of magnetized material.
- MEDICAL SUPPLIES/EQUIPMENT — may contain items meeting any of the criteria for dangerous goods, particularly flammable liquids, flammable solids, oxidizers, organic peroxides, toxic, corrosive substances or lithium batteries.
- 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.
- PARTS OF AUTOMOBILE (CAR, MOTOR, MOTORCYCLE) — may contain wet batteries, etc.
- PASSENGERS BAGGAGE — may contain items meeting any of the criteria for dangerous goods. Examples include fireworks, 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)
- PHARMACEUTICALS — may contain items meeting any of the criteria for dangerous goods, particularly radioactive material, flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances.
- PHOTOGRAPHIC SUPPLIES/EQUIPMENT — may contain items meeting any of the criteria for dangerous goods, particularly heat producing devices, flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances or lithium batteries.
- PROMOTIONAL MATERIAL — see PASSENGER BAGGAGE.

- RACING CAR OR MOTORCYCLE TEAM EQUIPMENT — may contain engines, including fuel cell engines, carburettors or fuel tanks which contain fuel or residual fuel, flammable aerosols, cylinders of compressed gases, nitromethane, other fuel additives, wet batteries, lithium 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, oxidizers, 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 rafts), paint, lithium batteries (emergency locator transmitters), etc.
- SHOW, MOTION PICTURE, STAGE AND SPECIAL EFFECTS EQUIPMENT — may contain flammable substances, explosives or other dangerous goods.
- SPORTING GOODS/SPORTS TEAM EQUIPMENT — may contain cylinders of compressed or liquefied gas (air, carbon dioxide, etc.), lithium batteries, propane torches, first aid kits, flammable adhesives, aerosols, etc.
- SWIMMING POOL CHEMICALS — may contain oxidizing 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, lithium batteries, etc.
- 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.
- UNACCOMPANIED PASSENGERS BAGGAGE/PERSONAL EFFECTS — may contain items meeting any of the criteria for dangerous goods, such as fireworks, flammable household liquids, corrosive oven or drain cleaners, flammable gas or liquid lighter refills or camping stove cylinders, matches, bleach, aerosols, etc. (those not permitted)
- VACCINES — may be packed in Carbon dioxide, solid (dry ice).

C.2.4 Dangerous Goods carried by passengers and crew

IATA DGR 2.3

Dangerous goods MUST NOT be carried as passengers or crew checked baggage or hand baggage, or on their person except as otherwise provided in the table below.

The provisions reflect the:

- ICAO/IATA DGR and
- Some more restrictive company rules and regulations applied by airBaltic

Operator(s) approval

Operator(s) Approval for:

- **Security-type equipment containing lithium batteries;**
- **Lithium batteries, spare/loose (Wh exceeding 100 Wh but not exceeding 160 Wh);**
- **Lithium battery-powered electronic devices;**
- **Thermometer or barometer, mercury filled;**
- **Ammunition (cartridges for weapons);**
- **Avalanche rescue backpack;**
- **Chemical Agent Monitoring Equipment;**
- **Dry ice (carbon dioxide, solid);**
- **Gas cartridges, small, non-flammable.**

- After flight reservation, passenger has to inform airBaltic about particular equipment in advance.
- airBaltic competent employee responsible for passenger reservation acceptance will make necessary
- If DG declaration was not done in advance then it is responsibility of passenger to declare particular item at the check-in. Competent check-in agent after declaration must make necessary assessment and if approval to transport is issued then provide passenger with safety precautions for transportation of particular item and must check that precautions are followed.
- 4-letter information code (SR OABT) in PNR designates that approval of the operator is received.

Operator(s) Approval for Oxygen or air, gaseous, small cylinders (MEDA or AOXY):

Particular passenger will be classified as MEDA passenger where medical assessment will be done by competent medical Authority. Assessment and details will be sent to airBaltic competent employee (IATA DGR) responsible for passenger reservation acceptance who will make necessary remarks/approval in Passenger Name Record (PNR) that will be available during check-in process of passenger for his/her flight at the airport.

- 4-letter information code(SR OABT) in PNR designates that approval of the operator is received.

Operator(s) Approval for Mobility Aids:

- **Battery-powered wheelchairs or other similar mobility devices with non-spillable wet batteries, nickel-metal hydride batteries or dry batteries;**
- **Battery-powered wheelchairs or other similar mobility devices with lithium ion batteries.**

- To receive Operator(s) Approval (airBaltic Approval) to transport Battery-powered wheelchairs, it is responsibility of Passenger with Reduced mobility to inform airBaltic about individual needs and wheelchair specifications planned to be transported in advance in accordance with European Regulation (EK) No. 1107/2006 (5th July, 2006).
- After each information and reservation issue on WCH services competent airBaltic employee responsible for passenger reservation acceptance will check wheelchair specifications and inform passenger about necessary actions to be done to prepare Battery-powered wheelchair for transportation on airBaltic flight and will make required remarks/approval in Passenger Name Record (PNR), that will be available for check-in process of passenger for his/her flight at the airport.
- Check-in agent before issuing boarding pass to passenger must check that safety precautions are followed.
- 4-letter information code(WCLB or WCBD) in PNR designates that approval of the operator is received.
- The pilot-in-command must be informed of the location. NOTOC is required.

Requirements for airport security check point:

The following restrictions apply to the quantity of liquids:

- Liquids may only be carried in containers no greater than 100 ml.
- These containers must be brought to the airport contained in a single, transparent, re-sealable plastic bag, which itself must not exceed 1 liter in capacity. The contents of the plastic bag must fit comfortably.
- Each passenger may carry only one such bag of liquids. The bag must be presented for examination.
- Liquids that cannot be placed inside the re-sealable bag must be packed into the hold luggage and checked in. Liquids of any amount can still be carried in luggage checked into the aircraft hold.

Batteries carried by passengers and crew:

Batteries should be protected against short circuits:

- By placement in the original retail packaging;
- Or by otherwise insulating terminals, e.g. by taping over exposed terminals;
- Or by placing each battery in a separate plastic bag or protective pouch.

To determine Wh from mAh use formula: mAh*V / 1000= Wh.

Nr.	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(s) is required					Code in Onboard list
1.	**Disabling devices** such as mace, pepper spray, etc. containing an irritant or incapacitating substance.	**FORBIDDEN**				
2.	**Electro shock weapons** (e.g. Tasers) containing dangerous goods such as explosives, compressed gases, lithium batteries, etc.	**FORBIDDEN**				
3.	**Liquid Oxygen Devices** personal medical oxygen devices that utilize liquid oxygen are forbidden on the person, in checked and carry-on baggage.	**FORBIDDEN**				
4.	**Security-type attaché cases, cash boxes, cash bags, etc.** incorporating dangerous goods, such as lithium batteries and/or pyrotechnic material, except as provided in IATA DGR 2.3.2.6 are totally forbidden.	**FORBIDDEN**				
5.	**Lithium Battery-Powered Lighters**. Battery-powered lighters powered by a lithium ion or lithium metal battery (e.g. laser plasma lighters, tesla coil lighters, flux lighters, arc lighters and double arc lighters) without a safety cap or means of protection against unintentional activation.	**FORBIDDEN**				
6.	**Security-type equipment containing lithium batteries** such as attaché cases, cash boxes, cash bags, etc. incorporating DG as part of this equipment, for example pyrotechnical material, may be carried as checked baggage only if the equipment complies with the following: • The equipment must be equipped with an effective means of preventing accidental activation; • If the equipment contains gases to expel dye or ink, only gas cartridges and receptacles, small, containing gas with a capacity not exceeding 50 ml (Div. 2.2 only). • The release of gas must not cause extreme annoyance or discomfort to crew so as to prevent the correct performance of assigned duties. In case of accidental activation all hazardous effects must be confined within the equipment and must not produce extreme noise; • If the equipment contains lithium cells or batteries, these cells or batteries must comply with the following restrictions for: 1. Lithium metal cell, the lithium content is not more than 1 g; 2. Lithium metal battery, the aggregate lithium content is not more than 2 g;	**YES**	**YES**	**NO**	**NO**	**OABT**

Nr.	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(s) is required					Code in onboard list
	3. Lithium ion cells, the Watt-hour rating is not more that 20Wh; 4. Lithium ion batteries, Watt-hour rating is not more than100Wh; • Equipment that is defective or that has been damaged is forbidden for transport. (IATA DGR 2.3.2.6)					
7.	**Batteries, spare/loose, including lithium, non-spillable batteries, nickel-metal hydride batteries and dry batteries** for PED must be carried in carry-on baggage only. 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. 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 against short circuits. Each person is limited to a maximum of 20 spare batteries. **Non-spillable batteries** must meet IATA DGR A67 and must be 12 V or less and 100 Wh or less. A maximum of 2 spare batteries may be carried. (IATA DGR 2.3.5.8.5).	**NO**	**NO**	**YES**	**NO**	
8.	**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, when carried by passengers or crew for personal use. For lithium metal batteries the lithium metal content must not exceed 2 g and for lithium ion batteries 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.	**NO**	**YES**	**YES**	**NO**	
9.	**Lithium batteries, spare/loose** with a Watt-hour rating exceeding 100 Wh but not exceeding 160 Wh for consumer electronic devices and portable medical devices (PMED), such as automated external defibrillators (AED), portableoxygen concentrators (POC), and continuuous positive airway pressure (CPAP) or with a lithium metal content exceeding 2g but not exceeding 8 g for PMED only. Maximum of 2 spare batteries may be carried in carry-on baggage only. These batteries must be individually protected to prevent short circuits.	**YES**	**NO**	**YES**	**NO**	**OABT**

Nr.	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(s) is required					Code in onboard list
10.	**Lithium battery-powered electronic devices.** Lithium ion batteries for portable (including medical) electronic devices, a Watt-hour rating exceeding 100 Wh but not exceeding 160 Wh. Lithium metal batteries (for portable medical electronic devices only) with a lithium content exceeding 2 g but not exceeding 8 g. Devices in checked baggage must be completely switched off and must be protected from damage. Examples: POC, Nebulizers, Defibrilators.	YES	YES	YES	NO	POXY or OABT
11.	**Small lithium battery-powered personal transportation devices.** Examples of these devices include hover boards, self-balancing single or multi-wheels, minisegways and motorbags.	BT: FORBIDDEN				
12.	**Baggage with installed lithium batteries** non-removable batteries exceeding – 0.3 g lithium metal or 2.7 Wh.	FORBIDDEN				
13.	**Baggage with installed lithium batteries:** • Non-removable batteries. Batteries must contain no more that 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.	NO	YES	YES	NO	

Nr.	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(s) is required					Code in Onboard list
14.	**e-cigarettes** (including e-cigars, e-pipes, other personal vaporizers) containing batteries. • Carried by passengers or crew for personal use; • Must be individually protected to prevent accidental activation; • Spare batteries must be individually protected so as to prevent short circuits • Each battery must not exceed the following (See "Lithium batteries" for details): ◦ For lithium metal batteries, a lithium content of 2 grams; ◦ Or for lithium-ion batteries, a Watt-hour rating of 100 Wh; • Recharging of the devices and/or batteries on board the aircraft is not permitted. • Each passenger is limited to 15 e-cigarettes.	NO	NO	YES	NO	
15.	**Portable electronic devices containing non-spillabe batteries.** The equipment must be protected from damage and inadvertent activation, completely switched off (not in sleep or hibernation mode) The batteries must meet Special Provision A67 and must not contain any free or unabsorbed liquid. The voltage of each battery must not exceed 12 V and the Watt-hour rating must not exceed 100 Wh. Each person is limited to maximum of two spare batteries in carry-on baggage only and each spare battery must be protected from short circuit by insulation of the battery terminals.	NO	YES	YES	NO	

Nr.	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(s) is required					Code in Onboard list
16.	**Fuel cells and spare fuel cartridges** powering portable electronic devices (for example cameras, cellular phones, laptop computers, and camcorders) . • **No more than two spare fuel cell cartridges may be carried in checked baggage, carry-on baggage, or on the person.** • Fuel cells and fuel cell cartridges may only contain flammable liquids, corrosive substances, liquefied flammable gas, water-reactive substances or hydrogen in metal hydride; • The maximum quantity of fuel in any fuel cell or fuel cell cartridge must not exceed: 1. For liquids 200 mL; 2. For solids 200 g; 3. For liquefied gases 120 mL for non-metallic fuel cells or fuel cell cartridges or 200 mL for metal fuel cells or fuel cell cartridges; 4. For hydrogen in metal hydride the fuel cell cartridges must have a water capacity of 120 mL or less; • Each fuel cell and each fuel cell cartridge must conform to IEC 62282-6-100 Ed.1, including Amendment 1, and must be marked with a manufacturer's certification that it conforms to the specification. Each fuel cell cartridge must be marked with the maximum quantity and type of fuel in the cartridge; • Fuel cells whose sole function is to charge a battery in the device are not permitted; • Fuel cell systems must be of a type that will not charge batteries when the portable electronic device is not in use and must be durably marked by the manufacturer: “APPROVED FOR CARRIAGE IN AIRCRAFT CABIN ONLY” to so indicate; • In addition to the languages which may be required by the State of Origin for the marks specified above, English should be used; • Refueling of fuel cells on board an aircraft is not permitted except that the installation of a spare cartridge is allowed.(IATA DGR 2.3.5.9)	**NO**	**YES**	**YES**	**NO**	
17.	**Fuel cells** containing fuel, powering portable electronic devices (e.g. cameras, cellular phones laptop computers and camcorders)	**NO**	**NO**	**YES**	**NO**	

Nr.	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(s) is required					Code in Onboard list
18.	**Hair styling equipment containing a hydrocarbon gas cartridge,** up to one (1) per person 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. ***Note:*** *Spare gas cartridges for such hair styling equipment are not permitted in checked or carry-on baggage.*	**NO**	**YES**	**YES**	**NO**	
19.	**Radioisotopic cardiac pacemakers** or other devices, including those powered by lithium batteries, **implanted into a person or fitted externally.**	**NO**	**not applicable**		**NO**	
20.	**Gas cylinders, non-flammable, non-toxic** worn by the passengers 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**	
21.	**Oxygen or air, gaseous, small cylinders** required for medical use. The cylinder must not exceed 5 kg gross weight. MEDA Portable oxygen for passenger provided by airBaltic during transportation of sick passengers when oxygen is required for entire flight (Medical Oxygen Unit). The following to be ensured: ▪ Qualified medical staff shall always accompany the passenger(s); ▪ Technicians provide delivery of oxygen bottles and equipment; ▪ The pilotincommand must be informed of the number of oxygen or air cylinders loaded on board and loading location(s). ***Note:*** *Personal medical oxygen devices that utilise liquid oxygen are forbidden on the person, in checked and in carry-on baggage.*	**BT: ONLY as MEDA**				**AOXY**

Nr.	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(s) is required					Code in Onboard list
22.	**Mobility Aids: Battery-powered wheelchairs or other similar mobility devices with "Non-spillable Wet Batteries", "Nickel-Metal Hydride Batteries" or "Dry Batteries"** These batteries must meet the following requirements: • The mobility aid must be prepared for transport to prevent unintentional activation; and • Non-spillable batteries are not permitted to contain any free or unabsorbed liquid; The operator must secure, by use of straps, tie-downs or other restrain devices, a battery powered mobility aid with installed battery(ies). The mobility aid, the battery(ies), electrical cabling and controls must be protected from damage including by the movement of baggage, mail or cargo; The operator must verify that: • The passenger has confirmed that the battery(ies) is a non-spillable wet battery that complies with Special Provision A67, or a nickel-metal hydride battery that complies with Special Provision A199 or dry battery that complies with Special Provision A123; • The battery terminals are protected from short circuits, e.g. by being enclosed within a battery container; • The battery(ies) is either: a) adequately protected against damage by the design of the mobility aid and securely attached to the wheelchair or mobility aid. The electrical circuits must be isolated following the manufacturer's instructions; or b) removed from the mobility aid following the manufacturer's instructions. A passenger may carry a maximum of: • One spare wet, non-spillable battery meeting Special Provision A67; or • Two spare nickel-metal hydride batteries meeting Special Provision A199 or dry batteries meeting Special Provision A123 The operator must ensure that any battery(ies) removed from the wheelchair/mobility aid and any spare batteries are carried in strong, rigid packaging which must be carried in the cargo compartment; The operator must inform the pilot-in-command of the location of mobility aids with installed battery(ies), removed battery(ies) and spare battery(ies). (IATA DGR 2.3.2.2)	YES	YES	NO	YES	WCBD

Nr.	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(s) is required					Code in Onboard list
23.	**Mobility aids: Battery-powered wheelchairs or other similar mobility devices with Spillable Batteries or with lithium ion batteries.**					
	Spillable batteries by airBaltic can be accepted only as air cargo	**BT: FORBIDDEN**				
	Lithium ion batteries, The batteries must be of a type which meets the requirements of each test in the UN Manual of Tests and Criteria, Part III, subsection 38.3. The operator must secure, by use of straps, tie-downs or other restraint devices, a battery powered mobility aid with installed batteries. The mobility aid, the battery(ies), electrical cabling and controls must be protected from damage including by the movement of baggage, mail or cargo; The operator must verify: • the battery terminals are protected from short circuits, e.g. by being enclosed within a battery container; • the battery(ies) is either: 1. adequately protected against damage by the design of the mobility aid and securely attached to the wheelchair or mobility aid. The electrical circuits must be isolated following the manufacturer's instructions; or 2. removed from the mobility aid following the manufacturer's instructions. Each battery removed from the mobility aid must not exceed 300 Wh. A passenger may carry a maximum of one spare lithium-ion battery not exceeding 300 Wh or two spare batteries each not exceeding 160 Wh; The operator must ensure that any battery(ies) removed from the mobility aid and any spare battery(ies) are carried in the passenger cabin. The removed or spare batteries must be protected from damage (e.g. by placing each battery in a protective pouch); The operator must inform the pilot-in-command of the location of the mobility aid with installed battery(ies), removed battery(ies) and spare battery(ies). (IATA DGR 2.3.2.4)	**YES**	**YES**	**NO**	**YES**	**WCLB**

Nr.	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(s) is required					Code in Onboard list
24.	**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)** • The operator must verify the battery(ies) is removed from the mobility aid following manufacturer's instructions. Each battery removed from the mobility aid must not exceed 300 Wh. • A passenger may carry a maximum of one spare lithium-ion battery not exceeding 300 Wh or two spare batteries each not exceeding 160 Wh; • The operator must ensure that any battery(ies) removed from the mobility aid and any spare batteries are carried in the passenger cabin. The removed or spare battery(ies) must be protected from damage (e.g. by placing each battery in a protective pouch); • The operator must inform the pilot-in-command of the location of the mobility aid with installed batteries, removed batteries and spare batteries;	YES	NO	YES	YES	WCLB

Nr.	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(s) is required					Code in Onboard list
25.	**Specimens, non-infectious** packed with small quantities of flammable liquid. In checked or carry-on baggage non-infectious specimens, such as specimens of mammals, birds, amphibians, reptiles, fish, insect and other invertebrates containing small quantities of flammable liquids provided that the requirements of IATA DGR SP A180 are complied with.	NO	YES	YES	NO	
26.	**Thermometer, medical or clinical which contains mercury,** one (1) per person for personal use, when in its protective case.	NO	YES	NO	NO	
27.	**Thermometer or barometer, mercury filled** carried by a representative of a government weather bureau or similar official agency.	YES	NO	YES	YES	OABT
28.	**Alcoholic beverages** when in retail packaging containing more than 24%, but not more than 70% alcohol by volume, when packed in receptacles not exceeding 5 L, a total net quantity per person - 5L. ***Note:*** *Alcoholic beverages containing 24% or less alcohol by volume are not subject to any restrictions*.	NO	YES	YES	NO	
29.	**Ammunition, securely packaged** (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	
30.	**Avalanche rescue backpack,** one (1) per person, containing a cartridge 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 and not more than 250 mg of compressed gas in Div. 2.2. 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	OABT
31.	**Camping stoves and fuel containers** that have contained a flammable liquid fuel, with empty fuel tank and/or fuel container (IATA DGR 2.3.2.5).	BT: FORBIDDEN				

Nr.	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(s) is required					Code in Onboard list
32.	**Chemical Agent Monitoring Equipment,** when carried by staff members of the Organization for the Prohibition of Chemical Weapons on official travel (IATA DGR 2.3.4.4). Instruments containing radioactive material not exceeding the activity limits specified in IATA DGR Table 10.3.C, i.e. chemical agent monitor (CAM) and/or rapid alarm and identification device monitor (RAID-M), securely packed and without lithium batteries.	YES	YES	YES	NO	OABT
33.	**Dry ice (carbon dioxide, solid),** 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. Each item of checked baggage containing dry ice must be marked: ▪ "Carbon dioxide, solid" or "Dry ice"; and ▪ With the net weight of dry ice or an indications that the net weight is 2.5 kg or less.  ***Note:*** *If sent as checked baggage, then the Load Control function must be notified.*	YES	YES	YES	NO	OABT
34.	**Gas cartridges, small, non-flammable** fitted into devices, 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. ▪ Not more than four (4) cartridges up to 50 mL water capacity for other devices. ▪ Cartridge(s) must be for inflation purposes. The personal safety device must be packed in such a manner that it cannot be accidentally activated. ***Note:*** *For carbon dioxide a gas cartridge with a water capacity of 50 ml is equivalent to a 28 g cartridge.* (IATA DGR 2.3.4.2).	YES	YES	YES	NO	OABT

Nr.	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(s) is required					Code in Onboard list
35.	**Insulated packagings containing refrigerated liquid nitrogen (dry shipper),** fully absorbed in a porous material containing only non-dangerous goods.	NO	YES	YES	NO	
36.	**Internal combustion or fuel cell engines,** must meet the requirements of IATA DGR SP A70. In checked baggage only, internal combustion or fuel cell engines being carried separately or incorporated into a machine or other apparatus.	NO	YES	NO	NO	
37.	**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. ***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.*	NO	ON ONE'S PERSON		NO	
38.	**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. 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 articles 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.	NO	YES	YES	NO	
39.	**Permeation devices.** In checked baggage only permeation devices for calibrating air quality monitoring equipment. These devices must comply with the requirements of IATA DGR SP A41. (IATA DGR 2.3.5.13)	NO	YES	NO	NO	

C.2.5 Transport of Dangerous Goods by post

Dangerous goods are forbidden for carriage in air mail. Infectious substances, carbon dioxide, solid (dry ice) when used as a refrigerant, and radioactive material, when the activity does not exceed one tenth of the Excepted package limits, may be accepted by mail subject to the provisions of the national Postal Authorities concerned and meeting the IATA DGR requirements.

C.2.6 Dangerous Goods in operator`s property

When consigned by airBaltic, they may be carried in containers specially designed for their transport, provided such containers are capable of meeting at least the requirements for the packing specified in the Regulations for the items packed in the containers.

- Aircraft Equipment, required to be on board of an a/c in accordance with the pertinent airworthiness requirements and operating regulations (life vests, emergency escape slides, POBs, fire extinguishers, etc.);
- Consumer Goods;
- Other items carried by operator for use or sale on the a/c during the flight (aerosols, alcoholic beverages, perfumes and colognes, safety matches and liquefied gas lighters);
- Carbon dioxide (dry ice) intended for use in food and beverage service;
- Articles and substances intended as replacement that shall be transported in accordance with the provisions of the IATA DGR.

Note: Due to acceptance and delivery specifics, Operator’s Property /AOG shipments may be classified as special load. For each Operator’s Property/AOG shipment a NOTOC shall be issued. For full description of Operator’s Property /AOG shipments refer to CAMMOE 2.22.14

C.2.7 Dangerous Goods in Excepted Quantities

Small quantities of dangerous goods meeting the provisions of IATA DGR subsection 2.6 are not subject to the other provisions of these Regulations except for:

- Training requirements;
- Dangerous goods in air mail;
- Classification and packing group criteria;
- Packing requirements;
- Loading restrictions;
- Reporting of dangerous goods accidents, incidents and other occurrences;
- In case of radioactive material, the requirements for radioactive material in excepted packages;
- Definitions

Such Dangerous Goods are marked with a special label and included in the general cargo figure.

Dangerous goods permitted in excepted quantities: always check IATA DGR 2.6.2.2

Any incident involving leakage or spillage of a package containing excepted quantities of dangerous goods must be reported; therefore each package is labeled with a special red hatched label (as shown below) for ease of identification.

A special load notification to Captain (NOTOC) is NOT required for dangerous goods in excepted quantities.



100 × 100 mm ; Hatching and symbol in black or red color, on white or contrasting background.

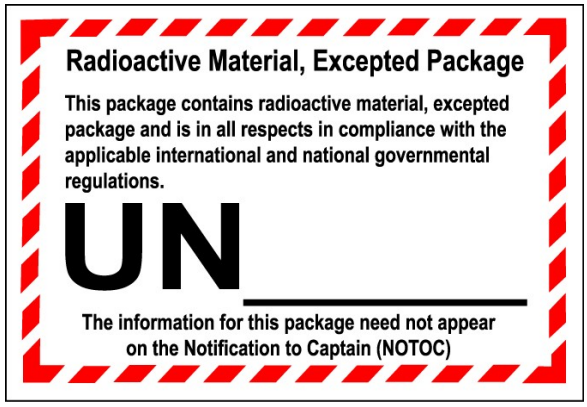
* The Class or Division numbers

** The name of the shipper or of the consignee

C.2.8 Radioactive material – excepted packages

Excepted packages may only contain quantities of radioactive material which are so small that the potential hazards during transport are insignificant. There are no test requirements for excepted packages and therefore it must be assumed that in any form of accident the package may fail completely and that the contents may be dispersed.

A special load notification to Captain (NOTOC) is NOT required for radioactive material, excepted packages.



C.2.9 Dangerous Goods Permitted in Limited Quantities

It is recognized that many dangerous goods can be safely carried in good quality combination packagings which meet the construction requirements of the IATA DGR subsections 6.1 and 6.2 but which have not been marked and tested in accordance with the requirements of the IATA DGR paragraph 6.0.4 and subsection 6.3. Dangerous goods may be carried as “Limited Quantity” only if they comply with the restrictions provided in IATA DGR paragraph 2.7.1, in the List of Dagerous Goods and in section 5. All requirements of the IATA DGR must be met unless otherwise provided for.

Only dangerous goods which are permitted on passenger aircraft and which meet the criteria of the IATA DGR subsection 2.7 may be carried under the provisions for dangerous goods in limited quantities.

Dangerous goods permitted in limited quantities: always check IATA DGR 2.7.2.1

The gross weight of a “Limited Quantity” package must not exceed 30kg.

Single packagings are not permitted.

Packages of dangerous goods shipped under the limited quantity provisions, in addition to hazard label must also bear the Limited Quantities mark (IATA DGR Figure 7.1.A).

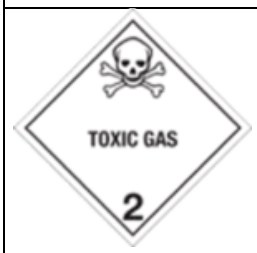


Minimum outer dimensions 100 x 100 mm

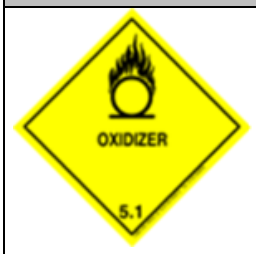
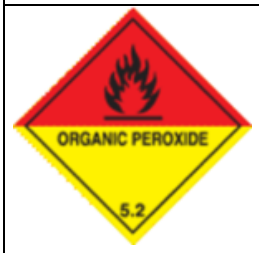
C.3 Classifications

Dangerous goods are divided into 9 classes reflecting the type of risk involved (IATA DGR 3.0.2)

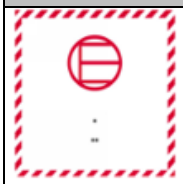
Class/Name/Division Hazard Label	IMP –code *(interline Message Procedure)*	Examples	EMERGENCY ACTIONS
CLASS 1 EXPLOSIVES			
  **DIV 1.1; 1.2; 1.3; 1.4; 1.5; 1.6**	**REX** **RCX** **RGX** **RXC** **RXB** **RXD** **RXE** **RXG**	Distress signals, Fireworks, Detonating fuses, Firecrackers, ammunition, etc.	No flames or heat (direct sunlight) allowed. No shock (drop, tumble) or friction allowed. Keep other cargo away under instructions of the supervisor.
 **1.4 S**	**RXS**		
Note: Only 1.4S may be loaded on Passenger Aircraft			

Class/Name/Division Hazard Label	IMP –code *(interline Message Procedure)*	Examples	EMERGENCY ACTIONS
CLASS 2 GASES			
 **DIV 2.1 Flammable gas**	**RFG**	Gas cartridges, Butan Gas, Gas lighters, Butan lighter Fuel, Aerosols (flammable), etc.	No flames or heat (direct sunlight) allowed. Avoid contact and do not inhale gases. Ventilate and keep unauthorized persons at the windward side.
 **DIV 2.2 Non-flammable non-toxic gas**	**RNG** **RCL**	Fire extinguishers, Compressed oxygen, Ammonia solution, Aerosols (non-flammable), Refrigerant gas, Diving Tanks. Some ex. of these gases include: • Helium • Compressed air • Carbon dioxide • Nitrogen • Argon • Nitrous Oxide • Xenon • Oxygen	
 **DIV 2.3 Toxic gas**	**RPG**	Carbon monoxide, Ethylene oxide, Ammonia solution, etc.Acceptable on Cargo Aircraft only.	Ventilate and stay at the windward side. Keep unauthorized persons away.
Note: DIV 2.3 Toxic gas – forbidden on passenger aircraft			
CLASS 3 FLAMMABLE LIQUIDS			
	**RFL**	Gasoline, Paint, Printing ink, Perfume, Kerosene, Alcohols, Adhesives, Oil lighter, Liquid lighter, refills, Alcoholic beverages containing high alcohol, etc.	No flames or heat (direct sunlight) allowed. Avoid contact and do not inhale gases. Ventilate and stay at the windward side. Keep combustibles away under instructions of the supervisor.

Class/Name/Division Hazard Label	IMP –code *(interline Message Procedure)*	Examples	EMERGENCY ACTIONS
CLASS 4 FLAMMABLE SOLID			
 **DIV 4.1 Flammable solid**	**RFS**	Celluloid, Flammable metal powder, Phosphorus amorphous, Sulphur, etc.	No flames or heat (direct sunlight) allowed. Avoid contact and do not inhale gases. No shock (drop, tumble) or friction allowed. Keep combustibles away under instructions of the supervisor. May ignite itself, isolate and keep under constant watch.
 **DIV 4.2 Spontaneously Combustible**	**RSC**	Charcoal, Carbon activated, Sodium sulphide, Metal catalyst, etc.	No flames or heat (direct sunlight) allowed. Keep combustibles away under instructions of the supervisor. May ignite itself, isolate and keep under constant watch.
 **DIV 4.3 Dagerous when wet**	**RFW**	Calcium, Calcium carbide, Magnesium alloys powder, Barium, Alkali earth metal alloy, etc.	Do not pour water. No flames or heat (direct sunlight) allowed. Keep combustibles away under instructions of the supervisor. May ignite itself, isolate and keep under constant watch.

Class/Name/Division Hazard Label	IMP –code *(interline Message Procedure)*	Examples	EMERGENCY ACTIONS
CLASS 5 OXIDIZING SUBSTANCES AND ORGANIC PEROXIDES			
 **DIV 5.1 Oxidizer**	**ROX**	Oxygen generator chemical, Sodium chlorate, Hydrogen peroxide aqueous solution, Ammonium nitrate fertilizer, Bleach, etc.Oxygen generator chemicals are acceptable on Cargo Aircraft only.	No flames or heat (direct sunlight) allowed. Keep combustibles away under instructions of the supervisor.
 **DIV 5.2 Organic peroxide**	**ROP**	Methyl ethyl ketone peroxide, etc.	
CLASS 6 TOXIC AND INFECTIOUS SUBSTANCES			
 **DIV 6.1 Toxic Substance**	**RPB**	Pesticide, Agricultural chemicals, Disinfectant, Dye, Mercury compound, Medicinal goods, etc.	Pay attention to the direction of the wind and do not inhale vapour or dust/mist. Keep other cargo away (especially foods) under instructions of the supervisor.
 **DIV 6.2 Infectious substance**	**RIS**	Bacteria, Viruses, Medical waste, etc.	Keep people and cargo away under instructions of the supervisor. Condone off the area and wait for instructions of the authorities.

Class/Name/Division Hazard Label	IMP –code *(interline Message Procedure)*	Examples	EMERGENCY ACTIONS
CLASS 7 RADIOACTIVE MATERIAL			
	**RRE**	Radioactive materials in excepted quantities, instruments, manufactured articles and empty packagings.	Don't touch and don't come near.Condone off the area and wait for instructions of the authorities. Stay away from radioactive materials as much as possible. If you touch radioactive materials, wash your hands with mild detergent or water. If your clothes brush against radioactive materials, take them off, put them in a polyethylene bag and segregate them.
 **Category I - White**	**RRW**	The generation of electricity, Uranium, etc.	
  **Category II – Yellow** **Category III - Yellow**	**RRY**	Various types of Radionuclide	
	**n/a**		

Class/Name/Division Hazard Label	IMP –code *(interline Message Procedure)*	Examples	EMERGENCY ACTIONS
CLASS 8 CORROSIVES			
	**RCM**	Wet Batteries, Sulfuric acid, Hydrochloric acid, Acetic acid, Sodium hydroxide solution, Gallium, Mercury, etc.	Keep people and cargo away under instructions of the supervisor.
CLASS 9 MISCELLANEOUS DANGEROUS GOODS			
	**RMD** **MAG** **ICE** **RSB**	**RMD**: Internal combustion, Engines, Vehicles, Lithium batteries, etc. **ICE:** Dry Ice **MAG:** Magnetized materials **RSB:** Polymeric beads	Take measures according to the respective risks. Keep people and cargo away under instructions of the supervisor.
CLASS 9 LITHIUM BATTERIES			
	**RBI** **RBM** **RLI** **RLM**	Lithium metal battery, Lithium ion battery	Take measures according to the respective risks. Keep people and cargo away under instructions of the supervisor.
DANGEROUS GOODS IN EXCEPTED QUANTITIES			
	**REQ**	Very small quantities of dangerous goods to meet the provisions specified in IATA DGR Subsection 2.6.	Take measures according to the respective risks. Keep people and cargo away under instructions of the supervisor.

C.4 Identification

Dangerous goods must be assigned to one of the standard names used in the transport of dangerous goods. These names are called “**proper shipping names**” and are written on the outside of the package on the NOTOC and on the Shipper`s Declaration for Dangerous Goods and are used to identify the dangerous articles or substance within the package. Dangerous goods are identified by proper shipping names and **UN numbers**. These names and numbers are assigned under the United Nations classification system to a specific article or substance. In cases where a UN number has not yet been assigned, identification (ID) number in the 8001 series is assigned. IATA DGR Subsection 4.2 contains an alphabetical list of dangerous goods, most commonly offered for transport by air. It contains information relating to the UN/ID number, classes, labels, packing, the permitted quantities per package on both passenger and cargo aircraft and applicable special provisions.

The absence of an article or substance from the list should not be interpreted as permitting its unregulated carriage by air.

C.5 Marking and Labeling

Packages containing dangerous goods must be properly labeled to indicate their contents. There are two types of labels:

- hazard labels; and
- handling labels.

Shipper is responsible for labeling a package or overpack containing dangerous goods (IATA DGR 7.2.1)

Labels representative of all dangerous goods required on packages within an overpack must be clearly visible or else be reproduced on the outside of the overpack. Only one hazard label is required for each class or division contained within package.

The airBaltic contracted cargo department is responsible only for replacing labels that become defected or unidentifiable during transport (IATA DGR 9.3.7)

C.5.1 Hazard labels

Packages containing dangerous goods are identified with hazard labels, intended to indicate the risk inherent to the contents (IATA DGR 7.2.3)

Hazards labels are the shape set at 45~ (diamond shaped), and have minimum dimensions 100 x 100 mm.

Text indicating the nature of the risk may be shown in the half of the hazard label (IATA DGR 7.2.2.4) but, except for Radioactive Material (Class 7), is not mandatory, unless there is a State or airBaltic variations that requires the text.

Articles and substances that have a subsidiary risk(s) require labels identifying all the hazards that the article or substance poses. The hazard labels identifying these primary and subsidiary risks must carry the Class or Division number in the bottom corner (IATA DGR 7.2.3.2)

There is no visible difference between primary and subsidiary hazard labels.

C.5.2 Handling labels

In additional to hazard labels, handling labels are used to provide information on the proper handling and stowage of packages of dangerous good. (IATA DGR 7.2.4)

C.6 Shipper’s Declaration

The shipper is responsible for the completion of a prescribed declaration form, “Shipper’s Declaration for Dangerous Goods”, for each shipment containing dangerous goods as defined or classified in IATA DGR.

The Declaration must be in English. The wording in English may be accompanied by an accurate translation in another language. (IATA DGR 8.1)

C.7 Acceptance of Dangerous Goods

airBaltic acceptance staff must be adequately trained to assist shipper to identify and detect dangerous goods present as general cargo.

A document, used to assist in carrying out check on the external appearance of packages of dangerous goods and their associated documents and to determine that all appropriate requirements have been met, must be readily available to cargo acceptance staff.

C.8 Storage and Handling

Dangerous goods are packaged to prevent the release of the contents in conditions normal to air transport. However, conditions normal to air transport rely on proper warehouse storage and handling and correct loading onto aircraft floors.

The following aspect must be addressed to ensure proper storage and handling of packages containing dangerous goods inside the warehouse and when being loaded on, or unloaded from, an aircraft:

- storage and handling;
- inspection; and
- protection from damage.

When loading in an aircraft compartment packages containing dangerous goods must be protected from damage and secured to prevent any movement in flight that would change the orientation of the packages, or allow packages to move.

When loading dangerous goods the following conditions must be considered to ensure they are carried safely:

- segregation;
- restraint;
- shoring requirements;
- commodity specific requirements.

Regarding Load Transportation, refer to **4.5.6.2 - Load Transportation**

C.8.1 Inspection of Packages of Dangerous Goods

Packages or overpacks containing dangerous goods must be inspected for signs of leakage before and after loading onto an aircraft. If evidence of damage or leakage is found, dangerous goods must not be loaded on an aircraft.

Any leakage onboard an aircraft must always and immediately be reported to the Commander for evaluation and subsequent action.

Local Emergency Response Procedures for handling of dangerous goods accidents / incidents are to be known by the handling agent staff (Load Master/ Loading Supervisor/ Ramp Supervisor) to guarantee safe and correct organizing of offloading of damaged dangerous goods and contaminated cargo, baggage and special load from airBaltic aircraft.

Leakage from dangerous goods must always be reported no matter where it occurs while the goods are in the care of airBaltic / Handling Agent or are covered by an airBaltic Air Waybill.

C.8.2 Handling of Self-reactive Substances and Organic Peroxides

Packages and unit load devices containing packages of self-reactive substances of Division 4.1 and /or organic peroxides of Division 5.2 must be protected from direct sunlight and kept away from all sources of heat and be placed in adequately ventilated areas during the loading, unloading and storage.

C.8.3 Storage and Handling of Radioactive Materials

Transport radioactive material on a cart or forklift on the furthest possible location from your body.

When a shipment of radioactive material is placed in a string of containers, place the container or cart at the furthest end of the string.

Prepare the cart with all materials required (lashing materials, tie-down, etc) prior to beginning the handling work.

Load the material last whenever possible.

C.8.4 Forbidden for transport aboard passenger aircraft

Prohibited and/or offloaded DG items, due to their non-compliance for transportation on passenger aircraft, shall be tagged with warning tag to avoid their loading for carrying on board of airBaltic aircraft and have to be stored separately in designated area, for further appropriate actions.

airBaltic allows to use tag below or any other designed tag, however tag MUST have clear message that tagged item is not allowed to be transported on passenger aircraft.



C.9 Load planning and Loading

Only qualified personnel is responsible and can perform dangerous goods loading.

Packages containing dangerous goods, which, if damaged or handled improperly, might react dangerously with each other or harm other Special Load, must not be stowed on an aircraft:

- Next to each other, or
- In a position that would allow interaction between them.

To maintain acceptable separation between packages containing dangerous goods having different hazards and Special Load the requirements shown in the Incompatibility table below must be observed.

The scheme applies irrespective of whether the hazard is the primary or subsidiary risk.

Packages containing dangerous goods with multiple hazards in the class or divisions, which normally require separation in accordance with the table below, need not be separated from packages bearing the same UN number.

C.9.1 Loading of Incompatible Dangerous Goods

Packages containing dangerous goods, which might react dangerously with each other, must not be stowed on an aircraft next to each other or in any position that would allow interaction between them in the event of leakage. To maintain acceptable segregation between packages containing dangerous goods having different hazards, the segregation between in DGR Table 9.3.A must be observed. The segregation requirements apply based on all hazards labels applied to the package, irrespective of whether the hazard is the primary or subsidiary risk.

This table shows the Incompatibility Table for Dangerous Goods and Special Load:

IMP		RCL	RFL	RSC	RFW	ROX	RRY	RCM	ICE	AVI, AVC, AVP, AVF	HEG	HUM	LHO	PER
	CL/Div.	2.2	3	4.2	4.3	5.1	7	8	9					EAT
RCL	2.2									X*	X			
RFL	3					X								
RSC	4.2					X								
RFW	4.3							X						
ROX	5.1		X	X										
RRY	7									X****				
RCM	8				X									
ICE	9									X***	X			
AVI, AVC, AVP, AVF		X*					X****		X***			X**	X	
HEG		X							X			X		
HUM										X**	X		X	X**
LHO										X		X		
PER	EAT											X**		

An **"X"** at the intersection indicates that these packages require segregation. Dangerous goods should be stowed and loaded in different CPT. Dangerous goods or Special Loads not included in table do not require segregation;

*** AVI**, **AVC** and **AVP** should be stowed above packages containing **RCL** or **ICE** and not be loaded in close proximity to **RCL**.

**** HUM** should not be loaded in close proximity to **AVI**, **AVC**, **AVP** and **PER**.

***** DRY ICE** and **AVI, AVC, AVP, AVF** loading scenarios above.

******** Cat. II-Yellow and Cat. III-Yellow must be separated from animals by 0.5 m or more for journeys of 24 hours or less.

C.9.2 Incompatibility Live animal and Dry Ice

Scenario	**A220-300**			
	CPT1	CPT2	CPT3	CPT4
1	ICE (Max 454kg)		ICE (Max 454kg)	
2	ICE (Max 200kg)	AVF	ICE (Max 454kg)	
3	ICE (Max 454kg)		AVC, AVP	
4	AVI, AVC, AVF		ICE (Max 454kg)	

ICE (Dry Ice) shall NOT to be loaded in the same cargo hold with **AVI, AVC** and **AVP.**

AVI – Live Animals.

AVC – Cold-blooded animals.

PER/EAT - Perishables/Foodstuff

AVF – Live Tropical Fish.

