



Kargo

CARGO OPERATIONS MANUAL

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PEGASUS AIRLINES
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Kargo

CARGO OPERATIONS MANUAL

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0 CARGO OPERATIONS MANUAL

0.1. Purpose

Pegasus Airlines Cargo Operations Manual is the proprietary property of Pegasus Airlines and may not be quoted or reproduced without the prior consent of Pegasus Airlines. The primary language in this manual is English. No page of this document shall be copied or otherwise used by any means, methods or techniques for whatsoever, without obtaining the prior consent of the beneficial owner thereof.

Pegasus Airlines commercially operates scheduled and charter services with a principal place of business and company offices registered in Turkey – hereafter referred to as “PEGASUS”. Pegasus Airlines does not conduct combined aircraft operations.

PEGASUS holds an Air Operators Certificate. Privileges and detailed scope of activities for which PEGASUS is certified, are as per the relevant current certificates and approved manuals as applicable. PEGASUS will comply with the scope and privileges defined in the Operations Specifications attached to Operators Certificates.

COM is not subject to the regulatory approval of the Civil Aviation Authority, (Turkish Directorate General of Civil Aviation (TR-DGCA) – hereafter referred to as “TR-DGCA”), according to Turkish Regulation SHY-6A.

The mandatory standards and non-mandatory recommendations with respect to the IATA Operational Safety Audit (IOSA) are also integrated into this manual.

Each holder of the COM shall be well familiar with its contents and shall make a continual effort to remain up to date. Where the holder is in doubt as to whether he/she understands part for all an instruction fully, he/she shall ask his/her superior at once for clarification.

Nothing contained in this manual shall preclude cargo operations personnel from acting in their own best judgment during any irregularities for which no provisions may have been made or in case of emergency.

The Cargo Operations Manual contains regulations, guidelines and data for aircraft handling and loading for Pegasus Airlines aircraft. Its contents are based on Pegasus Airlines policy as well as on regulations and requirements issued by Aviation authorities and aircraft manufactures. The prime purpose of the manual is to ensure the safe and smooth cargo operation of Pegasus Airlines aircraft as well as safe handling and loading.

For cargo handling personnel dealing with Pegasus Airlines cargo operations, the knowledge of all procedures and instructions contained in this manual is mandatory and comprehensive. Where direct reference is provided in this manual to other publications, those publications have been referred to, as well.

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0.2. Scope

The Cargo Operations Manual is intended to be a guide to Pegasus Cargo Staff, External cargo handling service providers and Contractor Handling Agents/Individuals or Organizations staff dealing with Pegasus Airlines Cargo as a source for guidelines, rules, regulations and assistance in carrying out their job requirements in accordance with Company, Civil Aviation and Operational requirements and presented in a format that is appropriate for use by cargo operations personnel. It contains accurate and legible information.

The Cargo Operations Manual, its amendments and revisions are published and issued by the Cargo Department. The Group Head of - Cargo is responsible for its contents and for keeping the information up to date by monitoring international and national relevant regulations and reflecting the same in the manual.

Air Carrier Security Programme, Cargo Operations Manual and Airport Emergency Manuals, De/Anti icing Manual, are complementary parts of this manual.

The Cargo Operations Manual has been prepared in accordance with the conditions contained in the Air Operator Certificate (AOC) and with the relevant provisions of SHT-OPS, as well as other TR-DGCA regulations, EASA Air Ops Regulation (965/2012), Company standards, and other applicable requirements such as IOSA, ISO 9001, ISO 14001, ISO 45001, OHSAS 18001, EU ETS (EU Emissions Trading System), Turkish Republic Ministry of Transport, Maritime and Communication.

0.3. Responsibilities

The Group Head of - Cargo provides strategic leadership for the development of the cargo business so that a full continuum of services is created and structured in response to customer needs. The Group Head of - Cargo will guide the development of the overall leadership structure and strategic plan and create goals and plans for quality, safety, security and economic management of the cargo business. The Group Head of - Cargo has the authority and responsibility for the management and supervision of functions and activities within the scope of cargo sales and all revenue / non-revenue cargo operations in Pegasus Airlines network.