HEG - hatching eggs

LHO - Live human organs

AVP – Aquatic and live fish

HUM - Human remains

C.9.3 Loading Restrictions

The requirements below must be followed when loading dangerous goods:

Dangerous goods marked “CARGO AIRCRAFT ONLY” (“CAO”) must not be loaded onto a passenger aircraft.

Dangerous goods must not be loaded in an aircraft cabin occupied by passengers or on the flight deck of an aircraft.

Special handling instructions (e.g. “THIS WAY UP” and This Side Up/arrow) must be followed.

Dangerous goods may never be loaded in the compartment door section.

Incompatibility list and minimum separation distances must be checked for all hazards (as there is no visible difference between primary and subsidiary hazard labels) and restrictions followed.

Minimum separation distances must be checked and restrictions followed.

As a matter of principle, dangerous goods must always be secured by lashing. However, dangerous goods may in exceptional cases be secured by other means.

Inspection for damage or leakage.

C.9.4 Lashing of Dangerous Goods

When packages of dangerous goods are loaded in an aircraft compartment, the items must be secured to prevent any movement.

C.9.4.1 Lashing requirements

Lashing is always required for dangerous goods items, unless they can be secured by means of other load surrounding them.

C.9.4.2 Exceptions from lashing requirements

As a matter of principle, dangerous goods must be secured by lashing. However, exceptions apply:

Lashing is not necessary in a bulk compartment if the package(s) is (are) restrained from moving horizontally or vertically. The net section must be filled completely with load

- on the entire floor area, and
- up to a loading height of 15-20 cm below the ceiling.

C.10 Commodity specific requirements – Dangerous Goods

C.10.1 Stowage of Packages Containing Liquid Dangerous Goods

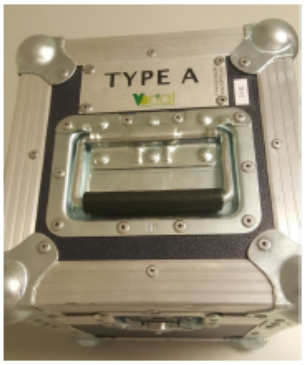
Dangerous goods packages bearing the package orientation "This Way Up" label must be loaded, stowed and handled at all times in accordance with such label. Single packagings with end closures containing liquids must be stowed with such closures upwards.

C.10.2 Loading and Stowage of Radioactive Material

C.10.2.1 Introduction

Radioactive materials are substances, which emit certain types of radiation. These rays cannot be felt or seen, have no smell and can only be detected by measuring instruments. Exposure to intense radiation may be harmful.

- Radioactive materials CAT I-White, II-Yellow & III-Yellow are acceptable on airBaltic flights;
- NOTOC required;
- Only Type A package is acceptable.



C.10.2.2 Handling of Radioactive Materials Category I-White, II-Yellow and III-Yellow

In order to maintain the principle of keeping exposure to radiation as low as reasonably achievable packages of radioactive materials should be stored as far away from passengers and crew as possible and loaded on the floor.

When the material is awaiting loading, ensure appropriate segregation is maintained.

Only packages located in aircraft in accordance with the minimum separation distance and rules shown in IATA DGR 10.9 C table are permitted.

In addition, when loading radioactive material the following should be taken into consideration:

- when the material is awaiting loading, ensure appropriate segregation is maintained;
- load the material last whenever possible.

The maximum TI per airBaltic passenger aircraft must not exceed 4 TI

"Transport Index" is a convenient unit for indicating the radiation level of a package containing radioactive materials. It is used for controlling the accumulation of such packages that may be loaded on an aircraft. The Transport Index is shown on Radioactive Category II-Yellow and Category III-Yellow labels. The Transport Index appearing on the label determines the separation distance. The required separation distances for radioactive packages based on their Transport Index, appear in IATA DGR Tables 10.9.C and 10.9.D.

Total Sum of TI	Minimum Distance(1)	
	metres	ft. in.
0.1 to 1.0	0.30	1'0"
1.1 to 2.0	0.50	1'8"
2.1 to 3.0	0.70	2'4"
3.1 to 4.0	0.85	2'10"

Packages labelled Category I-White may be loaded in unlimited quantities with no separation requirements. These shipments do not have a Transport Index.

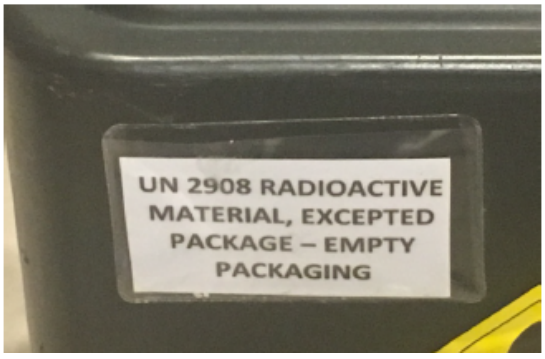
Packages labelled as Category II-Yellow or Category III-Yellow must be separated from the passenger cabin and flight deck.

Handling of Radioactive Materials - Excepted Package (RRE) NOTOC not required;

C.10.2.3 Acceptance Allowance

	A220-300
Radioactive Materials Category I-White, II-Yellow and III-Yellow	CPT3
Max Transport Index	4 TI

C.10.2.4 Empty type A package



Also, empty type A and excepted packages are acceptable.

NOTOC is not required for Radioactive Materials in Excepted packages (RRE) and empty packaging.

C.10.3 Magnetized Materials (MAG)

Magnetized materials must be loaded so that headings of aircraft compasses are maintained within the tolerances prescribed by the applicable airworthiness requirements and, where practical, in locations minimizing possible effects on compasses.

	A220-300
Magnetized Materials (MAG)	CPT2 and CPT3

C.10.4 Dry Ice (carbon Dioxide, Solid)

Dry Ice (ICE) can be shipped by itself or used as a refrigerant. The incompatibility list must always be checked.

	CPT1	**CPT2**	**CPT3**	**CPT4**
A220-300	Max 454kg per FWD hold		Max 454kg per AFT hold	

Dry ice may normally not be loaded together with AVI, AVC and AVP. However, Live tropical Fish (AVF) and other fish for aquarium use may be loaded together with ICE, as they are packed in closed containers and are not dependent on the oxygen in the compartment. Different scenarios described under Live Animal transportation.

C.10.5 Cryogenic Liquids

Packages containing liquefied refrigerated gases in open and closed cryogenic receptacles' may be carried provided that the operator has made suitable arrangements dependent on the aircraft type, loading of other temperature sensitive cargo and whether or not animals will be carried on the same flight. The operator should ensure that ground staff are informed that packages containing cryogenic liquids are being loaded or are on board the aircraft and that appropriate precautions should be taken to ensure that after the cargo door is opened any gas build up is allowed to vent before loading personnel enter the cargo compartment.

C.10.6 Expandable polymeric beads (RSB)

Maximum 100 kg net mass of expandable polymeric beads, granules or plastic molding materials may be carried in any inaccessible compartment.

C.10.7 Self-reactive substances and organic peroxides

Packages of self-reactive substances of Division 4.1 and organic peroxides of Division 5.2 must be protected from direct sunlight and kept away from sources of heat in a well ventilated area during loading, unloading and storage.

C.10.8 Ammunition

Ammunition and/or cartridges for sporting purposes shall be loaded at the rear end of compartment and then other baggage shall be loaded so that firearm is not accessible during the flight and it may be carried as checked baggage provided:

- Securely boxed
- Weight not exceeding 5 Kg gross weight per passenger and baggage
- For personal use
- Not ammunition with explosives or incendiary projectiles.

C.10.9 Air/oxygen bottles

Air/oxygen bottles provided by airBaltic (for MEDA passengers)

Medical Oxygen Unit Wenoll-System WS 120 is a mobile system for the oxygen therapy of passengers (6 years and older) with increased oxygen requirements.



Oxygen system work on demand - delivering oxygen only at inhalation.

Setting (l/min)	Operation duration (hours)	Corresponds to l/min constant-flow system
0.5	20	1.2
0.6	16.5	2.0
0.7	14	2.8
0.8	12.5	3.6
0.9	11	4.4
1.0	10	5.2

The technicians and/or mechanics handle equipment on the ground.

OXYGEN for MEDA passenger will be confirmed by contracted SOS International. Request for OXYGEN has to be sent not less than 24 hours in advance to Maintrol@airbaltic.com and DTProductionPlanning@airbaltic.com

Passenger requiring air/oxygen shall always be accompanied by qualified medical staff if required by contracted SOS International. Medical staff shall be given seats immediately adjacent to the passenger they are escorting.

Note: Passenger using Oxygen Bottle shall not obstruct the Emergency Exit, therefore he shall occupy window seat only.

C.10.10 Aircraft batteries

airBaltic aircraft batteries must be packed, marked and labeled in accordance with IATA DGR. Aircraft batteries shall be sent as Aircraft on Ground (AOG) to/from an a/c or station needing replacements.

Requires NOTOC, issued by Technical Department, or by them designated department.

C.10.11 Lithium battery acceptance

C.10.11.1 In the Cargo shipment - Lithium–ion and Lithium metal battery restrictions

UN NO.	PROPER SHIPPING NAME	PACKING INSTRUCTION	SECTION I		SECTION II	
			FULLY REGULATED CLASS 9, DGD & NOTOC REQUIRED	IMP CODE	EXCEPTED. DGD & NOTOC NOT REQUIRED	IMP CODE
UN 3480	LITHIUM ION BATTERIES including lithium polymer batteries	PI 965	RBI- EBI- FORBIDDEN			
UN 3481	LITHIUM ION BATTERIES CONTAINED IN EQUIPMENT including lithium polymer batteries	PI 967	Cl.9 Lithium Batteries hazard label	RLI	Lithium Battery mark	ELI
	LITHIUM ION BATTERIES PACKED WITH EQUIPMENT including lithium polymer batteries	PI 966	Cl.9 Lithium Batteries hazard label	RLI	Lithium Battery mark	ELI
UN 3091	LITHIUM METAL BATTERIES CONTAINED IN EQUIPMENT including lithium alloy batteries	PI 970	RLM- FORBIDDEN		Lithium Battery mark	ELM
	LITHIUM METAL BATTERIES PACKED WITH EQUIPMENT including lithium alloy batteries	PI 969	RLM- FORBIDDEN		Lithium Battery mark	ELM
UN 3090	LITHIUM METAL BATTERIES including lithium alloy batteries	PI 968	RBM- EBM- FORBIDDEN			

C.10.11.1.1 Lithium battery mark



Minimum dimensions 100 × 100 mm
* Place for UN number(s)
** Place for telephone number for additional information.

C.10.11.2 In the passenger baggage - Powered Wheelchair and Mobility Aids

C.10.11.2.1 Spillable batteries

Forbidden on airBaltic operated flights.

C.10.11.2.2 Non-spillable batteries

Mobility aids or similar mobility device for use by passengers whose mobility is restricted by a disability, their health or age, or a temporary mobility problem (e.g. broken leg). It is recommended that passengers make advance arrangements with each operator.The batteries must be disconnected and securely attached to the wheelchair or battery powered mobility device. The terminals must be insulated to prevent accidental short circuits. If the battery cannot be securely attached to the wheelchair or mobility device, it must be handled as a spillable battery. Batteries with a label that indicates the following English “kay words” can be consider as non-spillable: AGM, Absorbed Glass Mat, Non Spillable, Dry, Dry Cell, Dry Gel, SLA, Sealed Lead Acid, Non Regulated.

Notes:

1. Wheelchairs/mobility devices with gel type batteries do not require the battery to be disconnected to provide the battery terminals are insulated to prevent accidental short circuits.
2. So called ‘high-tech’ wheelchairs with integrated non-spillable batteries and “hidden” battery terminals do not require the battery to be disconnected, if the wheelchair is equipped with either:

   - a main switch (with attached label from the manufacturer clearly stating that the battery is fully disconnected by use of it), which must be switched off, or
   - a removable control unit, which must be removed completely (removing the control unit key only is not sufficient).
   - NOTOC is required for non-spillable batteries.

For more details refer to **C.2.4 Dangerous Goods carried by passengers and crew**

C.10.11.2.3 Lithium batteries

Mobility aids or similar mobility device for use by passengers whose mobility is restricted by a disability, their health or age, or a temporary mobility problem (e.g. broken leg). It is recommended that passengers make advance arrangements with each operator.

The Operator must verify:

1. the battery terminals are protected from short circuits, e.g. by being enclosed within a battery container;
2. battery is either
   (a) securely attached to the wheelchair or mobility aid and the electrical circuits are isolated following the manufacturer`s instructions; or
   (b) The battery is removed by user, if the mobility aid is specially designed to allow it to be, following the manufacturer`s instructions. The battery removed from the mobility aid must not exceed 300 Wh, or for mobility aids fitted with two batteries, each battery must not exceed 160 Wh.

The operator must inform pilot-in-command with NOTOC of the location of the mobility aid with installed batteries and the location of the removed batteries or spare batteries carried in the passenger cabin.

Battery type	Removable	Non-removable	SR code
Spillable	Forbidden	Forbidden	N/A
Non-spillable wet	Complies with special provision A67	Complies with special provision A67	WCBD
Nickel metal	Complies with special provision A199	Complies with special provision A199	WCBD
Dry	Complies with special provision A123	Complies with special provision A123	WCBD
Lithium-ion	Max 1 pc of 300 Watt-hour rate or 2 pc of max 160 Watt-hour rate each	No limit of Watt-hour rate	WCBL

For more details refer to **C.2.4 Dangerous Goods carried by passengers and crew**

C.10.11.2.4 Mobility aid with batteries acceptance and recognition

Follow these steps when checking in a passenger with powered mobility aid:

1. Check if battery complies with IATA DGR;

   See: **C.2.4. – Dangerous Goods Carried by Passengers or Crew**

2. If battery can be accepted on BT flight, it needs to be marked with a unique green sticker “Battery approved by airBaltic” (not necessary to mark if BT sticker is already on battery);



3. Advise passenger to complete and sign form “Powered Mobility Aid Information Form” (see sample next page):
4. Original copy (white) is attached to Mobility aid for filing at station of arrival;
5. Copy1 (yellow) is attached to Mobility aid for filing at station of departure;
6. Copy2 (red) remains with the passenger.
7. Inform CLC, NOTOC is required for mobility aids with batteries.

Sample form “Powered Mobility Aid Information Form” can be found on the next page

Sample form "Powered Mobility Aid Information Form"

Elektriskā ratiņkrēsla pārvadāšanas pieteikums

Powered Mobility Aid Information Form

airBaltic

Pasažiera vārds, uzvārds / *Passenger name, surname*		
Pavadošās personas vārds, uzvārds / *Accompanying person name, surname*		
Datums / *Date*	**Reisa numurs / *Flight number***	**Lidosta / *Airport***

Ratiņkrēsla parametri / *Mobility aid details*

Svars/*Weight* Augstums/*Height*

Platums/*Width* Garums/*Lenght*

Vai ratiņkrēsls ir salokāms? / *Is mobility aid foldable?*

☐ Jā / *Yes* ☐ Nē / *No*

Vai ratiņkrēslu var pielāgot manuālajai vadībai? / *Is it possible to manually operate your wheelchair?*

☐ Jā / *Yes* ☐ Nē / *No*

Baterijas tips / *Battery type*

☐ Sausās baterijas / *Dry cell (non-spillable)*

☐ Slapjās baterijas / *Wet cell (spillable)*

☐ Litija jonu baterijas / *Lithium-ion battery*

Instrukcija, lai atvienotu baterijas strāvas padevi / *Instruction for inhibiting electrical circuits*

☐ Drošinātājs / *Fuse*

☐ Vadu atvienošana / *Disconnecting the wires*

☐ Drošības plomba / *Airsafe plug*

☐ Cits / *Other*

Vai baterija ir noņemama? / *Is battery removable?*

☐ Jā / *Yes* ☐ Nē / *No*

Ratiņkrēsla atvienojamās detaļas / *List all removable parts*

Daļas, kas paliek ar krēslu / *Parts that stay with the chair*		Daļas, kas paliek ar pasažieri / *Parts that stay with the customer*
☐	Galvas atbalsts / *Head rest*	☐
☐	Kāju atbalsts / *Leg rest*	☐
☐	Roku atbalsts / *Arm rest*	☐
☐	Riteņi / *Wheels*	☐
☐	Spilvens / *Seat cushion*	☐
☐	Drošības jostas / *Belt, straps*	☐
☐	Vadības pults / *Joy stick*	☐
☐	Cits / *Other*	☐

Es apstiprinu, ka ratiņkrēslam tiks atvienota strāvas padeve saskaņā ar augstākminēto instrukciju, lai izslēgtu īssavienojuma rašanos /
I confirm that electric mobility aid is protected from short circuit and will be inhibited from electrical circuits as specified above.

Pasažiera vai pavadošās personas paraksts /
Passenger or Accompanying person signature

Es apstiprinu, ka esmu pārbaudījis elektrisko ratiņkrēslu un tas nevar patstāvīgi ieslēgties /
I confirm that I have checked the mobility aid and it does not operate:

Reisa koordinatora paraksts /
Loading supervisor signature

Original: For file at station of arrival.
Copy1: For file at station of departure.
Copy2: Passenger copy.

C.10.11.2.5 During the acceptance and transportation the airBaltic handling staff must verify

- The battery terminals are protected from short circuits, e.g. by being enclosed within a battery container; The battery is securely attached to the wheelchair or mobility aid (IATA DGR 9.3.14.6 and Figure 9.3.C);
- Electrical circuits have been inhibited;
- The wheelchair/battery-powered mobility aid must be secured against movement in the cargo hold and must be carried such that it is protected from being damaged by the movement of baggage, mail, or cargo.

C.10.11.3 Portable Electronic Devices with Batteries

Battery Types	Checked Baggage	Hand Baggage	Approval Mandatory
Separate lithium Battery **less** than **100wh** (lithium-ion) or **less** than **2g** (lithium metal) content; Power banks are considered as spare batteries. Each person is limited to a maximum of **20** spare batteries.	**NO**	**YES**	**NO**
Separate lithium Battery **over 100wh-max 160wh** (lithium-ion) or **over 2g-max 8g** (lithium metal) content; max 2 spare batteries*;	**NO**	**YES**	**YES**
Portable devices with non-spillable batteries **less** than **12V** or **less** than **100Wh;** max **2** batteries*;	**YES**	**YES**	**YES**
Lithium battery-powered e-cigarettes **less** than **100wh** (lithium-ion) or **less** than **2g** (lithium metal)	**NO**	**YES**	**NO**
Lithium battery inside electronic or medical device **less than 100wh (lithium-ion) or less than 2g** (lithium metal) content. Each person is limited to a maximum of **15** personal electronic devices.	**YES**	**YES**	**NO**
Lithium battery inside electronic or medical device **over 100wh-max 160wh** (lithium-ion) or **over 2g-max 8g** (lithium metal) content;	**YES**	**YES**	**YES**
Any other type of battery	Battery specifications in a high resolution picture is mandatory to approve transportation;		**YES**

*spare batteries must be individually protected to prevent short circuits. A maximum of two spare batteries may be carried in the cabin bag only.

Power banks are considered as spare batteries and can only be carried in the cabin bag, but do not require the carrier's approval. airBaltic recommends transporting devices that contain lithium batteries in the cabin bag.

C.11 Commodity specific requirements – Special Load

C.11.1 Ballast (BAL)

The ballast shall be loaded as close as possible to the applicable compartment door, and to avoid structural damages for aircraft, it is not recommended to pile ballasts one on the other.

NOTOC is not required.

C.11.2 Company mail (Co-mail)

Items shipped as company mail must always be odorless and leak free. The following articles are forbidden in company mail:

- Dangerous goods (as defined in IATA DGR)
- Restricted articles (restricted by laws or other external regulations)
- Liquids

NOTOC is not required.

C.11.3 Company Materials (AOG)

Due to acceptance and delivery specifics, Company Materials (AOG) shipments may be classified as special load. For each AOG shipment accompanying documents and NOTOC shall be issued.

Packages marked with AOG-labels may under no circumstances be offloaded.

NOTOC is required.

C.11.4 Diplomatic mail (DIP)

Following requirements shall be followed:

- Always be included in the LDM
- Diplomatic bags shall not be strapped or chained together
- When loaded in the cockpit, not to be shown on the Loading Instruction, Loading Report and Loadsheet neither with load category nor by weight
- When loaded in compartments, be shown separately on the Loading Instruction and Loading Report as “Cargo (DIP)” with weight, and included in the general cargo figure on the Loadsheet

NOTOC is not required.

C.11.5 Heavy item (HEA)

Heavy item (weighing 150 kg or more) must not be accepted if there are any doubts as to the safe performance of the loading and unloading operations.

Before accepting heavy items, due consideration shall be given to the length of the ground stops, available facilities and other factors at the station of loading and unloading which may affect load handling and on-time performance.

C.11.6 Heavy items (HER)

For Items between 50-149 kg (HER) lashing might be needed and those affecting loading times, therefore it is mandatory to check requirements and exceptions for (HER) lashing.

C.11.7 Human remains (HUM)

Do not put non-cremated human remains (HUM) in the same compartment as live animals (AVI), perishables/foodstuffs (EAT) and live human organs (LHO).

If a coffin containing HUM weighs 150 kg or more, it shall also be regarded as a heavy item (HEA) for loading purposes.

Human remains (HUM) shall be lashed, even if the compartment or net section is volumetrically full.

Note: HUM shall always be used as remark code on Loading instruction and LDM, irrespective of weight.

NOTOC is not required.

C.11.7.1 Handling Urns

Handling and loading as normal cargo or baggage.

NOTOC is not required.

Urns can also be transported in hand baggage.

C.11.8 Live Human Organs (LHO)

Live organs shall be loaded as close as possible to the door section. Do not load LHO together with Live animals.

C.11.9 Valuable cargo (VAL)

VAL shall not be reported separately on the Loading Report. The weight is included in the general cargo figure.

C.11.10 Cargo aircraft only (CAO)

Black on orange label with text "CARGO AIRCRAFT ONLY". Packages must not be loaded on passenger aircraft.

C.11.11 Crew baggage (D)

Specially tagged crew baggage shall be loaded in CPT1.

C.11.12 Equipment in compartments (EIC)

This is equipment carried on the aircraft, but not manifested and not elsewhere included in the weight composition.

Equipment in compartments (EIC)

FKT	flight kit (When a flight kit is included in the DOW/DOI it shall be identified with a flight kit tag or sticker and no mention of the flight kit shall be made as EIC)
CSU	catering equipment or food supply hold loaded not used on flight
EIC	types of equipment in compartments not covered by the above specified categories, e.g. pre orders, loading accessories not in use.
NWP	Newspapers and Magazines

Handling of EIC

Each EIC item should be marked with the name of the carrier owning it and when applicable the station at which the equipment is controlled, and the weight in kg.

EIC notice

For weight and balance calculation, load planning purposes and in order to ensure that details are included in the loading instruction report the load control office must be notified about the EIC shipment as early as possible.

The delivering department must inform the load control office about EIC.

Loadsheet procedure

The weight of EIC shipments must be included in the cargo weight according to destination and shown as a remark. Load accessories and lashing material in use need not to be shown with separate remark.

C.11.13 Weapons/ Firearms

Items obviously containing weapons or items marked with a firearm tag shall be loaded inaccessible to passengers during the flight.

If Weapons/Firearms are transported as Cargo, NOTOC is required.

C.11.13.1 Description of weapon message

The purpose of a Weapon Message is to give information and data about weapon loading and transportation on airBaltic flights to the Ground Handling, Airport and airBaltic security.

A Weapon Message (WEAP) must be sent whenever weapon is transported in checked baggage.

Ramp agent shall report the item loading position to BT CLC or Commander (in case of manual Loadsheet) before the Loadsheet completed.

The WEAP message shall be sent for all BT flights whenever weapons is transported in checked baggage on all routes operated by BT aircraft. It must be sent as soon as possible after departure.

WEAP message is sent by BT CLC

The WEAP message shall be addressed to Ground Handling, Airport and airBaltic security functions.

Note: Information addressing and handling activity organization can be different and is related to requirements set in particular Airport.

This is an example of a Weapon Message (WEAP):

Header	QD RIXKHBT
	.RIXKHBT 041739
Message Identifier	WEAP
Flight information	FLT NR/DATE:BT131/01FEB_____TRANSFER TO:SK234/01FEB
	PAX NAME:JANA TEST_____ DEST:AMS
	BAG TAG NR:BT12345 BT12346
	PC/WEIGHT:1/13 1/15

C.11.14 CRT – Perishable Room temperature +15 … +25 C

	A220-300
CRT – Perishable Room temperature +15 … +25 C	all compartments

NOTOC is not required.

C.11.15 COL – Perishable Keep Cool +2 … +8 C

	A220-300
COL – Perishable Keep Cool +2 … +8 C	all compartments

NOTOC is not required.

C.11.16 Live Animals (AVI, AVC, AVF and AVP)

The requirements and restrictions below reflect partly the IATA's "Live Animals Regulations" (IATA-LAR) and partly airBaltic company policy:

- Classification of live animals into groups (AVI, AVC, AVF or AVP) and aircraft type depending on quantity limitations is found below.
- Live Animals shall only be loaded into compartments released for the carriage of such shipments.
- On load planning for compartment with (AVI) to be transported it is not allowed to plan Volumetrically full compartment as well as it has to be remembered that baggage loading on top of crate/container is not allowed as sufficient air space for AVI needs shall be left.
- By reporting weight of (AVI, AVC, AVF or AVP) on weight and balance documents the total weight of animal and crate/container shall be identified.

Note: The crate/container containing (AVI and AVF) must be placed on supporting planks, therefore it is necessary to take in account weight of supporting planks.

Description:

CODES	DEFINITIONS
AVI	Live animals
AVC	Cold-blood animals
AVP	Aquatic and live fish
AVF	Live Tropical fish

Check incompatibility list for restrictions with other load.

Live tropical fish and other fish for aquarium use may be loaded together with ICE, as they are packed in closed containers and do not depend on oxygen in compartment.

Animals that are natural enemies must not be loaded together in the same compartment.

Laboratory animals are not allowed.

A Notification to Captain (NOTOC) shall be issued when live animals are loaded in aircraft cargo compartment.

Radioactive materials of Category II-Yellow and Category III-Yellow packages, overpacks and freight containers must be separated from live animals by a distance of 0.5 m or more for journeys of 24 hours or less, for journeys of more than 24 hours containers must be separated by a distance of 1.0 m or more.

A change in load and/or loading position at a transit station must be reported to the Commander.

C.11.16.1 Live animals Quantity limits on A220-300

DCS Codes distribution principles

CODES	DEFINITIONS	CPT1	CPT2	CPT3	CPT4
AVI	Live Animals	AVI			
AVC	Cold-blood animals	AVC		AVC	
AVP	Aquatic and live fish			AVP	
AVF	Live Tropical Fish	AVF			

Animal, example	DCS	Maximum weight quantity in compartment		Container constructions (LAR CONTAINER REQUIREMENTS)
		1+2	3 + 4	
Cats, dogs ***Note:*** *For fighting dogs, wild cats/dogs are other requirements (allowed to be sent as manifested cargo only)*	AVI	125 kg gross weight	NA	Fibreglass, metal, rigid plastics, weld metal mesh, solid wood or plywood (LAR CR1)
Small primates, monkeys, arboreal species ***Note:*** *Primates destined for the research industry are prohibited.*	AVI	125 kg gross weight	NA	Wood, metal, wire mesh and muslin or other light material. (LAR CR 31)
Baboon, chimpanzee, gibbons, gorilla, orang-utan ***Note:*** *Primates destined for the research industry are prohibited.*	AVI	125 kg gross weight	NA	Wood, metal, wire mesh and muslin or other light materials or Hardwoods, metal weld mesh and muslin or other light material. (LAR CR 33/34)
Non-domesticated mammals	AVI	125 kg gross weight	NA	Metal, hardwood, min.1.3 cm plywood or similar material, welded mesh, iron bars (LAR CR 71-75, 77, 80, 83)

This table shows the quantity limits for loading live animals on A220-300 aircraft only:

Animal, example	**DCS**	**Maximum weight quantity in compartment**		**Container constructions** (LAR CONTAINER REQUIREMENTS)
		1+2	**3 + 4**	
Seal, sea lion, walrus	AVP	NA	125 kg gross weight	Solid wood, plywood, strong metal, welded wire mesh and burlap. (LAR CR76)
Shrimps, crabs, lobsters, crayfish, oysters, mussels, mollusc, snails	AVC	No limit		Fibreboard, polyethylene and wood, expanded polystyrene/Styrofoam (EPS). Inner walls must be leak-proof by either waxing or lining with polyethylene sheet or other suitable material. There must be an air space over the animals in order to meet their oxygen materials. (LAR CR 57, 58)
Lynx, foxes, wild dogs, wild cats, jackals, hyena etc.	AVI	125 kg gross weight	NA	Wood, metal, synthetic materials, weld mesh and wire mesh. (LAR CR 82)
Reptiles (lizards, frogs, turtles, snakes, amphibians etc.)	AVC	No limit		Closed and adequately ventilated containers; must be well constructed an be able to withstand other freight damaging it or causing the structure to buckle or collapse. Clean and leakage proof. As well prevent from handler bites. (LAR CR 41-47)
Leeches, worms	AVC	No limit		Plywood, water-resistant fibreboard, water resistant hard-board, rigid plastics, burlap. (LAR CR 65/66)
Mice, rats, minks, rabbits, squirrels, chinchillas, marten, nutria, stoat, hamsters, guinea pigs, ferrets etc. ***Note**: Laboratory animals are not allowed*	AVI	125 kg gross weight	NA	Wood, fibreglass, rigid plastic, lined with wire mesh strong enough to contain the animals and resist gnawing at all times (LAR CR 79, 81, 84)
Penguins	AVP	NA	125 kg gross weight	Wood, 4-6mm plywood, fixed wall plastic (high density polyethylene (HDPE) containers, fiberglass, composite or synthetic materials, wire mesh, shade cloth, plastic mesh, burlap and rope (LAR CR22)

Animal, example	DCS	Maximum weight quantity in compartment		Container constructions (LAR CONTAINER REQUIREMENTS)
		1+2	3 + 4	
Live chickens or any other poultry birds ***Note:*** *1 DAY OLD Chicken or any other poultry are prohibited*	AVI	125 kg gross weight	NA	Wood, water – resistant perforated hardboard (pegboard), non-toxic plastic, fibreglass, synthetics and burlap. (LAR CR 18)
Birds- pets *Individual or small shipments of birds, e.g. pets*	AVI	125 kg gross weight	NA	Wood, non-toxic plastics, fibre-glass, synthetics, wire mesh burlap/muslin or other light material. (LAR CR 23)
Birds (other species) including flightless	AVI	125 kg gross weight	NA	Wire mesh, non-toxic wood, non-toxic plastic, fibreglass, synthetics and muslin cloth or other light material. (LAR CR 11-21, 24-25)
Insects (scorpions, bees, spiders, etc.)	AVI	125 kg gross weight	NA	Wood, fibreboard, plastics, polystyrene, water resistant cardboard, bioplastics. (LAR CR 61-62)
Tropical fish	AVF	No limit	NA	Should consist from outer and inner container; water-resistant fibreboard insulating material, plastic or wood, expanded polystyrene or Styrofoam. Outer – can be constructed of fibreboard, wood, wood products or any plastic material of adequate strength. Inner – strong plastic (polyethylene bag). It is preferable that each bag is placed in an outer bag of similar size to prevent leakage of water.(LAR CR 51)
Aquatic and fish (other than tropical)	AVP	NA	No Limit	Water-resistant fibreboard, insulating material, plastic or wood, expanded polystyrene or Styrofoam. (LAR CR 50-54)
Weasels, polecat, fretka, skunk, hedgehog, mongoose	AVI	125 kg gross weight	NA	Wood, plywood hardboard (masonite, non toxic plastic, fibreglass, synthetics, sheet metal, weld mesh and wire mesh (LAR CR 78)

NA - indicates that no animals from that group can be loaded.

C.12 Codes for Loads Requiring Special Attention

The codes shown below shall be used to identify those types of load which require special handling and/or special treatment with the exception of goods defined as dangerous and found in the IATA Dangerous Goods Regulations.

When used on a manual Loadsheet/Load message the codes (and the details) are entered as follows:

- for passenger or passenger/cargo aircraft in the “Remarks” box of the respective destination;
- for all cargo aircraft in the “SI” box preceded by the destination code in case of multi-sector flights. The destination code must be preceded by a full stop;
- each code must be preceded by a full stop. The code is followed by an oblique (/) if further loading details are to be shown; loading positions to be shown must be in accordance with IATA AHM 505;
- for dangerous goods, if restrictions based on total quantity apply, quantity may be shown in the “SI” box together with the Cargo-IMP code, when necessary.

On other documents only the code need be used, other details are optional.

Listed below are examples of commonly used codes for loads requiring special attention. A complete list of the cargo codes is to be found in the IATA Cargo IMP Manual.

Code	Description	Notes to Loadsheet and LDM (examples)	NOTOC
AOG	Spare parts required for Aircraft on Ground; followed by the loading position.	**.AOG/1**	Yes *(2)
AVI	Live animals; followed by the loading position	**.AVI/1**	Yes
AVC	Cold-blood animals; followed by the loading position	**.AVC/4**	Yes
AVF	Aquatic and live fish; followed by the loading position	**.AVF/4**	Yes
AVP	Live Tropical Fish; followed by the loading position	**.AVP/4**	Yes
BAL	Ballast (not manifested); followed by the loading position and weight.	**.BAL/1/250**	No

Code	Description	Notes to Loadsheet and LDM (examples)	NOTOC
COM	Company Mail (not manifested); followed by the loading position and weight.	**.COM/4/25**	No
COU	Courier baggage and musical instruments in passenger seats; followed by the number of seats occupied per class. Notes: 1) COU is included in the PAX C/M distribution 2) This code is not IATA standard.	**.COU/0/2**	No
DAA	"Delivery At Aircraft" baggage that is tagged with "DAA" tag; followed by loading position and number of bags. Notes: DAA is included in the general baggage weight on the Loading Report and Loadsheet.	**.DAA/1/6**	No
DEPA	Escorted deportees (DEPA)	**-**	No *(3)
DEPU	Unaccompanied deportee (DEPU)	**-**	No *(3)
DIP	Diplomatic Mail; followed by loading position and number of bags. Note: Loading position shall be excluded if loading in cabin.	**.DIP/2** **.DIP/1/2**	No
EAT	Not hermetically packed foodstuff intended for consumption by humans or animals; followed by loading position.	**.EAT/2**	No
EIC	Equipment in Compartment; (not manifested items not included in the Dry Operating Weight/Index such as additional flight kits, loading and lashing equipment) followed by the loading position and weight.	**.EIC/4/200**	No
ELI	Excepted lithium ion batteries; followed by the loading position.	**.ELI/2**	No
ELM	Excepted lithium metal batteries; followed by the loading position.	**.ELM/2**	No
FIL	Undeveloped film; followed by the loading position.	**.FIL/4**	No
HEA	Heavy items weighing 150 kg or more per piece; followed by the loading position and weight. Note: Two or more heavy pieces must be shown individually.	**.HEA/1/196** **.HEA/1/188**	No
HEG	Hatching eggs; followed by the loading position.	**.HEG/2**	No

Code	Description	Notes to Loadsheet and LDM (examples)	NOTOC
HER	"Heavy on Ramp" items between 50-149 kg per piece; followed by the loading position and weight. Note: Two or more heavy pieces must be shown individually.	**.HER/4/57.HER/4/104**	No
HUM	Human remains in coffins; followed by the loading position and weight. Notes: 1. The code HUM is not required for funeral urns. 2. An additional HEA remark for HUM weighing more than 150 kg is not required.	**.HUM/1/258**	No
ICE	Dry Ice (Carbon Dioxide); followed by the loading position.	**.ICE/4**	Yes
LHO	Live human organs or blood; followed by the loading position.	**.LHO/1**	No
MAG	Magnetized Materials (labeled); followed by the loading position.	**.MAG/4**	No
PAD	Passengers not entitled to firm booking; followed by the number of seats occupied per class. Note: PAD are included in the PAX C/M distribution	**.PAD/0/5**	No
OVA	Untenable cargo, where height is more than 76 cm	**.OVA/1**	No
PER	Perishable Cargo; followed by the loading position.	**.PER/4**	No
RCL	Cryogenic liquids (deeply refrigerated gases); followed by the loading position.	**.RCL/4**	Yes
RBI	Fully regulated lithium ion batteries; followed by the loading position.	**FORBIDDEN**	Forbidden
RBM	Fully regulated lithium metal batteries; followed by the loading position.	**FORBIDDEN**	Forbidden
RCM	Corrosive (labeled); followed by the loading position.	**.RCM/1**	Yes
RCX	Explosive 1.3C (labeled); followed by the loading position.	**.RCX/4**	Yes
RFG	Flammable compressed gas (labeled); followed by the loading position.	**.RFG/1**	Yes
RFL	Flammable liquid (labeled); followed by the loading position.	**.RFL/1**	Yes
RFS	Flammable Solid (labeled); followed by the loading position	**.RFS/4**	Yes
RFW	Dangerous when wet (labeled); followed by the loading position.	**.RFW/1**	Yes
RIS	Infectious substance (labeled); followed by the loading position.	**.RIS/1**	Yes
RLI	Fully regulated lithium ion batteries; followed by the loading position.	**.RLI/1**	Yes
RLM	Fully regulated lithium metal batteries; followed by the loading position.	**FORBIDDEN**	Forbidden
RMD	Miscellaneous Dangerous Goods; followed by the loading position	**.RMD/1**	Yes
RNG	Non-flammable gas (labeled); followed by the loading position.	**.RNG/1**	Yes
ROP	Organic peroxide (labeled); followed by the loading position.	**.ROP/1**	Yes
ROX	Oxidized (labeled); followed by the loading position.	**.ROX/1**	Yes
RPB	Toxic (labeled); followed by the loading position.	**.RPB/4**	Yes
RPG	Toxic gas (labeled); followed by the loading position.	**.RPG/1**	Yes

Code	Description	Notes to Loadsheet and LDM (examples)	NOTOC
RRW	Radioactive category I – white (labeled); followed by the loading position.	**.RRW/1**	Yes
RRY	Radioactive categories II and III – Yellow (labeled); followed by the loading position and the sum of Transport Indexes per shipment. Note: If decimals are shown this must be separated by the abbreviation “PT” (point), to indicate the decimal point.	**.RRY/1/3** **.RRY/4/4PT5**	Yes
RSB	Polystyrene beads (no label); followed by the loading position and weight.	**.RSB/1/12**	Yes
RSC	Spontaneously combustible (labeled); followed by the loading position.	**.RSC/2**	Yes
RXB	Explosive 1.4B (labeled); followed by the loading position.	**.RXB/4**	Yes
RXC	Explosive 1.4C (labeled); followed by the loading position.	**.RXC/1**	Yes
RXD	Explosive 1.4D (labeled); followed by the loading position.	**.RXD/4**	Yes
RXE	Explosive 1.4E (labeled); followed by the loading position	**.RXE/1**	Yes
RXS	Explosive 1.4S (labeled); followed by the loading position.	**.RXS/1**	Yes
XCR	Operating Crew occupying passengers seat(s) when no crew seat(s) available; followed by number of seats occupied per class. Note: XCR is included in the PAX C/M distribution.	**.XCR/0/2** **.XCR/2/2**	No
UM	Unaccompanied Minor (UMNR)	**-**	No*(3)
VAL	Valuable cargo.	**-**	No
WEAP	In case of firearms, weapons transportation Commander and BT CLC shall be informed by the ground staff. This information must be written on the Loadsheet in the Supplementary Information (SI) column. Weapons loaded in cargo hold, followed by pieces.	**Weapon Message (WEAP)** **Ref: E ANNEX**	Yes *(1)
WCH	Battery-powered wheelchairs or other similar mobility devices with non-spillable or with lithium batteries. Note: This code is not IATA standard.	**-**	Yes

Note:

*(1) - Can be excluded if the information is written on the Loadsheet.

*(2) - Statement of Shipment of Company Materials / AOG (CAMMOE ch.2.22.14) shall be provided by the Technical, or by them designated, department.

*(3) - Details shown on Onboard List (Passenger name List)

C.13 Dangerous Goods Emergency response

C.13.1 Damage on Dangerous Goods

In case of damage to dangerous goods, extreme care must be exercised particularly if radioactive materials or infectious substances are involved:

1. Do not in any case taste, sniff or touch leaking or spilled substances;
2. Block off an area around the substance until it has been ascertained how it can be safely handled;
3. Establish dangerous goods class/division and article number or, if radioactive material (radionuclide), form and transport index;
4. Ensure Hazardous contamination is removed from the aircraft without delay;
5. Proceed with necessary action according to the Local Emergency Response Procedures;
6. In the case of radioactive contamination, arrangements are made to take the aircraft out of service for evaluation by appropriately qualified personnel;
7. Do not transport any baggage, cargo or mail, that may have become contaminated.
8. Do not use any GSE, that may have become contaminated.
9. Report occurrences **6.5.4.1 - Dangerous Goods Occurrence report**.

After the hazard has been removed, according local procedures, airBaltic Technical department contacts A/C manufacturer for the repair instructions, to release A/C back in operation.

C.13.2 Actions to be taken if contaminated

Should content come into contact with body or clothing, immediately:

- Apply for medical assistance
- Take off contaminated clothes
- Do not eat, drink or smoke
- Keep hands away from eyes, mouth and nose.
- Thoroughly wash off body with plenty of water,

Note: Does not apply when handling RFW (Dangerous When Wet).

C.13.3 Damaged Portable Electronic Devices (PED)

In the event of an in-flight incident (thermal runaway and/or ignition) with a Portable Electronic Device (PED), after landing at the next destination, PED shall be:

- returned to its rightful owner; or
- transferred to Ground Handling staff

After transferring PED to Ground Handling staff local procedures applies.

C.13.4 Defective Batteries

Lithium batteries, identified by the manufacturer as being defective for safety reasons, or that have been damaged, that have the potential of producing a dangerous evolution of heat, fire or short circuit are forbidden for transport by air (e.g. those being returned to the manufacturer for safety reasons). This applies also to lithium cells or batteries installed inside equipment such as mobile phones, laptops or tablets where the devices are subject to recall due to the safety concerns of the lithium cell or battery installed in the device, see Special Provision A154 in the IATA DGR.

C.14 Reporting of incidents and accidents

BT GOM **6.5 - Incident Notification and Immediate Actions**.

All ramp incidents and accidents, including damage to aircraft must be reported to both the employer and airline immediately by staff. Violations of dangerous goods regulations, undeclared or mis-declared dangerous goods that are discovered in aircraft compartment shall be reported accordingly.

1. Actions be done by the Ground Handling provider:
2. Immediately inform Commander. If the Commander is not available at the aircraft, inform airport dispatcher and then contact airBaltic Operational Control Center (OCC) in RIX: Phone: +371 67 207 206 / 306 SITA: RIXOPBT
3. Ground Handler shall compile initial report until the end of the duty time of the particular day when occurrence happened and submit the report to airBaltic Ground Operations e-mail: groundops@airbaltic.com

C.14.1 Definitions

Dangerous goods accident An occurrence associated with and related to the transport of dangerous goods by air which results in fatal or serious injury to a person or major property damage.

Dangerous goods incident An occurrence other than dangerous goods accident 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 which seriously jeopardizes the aircraft or its occupants is also deemed to be a dangerous goods incident.

C.14.2 Reporting of undeclared or mis-declared Dangerous Goods.

Any occasion when undeclared or miss-declared dangerous goods are discovered in cargo/mail or when dangerous goods, not permitted, are discovered in passenger carry-on baggage, checked baggage or on one's person, shall be reported to the appropriate authority of the State in which they occurred. This type of occurrence regarding airBaltic ground operations shall be handled as dangerous goods incident.

C.14.3 Requirements of reporting

All dangerous goods incidents and accidents must be reported by airBaltic to the appropriate authority of the State in which they occurred and CAA of the Republic of Latvia.

The reporting is required so that the authority can take action to prevent a recurrence of the offence.

D	**ANNEX AIRCRAFT GUIDE**	D.0-1
D.1	**A220-300**	D.1-1
D.1.1	Aircraft Information	D.1-1
D.1.1.1	Aircraft Dimensions	D.1-1
D.1.1.2	Location of Passenger entry, Emergency doors, Service doors and cargo compartments	D.1-2
D.1.1.3	Ground Servicing Connections	D.1-3
D.1.1.4	FORWARD passenger door opening and clearances	D.1-4
D.1.1.5	FORWARD service door opening and clearances	D.1-4
D.1.1.6	AFT passenger door opening and clearances	D.1-5
D.1.1.7	AFT service door opening and clearances	D.1-5
D.1.1.8	Engine Hazard Areas	D.1-6
D.1.1.9	Aircraft touch and no-touch zones	D.1-7
D.1.1.10	Diagram of composite materials on A220-300 aircraft	D.1-8
D.1.1.11	Aircraft Door stay-out Zones and Clearance	D.1-9
D.1.2	Aircraft Weights and Indices	D.1-12
D.1.2.1	Maximum Gross Weights	D.1-12
D.1.2.2	Fuel Weights	D.1-13
D.1.3	Cabin Area Information	D.1-14
D.1.3.1	Cabin Area Information	D.1-14
D.1.3.2	Cabin Area Information	D.1-15
D.1.3.3	Maximum Number of Passengers and Crew	D.1-16
D.1.4	Compartments	D.1-17
D.1.4.1	Cargo hold identification	D.1-17
D.1.4.2	Cargo hold dimensions	D.1-18
D.1.4.3	Cargo compartment nets	D.1-20
D.1.4.4	Smoke and fire detection system	D.1-21
D.1.4.5	Compartment heating, lighting, pressurization and ventilation	D.1-22
D.1.4.6	Positioning of the baggage belt	D.1-22

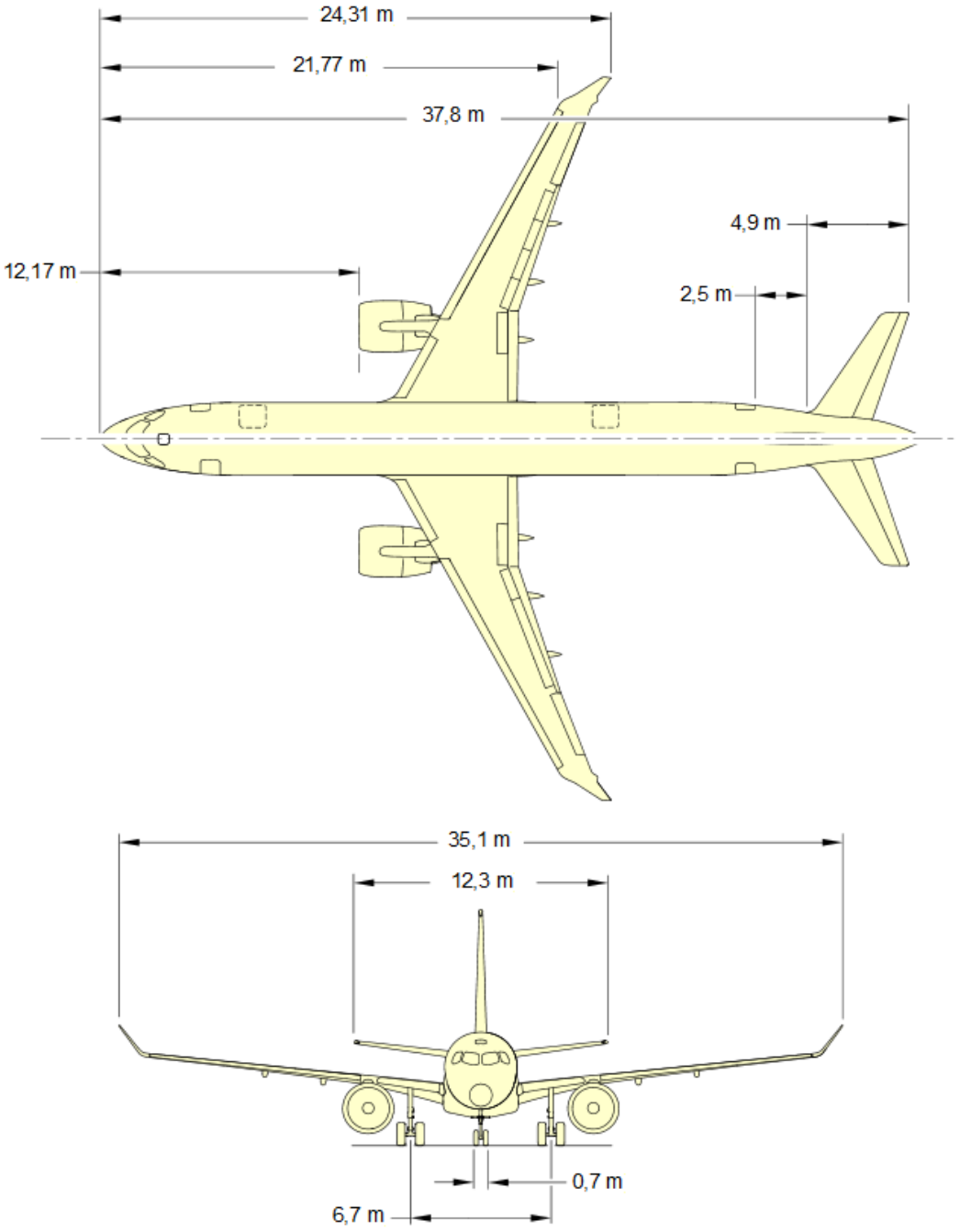
D.1.4.7	Tail tipping	D.1-23
D.1.4.8	Maximum weights and volumes	D.1-24
D.1.4.9	Compartment Dimensions	D.1-24
D.1.4.10	Maximum Dimension Tables	D.1-27
D.1.5	Aircraft Services	D.1-30
D.1.5.1	Supplying the external power to the aircraft ground handling bus.	D.1-30
D.1.5.2	Energize aircraft normal mode (external power)	D.1-31
D.1.5.3	Energize aircraft ground service mode (external power)	D.1-32
D.1.5.4	Passenger and cargo compartment lighting system	D.1-33
D.1.5.5	Passenger, service and cargo doors	D.1-34
D.1.5.6	Passenger and service doors description	D.1-35
D.1.5.7	Passenger and service door indications	D.1-35
D.1.5.8	Passenger and service door operation	D.1-36
D.1.5.9	Cargo door operation	D.1-38
D.1.5.10	Aircraft closing up	D.1-39
D.1.5.11	Water System Servicing	D.1-40
D.1.5.12	Waste System Servicing	D.1-42
D.1.5.13	Electrical/towing service panel and towing control box	D.1-43
D.1.5.14	Low and high pressure ground connections	D.1-44
D.1.5.15	Ground Handling Equipment	D.1-45

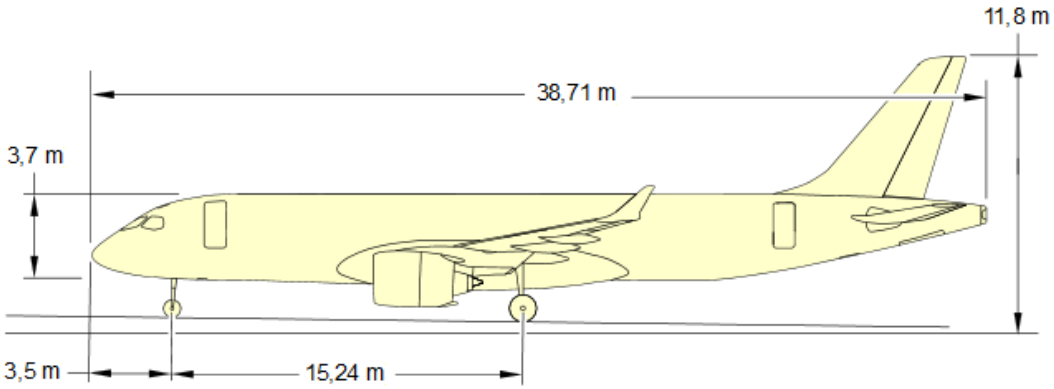
D.1 A220-300

D.1.1 Aircraft Information

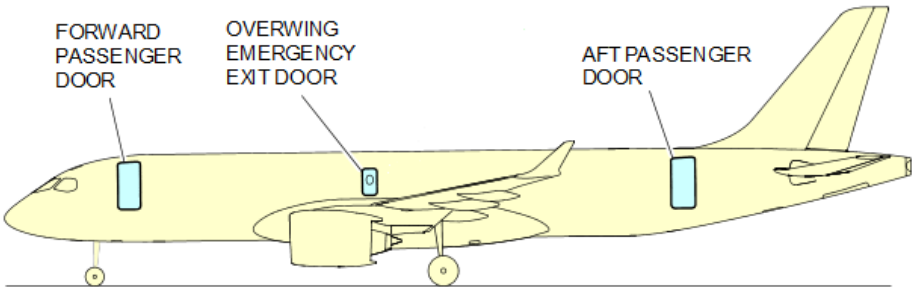
D.1.1.1 Aircraft Dimensions

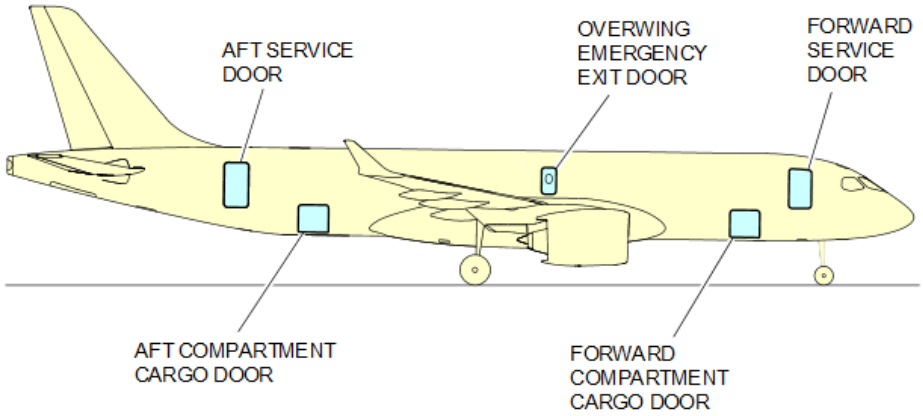
The diagram below shows the dimensions of A220-300 aircraft:



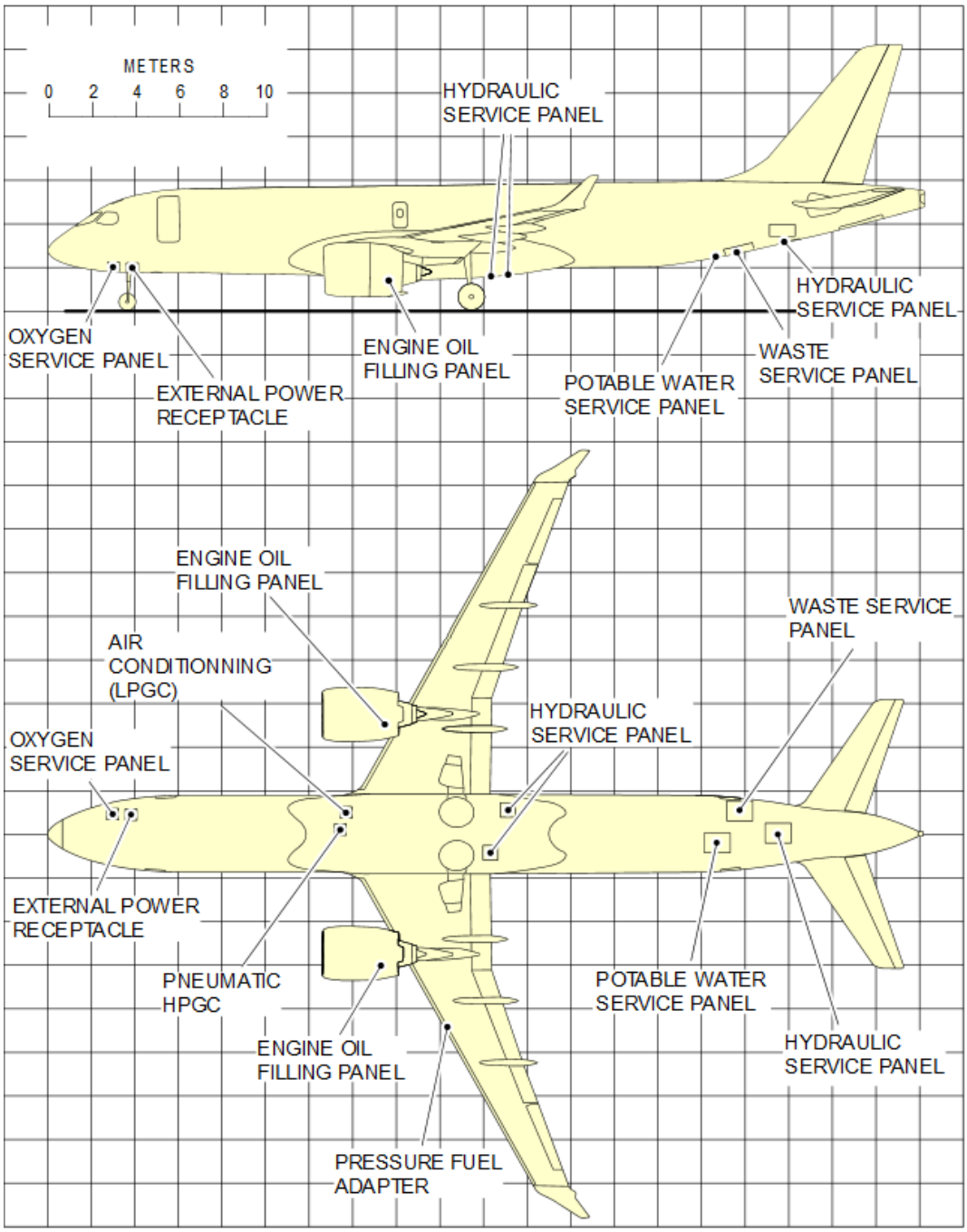


D.1.1.2 Location of Passenger entry, Emergency doors, Service doors and cargo compartments

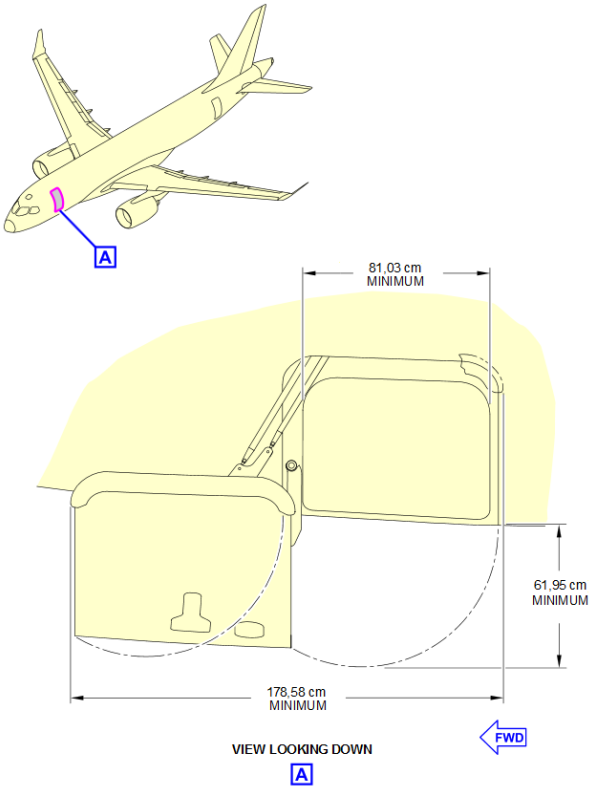




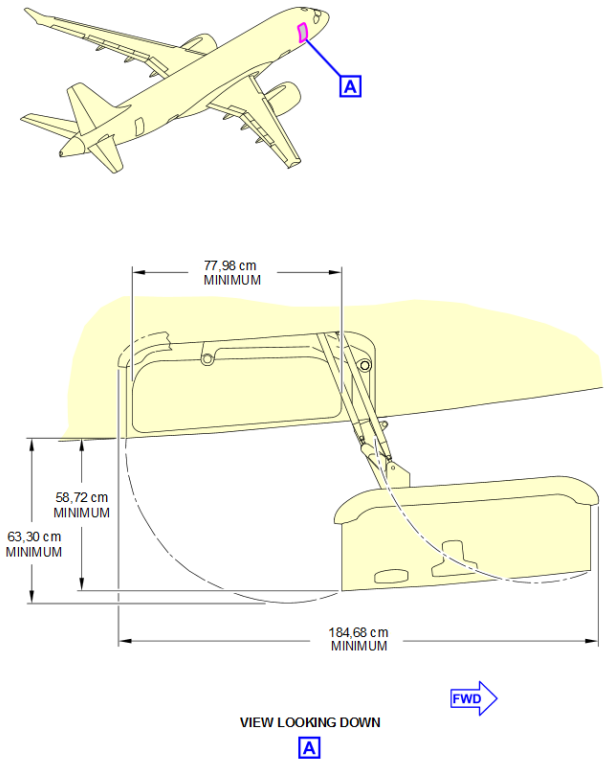
D.1.1.3 Ground Servicing Connections



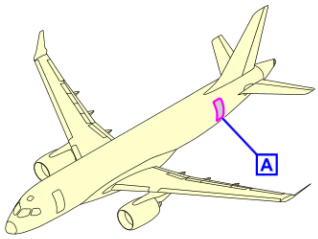
D.1.1.4 FORWARD passenger door opening and clearances

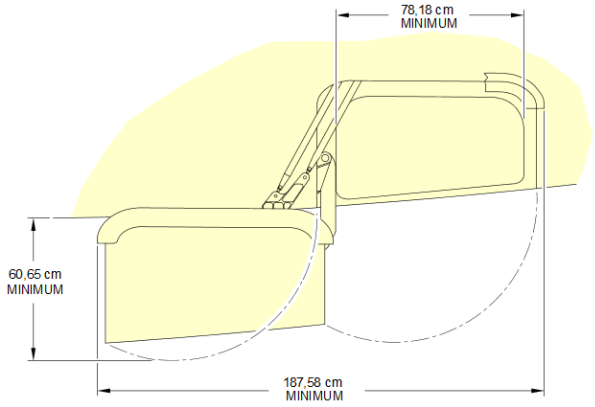


D.1.1.5 FORWARD service door opening and clearances



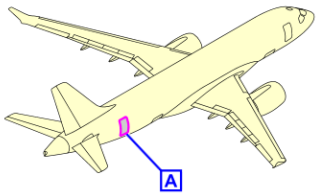
D.1.1.6 AFT passenger door opening and clearances

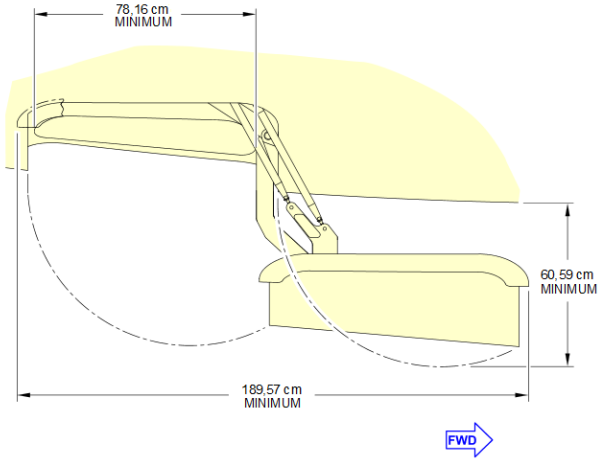




VIEW LOOKING DOWN
A

D.1.1.7 AFT service door opening and clearances





VIEW LOOKING DOWN
A

D.1.1.8 Engine Hazard Areas

Description

The engine hazard areas are the areas within which special attention must be paid during operation of the aircraft engines.

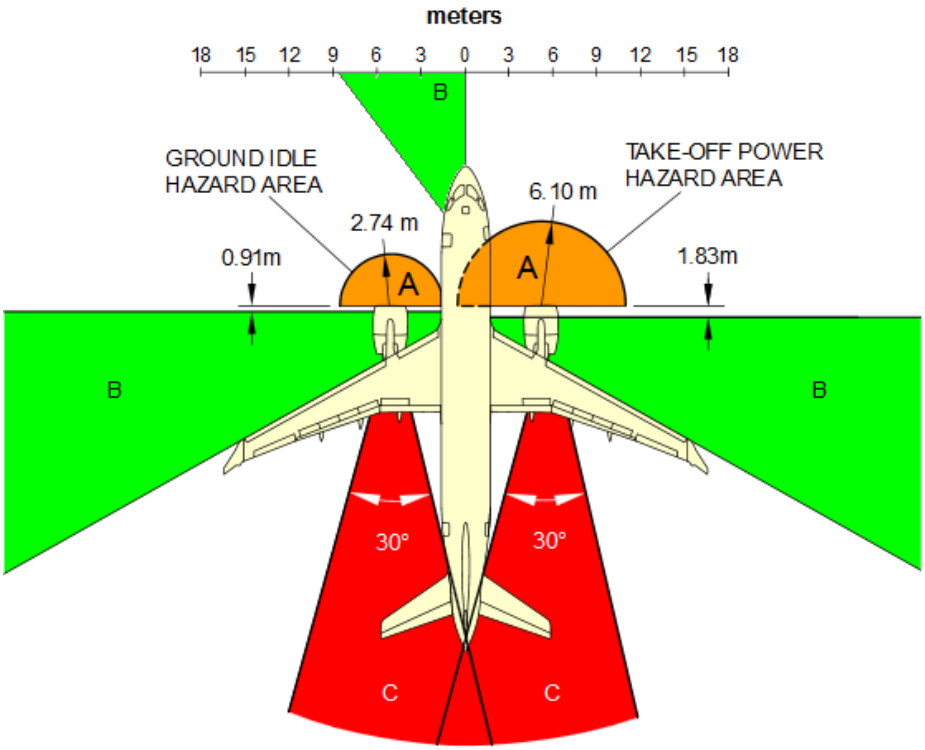
General

It is dangerous to work around the engines while they are in operation.

- If ramp surface are slippery, additional precautions such as cleaning the ramp will be necessary to provide personal safety.
- Ground personal must stand clear of these hazard zones and maintain communication with flight deck personnel during engine running.

Note: Engine noise can cause temporary and permanent loss of the ability to hear. Always wear ear protection when you are near an engine in operation.

Description of the engine hazard areas



LEGEND

AREA A Intake suction danger area.

AREA B Entry corridor.

AREA C Exhaust danger area (Aft of exhaust nozzle):
61 m - ground idle (20 kt headwind).
183 m - take off power (20 kt headwind).

D.1.1.9 Aircraft touch and no-touch zones

Composite materials

A220-300 aircrafts are partly made out of composite materials. Composite structures are sensitive to damage caused by the hails, the bird strikes and the ground vehicles. Damages on the external aircraft surface doesn't show all possible internal surface damages. **Any GSE contact with composite areas must be immediately reported to the flight crew.**
Note: The damage on the composite structures is not as evident as damage on the metal structure.

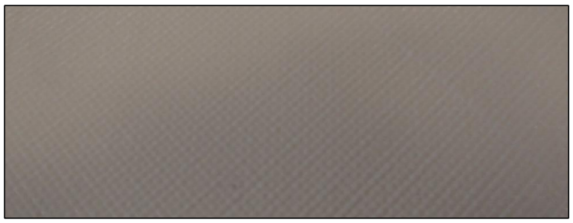
HOW COMPOSITES REACT DIFFERENTLY THAN METALS
• Metals are more "flexible" than composites

- Impact to metal skin may create a visible damage
- It is easy to assess the damage with simple measuring tools

• Composite are "stiffer" and do not yield to impacts like metals do

- Impact to composite skin may or may not create a visible damage
- Impact to composite may cause damage to underlying structure and delamination of plies.

DENT DAMAGE COMPOSITE VS METALLIC



Composite dent



Metallic dent

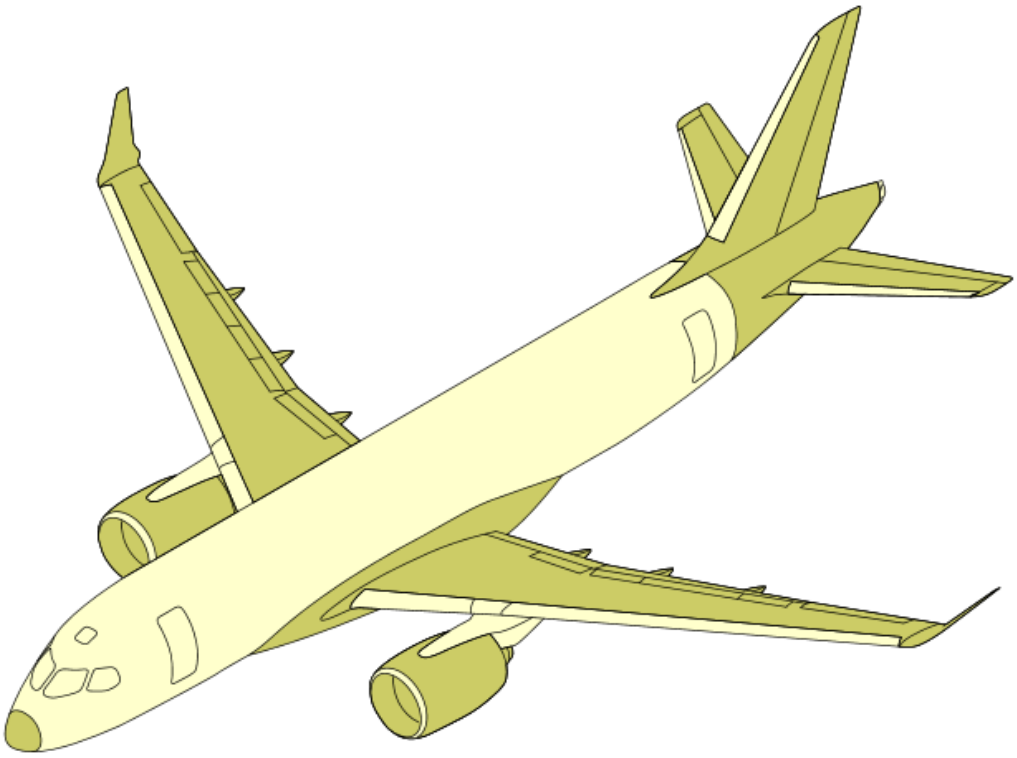
Composite Dent

- Barely visible or not visible from external surface
- Requires non-destructive inspection to assess width, length and depth

Metallic Dent

- Visible
- Can be measured with simple tools

D.1.1.10 Diagram of composite materials on A220-300 aircraft

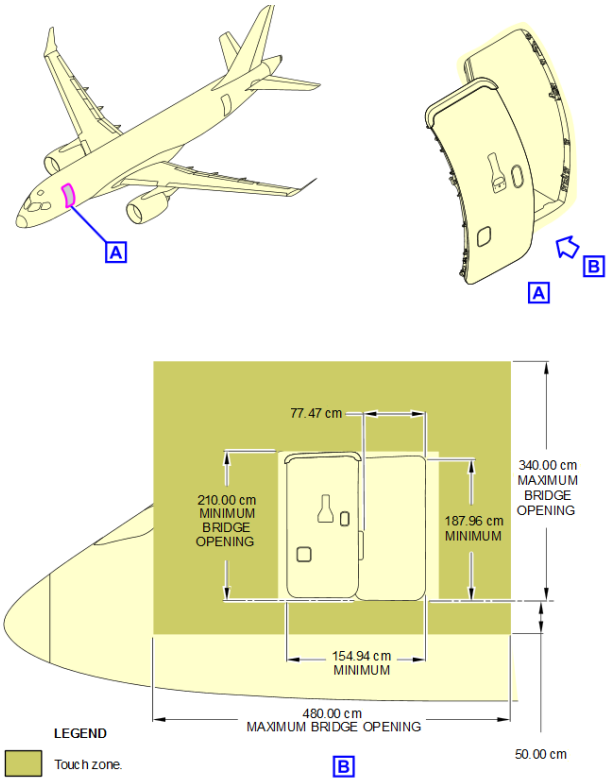


LEGEND

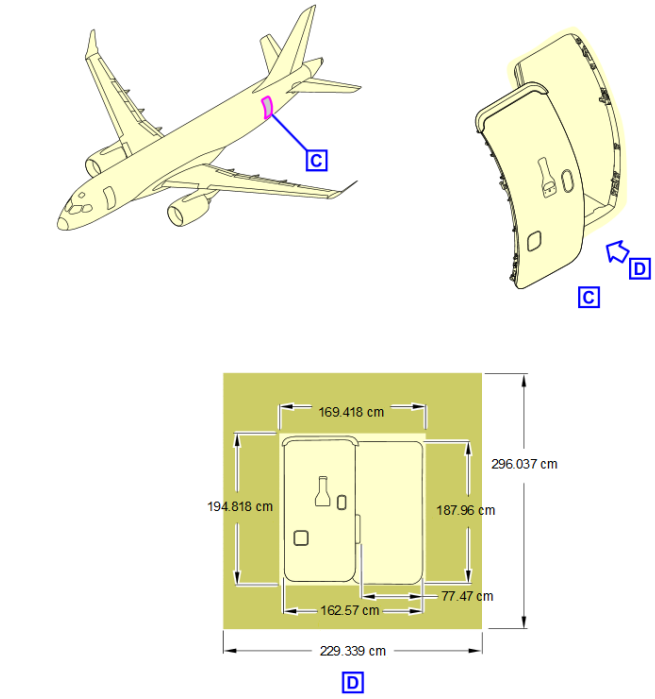
Composite.

D.1.1.11 Aircraft Door stay-out Zones and Clearance

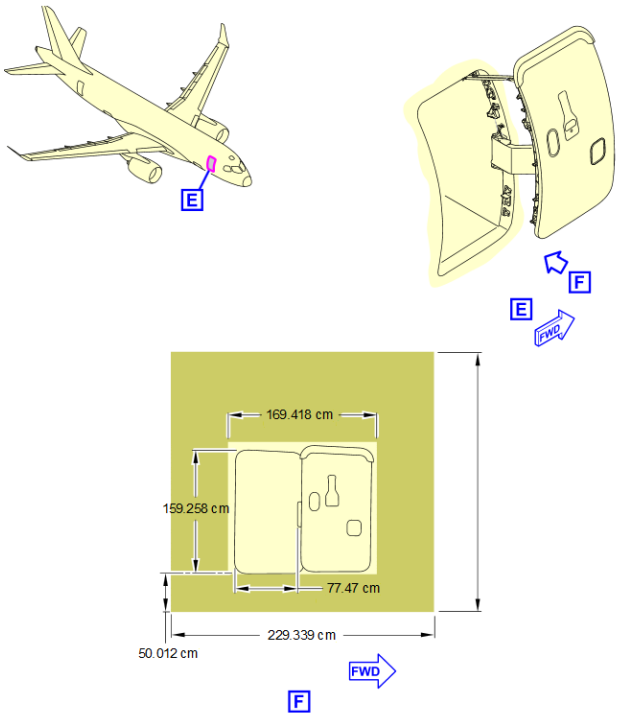
FWD Passenger door



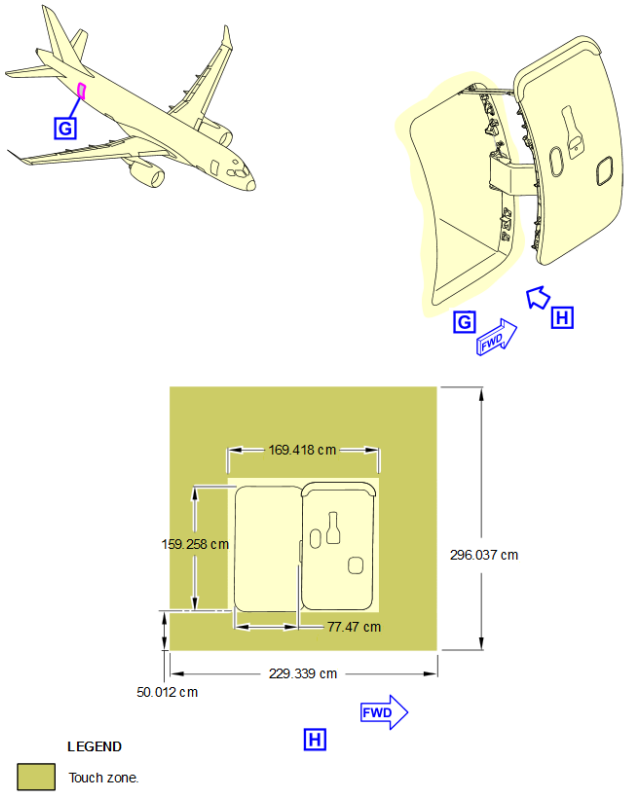
AFT passenger door



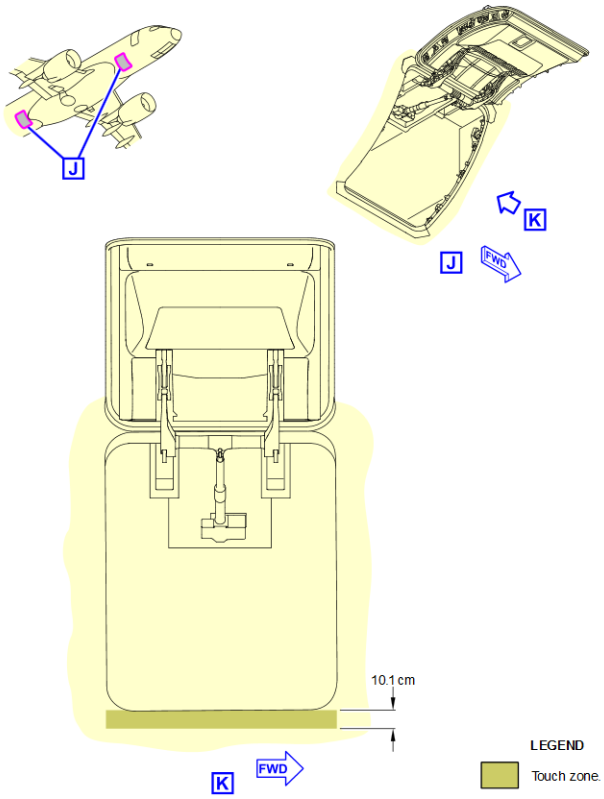
FWD service door



AFT service door



FWD and AFT Cargo compartments



D.1.2 Aircraft Weights and Indices

D.1.2.1 Maximum Gross Weights

Reduced gross weights

When reduced The Commander will give the actual maximum take-off weight or landing weight.

This table below shows the maximum gross weights for all airBaltic A220-300 aircraft registrations:

Zero Fuel Weight	55 792 kg
Take-off Weight	67 585 kg
Landing Weight	58 740 kg
Ramp/Taxi Weight	68 039 kg

D.1.2.2 Fuel Weights

Maximum fuel tank capacity

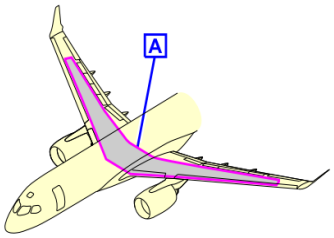
The maximum allowable fuel quantity in each main tank is 3050 kilograms, and in the integral center tank is 11300 kilograms.

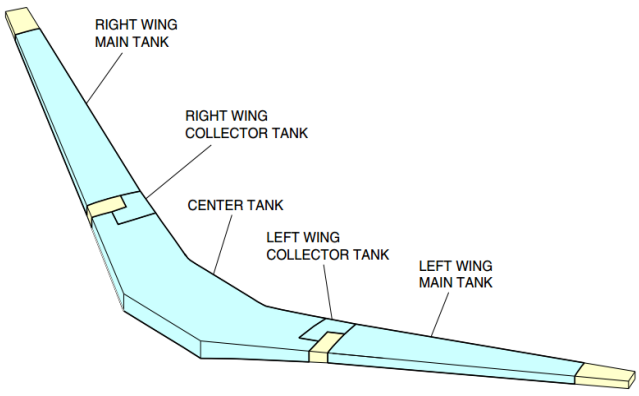
Fuel tank capacity table for flight planning purposes (density of 0.809 kg/l).

Location	Tank Capacity	
	Volume [liters]	Weight [kilos]*
Left main tank	3771	3050
Right main tank	3771	3050
Center tank	13971	11300
TOTAL	21513	17400
** gauged fuel at level attitude*		

Fuel tank configuration

The A220-300 has two main fuel tanks, one in the left wing and one in the right wing, outboard of the pylon. It also has a center tank between the left and right pylons.
It also has two collector tanks, which are fed by the two main tanks. The collector tanks are located between the main tanks and the center tank.





Standard taxi fuel

The standard taxi fuel is 150 kg unless local conditions require otherwise.

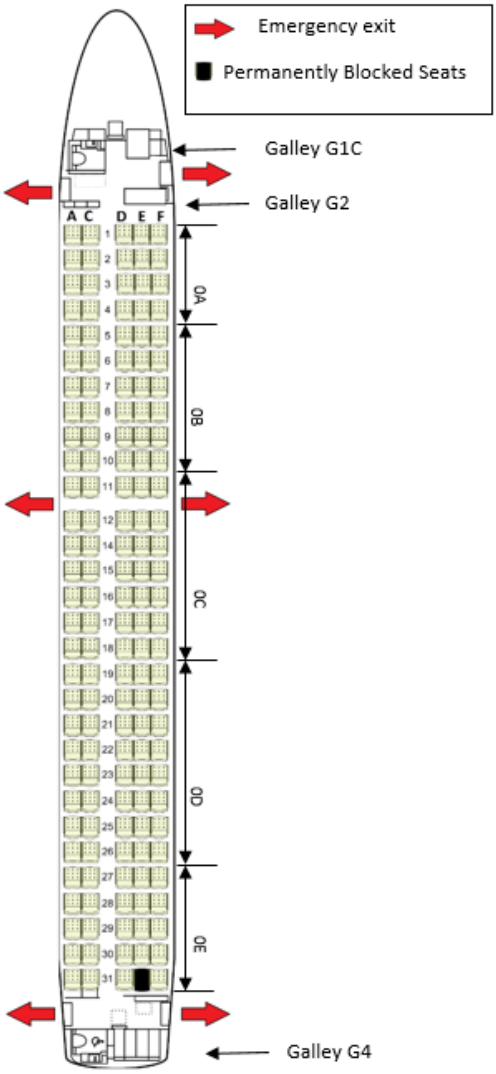
D.1.3 Cabin Area Information

D.1.3.1 Cabin Area Information

YL-AAU/V/W/X/Y/Z/
YL-ABA/B/C/D/E/F

Number of seats in:		Divider between rows
C-class*	Y-class	
3	144	1-2
6	139	2-3
9	134	3-4
12	129	4-5
15	124	5-6
18	119	6-7
21	114	7-8
24	109	8-9
27	104	9-10
30	99	10-11
NA	149	-

*) In C-class all LH aisle and RH middle seats (C and E) are left unoccupied (non-saleable)



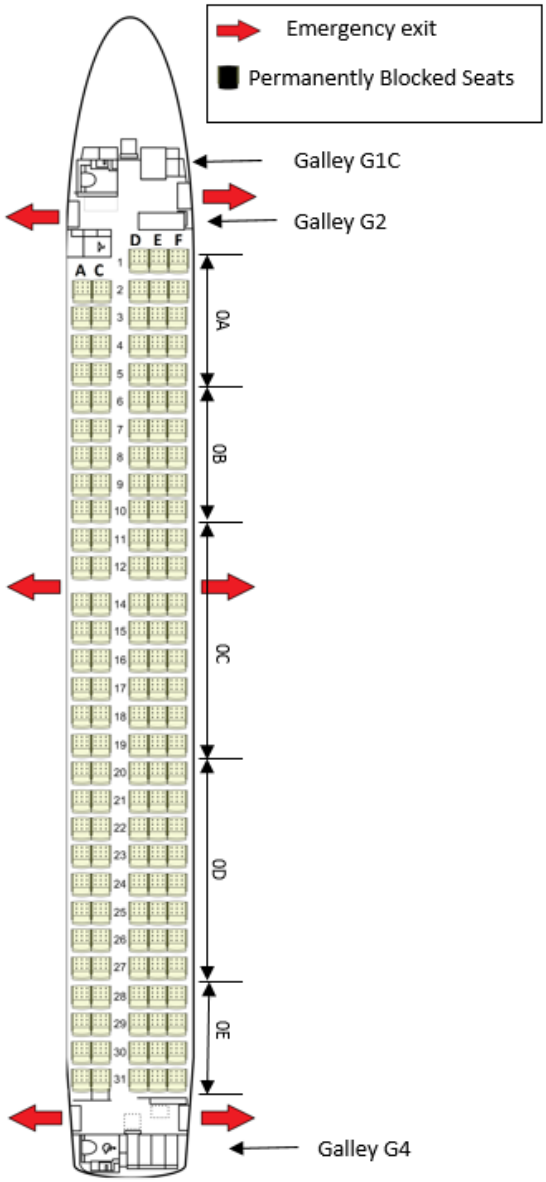
Note: 0A, 0B, 0C, 0D and OE indicate the cabin section, e.g. 0A is rows 1-4.

D.1.3.2 Cabin Area Information

ALL OTHER A/C REGISTRATIONS

Number of seats in:		Divider between rows
C-class*	Y-class	
2	145	1-2
5	140	2-3
8	135	3-4
11	130	4-5
14	125	5-6
17	120	6-7
20	115	7-8
23	110	8-9
26	105	9-10
29	100	10-11
NA	148	-

*) In C-class all LH aisle and RH middle seats (C and E) are left unoccupied (non-saleable)



Note: 0A, 0B, 0C, 0D and OE indicate the cabin section, e.g. 0A is rows 1-5.