0.4. Notes, Terminology Terms, Definitions and Abbreviations

The following explanations are given to clearly determine the meaning:

- "MAY", "NEED NOT", "NOT NECESSARY", "NOT REQUIRED" or "MIGHT"** indicate that conformance is optional.
- "NOTE"** indicates an important point about which the manual user needs to be made aware.
- "SHOULD", "IF POSSIBLE" or "WHENEVER POSSIBLE"** indicates that conformance is considered optional, but desirable.
- "SHALL", "MUST", "NECESSARY", "NEED", "REQUIRED", "WILL" or "MUST"** indicates conformance is considered mandatory.
- "SHALL NOT", "MUST NOT" or "PROHIBITED"** indicates something is not allowed/permitted or is forbidden.

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- f) **“NO PERSON MAY”** or **“A PERSON MAY NOT”** mean that no person is required, authorized, or permitted to do the act concerned.
- g) **“APPROVED”** means the Authority (TR-DGCA) has reviewed the method, procedure or policy in question and issued a formal written approval.
- h) **“ACCEPTABLE”** means the Authority (TR-DGCA) or the Pegasus Airlines has reviewed the method, procedure or policy and has neither objected to nor approved its proposed use or implementation.
- i) **“PRESCRIBED”** means the Authority (TR-DGCA) or Pegasus Airlines has issued a written policy or methodology which imposes either a mandatory requirement, if it states "shall", "will", "must" or an action verb in the imperative sense, a recommended requirement if it states "should" or a discretionary requirement if it states "may".
- j) **“CAUTION”** is used when an operating procedure, technique etc. may result in damage to equipment if not carefully followed.
- k) **“WARNING”** is used when an operating procedure, technique etc. may result in personal injury or loss of life if not carefully followed.

- **A320 Family:** Refers to all models of the A318, A319, A320, A321 aircraft.
- **A320 CEO Family:** Refers to all models of the A318, A319, A320, A321 aircraft equipped with the “conventional engine option” i.e. the first engine types proposed for the A320 family aircraft.
- **A320 NEO Family:** Refers to all models of the A318, A319, A320, A321 aircraft equipped with the “new engine option” i.e. the new engine types proposed for the A320 family aircraft (Except A318 aircraft).
- **A320/321/CEO/NEO:** Whenever used without “family” it indicates that particular model/variant. (For example, “A320” refers to A320 CEO and A320 NEO, “A320 NEO Family” refers to A320 NEO and A321 NEO aircraft whereas “A320 NEO” refers to A320 NEO aircraft only.)
- **Total Cargo Management (TCM)** means the complete direction of an airline's outsourced Cargo activities under the World Cargo Solutions (WCS) own brand name or the brand name of the individual mandate carrier. In respect of commercial air Cargo it comprises without limitation carrying out worldwide sales activities plus contracting for all relevant warehouse handling, security and road feeder as well as other associated services, revenue accounting plus elaborate financial reporting, comprehensive claims handling including final settlement on own expense, proper autonomous IT - solution, conduct of operational audits, all accomplished under the optional utilization of one single Air Waybill regularly associated with WCS's sales activities also providing the side-benefit of additional primary insurance for legal liability. These one-stop services are being professionally rendered in a highly dedicated manner and in full compliance with all legal, regulatory bodies and each airline's individual operative requirements.
- **Interline Carriage:** a carriage over the routes of two or more parties agreed in an interline traffic agreement as per IATA Resolution 660 (Attachment A)
- **Accountability:** The obligation to accept ultimate responsibility for decisions and policies, and for the performance of applicable functions, duties, tasks or actions; this implies being answerable (i.e. accountable) for ensuring that such responsibility is executed or performed. Accountability may not

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be delegated. In the context of a Safety Management System, accountability means being ultimately responsible for safety performance (Accountable Executive).