D.1.3.3 Maximum Number of Passengers and Crew

The number of seats equipped with safety belts, life-jackets, and number of emergency exits limit the maximum number of occupants (see the table below):

Aircraft	Pax seats	No. of Seats in Flight Deck*	Cabin Crew jumpseats		Max no. of adult a/c occupants[I]	Max no. of infants	Max no. of PAX onboard	Max no. of heads onboard[II]
			FWD	AFT				
A220-300	148	2+1	2	2	155	10	158	165
A220-300	149	2+1	2	2	156	10	159	166

(*)FD seats = pilot seats + observer seat

Maximum 10 children under the age of two years (infants), might be carried in the arms of passengers, provided appropriate safety measures in accordance with cabin crew procedures are applied.

Note 1: Maximum number of adult occupants on airplane = Flight Deck seats + Cabin Crew seats + Passengers seats;

Note 2: Maximum number of heads on board = maximum number of passengers on board + maximum number of crew.

D.1.4 Compartments

D.1.4.1 Cargo hold identification

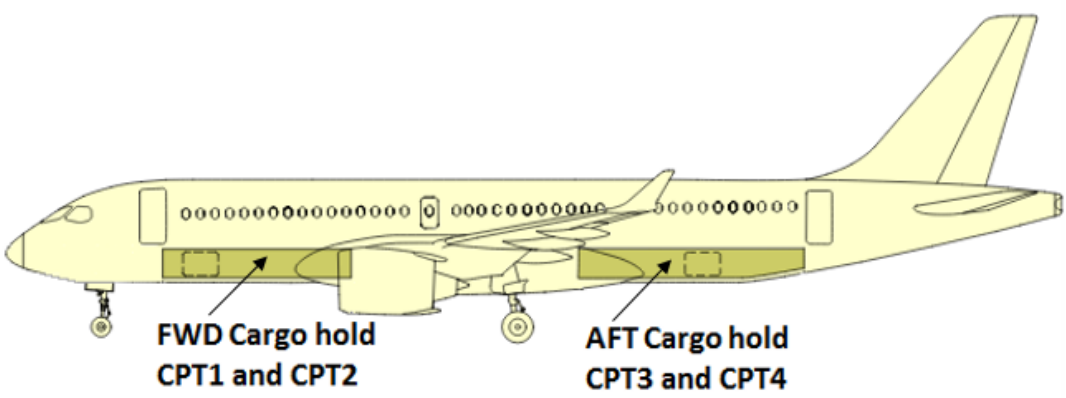
There are two Cargo holds on A220-300 aircraft below the passenger cabin floor for transportation of baggage, cargo and mail where for Weight and Balance calculation purposes Cargo holds are divided in compartments (CPT). Compartments can be divided with net in “Net sections”.

One Cargo hold (FWD Cargo hold) is located forward of the wings and one Cargo hold (AFT Cargo hold) is located aft of the wings.

FWD Cargo hold is divided in compartment 1 and 2 (CPT1 and CPT2) and AFT Cargo hold is divided in compartment 3 and 4 (CPT3 and CPT4). Compartments are numbered from forward to aft with the numbers CPT1, CPT2, CPT3 and CPT4.

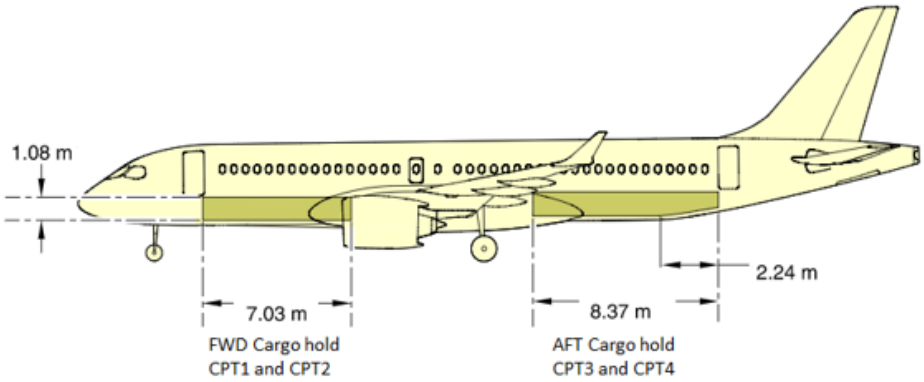
LEFT SIDE VIEW

NOTE: Cargo Hold doors are located on the right side



D.1.4.2 Cargo hold dimensions

The picture below depicts Cargo hold dimensions:



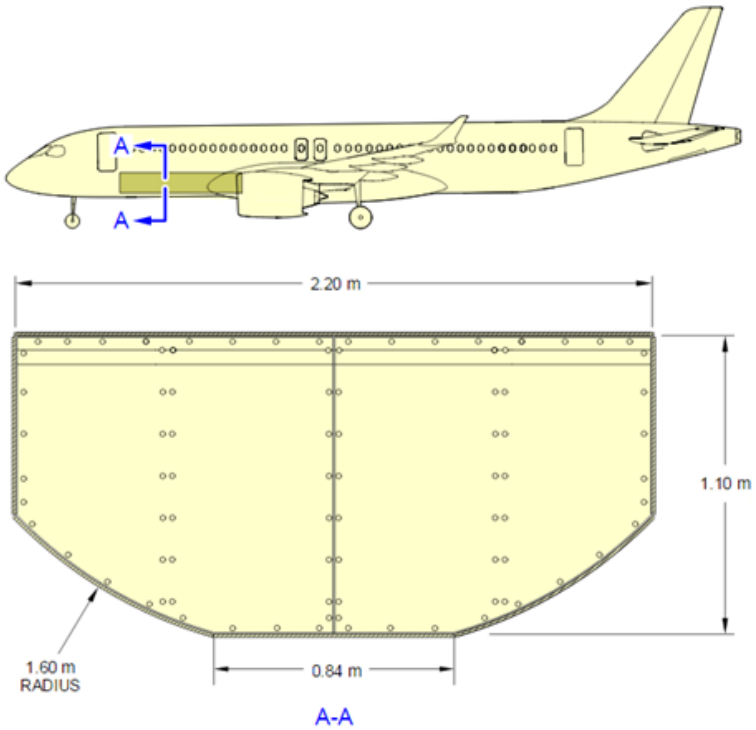
Compartment doors

Each Cargo hold has its own door. Both doors are located on the right hand side of the fuselage.

Compartment floors and heights

The diagram below is referenced with diagram “Cargo hold” above and shows cargo hold floor and height dimensions from the perspective of Section A – A

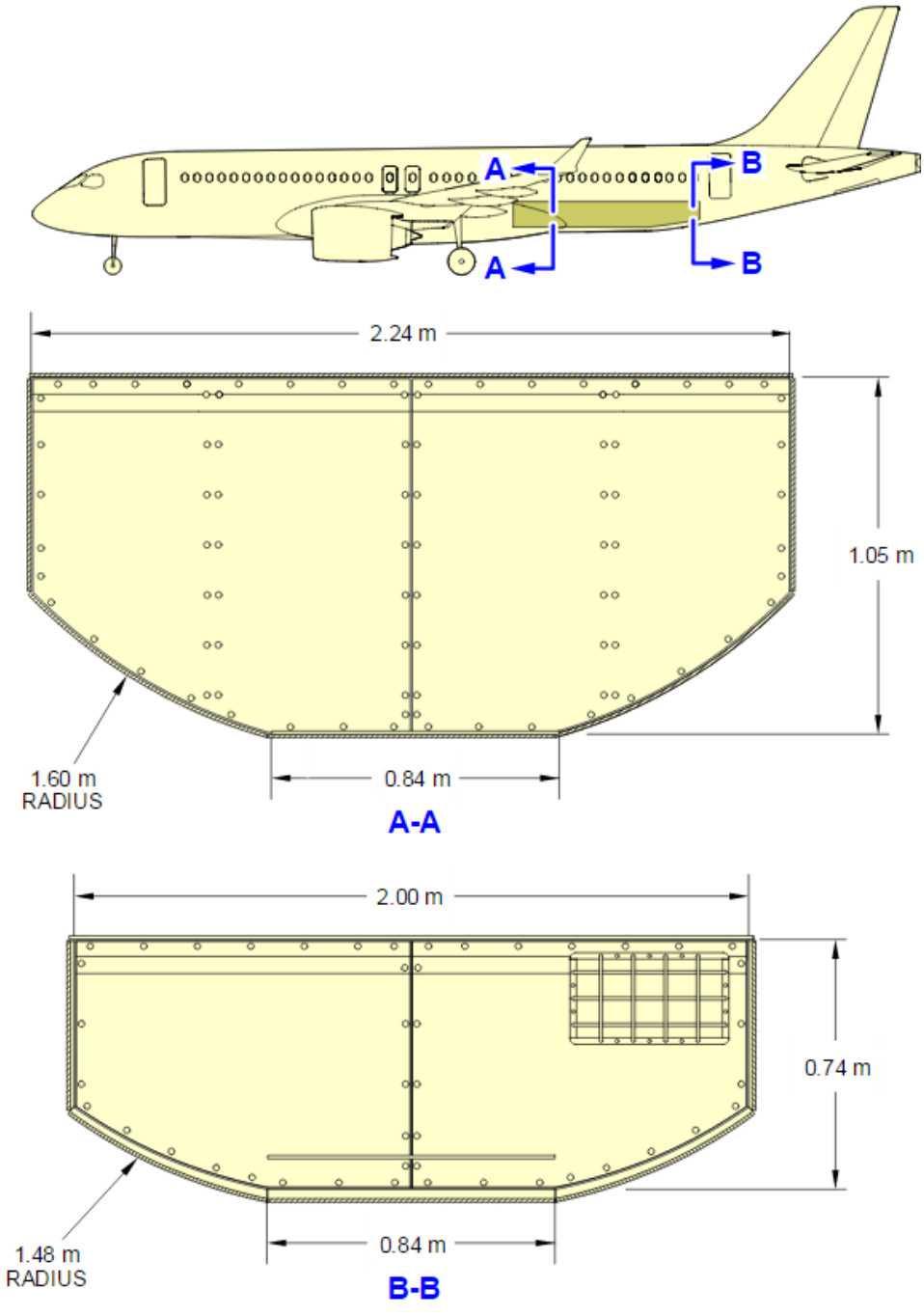
FORWARD Cargo hold



Compartment floors and heights, continued

The diagram below is referenced with diagram “Cargo hold” on the previous page and shows cargo hold floor and height dimensions from the perspective of Section A – A and B - B

AFT Cargo hold

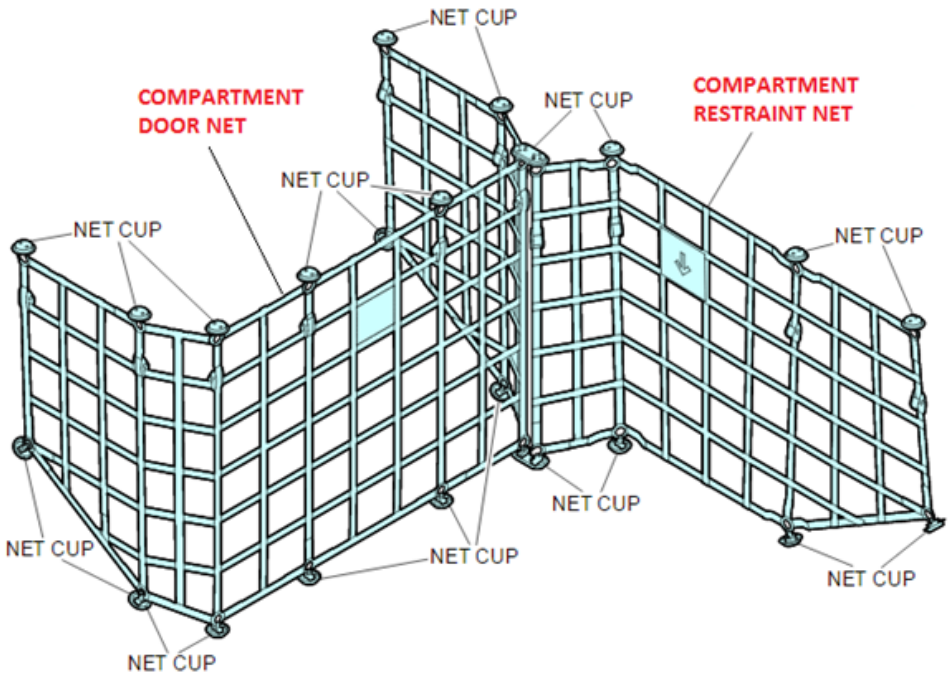


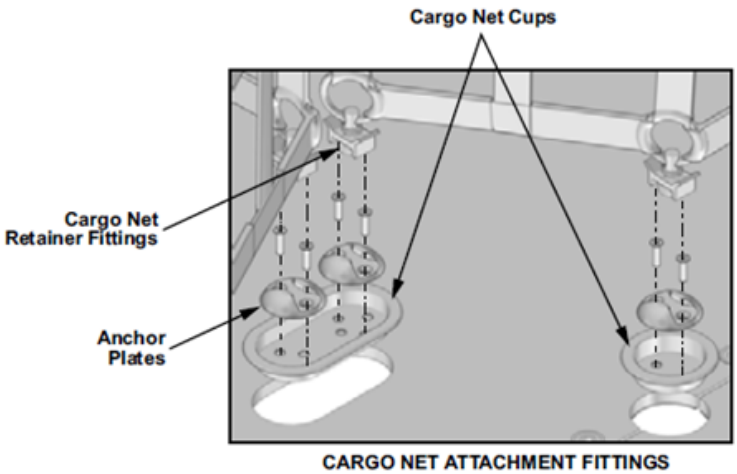
D.1.4.3 Cargo compartment nets

The cargo compartment nets keep the baggage in their position and do not let the baggage hit the cargo compartment door. There are two types of cargo compartment nets: the compartment door net and the compartment restraint net.

Caution: compartment door and restraint nets must be installed for flight. If nets are inoperative or missing captain and Centralized Load Control in Riga must be informed immediately. Following restrictions apply:

- no door net: no loading in compartment 1 or compartment 3
- no restraint net: no loading in the respective hold

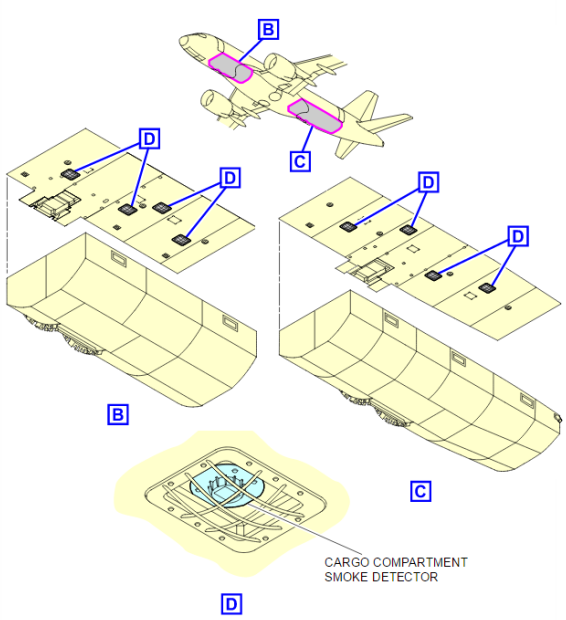




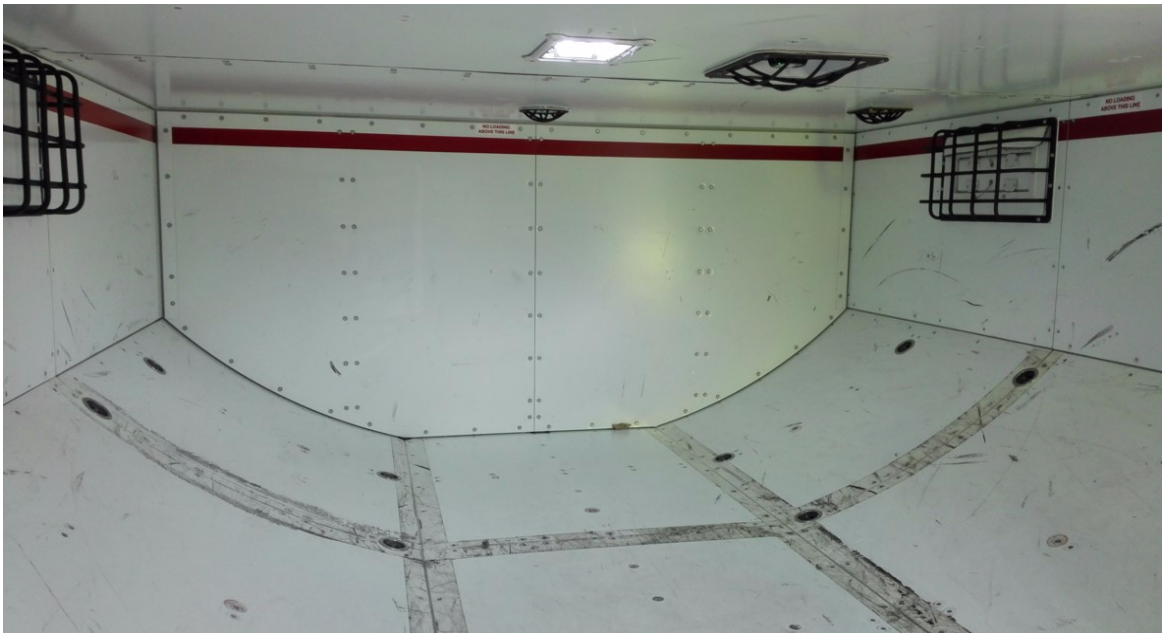
CARGO NET ATTACHMENT FITTINGS

D.1.4.4 Smoke and fire detection system

Forward and aft cargo compartments are equipped with smoke detectors. The cargo compartment smoke detectors are installed on the ceiling. Transportation of any load (cargo, mail or baggage) is not permitted if system is defective.



During loading it is important to keep in mind that it is not allowed to block smoke detectors with baggage and cargo/mail. Red line indicating maximum loading heights must be observed during loading.



D.1.4.5 Compartment heating, lighting, pressurization and ventilation

Forward hold / Compartments 1 and 2:

Ventilation and heating are available. Standard configuration will be VENT ON and HEAT OFF. The ventilation system supplies the airflow to a maintained temperature above 4°C in the forward hold. Heating settings in case of temperature sensitive load will be adjusted by flight crew based on the NOTOC.

Both compartments are equipped with lights and incorporated in the pressurization system.

Aft hold / Compartments 3 and 4:

Only ventilation is available. Standard configuration will be VENT ON. The ventilation system supplies the airflow to a maintained temperature above 2°C in the aft hold.

Both compartments are equipped with lights and incorporated in the pressurization system.

D.1.4.6 Positioning of the baggage belt

CAUTION: Low clearance! Guideman must be used when positioning and removing baggage belt to/from the aircraft.





D.1.4.7 Tail tipping

A220-300 aircrafts are tail heavy and to minimize tip-over risks loading/offloading sequence must always be followed.

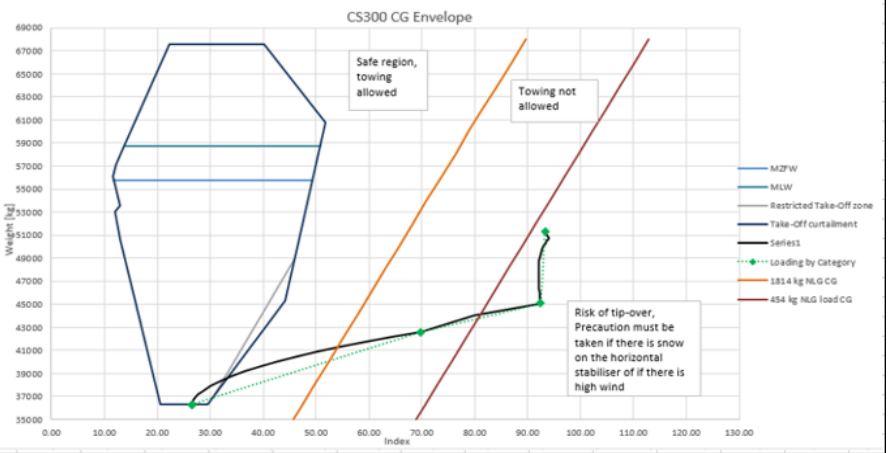
AFT cargo hold (CPT3+CPT4) weight shall not exceed FWD cargo hold (CPT1+CPT2) weight by more than 500 kg.

Sequence: Offloading must be started from AFT holds and loading with FORWARD holds.

Example of A220-300 tip-over scenario:

Pax only in AFT , only aft cargo full, fuel till fuel curve goes fwd, no snow on stabiliser.

No Snow on stabiliser		MAX	Actual
PAX	ROW 1	2	0
	ROW 2	3	0
	ROW 3	5	0
	ROW 4	5	0
	ROW 5	5	0
	ROW 6	5	0
	ROW 7	5	0
	ROW 8	5	0
	ROW 9	5	0
	ROW 10	5	0
	ROW 11	5	0
	ROW 12	5	0
	ROW 14	5	0
	ROW 15	5	0
	ROW 16	5	0
	ROW 17	5	5
	ROW 18	5	5
	ROW 19	5	5
	ROW 20	5	5
	ROW 21	5	5
	ROW 22	5	5
	ROW 23	5	5
	ROW 24	5	5
	ROW 25	5	5
	ROW 26	5	5
	ROW 27	5	5
	ROW 28	5	5
	ROW 29	5	5
	ROW 30	5	5
	ROW 31	5	5
Cargo	C1	796	0
	C2	1162	0
	C3	1852	1450
	C4	1071	1071
Fuel		17450	6000



D.1.4.8 Maximum weights and volumes

The table below shows the maximum weights and volumes per compartment on the **A220-300** aircraft:

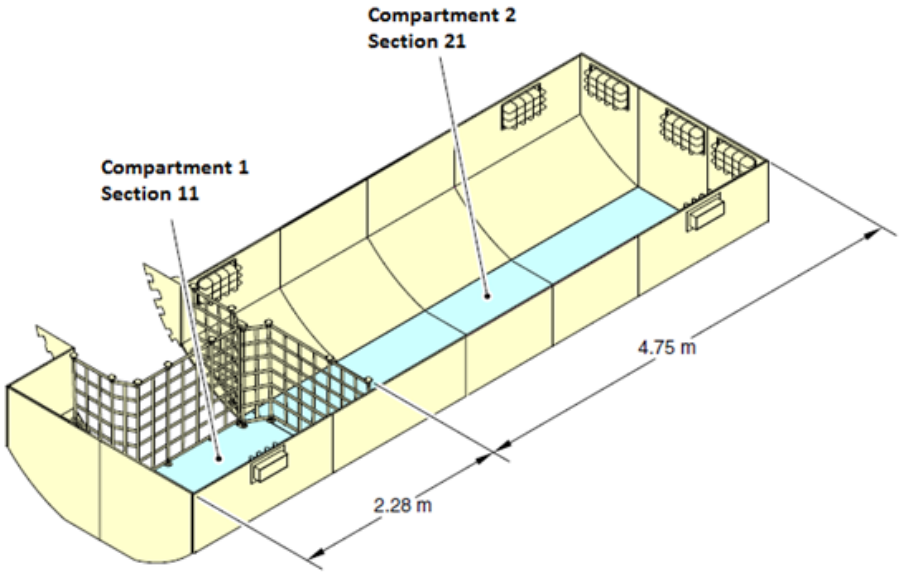
	Forward hold		**Aft hold**	
Max allowable loading	CPT1	CPT2	CPT3	CPT4
	Section 11	Section 21	Section 31	Section 41
	800kg	1646kg	1858kg	1055kg
	2446kg		2606kg	
Usable volume	3.65m³	9.00m³	9.49m³	5.32m³
	12.65m³		14.81m³	
Max load (flat floor)	732kg/m²			
Max load (curved floor)	293 kg/m²			

Caution: The total load of each compartment must not exceed the maximum allowed for the hold.

D.1.4.9 Compartment Dimensions

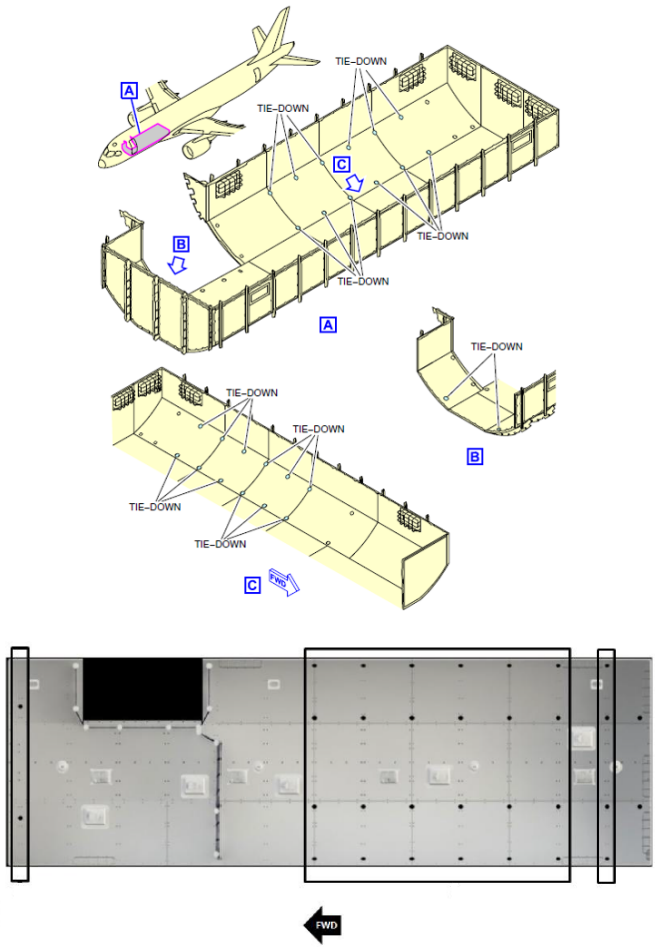
Compartments 1 and 2

This is a diagram of compartments 1 and 2 (Forward hold):



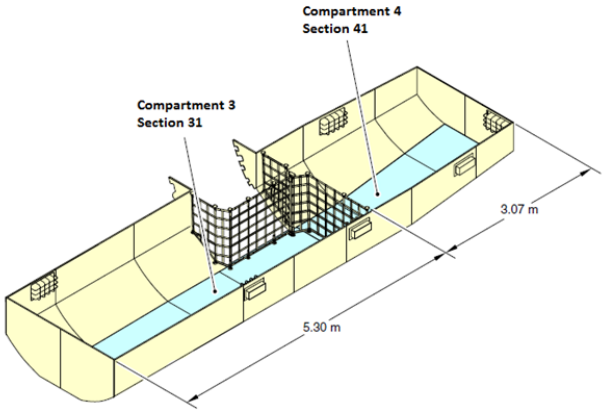
Tie-down points in compartments 1 and 2

This is a an example of diagram of tie-down points in compartments 1 and 2:



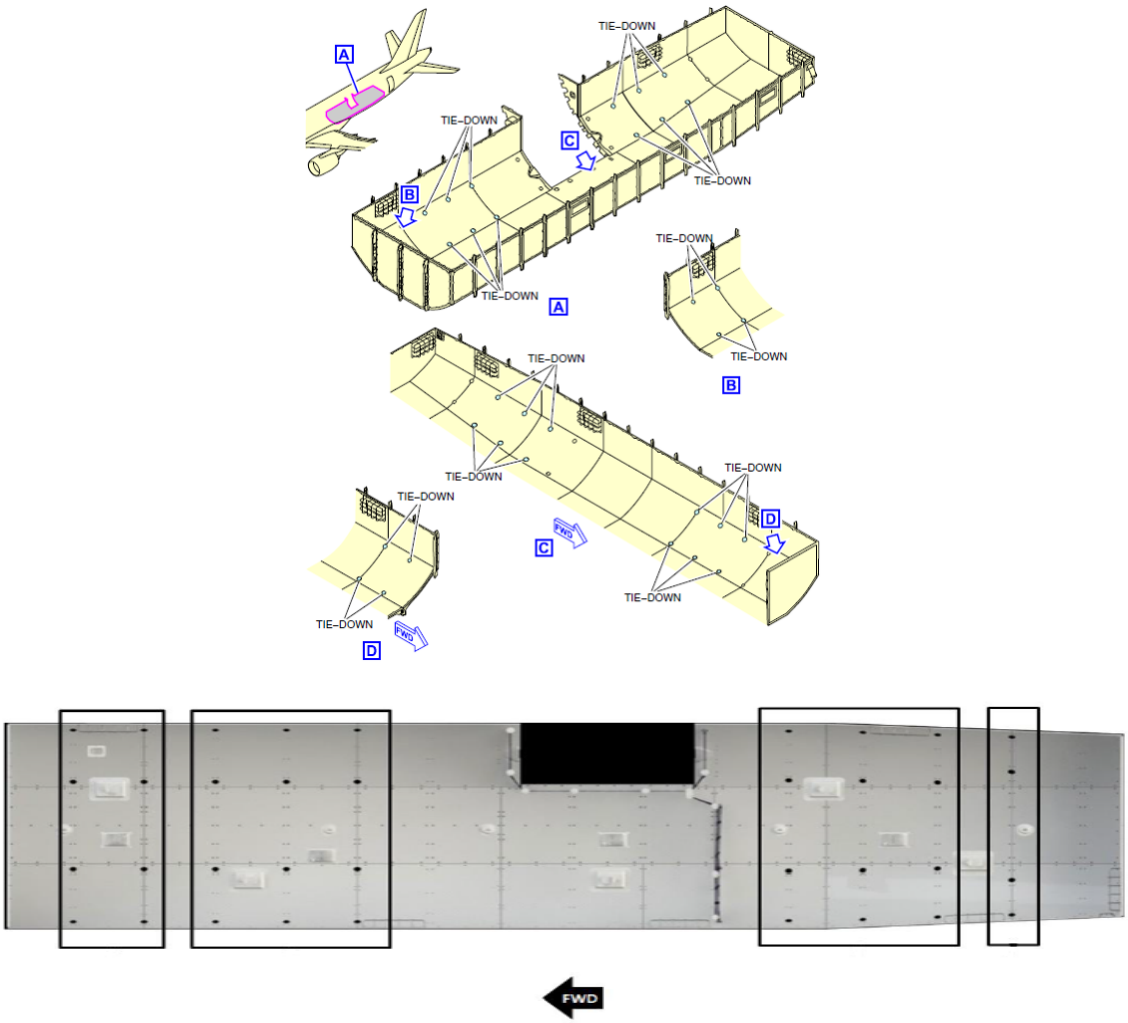
Compartments 3 and 4

This is a diagram of compartments 3 and 4 (AFT hold)



Tie-down points in compartments 3 and 4

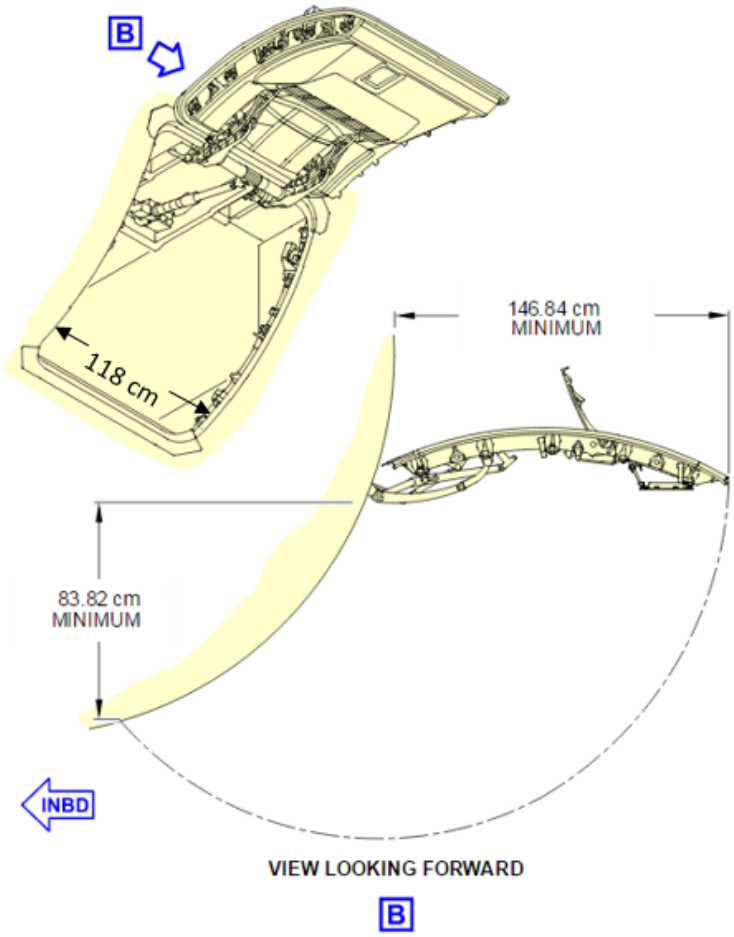
This is a an example of diagram of tie-down points in compartments 3 and 4:



D.1.4.10 Maximum Dimension Tables

Forward and Aft door dimensions

The following figure provides the forward and aft cargo door clearance dimensions:



Finding the maximum dimension

Follow these instructions to find the maximum dimensions of the item to load:

Step	Action
1	Measure the item.
2	Add the height of supporting/loading equipment to the height of the item.
3	Find the applicable compartment table.
4	Enter the table with the width of the item. Note: If you cannot find the exact figure, please round up to the nearest.
5	Go vertically upwards and find the intersection with the height of the item. Result: The item is loadable only if the actual length of the item is equal to or less than the maximum length stated in the table.

Package dimensions in compartments 1 and 2

CAUTION: If the package is loaded in compartment 1, the maximum length is limited to 178 cm.

CAUTION: For a package wider than 84 cm must be supported on planks and lashed. Refer to: **4.5.12 - Tie-Down/Securing of load.**

Width (cm)	Height (cm)									
	0 to 30	30 to 51	51 to 58	58 to 64	64 to 69	69 to 74	74 to 76	76 to 79	79 to 81	81 to 84
	Maximum package length (cm)									
0 to 8	584	541	462	411	363	318	295	274	249	221
8 to 15	569	483	419	378	338	297	277	257	234	211
15 to 23	505	437	386	351	315	279	259	244	224	201
23 to 30	457	401	356	325	295	264	246	231	211	191
30 to 38	417	371	333	305	277	249	234	221	203	183
38 to 46	384	345	312	287	264	236	224	211	193	175
46 to 53	356	323	295	272	251	226	213	201	185	168
53 to 61	333	302	279	259	239	216	203	193	179	160
61 to 69	312	287	264	249	229	208	196	185	172	155
69 to 76	297	272	254	236	218	201	188	178	165	150
76 to 84	282	262	244	229	211	193	180	173	157	142
84 to 91	269	249	234	218	204	185	175	165	152	137
91 to 99	257	239	223	211	196	178	168	157	145	130
99 to 107	246	229	216	201	185	168	157	147	135	119
107 to 117	216	196	180	165	150	132	119	112	97	84

Package dimensions in compartment 3

CAUTION: For a package wider than 84 cm must be supported on planks and lashed. Refer to: **4.5.12 - Tie-Down/Securing of load.**

Width (cm)	Height (cm)									
	0 to 30	30 to 51	51 to 58	58 to 64	64 to 69	69 to 74	74 to 76	76 to 79	79 to 81	81 to 84
	Maximum package length (cm)									
0 to 8	483	483	462	411	363	318	295	274	249	221
8 to 15			419	378	338	297	277	257	234	211
15 to 23		437	386	351	315	279	259	244	224	201
23 to 30	457	401	356	325	295	264	246	231	211	191
30 to 38	417	371	333	305	277	249	234	221	203	183
38 to 46	384	345	312	287	264	236	224	211	193	175
46 to 53	356	323	295	272	251	226	213	201	185	168
53 to 61	333	302	279	259	239	216	203	193	178	160
61 to 69	312	287	264	249	229	208	196	185	173	155
69 to 76	297	272	254	236	218	201	188	178	165	150
76 to 84	282	261	244	229	211	193	180	173	157	142
84 to 91	269	249	234	218	204	185	175	165	152	137
91 to 99	257	239	223	211	196	178	168	157	145	130
99 to 107	246	229	216	201	185	168	157	147	134	119
107 to 117	216	196	180	165	150	132	119	112	97	84

Package dimensions in compartment 4

CAUTION: For a package wider than 84 cm must be supported on planks and lashed. Refer to: **4.5.12 - Tie-Down/Securing of load.**

Width (cm)	Height (cm)									
	0 to 30	30 to 51	51 to 58	58 to 64	64 to 69	69 to 74	74 to 76	76 to 79	79 to 81	81 to 84
	Maximum package length (cm)									
0 to 8	406	406	406	389	345	305	282	267	241	218
8 to 15			396	356	320	284	269	251	231	206
15 to 23			363	333	302	272	254	241	218	201
23 to 30		381	340	315	284	257	244	229	208	191
30 to 38	396	356	323	295	272	244	231	216	198	183
38 to 46	366	330	302	282	257	234	221	208	193	175
46 to 53	343	312	284	267	244	224	211	201	185	168
53 to 61	323	295	272	254	236	213	201	193	178	160
61 to 69	305	282	259	241	226	206	196	185	172	155
69 to 76	287	267	246	234	216	201	188	178	165	150
76 to 84	277	254	239	226	208	193	180	173	157	142
84 to 91	261	244	231	216	201	185	175	165	152	137
91 to 99	251	236	221	208	196	178	168	157	145	130
99 to 107	244	226	211	201	185	168	157	147	135	119
107 to 117	213	196	180	165	150	132	119	112	97	84

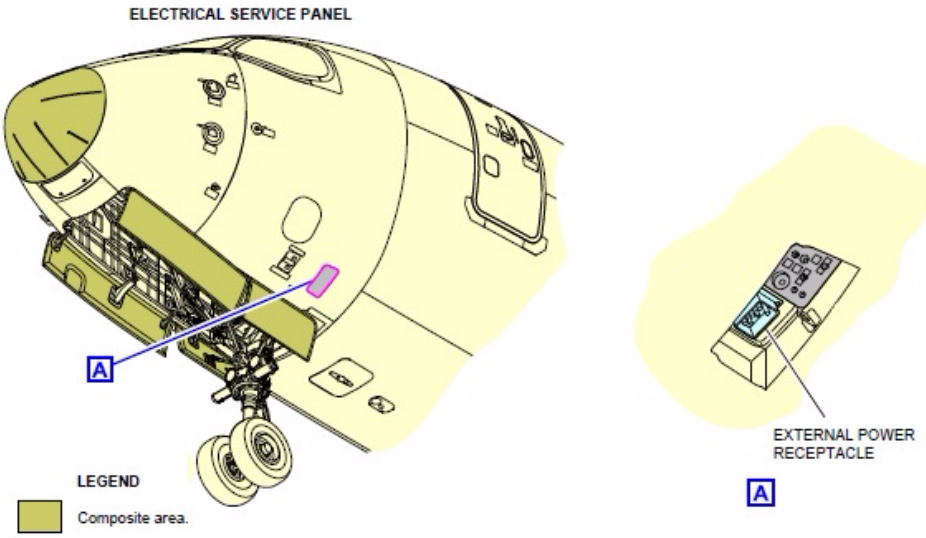
Maximum height for standard pallet

Pallet type – Dimension: W x L (m)	Maximum height (m)	Remark
Euro pallet – 0.800 x 1.200	0.838	Limited by the height of the cargo door opening.
US pallet – 1.020 x 1.220	0.800	Pallet needs to sit on a thinner package or a jig, otherwise the corner of the pallet will rest on the curved cargo floor.

D.1.5 Aircraft Services

D.1.5.1 Supplying the external power to the aircraft ground handling bus.

The airplane has an external power receptacle near the nose wheel well. You will connect external ac power to the receptacle to connect electrical power to the buses.



Standard Tools and Equipment

External power supply 115/200 volt ac, 3-phase, 400 Hz

It is recommended to use ground cart standard 75 KVA and higher. Using ground cart 60 KVA standard can lead to nuisance messages in the cockpit.

Warning:

Make sure the external power supply operates correctly before you supply external power to the airplane. Remove electrical power from the power cable before you put the power cable into the external power receptacle. Electrical arcs can cause injuries. If the external power supply has an earth grounded neutral, there must not be an open or floating ground in the neutral circuit wiring of the supply or the airplane. If an open or floating ground is present, the airplane can be put at an electrical potential above the earth ground. This electrical potential can result in electric shock with possible severe injury to personnel who contact the airplane. If the ground return (neutral) circuit on the external power supply or the external power receptacle does not operate correctly

Warning:

Make sure that the electrical system is clear of other persons before you supply power to the airplane. High voltages can cause injuries.

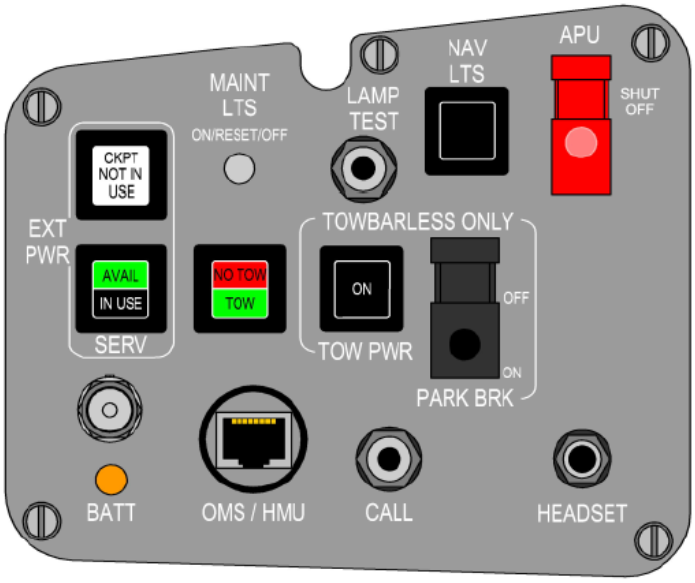
D.1.5.2 Energize aircraft normal mode (external power)

Supply Procedure

1. Open the door for the external power receptacle.
2. Examine the external power supply cord and the airplane external power supply receptacle before you connect the external power supply to the receptacle.
3. Connect the power cable to the external power receptacle. Energize the power cable. Make sure on the electrical towing service panel the intensity of the Push Button Annunciator (PBA) switches changes as follow:

   - EXT PWR CKPT NOT IN USE comes on
   - EXT PWR SERV AVAIL comes on
   - EXT PWR IN USE stays off
4. When flight crew switches to external power:

   - CKPT NOT IN USE goes off
   - EXT PWR SERV AVAIL goes off



ELECTRICAL/TOWING SERVICE PANEL

Removal Procedure

1. DO NOT disconnect external electrical power until authorized by flight crew (use IATA hand signals or headset).
2. Before disconnecting make sure, that CKPT NOT IN USE comes on and EXT PWR AVAIL comes on
3. De-energize the external power cable.
4. Remove the power cable from the external power receptacle

D.1.5.3 Energize aircraft ground service mode (external power)

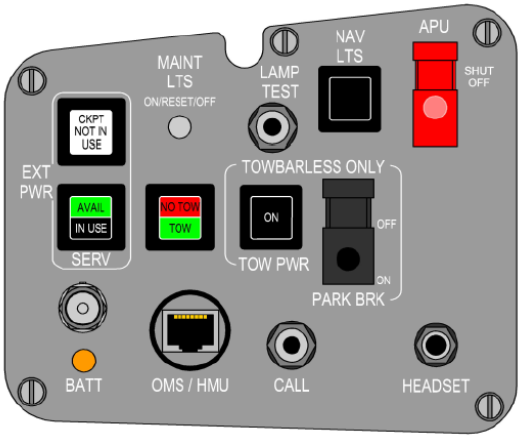
This data module gives the procedure to energize the electrical network in the ground service mode. Procedure applicable when aircraft is parked for more than 4 hours (night stop) and/or no flight crew at the aircraft to use normal mode in order to start or complete ground servicing tasks.

Supply procedure

1. Open the door for the external power receptacle.
2. Examine the external power supply cord and the airplane external power supply receptacle before you connect the external power supply to the receptacle.
3. Connect the power cable to the external power receptacle. Energize the power cable. Make sure on the electrical towing service panel the intensity of the Push Button Annunciator (PBA) switches changes as follow:

   - EXT PWR SERV AVAIL comes on
   - EXT PWR CKPT NOT IN USE comes on
4. On the electrical/towing service panel push the EXT PWR SERV switch
5. Make sure that intensity of the PBA switch changes as follows:

   - EXT PWR SERV IN USE comes on
   - EXT PWR SERV AVAIL goes off
   - EXT PWR CKPT NOT IN USE stays on



ELECTRICAL/TOWING SERVICE PANEL

Removal procedure

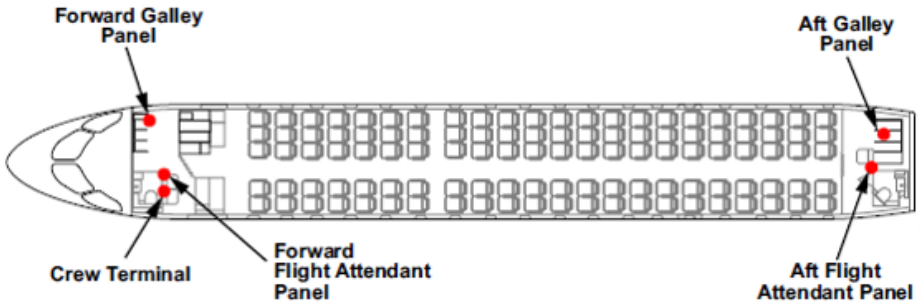
1. On the electrical/towing service panel push the EXT PWR SERV switch
2. Make sure that intensity of the PBA switch changes as follows:

   - EXT PWR SERV IN USE goes off
   - EXT PWR SERV AVAIL comes on
3. De-energize the external power cable.
4. Remove the power cable from the external power receptacle
5. Close the door for the external power receptacle.

D.1.5.4 Passenger and cargo compartment lighting system

Passenger cabin lighting

The passenger compartment lighting system illuminates the cabin areas, entrances, lavatories, galleys, and attendant work areas to facilitate their use. General lighting is usually supplied with ceiling and sidewall lights. Galley lights, lavatory lights, and entry lights supply lighting to those special areas.



Supply procedure

Press SIDEWALL and CEILING switches on the forward flight attendant panel to light the cabin.

The forward flight attendant panel controls the dome light through the ENTRY switch when no power is on the aircraft.

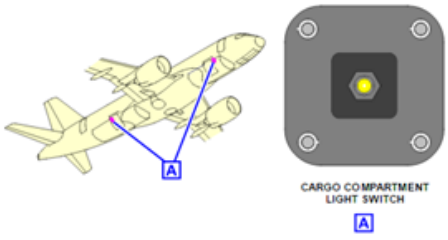


FORWARD FLIGHT ATTENDANT PANEL



Cargo compartment lighting

The cargo compartment light switches are installed on the cheek panel near each of the forward and aft cargo compartment door.

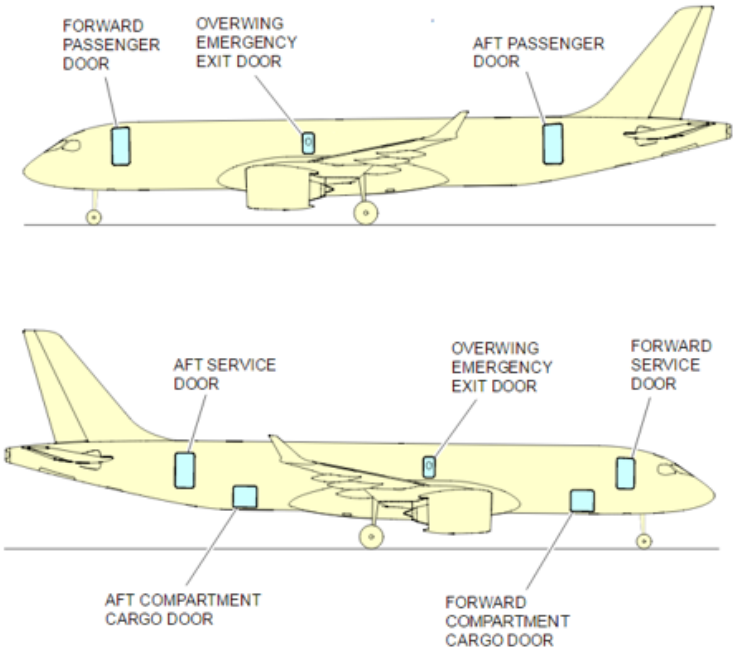


D.1.5.5 Passenger, service and cargo doors

General description

There are two passenger doors located on the left side of the aircraft and two service doors on the right side of the aircraft. Both passenger and service doors are similar in design and operation, but differ in size. Each door is a type C plug-type door. Each door can be operated from the inside or outside of the aircraft using handles connected to internal mechanisms. The internal mechanisms sequence the opening and closing of the doors. Each door is used as an emergency exit and is equipped with an escape slide that can be deployed in an emergency to evacuate the aircraft. The escape slides are installed on the lower part of the door under a bustle.

There is a cargo compartment door on the lower right side of the fuselage serving each cargo compartment. Both cargo doors open outwards using eternal door handle and open/close switches on the cargo door control panel.

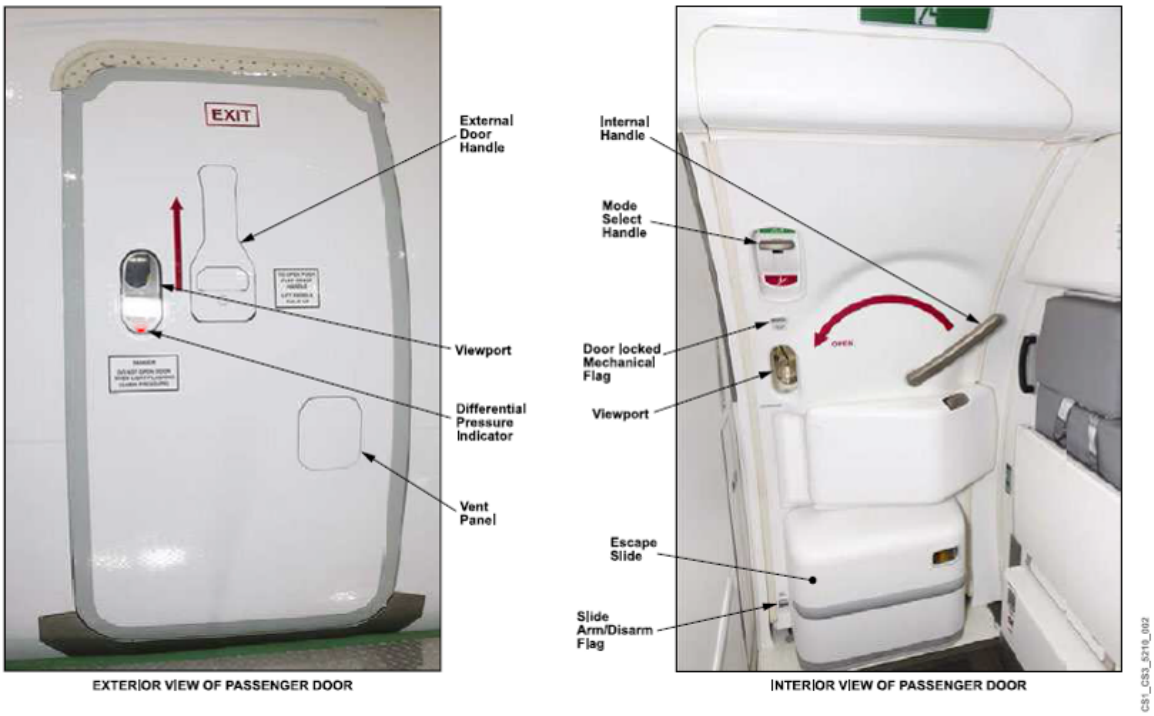


Door dimensions

Door	Meters	
	Height	Width
Forward passenger door	1,88	0,81
Aft passenger door	1,83	0,76
Service doors - forward and aft	1,52	0,76
Cargo doors - forward and aft	0,84	1,18

D.1.5.6 Passenger and service doors description

D.1.5.7



EXTERIOR VIEW OF PASSENGER DOOR

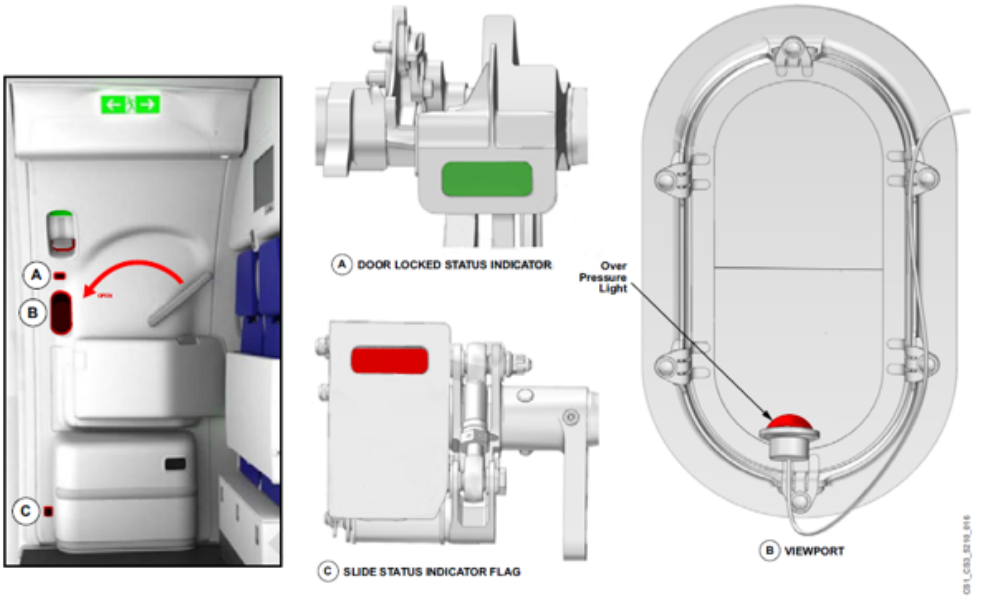
INTERIOR VIEW OF PASSENGER DOOR

Passenger and service door indications

A) Door locked status. The door status indicator is green if the door is latched and locked. When the door is unlocked and unlatched, the indicator shows red.

B) Overpressure light. The red overpressure light is located in the viewport. When this light is flashing, it indicates that high differential pressure exists.

C) Slide status indicator. The slide status indicator shows green if the slide is disarmed and red if the slide is armed



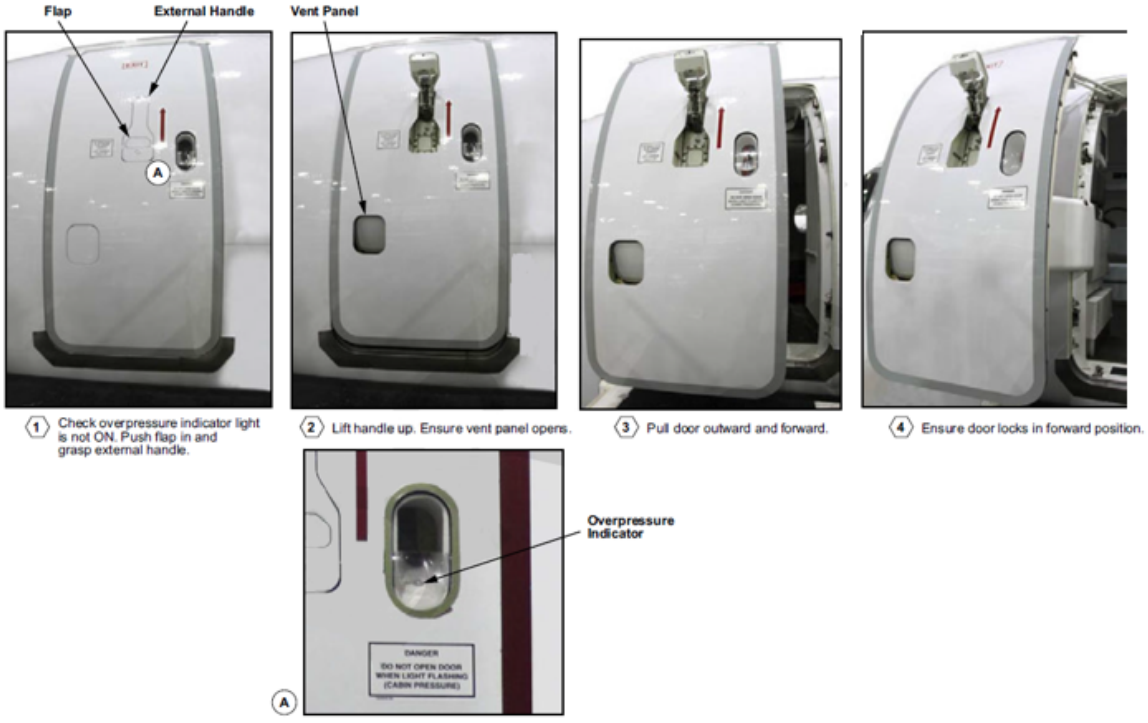
D.1.5.8 Passenger and service door operation

Opening from the outside

- Push the flap in and grasp the external handle
- Pull the external handle up to lift the door. Ensure vent panel opens
- Pull the door outward and forward
- Make sure that the hold mechanism locks the door in the open position
- Make sure the external handle is in the stowed position and flush with the door

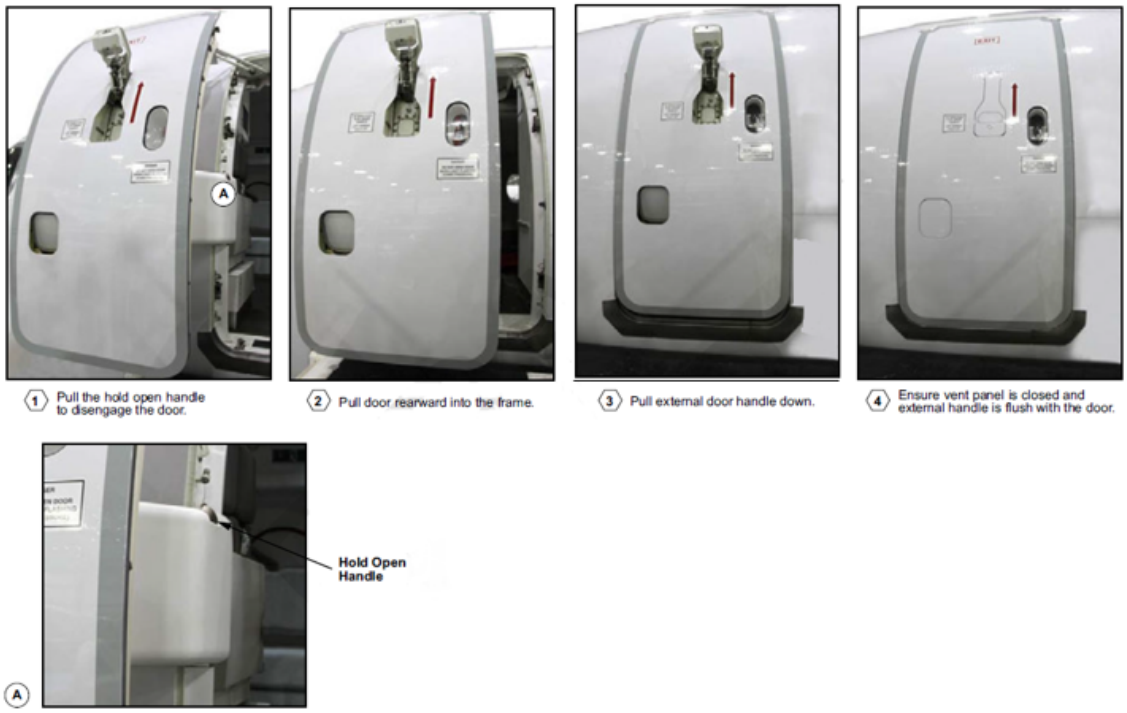
CAUTION: The viewport overpressure indicator flashes when the cabin differential pressure is high. Operating the door may cause the door to open quickly, causing injury to personnel outside the aircraft.

NOTE: Opening the door from outside automatically disengages the escape slide mechanism.



Closing from outside

- Pull the hold open handle to disengage the door from the fuselage
- Pull the door rearward and push it into the door frame
- Pull the external handle down
- Make sure the door is fully closed and flush with the fuselage
- Make sure the external handle is in the stowed position and flush with the door
- Make sure the vent flap is flush with the door



Opening from the inside

- Push the mode select handle to disarm the door
- Make sure the slide status indicator is green
- Turn the internal handle counterclockwise for the passenger doors or clockwise for the service doors
- Make sure the the door is in the fully up position and the door status indicator is red
- Push the door outward and forward
- Make sure that the hold open mechanism locks the door in the open position

WARNING: Before opening the passenger or service doors make sure that the door is disarmed. Failure to do so activates the emergency opening assisting means and deploys the escape slide. This can cause injury to personnel and damage to equipment.

CAUTION: The viewport overpressure indicator flashes when the cabin differential pressure is high. Operating the door may cause the door to open quickly, causing injury to personnel outside the aircraft.

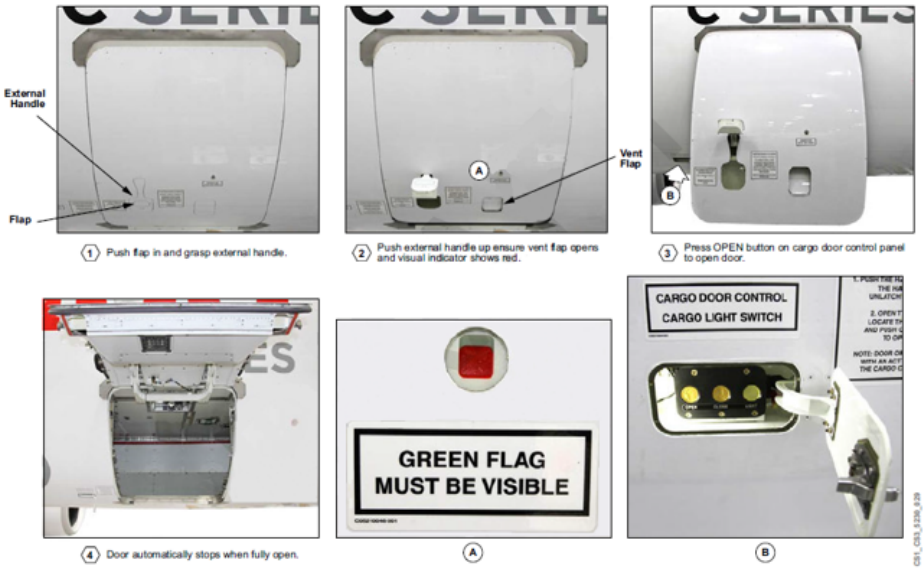
Closing from the inside:

- Pull the hold open handle up to disengage the door from the fuselage
- Pull back the door rearward and into the door frame
- Turn the internal handle clockwise for the passenger doors and counterclockwise for the service doors
- Make sure that the door is fully closed and the door lock status indicator is green.

D.1.5.9 Cargo door operation

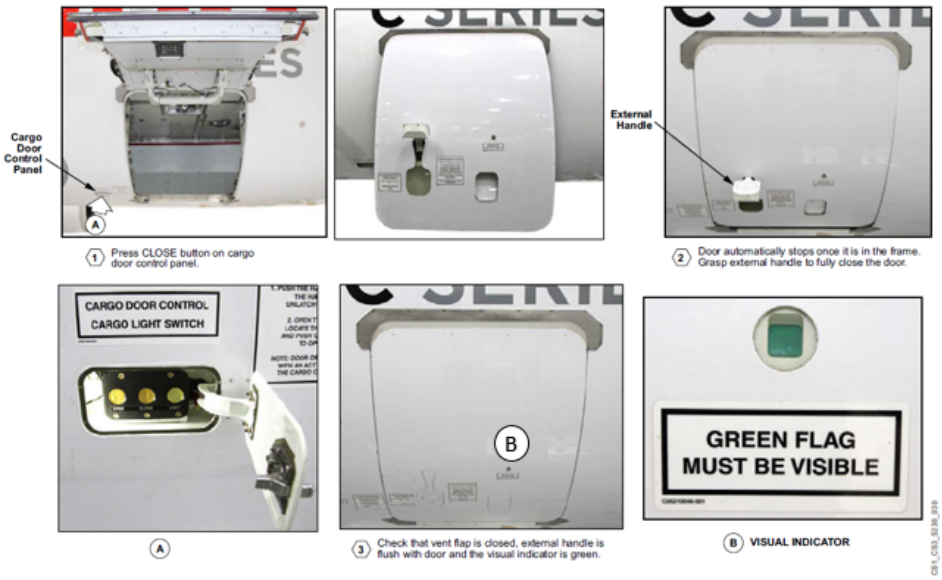
Opening the cargo door

- Push the flap to grasp the handle
- Pull the handle up to unlock the door
- Ensure the vent flap is open
- On the cargo door, make sure that the visual indicator shows red color
- On the control panel, push the open button to raise the cargo door. The door automatically stops when fully open



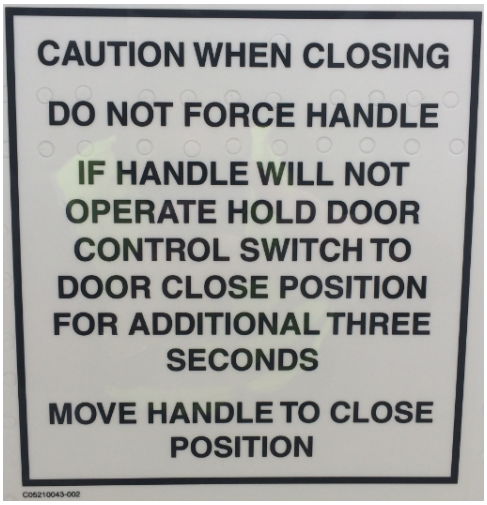
Closing the cargo door

- On the control panel, push the close button to lower the cargo door
- When the door reaches the limit of travel, release the switch
- Push the lower skin of the door to make sure guide rollers align with the respective guide ramps
  CAUTION: Do not force the handle, damage to the cargo door rollers or door handle mechanism can occur
- Pull the handle down into its housing to lock the door
- On the cargo door, make sure that the visual indicator shows green color
- Make sure that vent flap and the handle are flush with the cargo door



CAUTION

When pulling the door handle down it might get stuck. Do not force the handle, but hold door control switch to door close position for additional three seconds, after that move handle to close position.



D.1.5.10 Aircraft closing up

1. In case aircraft left with ground power unit connected all service lights shall be switched off from the forward attendant panel.
2. Check that all doors are closed and handles correctly stowed / secured. Close all the lavatory doors when aircraft is parked. This will help to prevent the spread of a fire.

D.1.5.11 Water System Servicing

Introduction

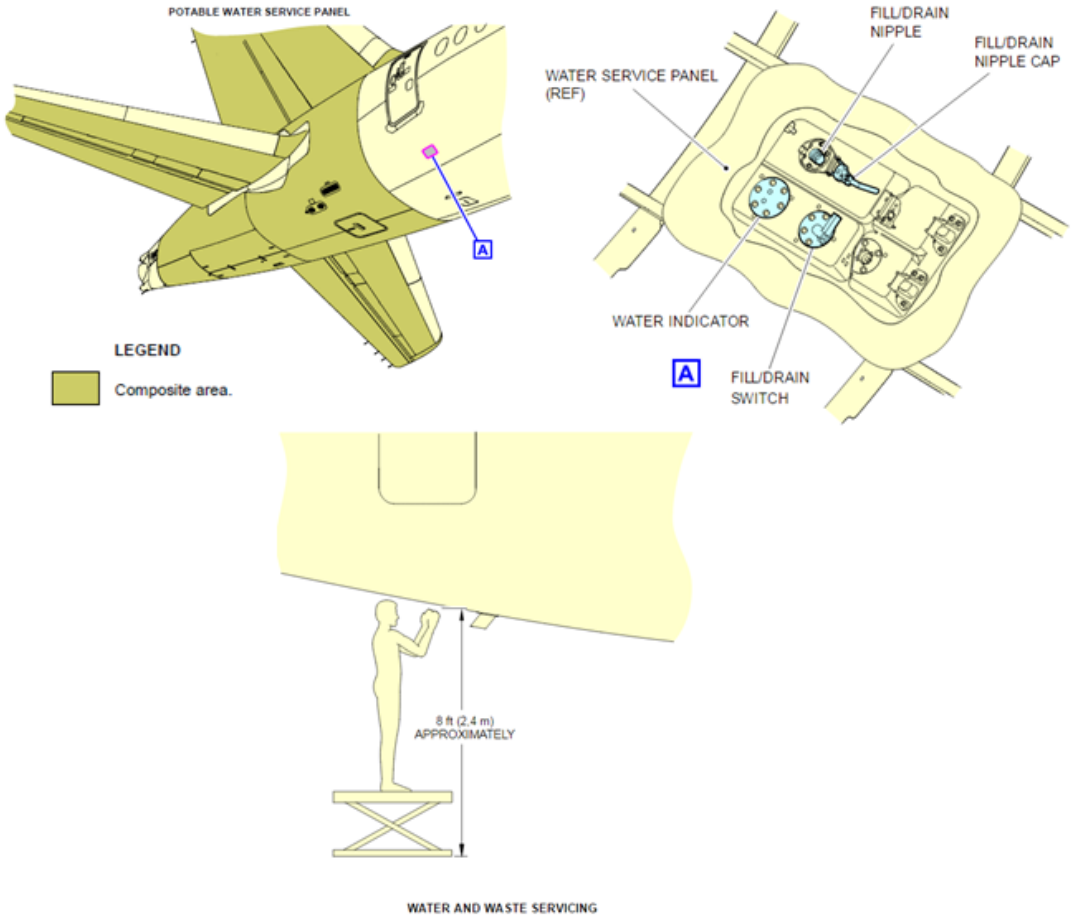
The water system provides fresh water to the pantry and to the lavatory wash water system.

Quality and sanitary standards for Potable Water

In servicing and setting quality standards for Potable Water delivery for airBaltic needs, airBaltic requests service providers to follow IATA AHM 440 and marks that it is responsibility of service provider to provide results of latest water analysis upon request.

Location of the service panel

The ground service panel is located aft and below of the aft service door on the right hand side of the fuselage.



WATER AND WASTE SERVICING

Filling the potable water tank

Follow this instruction to fill the potable water tank:

Step	Action
1	Open access panel for the potable water service NOTE: The quantity of water (10%-100%) is preselected by crew on the Cabin Management System screen in the cabin. 100% is 159 litres.
2	Open fill/drain nipple cap
3	Connect the water supply hose to the fill/drain nipple
4	Set the FILL/DRAIN switch to the FILL position
5	On the potable water cart, do as follows - open the water supply valve - make sure that the fill pressure is at 25 to 60 psig
6	Fill water tank with water until the water system indication panel FULL light illuminates NOTE: The water flow to the potable water tank stops automatically when the FULL light comes on
7	Close the water supply valve on the potable water cart
8	Disconnect the fill hose from the fill/drain nipple
9	Close fill/drain nipple cap
10	Set the FILL/DRAIN switch to the FLIGHT position NOTE: When the FILL/DRAIN switch is set to FLIGHT position, the pumps get activated
11	Close and latch service panel door

WARNING: Be careful when you touch the drain masts. It can be very hot and cause injury to persons

Draining the potable water tank

Follow this instruction to drain the potable water tank:

Step	Action
1	Open the access panel for the potable water service
2	Set the FILL/FLIGHT/DRAIN switch to the DRAIN position
3	On the water service panel, make sure that the DRAIN light comes on
4	Make sure that the water drains from the forward and aft drain masts
5	On the Cabin Management System screen, make sure that potable water level in the tank is at 0%
6	On the water indicator, make sure that the DRAIN light goes off
7	Set the FILL/FLIGHT/DRAIN switch to the FLIGHT position
8	Close and latch service panel door

WARNING: Drain the potable water system at least once every three days. If the water system is not drained frequently, bacteria can grow in the system. Consuming contaminated water may cause illness.

Purging

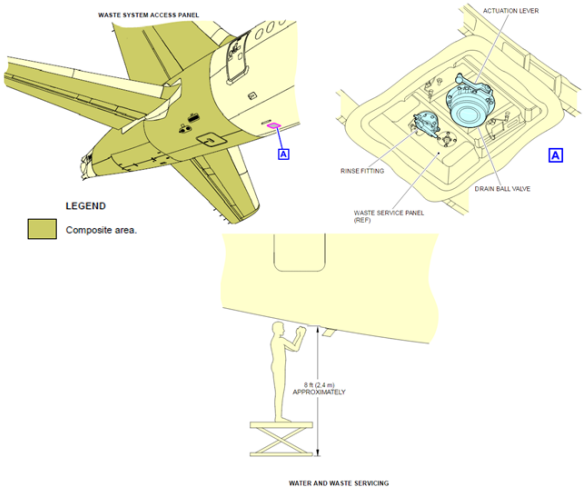
A220-300 aircrafts are equipped with an option to drain water during flight operation. In flight, the water system is purged using the PURGE selection on the Crew Management System terminal. The PURGE function is active when:

- aircraft is below 10,000 feet
- landing gear is not down
- forward drain mast heater is operational

D.1.5.12 Waste System Servicing

Location of service panel

The ground service panel is located in the aft lower section of the fuselage below the aft service door.



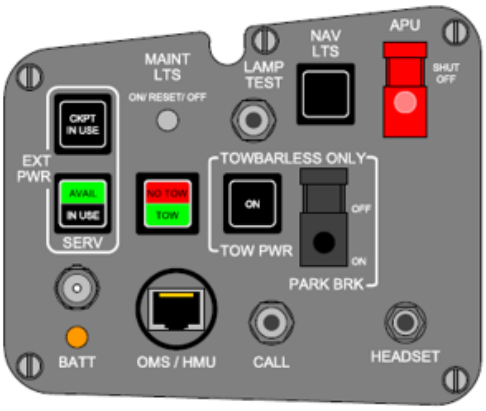
Procedure

Follow this procedure to operate toilet service system:

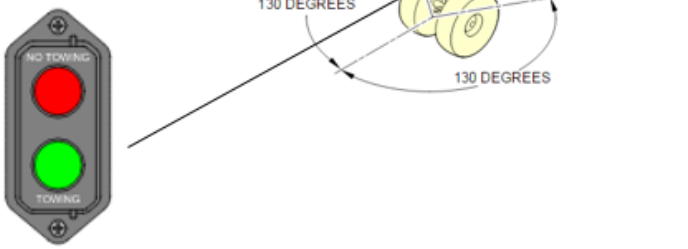
Step	Action
1	Open access panel for the waste service **NOTE:** When service panel is opened, the door switch removes power from the vacuum generator. This prevents creating vacuum in the tank during waste tank servicing.
2	Open rinse nipple cap before attaching the drain hose to ensure that the tank is properly vented.
3	Attach drain hose to the drain ball valve Note: Fluid in the drain line can show leakage from the drain valve.
4	Open the drain ball valve by moving ball valve actuation lever to 90 degrees down to empty waste tank. The tank drains by gravity into the waste service truck.
5	Connect rinse hose after waste tank has been drained
6	Start rinse fluid supply while the drain ball valve is open.
7	Rinse for 2 to 5 minutes at 40 psi, each time the tank is drained
8	Close the drain ball valve by moving the actuation lever to 90 degrees up
9	Precharge waste tank with 7.5 litres of rinse fluid
10	Turn off rinse fluid supply
11	Disconnect drain and rinse hoses Note: When the rinse hose is removed, remaining rinse water in the tank rinse line must be allowed to drain from the rise nipple before it is capped to avoid freezing water in the line
12	Close rinse nipple cap
13	Clean surface of service panel to remove any spillage
14	Close and latch access panel for the waste service

D.1.5.13 Electrical/towing service panel and towing control box

- Towbarless only and parking break switches on the electrical/towing panel are provided to enable towing of the aircraft without entering the flight deck. It can be used only when towing without engineer or captain in the cockpit is confirmed/approved by the Carrier. Aircraft must be completely power loss.
- Nosewheel steering system is disengaged from flight deck. There is no separate indication on the panels and verbal confirmation from flight deck crew must be received before connecting towbar or towbarless tractor.
- Green tow(ing) light on electrical/towing panel and towing control box indicate that both - nose wheel steering and parking break are deactivated and aircraft is ready for towing/pushback.



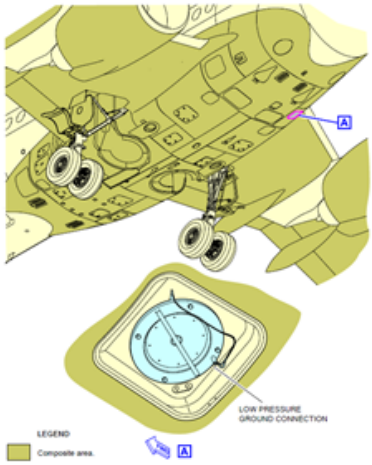
ELECTRICAL/TOWING SERVICE PANEL



TOWING CONTROL BOX

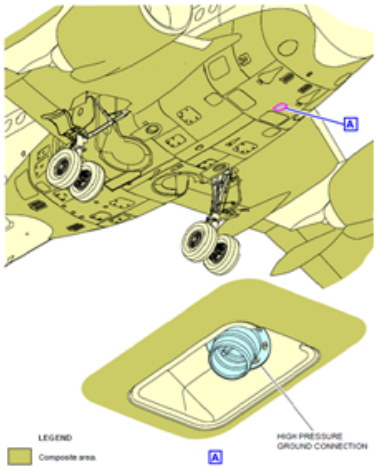
D.1.5.14 Low and high pressure ground connections

Low pressure (air conditioning/heating)



- Discharge pressure range: [0.7 to 1.0 PSIG (Max)] or [0.05 to 0.07 bar (Max)]
- Temp range: [5°C to 70°C Max]
- Max airflow: 140 lb/min
- Fitting dimension: 20.32 cm

High pressure (air starter)



- Bleed pressure range: [30 to 45 PSIG (Max)] or [2.07 to 3.10 bar (Max)]
- Bleed temperature range: [170°C to 232°C Max]
- Airflow range: 100 lb/min to 140 lb/min
- Fitting dimension: 7.62 cm

Requirements

Requirements	Conditions	Pressure	Airflow	Temperature
Engine starting	-time allowed during start (to starter cutout) is 90 seconds -time to idle on gound is 45 seconds minimum -no bleed air extraction is permitted during start sequence	Inlet pressure 45 PSIG	150 lb/min 68,04 kg/min	
To cool cabin to 24 °C (recirculation fan on)		0.6 psig (4.1 kPa g)	135 lb/min; (61 kg/min)	5 °C
To heat cabin to 24 °C (recirculation fan on)		0.9 psig (6.2 kPa g)	135 lb/min; (61 kg/min)	40 °C

D.1.5.15 Ground Handling Equipment

Type of equipment	Description
Wheel chocks	Normal type, according to IATA AHM 462. **Note:** Exceptions from IATA AHM 462 requirements may be applied whenever ground handler utilizes alternative types of wheel chocks that are in compliance to the standards and procedures approved by the local Aviation authority or Airport authority. Proof of formal approval shall be verified prior to the start of operation.
Ground Power Unit (GPU)	Ground electrical supply: 115± 5 Volt/400± 15HZ/75 KVA min
A/C Heater	Aircraft interior Heater AH42. Connector on lower fuselage in center section
Engine and Pitot Covers	It is responsibility of Ground staff to install engine and pitot covers (as applicable). Engine covers are provided by the airline **Note 1:** The aircraft's own pitot covers must be used. Flight crew is responsible to provide ground staff with pitot covers. Act according Service Bulletins SB004 and SB005 found in: **https://groundops.airbaltic.com/SitePages/Home.aspx**
Gear locking pins	Are stored in the cockpit. It is responsibility of Flight crew to install gear lock pins **Note 1:** The aircraft's own gear lock pins must be used. **Note 2:** During Pre-departure check it is responsibility of ground staff to check if pins are removed.
Water	Fresh water replenishing. Usable volume 158.99L. Fitting dimensions: filling/draining 1,905 cm (3/4 inch).
Toilet	Usable volume 143.8L. Fitting dimensions: draining 10,16 cm (4 in), rinsing 2,54 cm (1 in)
Low pressure ground connection	Fitting dimensions: 20,32 cm (8 in)
High pressure ground connection	Fitting dimensions: 7,62 cm (3 in)
Tow-bar	C series/A220-300 type certified
Towbarless tractor	C series/A220-300 type certified.
De-icing	De-icing equipment according to airBaltic standard.
Fuel	Fuel and fueling equipment according to airBaltic standard.

E	**ANNEX MESSAGES AND FLIGHT FILE**	E.0-1
E.1	**Movement Message (MVT)**	E.1-1
E.1.1	Abbreviations	E.1-1
E.1.2	Departure Message	E.1-2
E.1.2.1	Message Description	E.1-2
E.1.2.2	Corrections to Departure Message	E.1-4
E.1.3	Arrival Message	E.1-5
E.1.3.1	Message Description	E.1-5
E.1.3.2	Corrections to Arrival Message	E.1-6
E.1.4	Delay/Next Info Message	E.1-6
E.1.4.1	Message Description	E.1-6
E.1.5	Return-To-Ramp Message	E.1-9
E.1.5.1	Message Description	E.1-9
E.2	**Off-Block Time and reporting**	E.2-1
E.3	**Load Message (LDM)**	E.2-1
E.3.1	Standard Distribution	E.2-1
E.3.2	Diversions	E.2-1
E.3.3	Responsibility	E.2-1
E.3.4	Last Minute Changes (LMC)	E.3-2
E.3.5	Load Message (LDM)	E.3-2
E.4	**Passenger service message (PSM)**	E.4-1
E.5	**Passenger transfer message (PTM)**	E.4-2
E.6	**Weapon message (WEAP)**	E.5-2
E.7	**Ramp Service Message**	E.6-2
E.8	**Codes to be used in Aircraft Movement and Diversion Messages**	E.8-1
E.8.1	Delay codes	E.8-2
E.9	**Station file/ Trip file**	E.9-1

E.1 Movement Message (MVT)

Aircraft Movement Messages (MVT) serve the purpose of controlling punctual and regular operation of all flights, they are also the basis for aircraft and crew rotation. The standard format for MVT will be used for manually issued as well as machine-issued departure, arrival and delay messages.

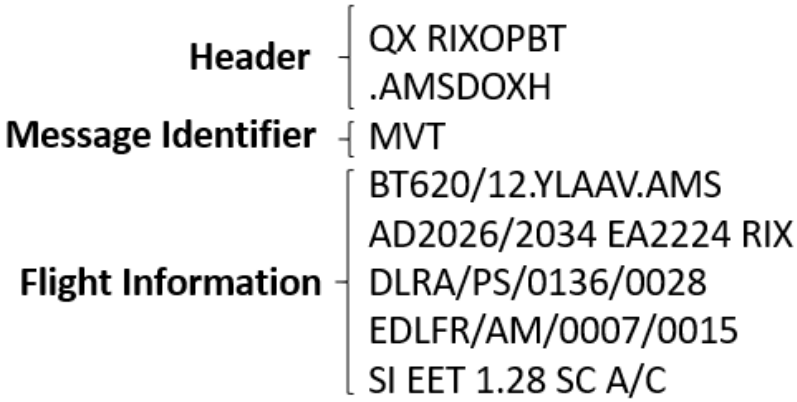
The standard format for Aircraft Initiated Movement message (MVA) will be used for Aircraft Initiated (e.g. ACARS) departure, arrival and delay messages.

The station staff (or representative of the handling company) shall send MVT messages after each departure, arrival and delay or irregularity that leads to a delay of the flight, using the IATA standard format shown in examples below. All dates and times in movement messages must be expressed in UTC (Universal Time Coordinated).

E.1.1 Abbreviations

AA	Actual time of Arrival
AD	Actual time of Departure
ALT	Alternate
DIV	Diversion
DL	Delay Reason
DLA	Sub Delay Code
EA	Estimated time of Arrival **Note:** EA time is obtained by adding the estimated flight time, informed by captain or received from flight planning system, to the AD time.
EB	Estimated on-block time
ED	Estimated time of Departure
EO	Estimated time of Take-off
FR	Forced Return (Return from Airborne)
MVT	Movement Message
NI	Time of Next Information
PX	Passengers
RF	Ramp Fuel
RR	Return to Ramp
RW	Ramp Weight
SI	Supplementary Information

E.1.2 Departure Message

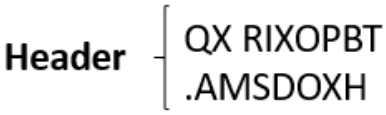


A departure message must be dispatched for every flight within 15 minutes after take-off.

Departure message to be sent to the station of next intended landing and MUCRM1A RIXDLBT RIXHTBT RIXOPBT

E.1.2.1 Message Description

Header



This is a diagram of the header:

QX XXXYYZZ

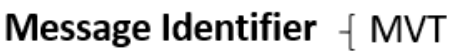
.AAABBCC

Fields and Descriptions: Header

This table lists the header fields, their description and examples:

Field	Description	Examples
QX	Priority prefix.	
XXX	IATA 3-letter code for destination.	**RIX**
YY	IATA-2 letter code for *receiving* function.	**OP**
ZZ	IATA 2-letter code for airline.	**BT**
AAA	IATA 3-letter code for *sending* station (originator). Note: The element shall be preceded by a full stop.	**.AMS**
BB	IATA 2-letter code for *sending* function.	**DO**
CC	IATA 2-letter code for airline/handler	**XH**

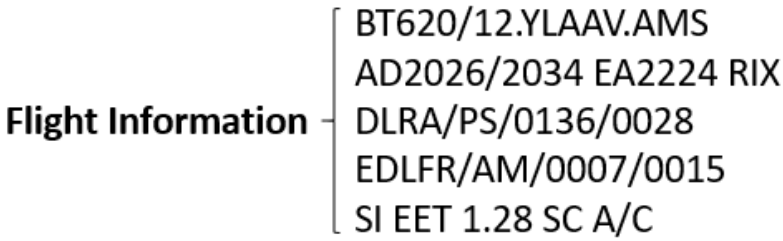
Message identifier



The message identifier for a movement message is: MVT

Exception: The message identifier for movement messages is always MVT except for DIV messages.