- **Responsibility:** An obligation to execute or perform assigned functions, duties, tasks or actions; this typically includes an appropriate level of delegated authority; and implies holding a specific office, title, or position of trust.
- **Nominated Persons:** According to the Air Operations ORO.AOC.135 are indicated with triple stars in the Pegasus organization chart and shall be ultimately responsible to the Accountable Executive with the responsibility of ensuring that the operator remains in compliance with the applicable requirements and that all operations are conducted safely with airworthy aircraft. Pegasus Airlines Nominated Persons are responsible for the management and supervision of the following areas:
 - (a) Flight Operations
 - (b) Ground Operations
 - (c) Continuing Airworthiness
 - (d) Crew Training Nominated Persons should have practical experience and expertise in the application of aviation safety standards and safe operating practices.

Nominated persons shall possess managerial competency, technical and operational qualifications, appropriate practicable experience, expertise, licensing requirements (as applicable) to ensure the application of aviation safety and security standards and safe operating practices. In general, Nominated Persons shall have comprehensive knowledge of:

- (a) TR-DGCA/ EASA Regulations and any associated requirements and procedures;
- (b) The Pegasus Airlines Operations Specifications;
- (c) The need for, and content of, the relevant parts of the Pegasus Airlines Operations Manuals;
- (d) Familiarity with the Safety Management and Compliance Monitoring System;
- (d) Appropriate management experience.

Beside Nominated Persons, there are TR-DGCA Authorized Persons on behalf of Nominated Person for Related Operation Disciplines as senior and / or management level positions in Pegasus Airlines. TR-DGCA Authorized Persons (required persons) are indicated with double stars in the Pegasus organization chart and shall be responsible to the Accountable Executive and TR-DGCA with the responsibility of ensuring that the related discipline remains in compliance with the applicable requirements.

- **Cargo:** Any revenue or non-revenue shipment of goods or property that is transported on an aircraft and is not consumed or used during flight.
Revenue cargo–Cargo that is transported on an aircraft for commercial purposes; generates revenue for the operator.
Non-revenue cargo–Cargo that is transported on an aircraft for non-commercial purposes; does not generate revenue for the operator.

Note: COMAT (Company Material) is non-revenue cargo.

Note: In IOSA/ISAGO standards, non-revenue cargo is addressed in the same way as revenue cargo for the purposes of handling, loading, securing and transporting. (Refer to IATA ISM Ed16-1)

Note: In the IOSA/ISAGO standards 'mail' is considered to be an item of 'cargo': therefore, any reference to cargo also includes mail. (Refer to IATA IRM Ed 12)

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A

A/C	Aircraft
AAMS	Air Automated Manifest System
ACT	Active Temperature Controlled System
ACC3	Air Cargo/Mail Carrier operating into the Union from a Third Country Airport
ADR	International and European contract for hazardous goods transports on the road
ADV	Advice
AFT	AFT Compartment
AHM	IATA Airport Handling Manual
AHL	Advice if Holding
AOG	Aircraft on ground
A/P	Airport
APS	Aircraft Prepared for Service
ARR	Arriving
ATC	Air Traffic Control
ATT	Goods attached to Air Waybill
AVI	Live animal
AWB	Air Waybill

B

B	Rate class code indicating Basic charge as used in the rate class box of the AWB
BIG	Outsized
BUC	Bulk Unitization Charges
BUP	Bulk unitization programme, shipper/ consignee handled unit

C

C	Rate class code indicating SCR as used in the rate class box of the AWB
CAA	Civil Aviation Authority
C.A.F.	Currency Adjustment Factor (compensation factor for the various
C.O.D.	Cash on Delivery
CAO	Cargo Aircraft only
CASS	Cargo Accounts Settlement System
CAT	Cargo attendant accompanying shipment



CBTA Competency Based Training and Assessment

CC	Charges Collect
CCA	Cargo Charges Correction Advise
CFR	Cost and Freight
CG	Centre of Gravity
CGO	Cargo
CGSA	Cargo General Sales Agent
CIF	Cost, Insurance and Freight