Flight Information



This is a diagram of the flight information part of the movement message:

SSKKK/DD.EEEEE.GGG

ADXXXX/YYYY EALLLL MMM

DLQQ/PP/RRTT/RRTT

EDLQQ/PP/RRTT/RRTT

SI EET ZZZZ SCU/W

Fields and Descriptions: Flight Information

Field	Description	Examples
SS	Airline designator, 2-3 characters.	**BT**
KKK	Flight number, 3 to 4-digit group	**620** **2620**
DD	The date of departure in UTC for the origin station.	**/12**
EEEEE	Aircraft registration. It consists of minimum 5 and maximum 7 characters Note: The element shall be preceded by a full stop.	**.YLAAV**
GGG	IATA 3-letter code for departure station. Note: The element shall be preceded by a full stop.	**.AMS**
AD	Actual departure identifier.	
XXXX	Off block time in UTC.	**2026**
YYYY	Take-off time in UTC. Note: the element shall be preceded by a slash.	**/2034**
EA	Estimated time of arrival identifier. Note: The element shall be preceded by a space.	

Field	Description	Examples
LLLL	Estimated time of arrival time in UTC.	**2224**
MMM	IATA 3-letter code for destination of flight. Note: The element shall be preceded by a space.	**RIX**
DL	Delay Identifier. Shall be used whenever ATD is over 3 minutes or more beyond the STD.	
QQ/PP	Punctuality action code. Maximum 4 codes can be identified. Note: Action code groups to be separated by a slash. **One delay reason** – two character delay code followed by slash and four-digit group to show duration of delay (hours and minutes) **Two delay reasons** – two character delay code for each delay code for each delay and four-digit time groups for duration of each delay. All figure groups to be separated by slash. **Note:** Where more than two delay reasons apply use optional field EDL for additional delay codes.	**RA/PS**
RRTT	Delay duration in a 4-digit group representing hours and minutes. RR- HOURS TT- MINUTES Note: Digit groups to be separated by a slash.	**0136/0028**
EDL	Extra Delay Identifier	
QQ/PP	**One additional delay reason** – two character delay code followed by slash and four-digit group to show duration of delay (hours and minutes) **Two additional delay reasons** – two character delay code for each delay and four-digit time groups for duration of each delay. All figure groups to be separated by slashes.	**FR/AM**
RRTT	Delay duration in a 4-digit group representing hours and minutes. RR- HOURS TT- MINUTES Note: Digit groups to be separated by a slash.	**0007/0015**
SI	Supplementary Information identifier. Information can be indicated in free text. On 3 lines, a total of 189 characters are available for free text information. Note: The element shall be stated on separate line.	
EET	Estimated Elapsed Time indicator.	
ZZZZ	Estimated Elapsed Time.	**1.28**
SC	Sub-code identifier. Note: The element shall be preceded by a space.	
U	Sub-codes according to action codes. Maximum 2 sub-codes separated by a slash can be used. If sub code is applicable only for second delay code, the first sub code must be X.	**A** **A/C** **X/C**

E.1.2.2 Corrections to Departure Message

The instructions given below must be obeyed if corrections to an already dispatched departure message become necessary:

(1) a complete departure message must be dispatched again
(2) the message identifier COR is to be used in addition to the normal identifier MVT
(3) a corrected departure message must be dispatched before arrival of the flight at the station of next intended landing

E.1.3 Arrival Message

Header	QX RIXOPBT .LGWXXBT
Message Identifier	MVT
Flight Information	BT651/20.YLBBL.LGW AA0952/0956

An arrival message is to be dispatched for every flight immediately after arrival.

Arrival message to be sent to departure station and MUCRM1A RIXDLBT RIXHTBT RIXOPBT

E.1.3.1 Message Description

Header

The header and message identifier has the same layout as the departure message.

Message identifier

The message identifier for a movement message is: MVT.

Exception: The message identifier for movement messages is always MVT except for DIV messages.

Flight Information

Flight Information	BT651/20.YLBBL.LGW AA0952/0956

This is a diagram of the flight information part of the arrival message:

SSKKK/DD.EEEEE.GGG

AAXXXX/YYYY

Field	Description	Examples
SS	Airline designator, 2-3 characters.	**BT**
KKK	Flight number, 3 to 4-digit group	**254** **2540**
DD	The date of departure in UTC for the origin station.	**/20**
EEEEE	Aircraft registration. It consists of minimum 5 and maximum 7 characters Note: The element shall be preceded by a full stop.	**.YLBBL**
GGG	IATA 3-letter code for arrival station. Note: The element shall be preceded by a full stop.	**.LGW**

Field	Description	Examples
AA	Actual arrival identifier.	
XXXX	Landing/touch down time in UTC in a 4-digit group representing hours and minutes.	**0952**
YYYY	On block time in UTC in a 4-digit group representing hours and minutes. Note: The element shall be preceded by a slash.	**/0956**

E.1.3.2 Corrections to Arrival Message

The instructions given below must be obeyed if corrections to an already dispatched arrival message become necessary:

(1) a complete arrival message must be dispatched again
(2) the message identifier COR is to be used in addition to the normal identifier MVT
(3) a corrected arrival message must be dispatched before departure of the outbound flight

E.1.4 Delay/Next Info Message

The rules given below must be obeyed with regard to dispatch of delay messages.

(1) A delay message must be dispatched whenever the departure of a flight will be delayed 15 minutes or more relative to schedule or otherwise stated departure time. However from/to destinations where flight time is less than 1 hour a delay message must be dispatched always when the departure of a flight will be delayed 5 minutes or more relative to schedule or otherwise stated departure time.
(2) The message shall be sent as soon as the delay can be foreseen, but not later than the originally estimated departure time. For unexpected delays the message shall be sent latest 15 minutes after STD.
(3) If a flight is delayed beyond the estimated departure time specified in a previously dispatched message, a new delay message shall be sent as soon as the further delay becomes apparent, but not later than the departure time specified in the previous delay message.

Delay/Next info message is to be sent to the station of next intended landing and MUCRM1A RIXDLBT RIXHTBT RIXOPBT

E.1.4.1 Message Description

Example 1

This is an example of a delay message with ETD determined:

Header	QX RIXOPBT .HAMXXBT 261250
Message Identifier	MVT
Flight Information	BT254/26.YLBBL.HAM ED261320 DLWI SI CONGESTION AT REMOTE DEICING

Example 2

This is an example of a delay message where ETD is not determined:

Header	QX RIXOPBT
	.HAMXXBT 261250
Message Identifier	MVT
Flight	BT254/26.YLBBL.HAM
Information	NI261320
	DLTD
	SI TECHNICAL CONTROL

Header

The header and message identifier has the same layout as the departure message.

Message identifier

The message identifier for a movement message is: MVT.

Exception: The message identifier for movement messages is always MVT except for DIV messages.

Flight Information

Example 1

Flight	BT254/26.YLBBL.HAM
Information	ED261320
	DLWI
	SI CONGESTION AT REMOTE DEICING

Example 2

Flight	BT254/26.YLBBL.HAM
Information	NI261320
	DLTD
	SI TECHNICAL CONTROL

This is a diagram of the flight information part of the delay message:

SSKKK/DD.EEEEE.GGG

XXDDRRRR

DLQQ

SI

Field	Description	Examples
SS	Airline designator, 2-3 characters.	**BT**
KKK	Flight number, 3 to 4-digit group	**254** **2540**
DD	The date of departure in UTC for the origin station.	**/26**
EEEEE	Aircraft registration. It consists of minimum 5 and maximum 7 characters Note: The element shall be preceded by a full stop.	**.YLBBL**
GGG	IATA 3-letter code for departure station. Note: The element shall be preceded by a full stop.	**.HAM**
XX	Identifier for type of delay: If ETD is determined then identifier is DL. If new information is stated in message then the identifier is NI.	**DL NI**
DDRRRR	Estimated date and time of departure in UTC.	**261320**
DL	Delay Identifier.	
QQ	Punctuality action code. Indicate main reason.	**TD**
SI	Supplementary Information identifier. Further supplementary information can be indicated in free text. Note: The element shall be stated on a separate line.	

E.1.5 Return-To-Ramp Message

Header	QX RIXOPBT .HAMXXBT
Message Identifier	MVT
Flight Information	BT254/26.YLBBL.HAM AD0825 RR0833 SI COMPASS FAILURE

A MVT RTR shall be sent, if an aircraft returns to the ramp without having become airborne.

E.1.5.1 Message Description

Header

The header and message identifier has the same layout as the departure message.

Message identifier

The message identifier for a movement message is: MVT.

Exception: The message identifier for movement messages is always MVT except for DIV messages.

Flight Information

Flight Information	BT254/26.YLBBL.HAM AD0825 RR0833 SI COMPASS FAILURE

This is a diagram of the flight information part of the Return-to-Ramp message:

SSKKK/DD.EEEEE.GGG

ADXXXX RRYYYY

SI

Field	Description	Examples
SS	Airline designator, 2-3 characters.	**BT**
KKK	Flight number, 3 to 4-digit group	**254** **2540**
DD	The date of departure in UTC for the origin station. (Optional).	**/26**
EEEEE	Aircraft registration. It consists of minimum 5 and maximum 7 characters Note: The element shall be preceded by a full stop.	**.YLBBL**
GGG	IATA 3-letter code for departure station. Note: The element shall be preceded by a full stop.	**.HAM**
AD	Actual departure identifier.	
XXXX	Off-block time in UTC in a 4-digit group representing hours and minutes.	**0825**
RR	Return-To-Ramp identifier. Note: The element shall be preceded by a space.	
YYYY	On-block time in UTC in a 4-digit group representing hours and minutes.	**0833**
SI	Supplementary information identifier. Further information can be indicated in free text. Note: The element shall be stated on a separate line.	

E.2 Off-Block Time and reporting

The time the aircraft moves under its own power or is pushed back from the parking place for the purpose of taking off

Note 1: UTC is the time system used in operations.

Note 2: Estimated Off-Block time to be used only in case if head-sets are not available; it is responsibility of Commander to report estimated Off-Block time to ground personnel in last verbal communication before door is closed.

From Outstation

It is responsibility of Commander to check/set Off-Block Time, add in Time log and report it to Ground personnel. Ground personnel is responsible to add Commander's reported time in operational file and by using „Read back" procedure report to Commander his/her reported time.

Note: In case Ground personnel do not agree with Off-Block Time set by Commander, Ground personnel is not authorized to discuss corrections with Commander but have to report mentioned discrepancy to airBaltic responsible Area Station Manager.

From Base station

Off-Block time in base station shall be communicated by Commander to airBaltic frequency.

E.3 Load Message (LDM)

A loadmessage (LDM) must be dispatched for all flight sectors. Load controller of the flight is responsible for dispatching LDM. If load control is performed by pilots originating station handling company is responsible for dispatching LDM message.

The loadmessage shall be dispatched not later than 10 minutes after departure of the flight concerned.

E.3.1 Standard Distribution

The LDM to be sent to the station of next intended landing and RIXOPBT RIXHTBT.

E.3.2 Diversions

In case of an in flight diversion to an alternate airport, BT OCC shall forward the LDM and other handling messages to the diversion airport without delay.

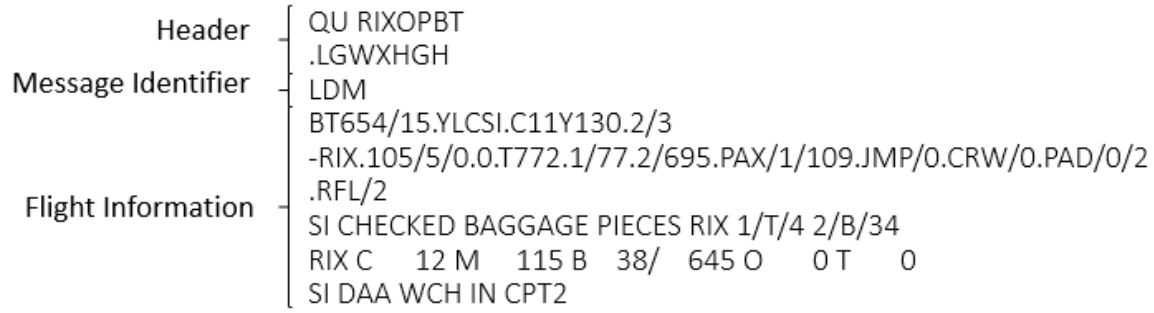
E.3.3 Responsibility

The station that sends the Load message is responsible that it is correct. Agent must check the hardcopy of the teletyped message in order to ensure that it has been correctly transmitted. The load message must include all corrections to the traffic load, which have taken place at the station.

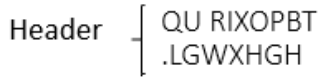
E.3.4 Last Minute Changes (LMC)

The LDM must show the final passenger and load figures. Care shall therefore be taken to include any last-minute change in the figures affected before the LDM is dispatched

E.3.5 Load Message (LDM)



Header



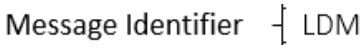
This is a diagram of the header of the LDM:

QU XXXYYZZ

.AAABBCC

Field	Description	Examples
QU	Priority prefix.	
XXX	IATA 3-letter code for destination.	**RIX**
YY	IATA-2 letter code for *receiving* function.	**OP**
ZZ	IATA 2-letter code for airline.	**BT**
AAA	IATA 3-letter code for *sending* station (originator). Note: The element shall be preceded by a full stop.	**.LGW**
BB	IATA 2-letter code for *sending* function.	**XH**
CC	IATA 2-letter code for airline.	GH

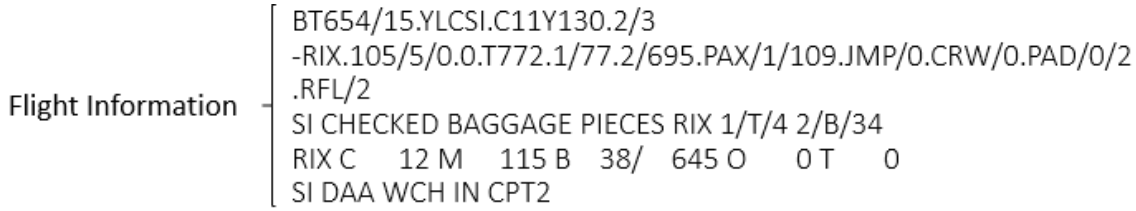
Message identifier



The message identifier for Load message is: LDM:

Note: Shall be stated on a separate line.

Flight information



This is a diagram of the flight information part of the LDM:

SSKKK/DD.EEEEE.GGGG.F/F

-HHH.JJJ/JJJ/JJJ.LLL.TM…M.Q/P…P.Q/P…P.PAX/UUU/UUU.JMP/ZZZ.CRW/QQQ .PAD/TTT/TTT

.RRR/R/R

SI

Field	Description	Examples
SS	IATA 2-letter code for airline. Double airline designators are not accepted. Use the designator of the airline that operates the flight.	**BT**
KKK	Flight number.	**654**
DD	Date of flight. Note: The element shall be preceded by a slash.	**/15**
EEEEE	Aircraft registration. Note: The element shall be preceded by a full stop.	**.YLCSI**
GGGG	Aircraft version. Note: The element shall be preceded by a full stop.	**.C11Y130**
F/F	Number of cockpit/cabin crew, including working crewmembers occupying passenger seats (XCR). The first figure indicated cockpit crew; subsequent figure(s) indicate cabin crew. If a carrier registers the cabin crew in male and female, these two cabin crew figures must be separated by a slash. Note: The element shall be preceded by a full stop.	**.2/3** **.2/1/2**
HHH	IATA 3-letter code for station of offloading. Note: The element shall be preceded by a hyphen.	**-RIX**
JJJ	Number of passengers per weight category: adults/children/infants Categories are separated by slashes. Zeros must be filled in if there are no passengers to a destination. If there is no traffic load at all to this destination, state NIL. Note: The element shall be preceded by a full stop.	**.105/5/0** **.NIL**
LLL	The weight of cabin baggage items, (if any). Note: The element shall be preceded by a full stop.	**.0**
T	Total deadload identifier. Note: The element shall be preceded by a full stop.	**.T**
M… M	The total amount of deadload.	**772**
Q	Compartment number. Note: The element shall be preceded by a full stop.	**.1**
P…P	The load in compartments. Note: The element shall be preceded by a slash.	**/77**
PAX	Passenger identifier. Note: The element shall be preceded by a full stop.	**.PAX**
UUU	Seats occupied per class. The number of seats per class must be separated by a slash. The number of seats must include PAD, XCR, DHC, COU and LMC.	**/1/109**
JMP	Identifier of passengers sitting on jump-seat at flight deck	**.JMP**

Field	Description	Examples
ZZZ	Number of passengers sitting on jump-seat at flight deck	**/0**
CRW	Identifier of passengers sitting at crew seat in the cabin	**.CRW**
QQQ	Number of passengers sitting at crew seat in the cabin	**/0**
PAD	Non-revenue passenger identifier. Note: The element shall be preceded by a slash.	**.PAD**
TTT	Seats occupied by PAD per class. The number of seats per class must be separated by a slash. Note: The element shall be preceded by a slash.	**/0/1**
RRR/R/R	Any additional remarks. Reference: Please see **ANNEX C**	**.RFL/2**
SI	Information to be transmitted in the LDM. Mondatory (if applicable) Location and number of DAA bags and any other information in free text that may be useful to the station(s) ahead.	**DAA WCH IN CPT2**

E.4 Passenger service message (PSM)

As soon as possible after completion of check-in of passengers, a Passenger Service Message (PSM) must be dispatched to inform the disembarking / transit station(s) of any passengers carried on a flight who require assistance or special handling.

Sending a PSM

For flights to RIX a PSM should be sent to addresses RIXRG7X; RIXKPBT; RIXHTBT.

For flights to other destinations, a PSM should be sent to address RIXHTBT + additional addresses for respective destination.

PSM from computerized stations

PSM from computerized check-in stations is sent automatically by the system and is based on the assistance information inserted at the check-in or when reservation is made.

When to send a PSM

A manual PSM shall be sent when the flight is handled by manual check-in or, where no automated PSM function exists.

Example of a completed PSM

Below is example of a completed Passenger Service Message (PSM):

QK RIXHTBT

.MUCKMBT 100815

PSM

BT601/10JAN RIX PART1

-BRU 1PAX / 1SSR

WCHR 000C 001Y

C CLASS NIL

Y CLASS 1PAX /

1SSR 1SMITH/JANEMRS 018F WCHR

ENDPSM

Content of a PSM

Following service notes are acceptable in a Passenger Service Message (PSM):

Code	Description
AVIH	Live Animal In Cargo Hold
PETC	Pet in Cabin
DEPA	Accompanied Deportee (escorted by police)
DEPU	Unaccompanied Deportee (unescorted)
BLND	Blind passenger
DEAF	Deaf passenger
DPNA	Disabled Passenger Needing Assistance
UMNR	Unaccompanied Minor, followed by age (5-17 YRS)
WCHR	Wheelchair Ramp, cannot walk on ramp
WCHS	Wheelchair Steps, cannot walk in stairs in/out of aircraft
WCHC	Wheelchair Cabin, cannot walk to/from seat in the cabin
MEDA	Medical assistance, followed by type of assistance as free text

E.5 Passenger transfer message (PTM)

A Passenger Transfer Message (PTM) shall be dispatched by teletype message immediately after completion of check-in of passengers and of their baggage. This procedure applies to both computer generated and manually produced PTMs.

The PTM reports passengers to connecting flights at on-line stations whenever:

- The scheduled transfer time is 12 hours or less or
- When a delay reduces the transfer time to 12 hours or less

When to send a PTM

A manual PTM shall be sent in the following cases:

Stations with manual check-in, or where no automated PTM function exists shall send a manual PTM

Aircraft diversion:

If an aircraft is diverted en route to an alternate station, the station having received the PTM originally must forward this to the alternate station immediately

Passengers whose baggage has not been sent to the final destination:

A PTM shall also be sent for passengers whose baggage has been checked to transfer point only, e.g. if an Interline Baggage Agreement does not exist or passenger has a surface transfer to another airport.

Sending a PTM

For flights to RIX a PTM should be sent to addresses RIXOPBT, RIXRG7X and RIXHTBT.

For flights to other destinations, a PTM should be sent to addresses RIXHTBT, RIXOPBT + additional addresses for respective destination.

Example:

QP RIXHTBT

BOJOWXH 270948

PTM

BT756/27MAY BOJRIX

BT109 ARN 1A 0B JOHN/SMITH MR

BT139 CPH 1Q 1B MONA/LISA MRS

BT253 HAM 1B 1B PABLO/PICASSO MR

BT307 HEL 1A 0B NAPOLEON/BONAPARTE MR

BT307 HEL 1A 0B JAMES/BROWN MR

BT307 HEL 1A 0B FRIDA/KAHLO MS

SU2101 SVO 1L 1B JANE/AUSTEN MS

ENDPTM

E.6 Weapon message (WEAP)

The purpose of a Weapon Message is to give the Ground Handling, Airport and airBaltic security functions data for weapon loading and transportation on airBaltic flights.

A Weapon Message (WEAP) must be sent whenever weapon in checked baggage is transported.

The WEAP shall be sent for all BT flights whenever weapons in checked baggage are transported and on all routes operated by BT aircraft. It must be sent as soon as possible after departure.

WEAP message is sent by BT CLC

Addressing

The WEAP shall be addressed to Ground Handling, Airport and airBaltic security functions.

Note: Information addressing and handling activity organization can be different and is related to requirements set in particular Airport.

Example:

Header	QD RIXKHBT
	.RIXKHBT 041739
Message Identifier	WEAP
Flight information	FLT NR/DATE:BT131/01FEB_____TRANSFER TO:SK234/01FEB
	PAX NAME:JANA TEST_____ DEST:AMS
	BAG TAG NR:BT12345 BT12346
	PC/WEIGHT:1/13 1/15

E.7 Ramp Service Message

The purpose of a Ramp Service message is to give the Ground Handling information about requested Ground Services and inform Ground Handling regarding incoming special passengers. Ramp Service Message to be sent before arrival at the destination. Message is sent via ACARS to the SITA addresses or to the e-mail provided by Ground Handling.

Example:

FI BT610/AN YL-AAP

DT DDL TXL 110924 M16A

- 3D01 RMPSRV 0610/11 EHAM/EYVI .YL-AAP

/LAV Y/CAB Y/MEDA N/SEC N/WCHR 02/UMNR 01/MAAS N

FUELING Y

WATER Y

Explanation (Y – required, N –not required)

- /LAV Y/ Toilet service required
- /CAB Y/ Cabin Cleaning required
- /MEDA N/ Medical assistance not required
- /SEC N/ Security check not required
- /WCHR 02/ This section is optional, always check PSM for exact information
- /UMNR 01/ This section is optional, always check PSM for exact information
- /MAAS N/ This section is optional, always check PSM for exact information
- FUELING Y Fueling service required
- WATER Y Water service required

NOTE: Ramp Service Message not available in RIX, subject to SLA. All adhoc requests in RIX communicated via VHF.

E.8 Codes to be used in Aircraft Movement and Diversion Messages

RECOMMENDED that, Members shall:

Use the following codes to express the reason for delay, diversion or other irregularities in aircraft MVT/DIV and other messages. The standardization of codes used for this purpose is essential for commonality in EDP systems, uniform agency handling, exchange of information, statistical comparison and management analysis.

Two-digit codes (numeric) are primary, as shown below.

Members using alpha codes, when acting as handling agents for members using numeric codes, shall provide for the transmission of numeric codes, either manually or automatically.

A description of a code may cover several possible statements. Where there is still some doubt of interpretation, use the SI to amplify.

The use of codes is mandatory in movement messages when off-block time is more than 3 minutes after time of departure (STD).

It is essential that these codes be applied impartially and not be considered as reasons for blame but rather to identify corrective action.

Note: Responsibility for some of delay codes may be delegated to local handling agent and shall be reflected in Service Level Agreement (SLA)

E.8.1 Delay codes

Others

Code	Delay cause	Sub-Codes / Notes	Dep.
GW (03)	WEIGHT & BALANCE DOCUMENTATION, late/inaccurate etc.	A – late LIR by BT CLC B - BT CLC error, weight / reseating / reloading due to balance / late offload decision C - late LS NOTE: Applicable only for delays caused by airBaltic CLC center.	Ground OPS
PI (04)	PASSENGER PROCESSING (ICAO Annex 17), security	A - Late or missing passengers at gate due to passengers own fault B - Excessive amounts of baggage to be checked	Ground OPS
GR (05)	DEPARTURE CHECK, FUELING/DEFUELING, fuel supplier. Applicable for fueling/defueling and departure check activities including fuel truck, if done by station staff.	A - All delays due aircraft fueling/departure check; error or lack of staff. B - All other delays due fueling/departure check. C - All delays due unscheduled clash between flights NOTE: Use code FF, when extra fuel is ordered after initial fueling finished.	Ground OPS
OA (06)	NO GATE/STAND AVAILABILITY	A - lack of gate/stand due g/h activities B - lack of gate/stand due other station activities C - lack of or late change of gate/stand due a/c change	Airline
SG (09)	SCHEDULED GROUND TIME LESS THAN DECLARED MINIMUM GROUND TIME	A – commercial decision	Airline

Passenger and baggage

Code	Delay cause	Sub-Codes / Notes	Dep.
PD (11)	LATE CHECK-IN, acceptance after deadline.	A - passenger at check-in after deadline B - passenger at gate after deadline C - passenger late due to ground transport D - queue at ticket counter E - waitlist processing at check-in	Ground Ops
PL (12)	LATE CHECK-IN, congestion in check-in area	A - congestion at check-in, lack of staff B - congestion at transfer desk, lack of staff	Ground Ops
PE(13)	CHECK-IN ERROR, passenger and baggage.	A - check-in error / station staff B - check-in error / self check-in kiosks C - check-in error, other self-service check-in method (WEB) D - insufficient travel documents / station staff	Ground Ops
PO (14)	OVERSALES, booking errors	A - overbooking / offloading of OK passengers B - overbooking / involuntary up/downgrading C – booking errors D - overbooking due to A/C or configuration change	Ground Ops
PH (15)	BOARDING, discrepancies and paging, missing checked-in passengers	A - passenger figure discrepancies between gate and cabin or load control due to gate error B - late/slow boarding / lack of staff C - staff late from previous, delayed flight D – travel document check E - missing checked-in passengers without baggage F - waitlist/standby processing G - assistance of Unaccompanied Minors H - handling of excessive volumetric hand baggage in cabin or at gate I - late bus at aircraft due to gate activities J - seat changes due to optimizing of aircraft/version	Ground Ops
PS (16)	COMMERCIAL PUBLICITY / PASSENGER CONVENIENCE.	A - illness/death B - disruptive passenger handling (including DEPA, DEPU, INAD) C - VIP, press, TV, PR D – transfer of booked passengers from oversold/cancelled/delayed flight E - missing personal items F - offloading requested by passenger, without baggage G - passenger acceptance from other carrier due their disruption H - sales and/or updating of ancillary services	Ground Ops
PC (17)	CATERING ORDER	A - late order B - incorrect order	Ground Ops

Code	Delay cause	Sub-Codes / Notes	Dep.
PB (18)	BAGGAGE PROCESSING, SORTING, ETC.	A - late delivery of local baggage B - late delivery of transfer baggage C - lack of staff D – BRS user failure E - late delivery of heavy/volumetric baggage NOTE: If delay caused by baggage sorting system inoperative or insufficient capacity and system owned by airport authorities, use code AF	Ground Ops
PW (19)	REDUCED MOBILITY Boarding/ De-boarding of PWD passenger with disabilities	A - late assisting of PWD customer B - late transportation for PWD C - assisting difficulties with boarding/de-boarding e.g. big group of PWDs D – missing or wrong info in PSM or DCS customer record causing delay in assistance	Ground Ops

Cargo

Code	Delay cause	Sub-Codes / Notes	Dep.
CD (21)	DOCUMENTATION, errors, etc.	A - late or incorrect cargo docs B - late or incorrect NOTOC C - late or incorrect cargo figures in Departure Control System or wrongly stated to load control by cargo dept.	Cargo Dep
CP (22)	LATE / INCORRECT POSITIONING.	A - late cargo at aircraft side B - lack of equipment C - positioned to wrong stand	Cargo Dep
CC (23)	LATE ACCEPTANCE OF CARGO.	A - late acceptance of cargo for commercial reasons B - late acceptance of stand-by cargo C - exceptionally large amount of in/outbound cargo D - diplomatic mail NOTE: Codes to be used only when a delay is accepted by BT OCC.	Airline
CI (24)	INADEQUATE PACKING	A - leaking/spillage from cargo B - odorous cargo C - dangerous goods	Cargo Dep
CO (25)	OVERSALES, booking errors	A - exceeding of cargo release load B - delays due to cargo volumetric limitations C - special cargo, difficult to load, not notified in advance	Cargo Dep
CU (26)	LATE PREPARATION IN WAREHOUSE	A - contours / overlaps B - cargo system failure C - lack of staff	Cargo Dep

Mail

Code	Delay cause	Sub-Codes / Notes	Dep.
CE (27)	DOCUMENTATION, PACKING ETC	A - late mail figures B - incorrect mail figures in Departure Control System or wrongly stated to load control from mail dept. C - delays due to mail volumetric limitations D - missing weight documentation on mail carts	Cargo Dep
CL (28)	LATE / INCORRECT POSITIONING	A – late mail at aircraft side B - positioned to wrong stand C - breakdown or lack of equipment D - lack of staff	Cargo Dep
CA (29)	LATE ACCEPTANCE OF MAIL.	A – late acceptance of mail for commercial reasons B - lack of staff NOTE: Codes to be used when a delay is accepted by BT OCC.	Airline

Aircraft and ramp handling

Code	Delay cause	Sub-Codes / Notes	Dep.
GD (31)	AIRCRAFT DOCUMENTATION, late/inaccurate weight and balance, general declaration, etc.	A - lack of/late FC (Flight coordinator) B - All other delays due to Load Control processing C - staff late from previous, delayed flight NOTE: Not applicable for delays caused by airBaltic CLC center, refer to code GW (03).	Ground Ops
GL (32)	LOADING/UNLOADING, bulky, special load	A - lack of staff B - late load reporting to load control C - staff late from previous, delayed flight D - incorrect loading or incorrect load reporting to load control E - volumetric/bulky load F - brs user failure G - late transfer bag offloading from incoming flights	Ground Ops
GE (33)	LOADING EQUIPMENT, lack of or breakdown, e.g. lack of staff	A - lack of staff or equipment B - late staff / equipment from previous, delayed flight C - lack of carts D - lack of lashing/supporting material E - breakdown of equipment	Ground Ops

Code	Delay cause	Sub-Codes / Notes	Dep.
GS (34)	SERVICING EQUIPMENT, lack of or breakdown, lack of staff	A - water servicing B - toilet servicing C - lack of/late staff D - late staff or equipment from previous, delayed flight E - late push-back due to tractor/staff from another flight F – GPU G - breakdown of equipment (e.g. vehicle, external heating/cooling equipment)	Ground Ops
GC (35)	AIRCRAFT CLEANING	A - late cleaners from another flight B - lack of/late cleaning staff C - late completion D – equipment breakdown E - called back to aircraft F – additional or special cleaning	Ground Ops
GF (36)	FUELING/DEFUELING, fuel supplier	A - late or lack of fuel truck B - positioning of fuel truck C - breakdown of fuel truck during operation D – lack of staff E - fueling error F – fuel spill at A/C due fueling G - late fueling due obstructive equipment H - late fuel truck from previous, delayed flight NOTE: If spill due A/C defect, use code 41 NOTE: Applicable for fueling/ defueling activities including fuel truck. Use code FF, when extra fuel is ordered after initial fueling finished.	Ground Ops
GB (37)	CATERING, late delivery or loading	A - late or wrong delivery B – lack of or late staff C - breakdown of catering equipment D - late catering due to a/c chang E - positioning of catering truck F – missing equipment to be delivered by catering company	Airline

Technical and aircraft equipment

Code	Delay cause	Sub-Codes / Notes	Dep.
GT (39)	TECHNICAL EQUIPMENT, lack of or breakdown	A - Lack of/late Maintenance Engineer. NOTE: Including unscheduled clash between flights and late sign in tech log. B - APU inop engine start at position	Techn. Dep
TD (41)	AIRCRAFT DEFECT	C - technical defects. B - cabin outfit malfunctions e.g. seats, galley, toilets C – oxygen refill D – production problems E - aircraft reset F – defrost, heating of frozen doors and/or engines	Techn. Dep
TM (42)	SCHEDULED MAINTENANCE, late release	A - late documentation / missing documents B - late positioning due to late arrival of aircraft C – lack of spares	Techn. Dep
TN (43)	NON-SCHEDULED MAINTENANCE, special checks and additional works beyond normal maintenance schedule, including change of breaks for wear and tires for wear or damage.	A - Late delivery of work package from operator	Techn. Dep
TS(44)	SPARES AND MAINTENANCE EQUIPMENT, lack of or breakdown	A - lack of spares B - late delivery of spares C – lack of or breakdown of maintenance equipment D – lack of hangar space	Techn. Dep
TA (45)	AOG SITUATION, spares, tools or staff, to be carried to another station	A - late or incorrect delivery to aircraft B - late documentation C – incorrect documentation D – reload of aircraft E - lack of local technical staff (non maintenance station and staff has to be sent from other location	Techn. Dep
TC (46)	AIRCRAFT CHANGE, for technical reasons	A - RIX/VNO station B - Other station	Techn. Dep
TL (47)	LACK OF AIRCRAFT FOR TECHNICAL REASONS.	A - Lack of scheduled reserve aircraft B - Lack of other scheduled aircraft	Techn. Dep
TV (48)	SCHEDULED CABIN CONFIGURATION/ VERSION ADJUSTMENT	A - Configuration B - Version, including installation of sleeper chairs, relocation of cabin divider	Techn. Dep

Damage to aircraft

Code	Delay cause	Sub-Codes / Notes	Dep.
DF (51)	DAMAGE DURING FLIGHTOPERATIONS	A - bird strike. B - lightning strike C – FOD damage (foreign object damage) or compartment contamination D – severe weather conditions E - overweight/heavy landing F – collision during taxiing G - aircraft overrun runway or taxi way H - other damage during flight operation	Airline
DG (52)	DAMAGE DURING GROUND OPERATIONS	A - contamination. B - damage by loading equipment or steps or GSE C – damage by pushback equipment D – damage by de-icing equipment E - damage by catering equipment F – damage, by fueling equipment G - damage by technical support/maintenance equipment H - damage by passenger bridge I - weather (high wind, hailstorm, lightning, freezing of water system J – accidental escape slide deployment (use code FA (68) is caused by crew) K - collision (other than during taxiing), towing	Ground Ops

EDP/ Automated equipment failure

Code	Delay cause	Sub-Codes / Notes	Dep.
ED (55)	DEPARTURE CONTROL SYSTEMS, owned by aircraft operator.		Ground Ops
EC (56)	CARGO PREPARATION/DOCUMENTATION SYSTEMS. All delays due to cargo/mail system.		Cargo Dep
EF (57)	FLIGHT PLANS	A - All delays due to flight planning, including RODOS	Airline
EO (58)	OTHER COMPUTER SYSTEMS All delays due system of handling agent, including DCS system not owned by aircraft operator.		Ground Ops

Flight operations and crewing

Code	Delay cause	Sub-Codes / Notes	Dep.
FP (61)	FLIGHT PLAN, late completion or change of flight documentation	A - late fueling order (dispatch) B – late fueling order (pilots) C – complete change of flight documentation D – lack of, incorrect or late ATC flight plan E - incorrect flight dispatch docs	Airline
FF (62)	OPERATIONAL REQUIREMENTS,	A - defueling on captain´s request B – economy fueling C - extra fuel D - delay caused by airline contractor	Airline
FT (63)	LATE CREW BOARDING OR DEPARTURE PROCEDURES, other than connection and stand-by (flight deck or entire crew)	A - late crew bus (airport) B – late crew transportation (hotel) C – departure procedures in cockpit D – ground check E - security/immigration procedures at the airport	Airline
FS (64)	FLIGHT DECK CREW SHORTAGE	A - sickness B – awaiting stand-by/late crew from home C – flight time limitations (mandatory crew rest) D – travel documents, visa, health E - crew scheduling or crew control errors	Airline
FR (65)	FLIGHT DECK CREW SPECIAL REQUEST, not within operational requirements	A - Catering order (Commander’s request). B – Commander’s signature missing in aircraft log C – Extend flight deck routines D – Pre Flight Inspection (PFI). E - Aircraft not accepted by Commander/Mel. F - Late technical info from Flight crew G - holding / delaying pax boarding by crew H - crew meals	Airline
FL (66)	LATE CABIN CREW BOARDING OR DEPARTURE PROCEDURES, other than connection and stand-by	A - late crew from briefing B – late crew from security / immigration C – late crew bus D – late crew transportation (hotel) E - cabin crew safety and security procedures at aircraft F - communication with cabin crew G - late boarding due to cabin crew H - slow boarding due to hand luggage	Airline

Code	Delay cause	Sub-Codes / Notes	Dep.
FC (67)	CABIN CREW SHORTAGE	A - sickness B – awaiting stand-by/late crew from home C – flight time limitations (mandatory crew rest) D – travel documents, visa, health documents E - crew scheduling or crew control errors F – crew change	Airline
FA (68)	CABIN CREW ERROR OR SPECIAL REQUEST, not within operational requirements	A - incorrect head count B - accidental evacuation slide deployment C - Crew request (e.g. catering, maintenance, etc.).	Airline
FB (69)	CAPTAIN REQUEST FOR SECURITY CHECK, extraordinary	A - Baggage check requested by Commander B - Commander's request for investigation(s) caused by lack of passenger(s).	Airline

Weather

Code	Delay cause	Sub-Codes / Notes	Dep.
WO (71)	DEPARTURE STATION, weather below aircraft operating minima	A - outside aircraft limits B - weather below operating limits	Airline
WT (72)	DESTINATION STATION, weather below operating minima	A - outside aircraft limits B - outside crew limits C - weather below operating limits	Airline
WR (73)	EN-ROUTE OR ALTERNATE, weather below operating minima	A - outside aircraft limits B - weather below operating limits	Airline
WI (75)	DE-ICING OF AIRCRAFT, removal of ice and/or snow, frost prevention excluding unserviceability of equipment	A – De-icing before pushback B - de-icing late, lack of de-icing equipment/staff late C - defrosting by heater e.g. engines, landing gear D - breakdown of equipment	Ground Ops
WS (76)	REMOVAL OF SNOW, ICE, WATER AND SAND FROM AIRPORT	A – runway B - apron	Airline
WG (77)	GROUND HANDLING IMPAIRED BY ADVERSE WEATHER CONDITIONS		Ground Ops

Air Traffic Flow Management (ATFM) restrictions

Code	Delay cause	Sub-Codes / Notes	Dep.
AT (81)	ATFM DUE TO ATC EN-ROUTE DEMAND/CAPACITY, standard demand/capacity problems	A - industrial action B - equipment failure C - staff shortage D - high demand or capacity	Airline
AX (82)	ATFM DUE TO ATC STAFF/EQUIPMENT EN-ROUTE, reduced capacity caused by industrial action or staff shortage, equipment failure, military exercise or extraordinary demand due to capacity reduction in neighbouring area	A - industrial action B - equipment failure C - staff shortage D - high demand or capacity	Airline
AE (83)	ATFM DUE TO RESTRICTION AT DESTINATION AIRPORT, airport and/or runway closed due to obstruction, industrial action, staff shortage, political unrest, noise abatement, night curfew, special flights	A - industrial action B - equipment failure C - staff shortage D – runway closed E – political unrest F - high demand or capacity	Airline
AW (84)	ATFM DUE TO WEATHER AT DESTINATION	A – fog B - snow/sand C – volcanic ash	Airline

Airport and governmental authorities

Code	Delay cause	Sub-Codes / Notes	Dep.
AS (85)	MANDATORY SECURITY, involving passenger s and/or cargo	A - congestion at security check B – lack of security staff C - lack of facilities D – baggage screening NOTE: For delays caused by handling of ICAO Annex 17, use PI (04)	Ground OPS
AG (86)	IMMIGRATION, CUSTOMS, HEALTH, AUTHORITY	A - immigration B – customs C - health D – lack of staff E - insufficient travel doc of passenger/inad/deportee e.g. false passports F - late deportee boarding G - extraordinary disinfection of aircraft by request H - non prenotified safety checks by authorities	Ground OPS

Code	Delay cause	Sub-Codes / Notes	Dep.
AF (87)	AIRPORT FACILITIES, parking stands, lighting, buildings, gate limitations	A - systems: all delays due systems owned or operated by airport B - other limitations: all other delays due limited or inoperative facilities or services at gate, stand, buildings, buses.	Ground OPS
AD (88)	RESTRICTIONS AT AIRPORT OF DESTINATION, airport and/or runway closed due to obstruction, industrial action, staff shortage, political unrest, noise abatement, night curfew, special flights	A - airport and/or runway closed due to obstructions B – political unrest or industrial action C - noise abatement D - night curfew E - special flights F - construction work/maintenance e.g. landing restriction due to local requirements G - restrictions enroute	Airline
AM (89)	RESTRICTIONS AT AIRPORT OF DEPARTURE WITH OR WITHOUT ATFM RESTRICTIONS, including Air Traffic Services, start-up and pushback, 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), industrial action, staff shortage, political unrest, noise abatement, night curfew, special flights	A - start-up/push-back B - industrial action C - political unrest D - special flights E - airport closed due to obstruction F – runway closed due to obstruction	Airline

Reactionary

Code	Delay cause	Sub-Codes / Notes	Dep.
RL (91)	LOAD CONNECTION, awaiting load from another flight. Minimum connection time not exceeded for the flight in question.	NOTE: Code to be used when a delay accepted by BT Operations Control Center (OCC).	Airline
RT (92)	THROUGH CHECK-IN ERROR, passenger and baggage	A - wrong passenger/baggage info from previous station B - too many pieces of hand baggage from previous sector C – incorrect transfer baggage segregation D - loading error at previous station E - insufficient or incorrect travel documents from previous station	Ground OPS

Code	Delay cause	Sub-Codes / Notes	Dep.
RA (93)	AIRCRAFT ROTATION, late arrival of aircraft from another flight or previous sector	A - late arrival due departure delay at previous station B - late arrival due enroute delay C - late arrival due delay after landing e.g. long taxi time NOTE: If a flight despite late arrival, is ready to depart on time but fails to do so, THE ACTUAL REASON for the delay MUST BE USED	Airline
RS (94)	CABIN CREW ROTATION. All delays due awaiting Cabin crew from another flight (not exceeding min. crew turn-around time) or A/C change not possible due crew		Airline
RC (95)	FLIGHT CREW ROTATION. All delays due awaiting Flight crew from another flight (not exceeding min. crew turn-around time) or A/C change not possible due crew		Airline
RO (96)	OPERATIONS CONTROL.	A - Rerouting B - Diversion C – Aircraft change for reasons other than technical D - Aircraft change, TRT flights E – Consolidation F - Scheduled ground time less than min. ground time (according to NJGST and NJGSE). G - Late technical release due to scheduled ground time less than min. ground time (according to NJGST and NJGSE). H - Flight delayed, awaiting operational status NOTE: Code to be used when a delay accepted by Operations Control Center (OCC).	Airline

Miscellaneous

Code	Delay cause	Sub-Codes / Notes	Dep.
MI (97)	INDUSTRIAL ACTION WITHIN OWN AIRLINE, meetings/actions by all parties affecting ground handling.	A - Destination B - Departure	Airline
MO (98)	INDUSTRIAL ACTION OUTSIDE OWN AIRLINE	A - Destination B - Departure	Airline
MX (99)	NO MVT MSG FROM OUTSTATION RECEIVED TIMELY.	NOTE: Code to be used by BT Operations Control personnel only	Ground OPS

E.9 Station file/ Trip file

Station trip file is mandatory set of W&B documentation and should be used together with trip file cover page (see below). It is responsibility of Contracted Handling Company to introduce internal requirements that limit access to W&B documentation to unauthorized personnel, third parties and in case of any incident - to report it to airBaltic. airBaltic W&B documentation shall be available to airBaltic at any time for inspections, audits and if required by competent Authority.

Trip file cover page can be found in Groundops Web Page : **https://groundops.airbaltic.com** – Forms/Station Information.

Trip file should be kept for 3 months and it is responsibility of Contracted Handling Company to have valid local procedure or agreement with document disposal company that will dispose documents in such a way that they are not accessible to third parties.

airBaltic Ground Operations Department

Documents/forms for storage in Station Flight File (Trip File)

Flight Nbr:	
Date:	

File completed by: _____

Documents stored:

Electronic	Paper	
☐	☐	Fuelling Record
☐	☐	General Declaration *(When applicable)*
☐	☐	Cargo Manifest (copy) - *(When applicable)*
☐	☐	Outgoing Loading Instruction / Report **(LIR)**
☐	☐	Notification to Captain (**NOTOC**) - *(When applicable)*
☐	☐	Equipment in compartments - *(When applicable)*
☐	☐	Outgoing Load sheet
☐	☐	Passenger Name List **(PNL)** - *(Printout)*
☐	☐	Outgoing Load message **(LDM)**
☐	☐	Aircraft Security Check Report *(If issued by Flight crew)*
☐	☐	Aircraft Security Search Checklist *(If issued by Flight crew)*
☐	☐	Sealing Log *(When received from Flight crew)*
☐	☐	Volunteer denied Boarding form - *(When applicable)*
☐	☐	Powered Mobility Aid Information Form - *(When applicable)*
☐	☐	Outgoing Movement Messages **(MVT)**

Remarks:

F	**ANNEX TRAINING REQUIREMENTS**	F.0-1
F.1	**Training requirements for ground operations personnel / operational**	F.1-1
F.1.1	General	F.1-1
F.1.2	Responsibility	F.1-1
F.1.3	Instructions	F.1-1
F.1.4	Training Records	F.1-1
F.1.5	Training program components	F.1-1
F.1.6	Initial and continuing qualification	F.1-2
F.1.7	Re-qualification Training	F.1-3
F.1.8	Exceptions	F.1-3
F.2	**Personnel training**	F.2-1
F.2.1	Load Controller	F.2-1
F.2.2	Instructors	F.2-1
F.2.3	Ramp handling personnel	F.2-1
F.2.4	Passenger handling personnel	F.2-3
F.3	**Training requirements for ground operations personnel / security, emergency and dangerous goods**	F.2-3
F.3.1	Emergency response training	F.2-3
F.3.2	Dangerous goods training	F.3-2
F.3.3	Safety and quality (SMS) training	F.3-4

F.1 Training requirements for ground operations personnel / operational

F.1.1 General

The Handling Companies staff must have an acceptable level of training in order to meet the requirements and instructions of airBaltic, IATA, IOSA, ICAO, EASA-OPS, FAA and/or other local or international legal regulations when providing the handling services, especially those with a safety aspect such as load control, loading of aircraft and particularly the handling of dangerous goods. The Handling Company must ensure that their staff carries out only the duties for which they have been trained.

F.1.2 Responsibility

Each subcontractor shall be able to present that they fulfill above mentioned requirements and ensure:

(a) the training programs comply with Company standards and training policy;
(b) the training programs comply with regulations laid down by the authorities.

The training program has been developed based on airBaltic manual, procedures and best practices described in the IATA Ground Operations Manual (IGOM), the IATA Airport Handling Manual (AHM), as well the ISAGO Standards and Recommended Practices.

F.1.3 Instructions

The handling agent is responsible for the qualification of the trainers as well as their proper training.

F.1.4 Training Records

Each subcontractor is responsible for maintaining training records. At least the following information is recorded for each person in the records. Records shall be available on request.

(a) Complete name
(b) Initial training, date
(c) Recurrent training, date of latest
(d) Differences training, when needed

F.1.5 Training program components

IATA AHM 1110

A training program should specify the qualification requirements for each job task/function within the scope of the company's activities. As a minimum the training program should address:

(a) Initial and Continuing Qualification–including training frequency:
1. Initial Training
2. Recurrent Training
3. Re-qualification Training, as applicable

4. Update Training, as applicable
5. Other specialized training requirements, including those required by equipment manufacturers/suppliers, system developers/suppliers, the customer airline(s) or by the regulatory/legal authorities, as applicable

(b) Training methods
(c) Testing and evaluation processes
(d) Management of the training documentation and records
(e) Qualification and competency requirements for instructors and evaluators
(f) Training Modules

The training program should be reviewed at least once a year, or more frequently as required, to ensure that:

(a) The training program and modules meet current and expected needs
(b) All training material and training plans are up-to-date and meet the customer airline(s) and regulatory requirements, as applicable.

F.1.6 Initial and continuing qualification

Personnel needs to undergo initial training prior to being assigned to perform such operational duties. The initial training should include evaluation or testing by written or practical means.

Maintaining ongoing competence may be achieved by recurrent training supported by written or practical means.

Recurrent training shall be performed at the specified frequency, but not less than once during every 36-month period, to ensure all personnel remain qualified to perform operational duties, according to the applicable regulations.

Recurrent training sessions should be planned such that the training is performed and any evaluation done prior to the current expiry date. If however the expiry date should be exceeded, the training will be considered valid provided that the training session is completed within the same calendar month as the expiry date.

Successful completion of the required courses is necessary to maintain the training qualification.

Where an employee is forced to be absent for a long period of time, regardless of the reason of his/her absence, a company should ensure that the following minimum conditions are met:

Period of Absence up to 3 months: Brief the employee on any possible procedural, organizational, or equipment/infrastructure updates/changes that might have occurred during his/her absence. The briefing should be documented and filed accordingly.

Period of Absence between 3 and 6 months: Deliver one session of on-the-job training to brief the employee on any possible procedural, organizational, or equipment/infrastructure updates/changes that might have occurred during his/her absence. The briefing should be documented and filed accordingly.

Period of Absence between 6 and 12 months: Recurrent training program(s) to be delivered

Period of Absence more than 1 year: Initial training program(s)

F.1.7 Re-qualification Training

Re-qualification training is for operational personnel who have previously achieved competence, but who no longer demonstrate the required competence, or who have been absent from their operational role for a prolonged period of time. This training shall address the identified gap(s) in competence and include assessments of theoretical knowledge and practical competence appropriate to the role and operational requirements. Re-qualification training shall be conducted as required. All training (i.e. theoretical and practical) shall be delivered in the most appropriate manner for the audience and subject matter and be conducted in an environment for the purpose.

F.1.8 Exceptions

Under exceptional circumstances airBaltic SVP Ground Operations and Customer Care has the authority to grant necessary exceptions. Such exceptions can only be granted for a limited period of time. No exceptions can be granted to a person without any prior training or practical experience in load control functions.

F.2 Personnel training

Training programs completed by ground handling operations personnel provide the knowledge necessary to perform duties, execute procedures and operate the equipment associated with specific ground handling functions and responsibilities. Training syllabi for operational personnel shall include, but must not be limited to:

- 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 on associated operational hazards

F.2.1 Load Controller

Initial training: Training that MUST be provided to the candidate for the position of Load Control Coordinator prior to being assigned to perform such operational duties according to **H.6 Training Programs**

Initial Load Control training and qualification must be in accordance with IATA AHM 1110.

Handle 10 (ten) airBaltic flights under supervision.

Note: Written exam passed by 80% at the end of the training;

Dangerous Goods training in accordance with IATA DGR

Load control certificate issued.

Only qualified and authorized personnel may issue Load Control documents (CAT.POL.MAB.100 (h)), therefore in airBaltic it is acceptable when candidate only with successfully passed trainings and one month work under supervision.

Recurrent training: Maintaining qualification

To maintain Load Control Coordinator qualification, recurrent Load Control training shall be performed within 36 months. If the qualification has expired a recurrent training and a practical check out of not less than five flights shall be performed and documented.

Recurrent Dangerous Goods training (IATA DGR) at an interval not exceeding 24 months from the date of previous training.

F.2.2 Instructors

An instructor is qualified personnel, who in the line organization is working in the area of his profession as well as is conducting internal/external on-job training courses and has been approved to conduct training in the respective area.

F.2.3 Ramp handling personnel

Initial/recurrent training according IATA AHM 1110 is required for all personnel performing following ramp handling functions, regularly or occasionally:

(a) bag hall/sorting area functions
(b) loading/unloading aircraft

(c) performing departure procedures (PFI, Pre-Flight Inspection), aircraft marshalling and communication with flight deck performing aircraft turnaround handling procedures and ad-hoc services (water, toilet, cleaning, ASU, ACU etc)
(d) aircraft loading supervision
(e) airside driving
(f) passenger boarding bridge operation
(g) performing push-back and/or communication to flight deck
(h) performing ice-check
(i) Instructing ramp handling functions

Minimum training syllabus

(a) introduction to baggage and ramp handling functions
(b) passenger, baggage and ramp handling procedures, quality and processes
(c) aircraft operations and equipment
(d) relevant regulations and manuals
(e) cargo and mail handling
(f) aircraft operations
(g) safety related matters
(h) test
(i) on the job training

Training materials should include the following training elements: Basic Ramp, Airside Driving, Basic Hand Signals, Aircraft Marshalling, Boarding Bridge Operations, Aircraft Cargo Access Doors, Aircraft Cabin Access Doors, Aircraft Loading, Aircraft Arrival, Aircraft Departure, Aircraft Pushback, Aircraft Towing, GSE Operations, Ground-to-Flight Deck Headset Communication and Engine Start, Ramp Baggage Handling, Aircraft Loading Supervision, Airside Safety Supervision

In addition, the DGR, Ramp Safety, Emergency and Security trainings must be valid.

On the job training

After completing the initial training, a person must practice these functions for a sufficient period of time under a supervision of a senior agent. Minimum requirement 10 (ten) airBaltic flights under supervision.

Training requirements for load reporting to BT CLC with DCS

When loading of the aircraft is reported to BT CLC by using DCS (Altéa FM Ramp Clearance) applicable system training must be completed before being responsible for Ramp Clearance. Recurrent system training must be completed within an interval not exceeding 24 months. After 6 months of consecutive absence from performing load reporting from station to BT CLC by using DCS (Altéa FM Ramp Clearance) applicable recurrent system training must be completed.

NOTE: This training requirement is also applicable to any personnel responsible for load reporting to BT CLC by using DCS even if load reporting responsibility is transferred to other person than Flight coordinator or person responsible for loading.

F.2.4 Passenger handling personnel

Initial/recurrent training according IATA AHM 1110 is required for all personnel performing following passenger handling functions, regularly or occasionally:

(a) check-in
(b) aircraft boarding
(c) transfer services
(d) arrival services
(e) flight editing
(f) instructing/supervising passenger handling functions

Minimum training syllabus

(a) introduction to passenger and baggage handling
(b) check-in system training
(c) service products, quality and processes
(d) relevant regulations and manuals
(e) travel documents
(f) safety related matters
(g) test
(h) on the job training

Training materials should include the following training elements: Aviation Basics, Arrivals/Departures, Baggage Services, Check-in, Passenger Assistance and PWD (passengers with disabilities), Post-Flight Requirements, Special Category Passengers, Transfer of Load Information, Transfer, Transit and Connection, Boarding Bridge Operations, Aircraft Cabin Access Doors.

Live Animal acceptance staff must be trained. The training, as minimum, should include topics like container requirements, documentation requirements and awareness of the animal health and national and international welfare regulations, followed by a formal test (or at least certificate of completion).

In addition the DGR, Emergency and Security trainings must be valid. PWD-training shall be included in the relevant trainings according to EU1107/2006.

On the job training

After completing the initial training a person must practice these functions for a sufficient period of time, under supervision of a senior agent. Minimum requirement 10 (ten) airBaltic flights under supervision.

F.3 Training requirements for ground operations personnel / security, emergency and dangerous goods

F.3.1 Emergency response training

Initial training is required for all Company personnel and subcontractors' management level engaged in following functions:

(a) if assuming duties in the Crisis Organization including Telephone Enquiry Agents
(b) if maintaining or being responsible for local emergency preparedness and plans
(c) if assuming a pre-assigned role and responsibility as described in the Local Emergency Response Plan
(d) if instructing crisis response procedures

A **recurrent training** acceptable to airBaltic must be attended every 3 years. Recurrent training syllabi and training methods can vary depending on the need.

Periods of qualification validity

The period of validity of formal qualification is 36 months from the date of initial or renewed qualification. Renewals for formal qualification must be obtained no later than the date of expire.

Training records

A record of training must be maintained in the organisation receiving the training. This must include:

(a) Individual's name
(b) date of completion
(c) reference to training course/requirement
(d) the name and address of the organisation providing the training.

The training record must be made available upon request.

F.3.2 Dangerous goods training

Introduction

To ensure that everyone involved is aware of their responsibilities in the transport of dangerous goods, no matter whether such goods are carried as cargo, or are in the possession of passengers or crew, training must be given so that awareness is gained of the hazard associated with dangerous goods and how they should be dealt with in air transport. The areas to be covered are itemised below; the depth of training required for each area is dependent on the responsibilities of the individuals and varies from a general appreciation to in-depth knowledge so that decision can be made.

Responsibility

Subcontractors must ensure that training must be provided or verified upon the employment of personnel identified in the categories specified in IATA DGR. Minimum requirements for DGR training curricula below. All relevant persons must have successfully passed Dangerous Goods Initial Training before performing job functions. Recurrent training must take place within 24 months of previous training to ensure knowledge is current unless a competent authority has defined a shorter period. However, if recurrent training is completed within the final 3 months of validity of previous training, the period of validity extends from the month on which the recurrent training was completed until 24 months from the expiry date of that previous training.

Training programmes

Initial and recurrent training programmes must be established and maintained by or on behalf of:

(a) Ground handling agencies which perform, on behalf of the operator, the act of accepting, handling, loading, unloading, transfer or other processing of cargo, mail or stores
(b) Ground handling agencies which perform, on behalf of the operator, load control functions
(c) Ground handling agencies located at an airport which perform, on behalf of the operator, the act of processing passengers
(d) Agencies, not located at an airport, which perform, on behalf of the operator, the act of checking in passengers
(e) Freight forwarders
(f) Shippers of dangerous goods, including packers and persons' or organisations' undertaking the responsibilities of the shipper; and
(g) Agencies engaged in the security screening of passengers and their baggage and/or cargo, mail or stores

Approvals

Minimum requirements for DGR training curricula should be reviewed and approved as determined by the appropriate national authority.

Record of Training

A record of training must be maintained by the subcontracted organisation, which must include:

(a) The individual's name
(b) The most recent training completion date
(c) A description, copy or reference to training materials used to meet the training requirement
(d) The name and address of the organization providing the training
(e) Evidence, which shows that a test has been completed satisfactorily
(f) The training records must be made available upon request
(g) The records of Dangerous Goods training must include the training history at least for the two last trainings of the person.

Instructor Qualifications

Unless otherwise provided for by the appropriate national authority, instructors of initial and recurrent dangerous goods training programmes must have adequate instructional skills and have successfully completed a dangerous goods training programme in the applicable category or Category 6 of IATA DGR. Minimum requirements for DGR training curricula below, prior to delivering such a dangerous goods training programme.

Instructors delivering initial and recurrent dangerous goods training programmes must at least every 24 months deliver such a course, or in the absence of this attend recurrent training.

F.3.3 Safety and quality (SMS) training

Introduction

Safety and SMS training programme is developed and maintained as integrated part of a company training to ensure that managerial and non-managerial personnel are trained and competent to perform their assigned duties and tasks relevant to their involvement and responsibilities within Safety Management System.

Safety and quality training (SMS training) shall be given to all Ground Operations operative personnel according to IATA AHM 1110 and IATA AHM 610.

The training can be divided into two levels. All operative personnel shall receive level one basic training. The second level is meant for personnel who need more thorough understanding of safety and quality in their daily work such as supervisors and managers. The training shall meet the regulatory requirements of EASA and requirements of IOSA. The training can be given as classroom training, self-study, or e-learning. Effectiveness of the training is measured by testing after training.

Organization shall ensure personnel in Ground Operations are trained in applicable areas of SMS. The scope of such training shall be appropriate to each individual involvement in the SMS.

Objectives

The objectives of SMS is to improve the safety performance of the organization. The SMS of ground service provider shall interface with, and contribute to, the SMS of other organizations involved on the airport, including the aircraft operators.

Purpose and Goal

The purpose and goal of SMS training is to ensure, that employees know the safety and quality systems and understand how they are managed and operated. Based on this the personnel is able to carry out their respective duties complying with the safety and quality requirements.

Topics included (but not limited to) in SMS training syllabus:

- Operational reporting (basic/advanced)
- Event/Occurrence Investigation methods
- Risk Assessment
- Hazard Identification
- Roles and Responsibilities

Recurrent Training

A Recurrent Training shall be given once during every 24-month period including seminars and conferences. Content of the recurrent training shall be defined case by case.

Records

Training shall be recorded in training record of each individual. It is the responsibility of the respective management to keep the training valid and records up to date.

G.1	**Baggage disruption general**	G.1-1
G.1.1	Definition	G.1-1
G.1.2	Policies and guidelines	G.1-1
G.1.3	Security requirements	G.1-1
G.1.4	Liability	G.1-1
G.1.5	Staff availability and requirements	G.1-2
G.1.6	Responsibilities	G.1-3
G.2	**Management and Tracing System WorldTracer**	G.2-1
G.2.1	Definition	G.2-1
G.2.2	Policies and guidelines	G.2-1
G.2.3	File types	G.2-1
G.2.4	Station inbox / Action file	G.2-2
G.2.5	System prompts	G.2-2
G.3	**Delayed checked baggage (AHL)**	G.3-1
G.3.1	Definition	G.3-1
G.3.2	Policies and guidelines	G.3-1
G.3.3	Responsibility	G.3-1
G.3.4	Delayed Bag Report (AHL) creation	G.3-1
G.3.5	Passengers travelling with two separate tickets	G.3-2
G.3.6	Dealing with special types of baggage	G.3-3
G.3.6.1	Arms and ammunition	G.3-3
G.3.6.2	AVIH	G.3-3
G.3.7	Baggage tracing	G.3-3
G.3.7.1	Primary tracing for stations	G.3-4
G.3.7.1.1	System prompts for delayed bag report (AHL)	G.3-4
G.3.7.2	Requesting a bag	G.3-5
G.3.7.3	Receiving a wrong bag	G.3-5
G.3.7.3.1	Procedure for your station Delayed Bag Report (AHL)	G.3-5
G.3.7.3.2	Procedure for On-Hand Bag (OHD)	G.3-5
G.3.7.4	Baggage mix up by passenger	G.3-5

G.3.7.5	Closing a file	G.3-6
G.3.7.6	Reason For Loss (RL) code	G.3-6
G.3.7.7	Baggage delivery	G.3-7
G.3.7.7.1	Policies and guidelines	G.3-7
G.3.7.7.2	Baggage Delivery Order (BDO)	G.3-7
G.3.7.7.3	Delivery procedure	G.3-8
G.3.7.7.4	Bag received damaged	G.3-8
G.3.7.7.5	Delivery of staff / crew baggage	G.3-9
G.3.7.7.6	Arms and ammunition	G.3-9
G.3.7.7.7	AVIH	G.3-9
G.3.7.7.8	Delivery for other airlines	G.3-9
G.3.8	System outage and major irregularity situations	G.3-9
G.3.9	Compensation to passenger	G.3-9
G.4	**Unclaimed Found Checked Baggage (OHD)**	G.4-1
G.4.1	Definition	G.4-1
G.4.2	Policy	G.4-1
G.4.3	Security requirements	G.4-1
G.4.4	Responsibility	G.4-1
G.4.5	Mandatory elements	G.4-1
G.4.6	OHD file creation	G.4-1
G.4.7	Quick On-Hand Bag Report (QOH) creation	G.4-2
G.4.8	Dealing with special types of baggage	G.4-2
G.4.8.1	Perishable contents	G.4-2
G.4.8.2	Dangerous goods	G.4-2
G.4.8.3	Arms and ammunition	G.4-3
G.4.8.4	AVIH	G.4-3
G.4.9	Baggage tracing	G.4-3
G.4.9.1	System prompts for On-Hand Bag (OHD)	G.4-3
G.4.10	Damaged On-Hand Bag (OHD)	G.4-3
G.4.10.1	Damaged baggage which may still be transported	G.4-3

G.4.10.2	Damaged baggage not utilizable for transport anymore	G.4-4
G.4.10.3	Damaged baggage containing items with lithium batteries	G.4-4
G.4.11	Forwarding on-hand bag	G.4-4
G.4.12	Pick up of on-hand bags by passenger	G.4-4
G.5	**Expedite baggage**	G.5-1
G.5.1	Definition	G.5-1
G.5.2	Policy	G.5-1
G.5.3	Security requirements	G.5-1
G.5.4	Baggage sortation and reconciliation	G.5-1
G.5.5	Expedite baggage from and onto non-IATA members	G.5-1
G.5.6	Expedite baggage with arms and ammunition	G.5-1
G.5.7	Expedite baggage received without any information	G.5-2
G.5.8	Baggage forwarding	G.5-2
G.5.8.1	Types of forwarding messages	G.5-2
G.5.8.1.1	Forward Bag – FWD	G.5-2
G.5.8.1.2	Forward Delayed Bag – FAH	G.5-3
G.5.8.1.3	Forward On-Hand Bag - FOH	G.5-3
G.5.8.1.4	Forward OHD Bag to LZ Office – FLZ	G.5-4
G.6	**Damaged and pilfered checked baggage (DPR)**	G.6-1
G.6.1	Definition	G.6-1
G.6.2	Reporting rules and legal time limit	G.6-1
G.6.3	Damaged bag report	G.6-1
G.6.3.1	Minor damages	G.6-1
G.6.3.2	Mandatory elements	G.6-2
G.6.3.3	Procedure	G.6-2
G.6.3.4	Reason For Loss (RL) code	G.6-3
G.6.3.5	Damage with limited release tag	G.6-3
G.6.3.6	Damaged contents	G.6-3
G.6.3.7	Replacement bags	G.6-3
G.6.3.8	Compensation to passenger	G.6-4

G.6.4	Pilfered bag report	G.6-4
G.6.4.1	Procedure	G.6-4
G.6.4.2	Reason For Loss (RL) code	G.6-5
G.6.4.3	Missing arms and ammunition out of checked baggage	G.6-5
G.6.4.4	Compensation to passenger	G.6-5
G.7	**Lost and found property**	G.7-1
G.7.1	Definition	G.7-1
G.7.2	Policies and guidelines	G.7-1
G.7.3	Found property procedure	G.7-1
G.7.4	Delivery of found property	G.7-1
G.7.5	Lost property procedure	G.7-1
G.8	**Central baggage tracing**	G.8-1
G.8.1	Definition	G.8-1
G.8.2	Secondary tracing	G.8-1
G.8.2.1	Secondary tracing delayed bag	G.8-1
G.8.2.1.1	Request bag for delivery	G.8-2
G.8.2.1.2	Final settlement	G.8-2
G.8.2.2	Secondary tracing on-hand	G.8-2

G.1 Baggage disruption general

G.1.1 Definition

Baggage disruption means one or more of the following incidents:

- Delay of checked baggage
- Loss of checked baggage
- Damage or partial loss of checked baggage

which is recorded using the file types listed below:

- Delayed checked baggage
- Found checked baggage
- Damaged checked baggage
- Damaged contents / pilferage out of checked baggage
- Lost / found property

G.1.2 Policies and guidelines

The best possible assistance must be given as baggage disruptions cause inconveniences to travelers.

Passengers with disabilities (PWD) and unaccompanied minors (UMNR) must be provided with information and assistance prior to other passengers and without queueing.

G.1.3 Security requirements

Unclaimed baggage must be stored in a locked and secure storage area until forwarded, claimed or disposed in accordance with local laws. It must be physically protected to prevent tampering by unauthorized persons. Access to such storage areas must be restricted to staff with an operational need to enter the area. The baggage has to be subjected to additional screening before being loaded into an aircraft.

G.1.4 Liability

The liability may be reduced up to 100% in cases of loss, damage or delay in the delivery of items which are reasonably considered to be unsuitable for carriage because they are dangerous, unsafe or by reason of their weight, size, shape or character, or which are fragile or perishable.

The import of meat and products originating from countries outside the EU into the EU and Switzerland is forbidden by law. No liability will be assumed for any loss or damage caused by the non-compliance of this rule.

Most of the countries have now ratified the Montreal Convention. With the Montreal Convention the carrier's liability in case of baggage irregularities is limited to SDR 1288 (approx. EUR 1500) per passenger.

Exceptions: airBaltic is not liable for loss, damage or delay in the delivery of:

- Fragile or valuable items (such as glasses, glass bottles, including alcohol or perfume bottles, dishes)
- Food and other perishable items
- Medication
- Statues, art or religious items
- Money
- Keys
- Securities and other valuables
- Jewelry, precious metals, silverware
- Watches
- Musical instruments
- Personal electronic/electrical devices and their accessories (such as but not limited to portables, computers and laptops, mobile phones, cameras, video cameras etc.)
- Negotiable papers
- Samples
- Business documents or other working tools which are or can be considered as valuable
- Passports and other identification documents
- Any other item that is not suitable for carriage as checked baggage which is included in the passenger's checked baggage, with or without the knowledge of the airline

For further information see **General Conditions of Carriage** (Article 9 and Article 15).

G.1.5 Staff availability and requirements

During flight operations, staff must be available in the baggage claim area to promptly attend to customers with baggage inquiries. This can include having a visible manned office or desk. Lost & Found agents must be available to arriving passengers at least 1 (one) hour after the last bag delivered on belt in arrival hall.

Further, the staff must have a high level of service and passenger orientation:

- Be warm and smiling, attentive and caring.
- Address the passenger by name whenever possible.
- Maintain eye contact.
- Be professional and efficient
- Be aware of cultural differences and the appropriate attitude
- Be aware of appropriate interaction with disabled persons or persons with reduced mobility
- Give correct and adequate information
- Ensure operational signage is up to date
- Be proactive
- Provide notification to customers in case of known mishandled baggage situations
- Make sure to provide the passenger with the latest updated information

G.1.6 Responsibilities

Various offices and departments are responsible for handling baggage disruptions. The table below shows the responsibility and competence of each party effected by baggage disruptions:

Creation of Delayed bag report (AHL)	Local Baggage Tracing Office Central Baggage Tracing Office Customer Self Service
Creation of On-hand bag reports (OHD)	Local Baggage Tracing Office Central Baggage Tracing Office
Creation of Damaged bag reports (DPR)	Local Baggage Tracing Office Central Baggage Tracing Office Customer Self Service
Primary tracing	Local Baggage Tracing Office
Secondary tracing	Central Baggage Tracing Office
Expedite bags	Local Baggage Tracing Office Central Baggage Tracing Office
Register found property	Local Baggage Tracing Office
Disposal of unclaimed found property	Central Baggage Tracing Office
Disposal of unclaimed checked baggage	Central Baggage Tracing Office
Information to passengers	Local Baggage Tracing Office Central Baggage Tracing Office Customer Self Service

G.2 Management and Tracing System WorldTracer

G.2.1 Definition

WorldTracer is a computerized system for baggage tracing actions and management. It is owned and operated by SITA.

Note: For detailed description of creating files etc. see the WorldTracer Management Training Manual, Desktop info pages / help function in WorldTracer or contact the WorldTracer helpdesk.

G.2.2 Policies and guidelines

Although WorldTracer is fully automated, the accuracy of the functions pertaining to baggage tracing, forwarding and claims settlement are purely dependent on the information recorded therein. Therefore, it is important to insert always accurate, precise and the most updated data.

Staff members at various stations, may from time to time, work on the same transaction and/ or file and it is therefore of utmost importance to immediately update files when additional information becomes available, especially in the event of payments / advances / baggage replacements to passengers which will guard against duplication or claims / payments.

G.2.3 File types

The following file types exist in WorldTracer:

Report type	File type
Delayed checked baggage report	Delayed Bag (AHL)
Unclaimed / found checked baggage report	On-Hand Bag (OHD)
Damaged / pilfered checked baggage report	Damaged Bag (DPR)
Forward baggage messages	Forward Bag (FWD) Forward Delayed Bag (FAH) Forward On-Hand Bag (FOH) Forward Bag to Headquarter (FLZ)
Found Property report	Found Property (RFP)
Lost Property report	Lost Property (RLP)

G.2.4 Station inbox / Action file

The station inbox is an electronic mailbox. Messages are automatically placed from the system. Lost & Found agent must check station inbox / action file regularly (at least once per hour) and act accordingly if new messages appear, e.g., tag number match must be transferred to Delayed Bag Report (AHL), passenger e-mails and other station requests answered etc.

G.2.5 System prompts

System prompts are generated on a time initiated basis as reminder for the follow up of files.

G.3 Delayed checked baggage (AHL)

G.3.1 Definition

A delayed bag is checked baggage not available to the passenger when he presents the baggage identification tag at the point of stopover or destination.

G.3.2 Policies and guidelines

A Delayed Bag Report (AHL) must always be filled immediately, but not later than 21 (twenty one) day after arrival at destination, and tracing start after notification from the passenger. Simplified routines such as, e.g., collecting business cards from passenger and call him later on are prohibited. Delayed Bag Report (AHL) can be created at the final destination or at a transit station. The file shall be created under the last transporting carrier's code.

Issuing Delayed Bag Report (AHL) does not acknowledge any liability.

G.3.3 Responsibility

For the first five days the station which created the file is fully responsible for primary tracing and information to the passenger about the status of the file.

After five days the Central Baggage Tracing Office is responsible for secondary tracing.

G.3.4 Delayed Bag Report (AHL) creation

Take the following actions to create Delayed Bag Report (AHL):

Step	Action
1	If information is available before the flight arrives, notify the respective passenger upon arrival.
2	Perform a complete local search (of e.g. scanning systems, other belts etc.).
3	To avoid duplicate files, please check by baggage tag number whether the passenger has already created a file through Self service website. If all local searches are negative, Delayed Bag Report (AHL) must be created immediately in WorldTracer. Manual forms are allowed only if WorldTracer is not working. The manual form should be entered in system as soon as possible. Note: In order to create Delayed Bag Report (AHL) it is mandatory for passenger to hold baggage tag(s) and boarding pass. If passenger doesn't have a baggage tag and tag number cannot be found in check-in system / DCS, then Delayed Bag Report (AHL) shall be made with a note that it is a courtesy report. If bags arrive with later flight, delivery should be organized (except if passenger was travelling on two separate tickets, see section 3.5). Explain what actions will be taken to trace and recover the missing baggage.

Step	Action
4	The following elements are mandatory when creating Delayed Bag Report (AHL): • AM – automated messages (insert manually the following input: .AM E) • BI – brand information • BR – baggage routing (if it is different from a passenger's routing) • BW – baggage weight • CO – country of origin • CT – baggage color type • DV – date valid (for non-resident passengers) • EA – e-mail address • FD – flight date • IT – name initials • NM – passenger`s last name • PA – permanent address • PN – phone number • PT – passengers first name • RT – routing (e.g. SIN/CDG/RIX) • TA – temporary address (for non-resident passengers) • TK – ticket number • TN – tag number • TP – temporary phone number (for non-resident passengers)
5	Complete the file and handover passenger Delayed Bag Report (AHL) printout and mishandled baggage leaflet: 
6	Inform the passenger about the next steps and keep the passenger informed of the results of these actions.

G.3.5 Passengers travelling with two separate tickets

If a passenger is travelling on separate tickets and the baggage is not checked through to your station, Delayed Bag Report (AHL) may be issued only as a courtesy (this remark and courtesy reason should be added in Local Delivery (LD) element). Inform the passenger about the following:

- Tracing is only done for five days.
- No delivery will be arranged, baggage has to be picked up.
- No Damage Bag Report (DPR) will be issued, if the bag is received damaged – passenger has to contact the other carrier.
- No payments are granted.
- If tracing is still unsuccessful after 5 (five) days the passenger has to contact the other carrier and the file must be closed.

Note: The file issuing station is responsible for the handling. Passenger should be informed that the file will not be investigated by Central Baggage Tracing Office.

G.3.6 Dealing with special types of baggage

G.3.6.1 Arms and ammunition

A special handling applies for arms and/or ammunition or baggage containing arms and/or ammunition.

If delayed baggage contains arms:

- Enter in the Contents (CN) element as much details as possible, e.g. brand name, serial number and caliber.
- Enter Color and Type (CT) element “61” (firearms).
- Inform all stations and airlines in the routing.
- Updates need to be sent accordingly after file creation.

G.3.6.2 AVIH

In case of missing AVIH issue a normal Delayed Bag Report (AHL) by using Color Type 57 Kennel / Pet Container.

G.3.7 Baggage tracing

Do all possible to find the delayed bag:

- WorldTracer is automatic tracing system. Matches generated from the system are delivered to the system matches / WM / EM area of your station inbox / action file.
- Handle the station inbox / action file.
- Check the matches carefully, and, if you have a good match request the bag from the station.
- Make sure that every manually sent message is inserted in the Message Area (MSG - MG) in the file.

Additionally, use the manual tracing transactions / basic and advanced search in WorldTracer.

Baggage tracing for RIX files is performed for 30 (thirty) days. Baggage tracing for other stations than RIX is performed for 5 (five) days and all delayed bag reports (AHL) are forwarded to Central Baggage Tracing Office, if baggage is not found during these 5 (five) days. RIXLLBT is acting as Central Baggage Tracing Office.

G.3.7.1 Primary tracing for stations

The agent shall perform continuous follow up for missing baggage for 5 (five) days and perform following actions:

Day	Step
Day 1 - 2	1. Do a physical search. 2. Create Delayed Bag Report (AHL). 3. Do following actions: a. Display FWD Files (DFW): Check if there is a forward message in WorldTracer b. FA HIS: Check for any bags that match the description of the file opened. c. Retrieve OHD Files (ROF): Checks for bags on-hand in stations. 4. Update Delayed Bag Report (AHL). 5. Update passenger every 24 h.
Day 3	1. Repeat actions 3a-c and 5 of Day 1-2. 2. Request passenger to send contents of missing bag and update Contents (CC) element in Delayed Bag Report (AHL) accordingly.
Day 4	Repeat actions 3a-c and 5 of Day 1-2.
Day 5	1. Inform passenger to fill in the form which is available in self-service portal. (**here**)

G.3.7.1.1 System prompts for delayed bag report (AHL)

Following messages are automatically sent by WorldTracer after the defined time period into the station inbox / action file of the file reference station. Please act as described below in addition to actions described previously and update the file with the information / action done accordingly:

3 days – CONTACT PAX FOR CONTENTS

- Request passenger contents and update the file with Contents (CC) categories.

5 days – SEND QUESTIONNAIRE

- Inform passenger to fill in the form which is available in self-service portal. (**here**).

6 days – FILE TO HDQ

- File is assigned to Central Baggage Tracing Office.

G.3.7.2 Requesting a bag

If you have a good match, request the bag and suspend the file (bag):

- Request the bag by Request On-Hand (ROH) transaction from On-Hand (OHD) station.
- Suspend the file (or bag) by Suspend File (SAH) transaction from tracing in order to avoid receipt of additional matches.
- After having received a bag always check carefully if you have received the right bag.
- In case the wrong bag was sent to you follow the procedure under “Receiving a wrong bag”.

G.3.7.3 Receiving a wrong bag

When the received bag does not belong to the passenger from your Delayed Bag Report (AHL), immediately restart tracing for the delayed bag.

G.3.7.3.1 Procedure for your station Delayed Bag Report (AHL)

If the file is still suspended, then reinstate the delayed bag file (RIT or RAT). If Delayed Bag Report (AHL) is already closed, Recreate the File (RCB) under your own station / airline.

G.3.7.3.2 Procedure for On-Hand Bag (OHD)

Self-handled station and/or using WorldTracer from respective carrier:

- If On-Hand (OHD) is with your own airline file reference, recreate On-Hand (OHD) by the Recreate On-Hand File (RCB) transaction using your own station / airline as file reference.
- If the original On-Hand (OHD) is older than 5 days, send it by Forward OHD Bag to LZ Office (FLZ) transaction to the Central Baggage Tracing Office.
- If the On-Hand (OHD) is from another airline send it back to the file reference station.

Handling agents using their own WorldTracer or third party WorldTracer:

- Send On-Hand (OHD) back to the file reference station by using Forward Bag (FWD) transaction and mentioning On-Hand (OHD) reference number in the Forward Bag (FWD) message.

G.3.7.4 Baggage mix up by passenger

Baggage taken in error by another passenger must be handled as follows.

For the passenger missing his baggage:

- Apply the same procedure as for regular missing baggage. Add a remark in the file “Baggage taken in error by other passenger”.

For the baggage that was left over:

- Apply the same procedure as for a regular On-Hand Bag (OHD).
- If contact details are known request passenger to exchange wrongly taken bag immediately at the airport.
- If exchange not possible in a reasonable time, arrange pick-up or delivery.
- Note respective file reference number in both files (AHL and OHD) in Related File Reference (XR).

In case a passenger took a wrong bag but no other bag is left behind at the airport, request the passenger to bring the wrongly taken bag back to the airport and create Delayed Bag Report (AHL).

G.3.7.5 Closing a file

The file creation station is responsible for closing the file. If you have received all delayed bags claimed in Delayed Bag Report (AHL), Close the File (CAH). Identify the correct Reason For Loss (RL) code (for the list of codes, see section 3.7.6.) and Fault Station (FS) by reading the file carefully. In order to have proper statistics it is important that only Fault Stations (FS) are used which are on the passengers routing within the airline's network only.

If you receive the damaged bag use the Close and Create Damage (CFD) function in order to create Damaged Bag Report (DPR). Both files will be connected with a cross reference. Apply the procedures as described in damaged / pilfered checked baggage section.

G.3.7.6 Reason For Loss (RL) code

The Reason For Loss (RL) code is a description of occurrence and is used to analyze baggage irregularities. Reason For Loss (RL) codes are sorted into categories and divided into internal and external influence reason for the mishandling.

When entering Reason For Loss (RL), only the secondary code should be used (for example – codes like 10, 20, 30 etc. are not allowed). This method will allow airBaltic to identify problem areas and assist with the capturing of reliable statistics pertaining to baggage handling. In order to ensure accurate coding at time of file creation, the correct code shall be reflected in all Forward Bag (FWD) transactions. The full list of permitted codes can be found in the table below.

10 – Origin station check-in		
	11	Incorrect or no entries on tag
	12	Not checked to final destination
	13	Checked to final destination – two separate contracts
	15	Wrong bag labeled, e.g., tag switch
	16	Bag received too late from check-in
	17	Old tag not removed
	18	Bag not authorized to load
20 – Origin station failed to load		
	21	Bag left at station of origin / correctly labelled
	23	Standby baggage left behind
	25	Gate checked baggage left behind
	26	Offloading due space / weight restrictions
	27	Local passenger rerouted, bag not rerouted
30 – Any station errors – loading / offloading		
	31	Sorting or loading error – wrong aircraft
	32	Off-loaded by error
	33	Not off-loaded
	35	Sorting or loading error – wrong container / wrong compartment / behind cargo
40 – Arrival station		
	41	Delivered to wrong area
	42	Delayed delivery to claim area
	43	Delayed delivery of oversized / odd sized bag to claim area

50 – Transfer station	
51	Transfer passenger re-routed / bag not re-routed
52	Interline – MCT (Minimum Connecting Time) available
53	Interline – MCT not available
54	Interline – bag not made available by inbound carrier per local agreement
55	Online (own carrier) – MCT available
56	Online (own carrier) – MCT not available
59	Bag(s) not authorized to load – not reconcilable, no or wrong data in check-in system
60 – Airport – general	
61	Industrial dispute, e.g., strike
62	Congestion due to other reason (e.g. weather etc.)
63	Mishandled due to airport security / X-Ray issue etc.
64	Mishandled due unserviceable equipment – airport owned / sortation system / belt / etc.
65	Space / weight restrictions due to weather conditions
66	Error by non-aviation carrier, e.g., cruise or ground transportation etc.
67	Congestion due to customs / police / immigration action
70 – Miscellaneous	
71	Unclaimed bag AHL/OHD closed after 3 months.
72	Passenger off-loaded, bag not off-loaded
73	Bag not claimed by passenger where required
74	Bag switch, e.g., passenger takes wrong bag
75	Not identified by passenger at security check, security removed item
76	Found without tag
77	Error by other carrier, e.g., tagging etc.
78	Reason for mishandling not detectable
79	File created by error

G.3.7.7 Baggage delivery

G.3.7.7.1 Policies and guidelines

Baggage must be delivered by the most appropriate way, taking in consideration the costs and the passenger's expectations for a fast and safe delivery.

Arrange for delivery of recovered baggage to the customer as follows:

- The passenger must be informed about the delivery details and time personally.
- Business class customers have to be contacted within one hour after bag received at baggage services and delivery must be arranged immediately after receipt at baggage services and confirmation from passenger.
- Other baggage check for the next available tour. If you receive delayed baggage, which is already handled by Central Baggage Tracing Office, the delivery has to be arranged locally.
- If applicable, baggage must be cleared through customs. If customs clearance is denied, the passenger must be requested to pick up the baggage.

G.3.7.7.2 Baggage Delivery Order (BDO)

Use Baggage Delivery Order (BDO) transaction in WorldTracer to set up the bag for delivery and to create a baggage delivery form. Clear direction must be given in Baggage Delivery Order (BDO) by noting the passenger's status or other important deliveries in Delivery Information (LD). Check with the Area Station Manager for special deliveries.

G.3.7.7.3 Delivery procedure

When arranging deliveries proceed as described below:

Step	Action
1	The passenger must be contacted by the delivery company or the local handling agent according to agreement in order to verify the delivery address and to arrange time of delivery.
2	Issue a detailed Baggage Delivery Order (BDO) for every delivery.
3	If the passenger wants to pick up the bag himself inform him to bring all necessary documents and ID card to provide identification. Request the passenger to sign Baggage Delivery Order (BDO) or other relevant document for self-pick up.
4	In case the passenger does not stay at your station, forward the bag to another station for delivery.
5	Files prepared for delivery or being picked up by passenger must be closed. Bags, being delivered or picked up, from a multibag file must be suspended.
6	As airBaltic uses automated status messages in WorldTracer Date Received (DR), Pick-up Date & Time (UP), Date Delivered (DD) have to be updated correctly and are mandatory. They have to be entered as soon as the baggage is handed over to the delivering service.

Exceptions:

- If the delivery address is more than 150 km from the airport (except for deliveries from Latvian, Lithuanian and Estonian airports), request approval of Area Station Manager or Outstations Coordinator for delivery.
- To cover unnecessary expenses, allow only one delivery per passenger. If Delayed Bag Report (AHL) contains several bags and they don't arrive at the same time, try to wait for all bags. If due to a strike or other heavy problems the bags arrive at different times an exception can be made.
- If a bag is smelly or leaking a delivery is not possible due to hygienic reasons. Inform passenger that it should be picked-up by himself.

G.3.7.7.4 Bag received damaged

Whenever baggage arrives with major damage, which was obviously caused by the airline:

- Inform the passenger about the damage prior delivery.
- Use Close and Create Damage (CFD) in order to issue a Damaged Bag Report (DPR) and attach the report to the baggage.
- Inform the passenger about further procedure for repair or replacement.
- If not possible to issue a report for any reason, enter the damage details clearly into the Free Form Text (FF).
- If you are unable to decide what caused the damage, make a note in Delayed Bag Report (AHL).

G.3.7.7.5 Delivery of staff / crew baggage

Delivery is permitted for all kind of staff and crew baggage under same conditions / means as delayed baggage of commercial passengers. A pick-up shall be taken into consideration, if employee works at the airport of arrival.

G.3.7.7.6 Arms and ammunition

Delivery of arms must be handled according to local law and regulations.

G.3.7.7.7 AVIH

AVIH should always be picked up by the owner, check with local law and regulations. AVIH must never be delivered.

G.3.7.7.8 Delivery for other airlines

If you receive an expedite bag for another airline which is represented at your station inform the respective airline to pick it up for further handling.

If the airline is not represented at your station the rush carrier is responsible to deliver the bag. In this case you should receive the information on which behalf the bag should be delivered in the forward message. In case of unclear information contact the file reference airline. Delivery costs will be recharged by Mishandled baggage Coordinator to the file reference carrier.

G.3.8 System outage and major irregularity situations

In case of system outage or in case of days with extraordinary situations (strike, flight irregularities caused by weather etc.) be prepared to have a back-up procedure to handle your customers.

During an outage WorldTracer Desktop offers to file reports in offline mode. This applies for Delayed Bag, Damaged Bag, Forward, On-Hand and Found Property files. This mode produces offline reference numbers for the reports made. When the system is online again the reports will automatically be transferred into WorldTracer system.

Manual forms are allowed only when all electronic systems are down. The manual form should be entered in system as soon as possible and passenger should be sent his Delayed Bag Report (AHL) number.

G.3.9 Compensation to passenger

Authorized agents should inform passenger regarding airBaltic compensation rules while waiting for the baggage as night kits are not provided. Passenger has the possibility to purchase the essentials (e.g. toothpaste, shampoo etc.). More information is available here: **https://www.airbaltic.com/en/delayed-lost-damaged-baggage**.

For reimbursement, passengers should submit the purchase receipts of the prime necessity goods they purchased during the waiting time of the baggage to airBaltic Customer Relations Department via airBaltic webpage **https://www.airbaltic.com/en/submit-a-claim**.

Passengers can track delayed baggage status on airBaltic webpage: **https://www.airbaltic.com/track**.

G.4 Unclaimed Found Checked Baggage (OHD)

G.4.1 Definition

Unclaimed found baggage or on-hand baggage is a baggage, tagged or untagged, which is left unclaimed.

G.4.2 Policy

An On-Hand Bag (OHD) report must be issued in WorldTracer within 1 hour after the baggage has been found, unless it can be directly forwarded to the respective station.

The report must be in English.

G.4.3 Security requirements

Always obey security requirements regarding baggage storing (see section 1.3.).

G.4.4 Responsibility

Found baggage shall be stored in secure areas and protected from unauthorized access until claimed, forwarded or disposed.

Handling of on-hand baggage is performed by two different departments:

- For the first 5 days by the Local Baggage Tracing Office (primary tracing).
- After the 5th day by the Central Baggage Tracing Office (secondary tracing).

G.4.5 Mandatory elements

Following details are mandatory in the WorldTracer:

- FD – flight and date
- CT – color / type and descriptive elements
- BI – brand information
- BW – baggage weight
- RT – route / origin and destination

G.4.6 OHD file creation

The following actions must be performed when handling on-hand baggage:

Step	Action
1	Inspect the bag carefully and search for important matching data like name labels or baggage tags/stubs. Ensure that the baggage does not bear any dangerous goods hazard label or mark: • In case the baggage is marked with a dangerous goods hazard label or mark clarify the actual contents. • Only when baggage does not contain forbidden dangerous goods items, remove the labelling and proceed with further handling. In case dangerous goods are detected, see section 4.8.2.

Step	Action
2	If possible search the passenger in the check-in system and add all relevant information.
3	Contact passenger whose unclaimed checked baggage contains a legible, valid address or phone number or if any contact is found in the passenger's booking.
4	It is the duty of the handling agent to contact the passenger and to clarify further handling. Bags with an address shall only be sent to Central Baggage Tracing Office, if the passenger could not be contacted at the address shown.
5	If tag number, name and/or other hints to the owner are missing try to open bag carefully without damaging. If needed, small external padlocks may be forced open, all others not. Local customs regulations have to be followed.
6	Always enter a description of baggage type and color in the report. If the baggage has no name or baggage tag, also add a detailed content description using the bag Contents (CC) category or select from the drop down menu.
7	In case of a mix-up, indicate in the Related File (XR) area the corresponding Delayed Bag Report (AHL) reference.
8	Include the exact weight of the baggage in the file.
9	No delivery is arranged for On-Hand Bag (OHD).

G.4.7 Quick On-Hand Bag Report (QOH) creation

Up to ten unclaimed bag tag numbers may be entered for a preliminary tracing without creation of On-Hand Bag (OHD) report.

If Quick On-Hand Bag Report (QOH) entry does not result in a match, On-Hand Bag (OHD) report must be created within 24 hours.

G.4.8 Dealing with special types of baggage

G.4.8.1 Perishable contents

Perishables of any kind (e.g. fresh fruit etc.) must be destroyed, immediately at the time of discovery due to hygienic reasons. Update On-Hand Bag (OHD) report with this information and weight of destroyed items. .

G.4.8.2 Dangerous goods

Dangerous goods must always be removed from found checked baggage and handled according to the local established dangerous goods regulations and procedures.

G.4.8.3 Arms and ammunition

Create On-Hand Bag (OHD) file in WorldTracer and hand it over to the local police immediately and do the following steps:

- Enter in the Contents (CN) as much details as possible, e.g. brand name, serial number and caliber.
- Enter Color and Type (CT) element “61” (firearms).
- Inform all stations and airlines in the routing.
- Updates need to be sent accordingly after file creation.

G.4.8.4 AVIH

AVIH found in transit should be registered as On-Hand Bag (OHD) with the remark where the animal is currently located.

G.4.9 Baggage tracing

The agent shall perform continuous follow up for missing baggage for 5 days and perform following actions:

Day	Actions
Day 1	1. Create On-Hand Bag (OHD) report. 2. Retrieve / purge PNR, call available phone, e-mail passenger. 3. Check for matches. 4. Update file.
Day 2 – 4	1. Check for matches.
Day 5	1. Baggage has to be sent to Central Baggage Tracing Office.

G.4.9.1 System prompts for On-Hand Bag (OHD)

Stations receive a system prompt after 5 days of file creation: SEND BAG TO LZ USE FLZ DO NOT CLOSE FILE. A last thorough check must be performed for any possible match or existing requests for the bag.

The bag must be forwarded using Forward OHD Bag to LZ Office (FLZ) transaction and must not be closed for further tracing in WorldTracer.

G.4.10 Damaged On-Hand Bag (OHD)

G.4.10.1 Damaged baggage which may still be transported

Enter the damage details into the Free Form Text (FF) lines. This is important for later claims.

G.4.10.2 Damaged baggage not utilizable for transport anymore

If baggage is damaged as severe as it cannot be used anymore for transport or as it will cause further damage to its contents or to other baggage (e.g. stained by perishable items):

- Repack the non-perishable content into other container or bags.
- Update On-Hand Bag (OHD) file accordingly.
- Keep the file open, even if you had to destroy the complete baggage with content. This enables the file to match with Delayed Bag Report (AHL). The passenger can be provided with clear information and the claim can be settled as quick as possible.

G.4.10.3 Damaged baggage containing items with lithium batteries

If for any reason you open an on-hand bag and find items containing lithium batteries within the limits, make sure to protect it against damage before rushed.

Items not within limits have to be removed from found checked baggage and handled according to the local established dangerous goods regulations and procedures.

G.4.11 Forwarding on-hand bag

Forwarding procedure can be found in section 5.8.

G.4.12 Pick up of on-hand bags by passenger

If the bag is picked-up by passenger:

- Close On-Hand Bag (OHD) report.
- Ask the passenger to identify himself by ID to pick up a bag.
- Update On-Hand Bag (OHD) report name of receiver (NM), pick-up date (DD) and time (SI).

G.5 Expedite baggage

G.5.1 Definition

Expedite baggage (also rush baggage or forward baggage) is baggage sent on a flight other than the flight taken by the passenger.

G.5.2 Policy

Mishandled baggage shall be forwarded free of charge by the fastest possible means, considering the forwarding rules regarding routing / airline under consideration of rush and embargo rules, using the service of any carrier to the airport nearest to the passenger's address (IATA Resolution 743a).

For every expedite baggage the respective forward message has to be sent.

Following steps must be considered when forwarding expedite baggage:

- Forwarding of baggage to airports with several terminals shall be done, whenever possible, on the same carrier as the passenger's original flight as depending on local facilities it may be difficult to get the bag from another airline / terminal.
- Check the quickest direct routing.
- Avoid routings which necessitate customs clearance at a gateway.
- If you forward your own customer's expedite baggage for the purpose of having it delivered by another carrier at the destination, note "Deliver on expense of airline BT" on the expedite tag and in the Forward Message (Supplementary Information (SI) element).
- All original tags must remain with the baggage.

G.5.3 Security requirements

Each piece of expedite baggage has to be labelled with an expedite tag and must be rescreened and / or physically searched by the airline according to the requirements of Regulation (EU) No. 2015/1998. Always use demand printed expedite baggage tags whenever possible. Manual tags should be used only when systems are down.

G.5.4 Baggage sortation and reconciliation

In sortation and reconciliation systems, expedite baggage is treated as regular baggage. Therefore the baggage tag numbers of expedite baggage must be registered in the check-in system or, when system is down, information about tag number, pieces and weight should be sent to airBaltic Centralized Load Control via e-mail address: **btclc@airbaltic.lv**.

G.5.5 Expedite baggage from and onto non-IATA members

Transport of expedite baggage on behalf of non-IATA members is not permitted unless exceptionally agreed. Equally, expedite baggage must not be sent on non-IATA carriers.

G.5.6 Expedite baggage with arms and ammunition

Forwarding baggage that contains arms must be handled according to local law and regulations. Before accepting arms as expedite bag receive confirmation from airBaltic Security department via email address: **security@airbaltic.com**

G.5.7 Expedite baggage received without any information

If you receive expedite baggage without any information, do not create On-Hand Bag (OHD) report, clarify further handling with the responsible station sending the bag. If you do not receive any information within 5 days, send it to the Central Baggage Tracing Office of the respective airline.

G.5.8 Baggage forwarding

G.5.8.1 Types of forwarding messages

There are different types of forward messages for different actions:

- Forward Bag (FWD)
- Forward Delayed Bag (FAH)
- Forward On-Hand Bag (FOH)
- Forward OHD Bag to LZ Office (FLZ)

G.5.8.1.1 Forward Bag – FWD

Use this message to send information on a found bag that you are forwarding to its respective destination.

The following mandatory elements mandatory when creating Forward Bag (FWD):

- FB – number of bags
- FD – flight and date
- FO – new routing – flight and date
- FS – fault station
- FW – destination – airline to notify
- NM – name
- RC – comments on loss, if any
- RL – reason for loss
- SI – bag security screened, file reference, additional info for delivery etc.
- TN – original tag number
- XT – expedite tag number

Take the following actions when forwarding bags to another station:

Step	Action
1	Check the quickest routing taking into account special procedures, security checks and customs clearance en route.
2	Print or fill out an expedite tag with all relevant details and attach the tag to the bag.
3	Advise the forwarding details by sending the forward message to the tagged station and all involved transfer stations.
4	If known, enter the associated Delayed Bag Report (AHL) number in the forward message.
5	Arrange rescreening through airport authorities and induction of baggage into sortation system for loading onto respective flight.

G.5.8.1.2 Forward Delayed Bag – FAH

Use this transaction when a delayed bag is received by the file reference station but the passenger has travelled to another city.

The following mandatory elements mandatory when creating Forward Delayed Bag (FAH):

- CT – color and type
- FO – new routing – flight and date
- FW – destination – airline to notify
- NM – name
- OS – origin station
- SI – bag security screened, file reference, additional info for delivery etc.
- XT – expedite tag number

Take the following actions when forwarding a delayed bag to another station:

Step	Action
1	Check the quickest routing taking into account special procedures, security checks and customs clearance en route.
2	Print or fill out an expedite tag with all relevant details and attach the tag to the bag. State the reference number on the expedite tag.
3	Advise the forwarding details by sending the forward message to the tagged station and all involved transfer stations.
4	Arrange rescreening through airport authorities and induction of baggage into sortation system for loading onto respective flight.

G.5.8.1.3 Forward On-Hand Bag - FOH

Use this message to send information for on-hand bags you are forwarding to a requesting station. The on-hand bag file can be On-Hand Bag (OHD) or Quick On-Hand Bag (QOH).

The following mandatory elements mandatory when creating Forward On-Hand Bag (FOH):

- AHL – delayed bag report number
- FO – new routing – flight and date
- FW – destination – airline to notify
- NM – name
- SI – bag security screened, additional info for delivery etc.
- XT – expedite tag number

Take the following actions when forwarding bags to another station:

Step	Action
1	Check the quickest routing taking into account special procedures, security checks and customs clearance en route.
2	Print or fill out an expedite tag with all relevant details and attach the tag to the bag. State On-Hand Bag (OHD) report and / or Delayed Bag Report (AHL) number on the tag.
3	Advise the forwarding details by sending the forward message to the tagged station and all involved transfer stations.
4	Enter the associated Delayed Bag Report (AHL) number in the forward message.
5	Arrange rescreening through airport authorities and induction of baggage into sortation system for loading onto respective flight.

By forwarding On-Hand Bag (OHD) file will be closed automatically.

G.5.8.1.4 Forward OHD Bag to LZ Office – FLZ

Use this message to send information when you are forwarding unclaimed on-hand bags after five days to the Central Baggage Tracing Office.

The following mandatory elements mandatory when creating Forward Bag to LZ Office (FLZ):

- FO – new routing – flight and date
- FW – destination – airline to notify
- OS – origin station
- XT – expedite tag number
- NM – name
- SI – not claimed, additional info for delivery etc.

Take the following actions when forwarding bags to headquarters:

Step	Action
1	Check the quickest routing taking into account special procedures, security checks and customs clearance en route.
2	Print or fill out an expedite tag with all relevant details and attach the tag to the bag. State the reference number on the expedite tag.
3	Advise the forwarding details by sending the forward message to the tagged station and all involved transfer stations.
4	Arrange rescreening through airport authorities and induction of baggage into sortation system for loading onto respective flight.

G.6 Damaged and pilfered checked baggage (DPR)

G.6.1 Definition

Damage to checked baggage means material damage to baggage itself and / or its contents.

Pilferage means partial loss of contents of checked baggage.

The damage / pilferage report is a statement of occurrence. Damaged Bag Report (DPR) is not a document of claim and does not involve any acknowledgement of liability.

G.6.2 Reporting rules and legal time limit

Damage and/or pilferage to checked baggage must be reported immediately after discovery upon arrival to the local baggage tracing office.

In case of delayed baggage, damaged / pilferage should be reported in writing to Customer Relations (by filling the form **here**) or personally in the local baggage tracing office within 7 (seven) days of receipt of the delayed baggage.

In case the baggage was not delayed and no damaged bag report was issued directly after arrival, a written claim to Customer Relations (by filling the form **here**) must be submitted within 7 (seven) days after having received the baggage, but the burden of proof that the damage occurred during air transportation will lie on the passenger.

If passengers return to the local baggage tracing office within 7 (seven) days with the damaged baggage a damaged bag report can be issued.

The damaged / pilfered bag must be available for inspection. If a specific type of damage gives reason to suspect pilferage, request the passenger to check the contents of the baggage on the spot. Damages reported by phone only are not accepted.

G.6.3 Damaged bag report

G.6.3.1 Minor damages

There will be no liability for normal wear and tear, such as:

- Scratches, scuff marks
- Small nicks or dents
- Light soiling (water soluble)
- Manufacturing defects
- Damage resulting from over packing

Create a damaged bag report only if the passenger insists, as he requires a proof for example with his insurance company. The airline is not obliged to assume liability based on the damaged bag report.

Note the normal wear and tear as minor damage in the file.

Add a comment in the supplementary information “Normal wear and tear / File issued for passengers private insurance only”.

G.6.3.2 Mandatory elements

Add as much detailed information to the WorldTracer file as possible.

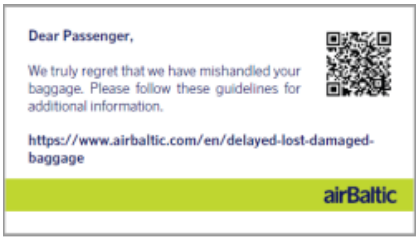
Following details have to be inserted mandatory:

- BD – baggage details – purchase date and value
- BI – brand information
- BW – baggage weight
- CO – country CT – color type
- FD - flight / date
- FS – fault station
- IT – initials
- NM – name
- PA – permanent address
- PN – permanent phone number
- PT – passenger title
- RL – reason for loss code
- RT – route – origin and destination
- TD – type of damage
- TN – tag number

Damage description has to be inserted in Free Form Text (FF) lines.

G.6.3.3 Procedure

Take the following actions when issuing Damaged Bag Report (DPR):

Step	Action
1	Check if a limited release tag was issued for the damage at the station of departure. For more information see section 6.3.5.
2	Check the damaged bag in the presence of the passenger. In case a partial loss is assumed, ask the passenger to check the contents immediately. In case contents is missing see section 6.4.
3	Create Damaged Bag Report (DPR) in WorldTracer by filling all mandatory elements.
4	Specify and describe the damage in Free Form Text (FF) lines.
5	Complete the file and handover passenger Damaged Bag Report (DPR) printout and mishandled baggage leaflet: 
6	Advise the passenger to always keep his original baggage tags and receipts of the damaged baggage.
7	If applicable, replace the damaged bag and insert relevant information in Damaged Bag Report (DPR).

G.6.3.4 Reason For Loss (RL) code

For Damaged Bag Report (DPR) following secondary codes should be used:

80 – Damage	
83	Damage
85	Damage to ID travelers baggage
86	Damage contents
87	Cosmetic damage
88	Wet due rain or liquid spillage in hold
89	Report cretaed in error

G.6.3.5 Damage with limited release tag

The limited release imprint on the original tag and the limited release tag shall manifest an already existing damage to baggage, and indicates that this damage was not caused during the actual air transportation.

When limited release tag is used on baggage, take following actions:

Step	Action
1	Compare very carefully the actual damage to the damage marked on the limited release tag.
2	If the actual damage corresponds to the damage on the limited release tag, inform the passenger that the company is not liable for the damage as it already existed at check-in.
3	If the actual damage doesn't correspond to the damage on the limited release tag, additional damage occurred during the actual air transportation. Create Damaged Bag Report (DPR) and follow the normal procedures for damaged baggage. Note: Always mention the previous existing damage in Supplementary Information (SI) element.

G.6.3.6 Damaged contents

In case content is damaged, list the respective items in the report in Damaged Contents (CD) element.

In addition to the reporting time limit and rules above, the damage must be proven on the merits and its financial extent.

The passenger should submit claim to Customer Relations via airBaltic **webpage** with all sustaining documents, including detailed list of damaged items with the value and purchase date next to it. The amount claimed must be proven by the purchase receipts of the damaged goods

G.6.3.7 Replacement bags

Stations with a stock replacement bags:

- In case a replacement bag has been provided to the passenger, enter "YES" in Replacement Bag (RB) element.
- Enter the type and size of the bag, replacement date and time in Supplementary Information (SI) element of the report.
- The cost remark will be added later by Customer Relations department.
- If an equivalent replacement bag has been provided, the damaged baggage can be collected at the station and destroyed, if possible. The passenger needs to be informed accordingly.
- Attach the original bag tag and baggage receipt to the report.
- Close the Damaged Bag Report (DPR).
- Store the report in the station file.

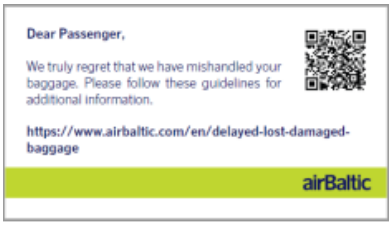
G.6.3.8 Compensation to passenger

Stations where no stock replacement bags are available issue to passenger mishandled baggage information leaflet or redirect to airBaltic **webpage** for next steps.

G.6.4 Pilfered bag report

G.6.4.1 Procedure

Take the following actions when issuing a pilferage report:

Step	Action
1	Create Damaged Bag Report (DPR) in WorldTracer.
2	Specify and describe the missing items in Pilfered Contents (LP) element.
3	Check if also the bag itself is damaged. If yes, include the value, the type and brand name of the damaged baggage.
4	Include the exact weight of the baggage in the file.
5	Include the correct reason for loss code.
6	Complete the file and handover passenger Damaged Bag Report (DPR) printout and mishandled baggage leaflet: 
7	In case of justified suspicion of theft, e.g., valuable items missing, advise the passenger to file a report with the local police. In other cases a notice of loss to the local lost property office is appropriate.
8	Advise the passenger to always keep his original baggage tags and receipts of the damaged baggage.
9	Check if you find the lost item in registered found properties of the stations involved in routing or at the local lost property office.

G.6.4.2 Reason For Loss (RL) code

For pilferage report following secondary codes should be used:

90 – Pilferage	
91	Pilferage including baggage damage
93	Pilferage
95	Pilferage to ID travelers baggage
99	Report created in error

G.6.4.3 Missing arms and ammunition out of checked baggage

If firearms and / or ammunition are missing out of checked baggage, enter as much details as possible in Pilfered Contents (LP) (serial number, caliber, brand name) element.

G.6.4.4 Compensation to passenger

Request the passenger to contact Customer Relations via airBaltic **webpage** for claim settlement.

G.7 Lost and found property

G.7.1 Definition

Lost or found property refers to hand luggage and personal items lost on board the aircraft.

G.7.2 Policies and guidelines

airBaltic declines responsibility for loss or damage to unchecked items, which have never been registered and which are not in airlines custody, caused by the passenger or third parties. The burden of proof lies with the claimant, if an item was damaged by another passenger.

G.7.3 Found property procedure

Management of found property files must be done according to a locally established procedure. Valuable items must be kept in a locked storage for the retention period based on the local regulation.

If local procedure not established, use the following procedure:

- Baggage tracing offices must register all found items in WorldTracer.
- Use the standardized categories to define the item:
- Description of the found item
- Place where found
- Name of passenger, if known
- Flight, date, if known
- Store the found items locally for five days. After five days all lost items must be packed in a box sent to Central Baggage Tracing Office as expedite baggage.
- All valuable items (credit cards, ID cards, passports, documents etc.) must be given to local police department.

G.7.4 Delivery of found property

Any forwarding / delivery is at the passenger’s exclusive risk and expense. The passenger has to be informed accordingly before forwarding / delivery.

Pick up and hand over to passenger needs to be done according local procedures. Never forward by co-mail or in custody of crew. Always comply with customs regulations, as all items received airside need to go through customs declaration before being handed over to passenger.

G.7.5 Lost property procedure

In case a customer has forgotten personal items on board try to assist in finding the item. Check the found property files in WorldTracer by using Search Found Property (DFP) of stations / airlines where the item may have been found. If the item was lost in other places than on board the aircraft, advise passenger to contact the lost and found property office of the airport authority at the respective station.

G.8 Central baggage tracing

G.8.1 Definition

Central baggage tracing refers to the extended baggage tracing activities (secondary tracing), trying to solve those files which are still open after 5 (five) days of primary tracing.

Those files include both delayed bag (AHL) files and on-hand bag (OHD) files.

All activities in WorldTracer are automatically taken over by headquarters (HDQ).

G.8.2 Secondary tracing

The responsibility of delayed bag and on-hand bag files will automatically be transferred to the Central Baggage Tracing Office five days after file creation. The controlling station changes from the file reference station to Central Baggage Tracing Office.

After five days, as soon as the contents list has been received by the headquarters, the secondary tracing starts.

Headquarters is now responsible for the file and will continue tracing.

Note: Secondary tracing is dependent on a proper file update during the first 5 (five) days.

G.8.2.1 Secondary tracing delayed bag

Apply the following secondary tracing actions for a delayed bag:

Step	Action
1	Check the file and update and/or correct data entered, especially the matching elements. If you amend elements then update Date Received at Headquarter (LZ).
2	Update the file with the contents, according to the information given by the passenger and by using the predefined categories. Contents (CC) is a matching element and will extend the tracing on bag contents.
3	When having received the contents list from the passenger, update Date Claims (DC) in the file, as it records the date that the completed claim form is received at Central Baggage Tracing Office.
4	Do all possible to find the missing baggage including manual tracing action.
5	There is an automatic system matching in WorldTracer. Those system generated matches are delivered to the match area of your action file.
6	Carefully check the matches.
7	If the bag is found, request the bag for delivery, see section 8.2.1.1.
8	Keep the file open until final settlement in order to keep it active in tracing.

G.8.2.1.1 Request bag for delivery

Act as follows when you request a bag for delivery:

Step	Action
1	Request the Bag (ROH) from the on-hand station. Enter in the Forwarding Instructions (FI) element the station to which the found baggage should be sent, e.g. PLS FWD TO RIXBT FOR DELIVERY. Note: A copy of the Request Bag (ROH) message will be stored under Matching File (MR) of both the Delayed Bag Report (AHL) and the On-Hand Bag (OHD) report.
2	Suspend the file (or bag) from tracing by the Suspend File (SUS) transaction in order to avoid receipt of additional matches concerning this already found baggage. Mention the respective delayed bag or on-hand bag file reference number in Related File (XR).
3	Check the successful delivery of the bag to the owner.
4	If the delivering station informs you that the received baggage is not the correct one and does not belong to the passenger, refer to section 3.7.3. You apply the procedure for the Delayed Bag Report (AHL). The delivering station which now holds the On-Hand Bag (OHD) must apply the procedure for the On-Hand Bag (OHD) file

G.8.2.1.2 Final settlement

If the bag is not found in 21 (twenty one) day, inform the passenger to contact Customer Relations via airBaltic **webpage** for final settlement.

G.8.2.2 Secondary tracing on-hand

Apply the following secondary tracing actions for On-Hand Bag (OHD):

Step	Action
1	Check the files that are unclaimed more than 5 (five) days, in order to improve or correct data entered.
2	Check if on-hand bags have been sent to Central Baggage Tracing Office by outstations. If not, send a reminder to forward those bags to Central Baggage Tracing Office.
3	When having received on-hand bags at Central Baggage Tracing Office update Date Received at Headquarter (LZ).
4	Open the bag and update the file with the bag's contents by using the predefined categories. Contents (CC) is a matching element and will extend the tracing on bag contents.
5	Deal with perishable items, if any. See section 4.8.1.
6	If the owner of the bag is found within 3 (three) months: • Forward the bag to the station suitable for delivery. • Advise the forwarding details by sending the Forward On-Hand Bag (FOH message, the file will be closed automatically. • Check the successful delivery of the bag to the owner.
7	If the owner of the bag has not been found within 3 (three) months, the bag should be disposed.

Term	Explanation
ACARS	Aircraft Communication, Addressing and Reporting System
Acceptance checklist	A document used to assist in carrying out check on the external appearance of packages of Dangerous Goods and their associated documents to determine that all appropriate requirements have been met.
ACMI-IN	Aircaft Crew Maintenance and Insurance
ADL	Adult
AD	Agent discount ticket
AFT	Afterward (part of aircraft)
AHL	Delayed Baggage
Amadeus Altea DCS	Amadeus Altea Departure Control System. (CM) - Customer Management (FM) - Flight Management
Aircraft (A/C)	Any machine that can derive support in the atmosphere from reactions of the air, other than the reactions of the air against the earth's surface
Airline	An organization providing a regular public service of air transport on one or more route
ALT	Alternative airport (also ALTN)
AOG	Urgent spare parts to Aircraft On Ground, which may never be refused or offloaded in favor of other load.
AOXY	Private oxygen on board
Apron	A defined area on a land aerodrome, intended to accommodate aircraft for purposes of loading or unloading passengers or cargo, refueling, parking or maintenance.
APU	Auxiliary Power Unit.
Area load	Maximum amount of load that can be loaded on a specific area.
ASM	Ad-hoc Schedule Message
ASR	Advanced Seat Reservation
ATA	Actual time of arrival
ATC	Air Traffic Control
ATD	Actual time of departure
AVIH	Live animal in hold
AWB	Air Waybill
Baggage	American English for luggage. The suitcase etc. that passengers take with them
BAGP	Checked baggage paid
BAL	Ballast
BLND	Blind
Block Time	The time between an aeroplane first moving from its parking place for the purpose of taking off until it comes to rest on the designated parking position and all engines or propellers are stopped.
Bulk-load	Loading piece by piece.
BULK	Bulky baggage
Cabin baggage	Baggage carried into the cabin by a passenger
CAMMOE	Continuing Airworthiness Management& Maintenance Organisation Exposition
CBBG	Cabin baggage
Cargo aircraft	Aircraft designed for carriage of goods or property but not passengers.

Term	Explanation
CIL	Cabin information list
CIP	Commercial Important Passenger
Container	See Unit Load Device (ULD), below.
CG	Center of Gravity.
Central Load Control (BT CLC)	A Load Control Center is located in Riga. At the center the airBaltic Load Control duties are performed for a number of predefined stations on a daily basis, based on agreements concluded between the stations concerned.
CHD	Children 2-11 years of age
CKBG	Checked baggage paid
CKFE	Check-in fee paid
CRF	Claim release form
CRW	Occupied cabin jump seat
Compartment (CPT)	Space designated within a hold. One or several compartments make up a hold. Reference: See Hold, below.
COR	Correction
DAA	Delivered At Aircraft (DAA) baggage
Departure	The act of leaving (from the verb ‘depart’)
DCS	Departure Control System.
DEAF	Deaf passenger
DEPA	Deportee accompanied
DEPU	Deportee unaccompanied
DG	Dangerous Goods
DG transport document (Shipper’s Declaration)	A document that is completed by the person who offers Dangerous Goods for air transport and contains information about those Dangerous Goods. The document bears a signed declaration indicating the Dangerous Goods are fully and accurately described by their proper shipping names and UN numbers (if assigned) and that they are correctly classified, packed, marked, labeled and in a proper condition for transport.
DGR	Dangerous Goods Regulations
DHC	Deadhead crew
Disembark	Leave an aircraft normally upon arrival. Hence disembarkation (n.)
DIV	Aircraft diversion message
DLI	Dead Load Index.
DOI	Dry Operating Index.
DOW	Dry Operating Weight

Term	Explanation
DPR	Damaged/Pilfered report
DPNA	Disabled passenger needing assistance
DPR	Damaged/Pilfered report
EASA	European Aviation Safety Agency is regulatory and certifying body of the European countires for development, implementation and enforcement of common aviation legislation, safety standards and procedures.
EASA-OPS	Commission Regulation (EU) 2016/2008 with implementing rules
ECAC	European Civil Aviation Conference
EDP	Electronic Data Processing.
EDP Loadsheet	Loadsheet produced by Electronic Data Processing Machine.
Embark	Board an aircraft. Hence embarkation
Emergency	Unexpected and dangerous situation
Emergency exit	Doorway of an aircraft used in an emergency evacuation
ETA	Estimated Time of Arrival.
ETD	Estimated Time of Departure
EET	Estimated Elapsed Time.
EXBL	Heavy Charge paid
EZFW	Estimated zero fuel weight
FAST	Fast Track service
FIM	Flight Interruption Manifest
FKT	Flight Kit
Flight Coordinator	A flight coordinator assists in coordinating the day-to-day flight operations in accordance with all federal air regulations and different companies' aviation operations requirements. In some destinations known also as : Turnaround Coordinator, Load Master, Redcap, etc.
FOD	Foreign object damage / debris
FQTV	Frequent traveller
FWD	Forward (part of aircraft)
G-force	Force acting on the "load" with a certain intensity.
GPU	Ground Power Unit
GSE	Ground support equipment
BT GOM	airBaltic Ground Operations Manual
HAND	Heavy cabin baggage 12kg
Hand baggage	Refer to Cabin baggage
Handling agent	An agency, which performs on behalf of the airline some or all of the latter's functions including receiving, loading, unloading, transferring or other processing of passengers or cargo.
Hazard	Condition, object or activity with potential of causing injuries, damage, or reduction of ability to perform a prescribed function. (IATA).
Hold	The space confined by ceiling, floor, walls, bulkhead and door, used for carrying load. A hold can consist of one or several compartments. See Compartment (CPT) above.
IATA	International Air Transport Association
IATA AHM	Airport Handling Manual of IATA
IATA DGR	The IATA Dangerous Goods Regulations are published by the IATA Dangerous Goods Board and constitute a manual of industry carrier regulations to be followed by all IATA member airlines.
IATA LAR	The IATA Live Animals Regulations contains the latest changes that have been approved by the IATA Live Animals & Perishables board as the law for transport of live animals.

Term	Explanation
IATCI	Inter Airline Through Check-in
ICAO	International Civil Aviation Organization
ICE	Dry Ice
ID (passenger)	Air Industry Discount passenger
IGOM	IATA ground operations manual
IMP	Interline Message Procedures
Incident	An occurrence, other than an accident, associated with the operation of an aircraft, which affects or could affect the safety of operation.
INAD	Inadmissible passenger
INF	Infant
INOP	Inoperative
IOSA	IATA operational safety audit
ISAGO	IATA safety audit for ground operations
JMP	Occupied cockpit jump seat
LAR	IATA Live Animal Regulations
LAW	Landing Weight
LDM	Load Message
LIR	Loading Instruction/Report. The Loading Instruction/Report form is, together with the Loadsheet, the most important document in our efforts to achieve a safe load control.
LMC	Last Minute Change.
Load Control	Activities within the airBaltic Weight and Balance Control System, to ensure optimum utilization of the aircraft based on operational safety requirements.
Longitudinal	Parallel with aircraft nose-tail direction.
LS	Loadsheet
KG	Kilogram
MAAS	Meet and assist (Service not applicable for airBaltic)
MAC	Mean Aerodynamic Chord.
Manual Loadsheet	Manual Loadsheet - used for non-scheduled or charter flights, as well as in occasions when, if loadmaster's or Ground handlers DCS is inoperative or not updated. Flight crew is responsible for Manual Loadsheet preparation.
Marshaling	To guide an aircraft to a parking stand by hand signals.
Mass and Balance	A term used in EASA-OPS a equivalent to the term Weight & Balance used in BT GOM.
MEDA	Medical assistance
MIBA	Multilateral Interline Business Travel agreement
MVT	Aircraft movement message
NA	Not Applicable/Available/Acceptable.
Narrow-body aircraft	A narrow-body aircraft (also known as a single aisle or **Bulk-load** aircraft) is an airliner with a fuselage aircraft cabin width typically of 3 to 4 metres (10 to 13 ft), and airline seat arranged 2 to 6 abreast along a single aisle. Narrow-body aircraft with a range not allowing transatlantic or transcontinental flights are commonly known as regional airliners.
NOTOC	Notification to Captain
OABT	Operators (BT) approval
OCC	Operational Control Centre
Occurrence	A deviation taking place during traffic execution.
ODO	Operations duty supervisor

Term	Explanation
OHD	Found baggage
Off-block	Departure time, i.e. the moment the aircraft starts moving from its parking stand by its own power or by help of push-back tractor or equivalent.
On-block	Arrival time, i.e. the moment the aircraft comes to a standstill at its parking stand after landing.
OPS	Operations
OSL	Onboard service list
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.
OXYG	Oxygen
Package	The complete product of the packing operation consisting of the packaging and its contents prepared for transport.
Packaging	Receptacles and any other components or materials necessary for the receptacle to perform its containment function and to ensure compliance with the packing requirements.
PAD	Passenger seats occupied (by class) by passengers not entitled to firm reservation.
PBB	Passenger boarding bridge
Parking stand check	Check of the aircraft parking area for any foreign objects or equipment before arrival of aircraft.
Passive Crew (PCR)	Crewmembers who are traveling to or from their duty station as passengers, to take up or terminate their flight duty.
PAX	Passenger seats occupied (by class).
PC	Piece Concept
PCR	Perishable cargo requirements
PED	Portable/Personal electronic device
PEDS	Primary Explosives Detection System
PETC	Pet in Cabin
PER	Perishable Cargo.
PIC	Pilot-In-Command
PIR	Property Irregularity report
PNL	Passenger name list
PNR	Passenger Name Record
Power-back	**Power-back** is used by aircraft to reverse using the power of their engines, In Europe only propeller aircraft tend to use power-backs as a means of reversing
POXY	Private oxygen supplies
PPU	Powered Push Unit
PRIO	Priority check-in passengers (Y class pax check-in at the C class counter)
Proper shipping name	The name to be used to describe a particular article or substance in all shipping documents and notifications and, where appropriate, on packaging
Procedure	Standardized way of doing something
PSM	Passenger Service Message
PTM	Passenger Transfer Message
PWD	Person/Passenger with disabilities
Push back	Movement backwards and away from the terminal building. Also used as a verb
RAF	Ramp Fuel
Ramp	*See* Apron
Ramp Handling	All aircraft handling activities performed on the ramp in connection with arrival and departure. Some aircraft handling activities are referred to as ramp services.
Ramp safety	General safety precautions for different services during a turn-around.
RQ	Request
SA	Space Available
Safety cones	The purpose of “Safety coning” aircraft is to create a safety buffer around specific areas on aircraft that are susceptible to ground damage.

Term	Explanation
SCC	Senior Cabin Crew
Schedule	Timetable, planned timings of a flight. Flights are said to be ahead of schedule (running early), on schedule (running in time) or behind schedule (running late/delay)
Signaling	To make visual guidance/information to flight crew when required. See Marshaling.
SPEQ	Special baggage
SPML	Special Meal
SSM	Standard Schedule Message
STA	Reference point on an aircraft, or Scheduled Time of Arrival.
Station	The term “Station” usually refers to an “Airport”.
State of origin	The Authority in whose territory Dangerous Goods were first loaded on an aircraft.
STD	Scheduled Time of Departure.
SVAN	Passenger with service animal in cabin
Tail	The rear part of the aircraft
Taxi	Movement of an aircraft, to move along the ground on its own power. Hence taxiing.
Technical crew	Flight deck crew and Flight/Station Engineer traveling on duty.
Technical signature	A computerized signature, replacing the physical, on a document produced by Amadeus Altea Flight/Customer Management, pointing at a specific person.
Terminal	Terminal (building) at an airport used by arriving and departing passengers
TIM	Timatic
TI	Transport Index
TF	Trip Fuel.
TFR	Transfer.
THRU	Through.
TOF	Take Off Fuel.
TOW	Take Off Weight
TPM	Teletype passenger manifest
Trip File	Post flight documentation stored in Station for each airBaltic departure flight.
TRT	Transit.
Transfer load	Passengers or deadload, which travel from point of origin A to destination C with change of flight at point B.
Transit load	A flight, which makes intermediate, stops along the route.
Transversal	90 degrees to aircraft nose-tail direction.
TWOV	Travel Without Visa
TWL	Towbarless tractor
TWT	Towbar tractor
UMNR	Unaccompanied Minor
Unit Load Device (ULD)	A unit (pallet or container) in which Deadload is bulk loaded and subsequently loaded as a unit into the aircraft.
UN number	The four-digit number assigned by the United Nations Committee of Experts on the Transport of Dangerous Goods to identify a substance or a particular group of substances.
UN specification markings	Indicates that the packaging, which bears the marking, corresponds to a successfully tested design type and that it complies with the requirements of the IATA DGR.
Universal Coordinated Time (UTC)	Equivalent to Greenwich Meridian Time (GMT), the reference point for all the world’s time zones. .
UPGR	Upgrade paid in BT Web page
VIP	Very important passenger

Term	Explanation
VHF	Very high frequency
VIP	Very important person
VOL	Volume
W&B	Weight and Balance
WBD	Non-spillable, Nickel metal, Dry battery
WBL	Lithium- ion battery
WCBD	Mobility aid with Dry cell, Wet cell Non-Spillable batteries
WCHC	Wheelchair carried into seat
WCHR	Wheelchair carried to/from ramp
WCHS	Wheelchair carried up/down steps
WCLB	Mobility aid with lithium-ion batteries
WCMP	Mobility aid manual power
WEA	Abbreviation of Firearm/Weapon on NOTOC
WEAP	Firearm/Weapon
WARNING	Indicates actions to be taken to avoid serious or fatal injuries to personnel and/or passengers.
Wide-body aircraft	A wide-body aircraft is a large airliner with two passenger aisles, also known as a twin-aisle or Container aircraft. The typical fuselage diameter is 5 to 6 m (16 to 20 ft). In the typical wide-body economy cabin, passengers are seated seven to ten abreast, allowing a total capacity of 200 to 850 passengers.
Wingwalker	A person who visually controls that there is wing/tail clearance of obstacles or equipment in connection with aircraft movement.
XBAG	Excess baggage
XHBG	Extra hand baggage
ZFW	Zero Fuel Weight.