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CIP	Carriage and Insurance paid to
CITES	Convention on International Trade in Endangered Species of Wild Fauna and Flora
CKD	Completely Knocked Down (car)
cm	centimetres(s)
Cm3	cubic centimetre(s)
COD	Cash on Delivery
COL	Cool goods
COM	Company mail
CO-MAT	Company Material
CPM	Container/Pallet distribution message
CPT	Carriage paid to
CSO	Customer Service Officer
CSU	Catering Supplies
cu. ft.	Cubic foot (feet)
cu. in.	cubic inch(es)
cu.ft. or cft	Cubic foot (feet)
CVGK	Customs value per gross kilogram (kg)
CVGP	Customs value per gross pound (lb)
Cy.	Currency Adjustment Factor (compensation factor for the various currencies)
D	
D.O. or D/O	Delivery Order
D/A	Delivery Agent
DAF	Delivered at frontier
DCS	Departure Control System
DDP	Delivered duty paid
DDU	Delivered duty unpaid
DEQ	Delivered ex quay (duty paid)
DES	Delivered ex ship
DG	Dangerous Goods
DGD	Shipper's Declaration for dangerous goods
DGR	Dangerous Goods Regulations
DIP	Diplomatic mail
Dir.	Direct
dm3	cubic decimetre(s)
DOT	Department of Transportation (of the USA)
E	
E	Rate class code indicating over pivot rates as used in the rate class box of the AWB
EASA	European Aviation Safety Agency
EAT	Foodstuffs (Cargo)

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e.g.	for example
EFTA	European Free Trade Association
ELI	Lithium-ion batteries excepted as per Section II of PI 965–967
ELM	Lithium metal batteries excepted as per Section II of PI 968–970
E.T.A	Estimated Time of Arrival (scheduled arrival time of Aircraft)
E.T.D.	Estimated Time of Departure (scheduled departure time of Aircraft)
EU	European Union
EWB	Express Waybill
excl.	Excluding
F	
F.A.K.	(FAK) Freight All Kind
FAS	free alongside ship
FCA	Free carrier
FCR	Forwarders Certificate of Receipt
FFI	Freight Forward International
FFM	Freight Uplift Message
FIL	Undeveloped/unexposed film plates
FOB	Free on Board
FRI	Frozen goods subject to veterinary/phytosanitary inspections
FRO	Frozen goods
ft.	foot (feet)
FWD	Forward Compartment
G	
GATT	General Agreement on Tariffs and Trade
GBL	U.S. Government Bill of Lading
GCC	Guest Control Centre
GCR	General Cargo Rate
GOH	Hanging garments
GOM	Ground Operations Manual
GSA	General Sales Agent
H	
HAWB	House Airway Bill
HEA	Heavy cargo, 150kg and over per piece
HEG	Hatching eggs
HDQ	Headquarters
HUM	Human remains in coffins
HWB	House Waybill
I	
i.e.	that is
IATA	International Air Transport Association

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ICAO	International Civil Aviation Organization
ICC	International Chamber of Commerce
ICE	Dry ice
IDX	IATA Incident Data Exchange
IMDG-code	International maritime dangerous goods code
IMF/IWF	International Monetary Fund
in.	inch(es)
INCS	Infant Car Seat
incl.	including
INCOTERMS	Incoterms make international trade easier and help traders in different countries to understand one another. These standard trade definitions that are most commonly used in international contracts are protected by ICC copyright.
INTRM	Intermediate point
IOSA	IATA Operational Safety Audit
ISO	International Standardization Org.
ISO	14001 Environmental Standards
ISO	17799 Code of Practice for Information Security Management
ISO 9001	Quality Management Standard
ISO/TS 16949	Automotive Technical Specification
☐ IQSMS	Integrated Quality and Safety Management System
J	
JAA	Joint Aviation Authorities
JAR	Joint Aviation Requirements
JIT	Just in Time
JOT	Just on Time
K	
K	Rate class code indicating rate per kilogram as used in the rate class box of the AWB
kg.	kilogram(s)
KPI	Key Performance Indicators
L	
L/C	Letter of Credit
LAR	Live Animals Regulation
lb.	Pound(s)
LDM	Load Message
LHO	Living human organs/blood
LIC	License required
LMC	Last Minute Change
M	
M	Rate class code indicating minimum charges as used in rate class box of the AWB

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m	metre(s)
m3	cubic metre(s)
MAC	Mean Aerodynamic Chord
MAG	Magnetized material
MAL	Mail
MATO	Meal Accommodation + Transport Order
MAWB	Master Airway Bill
MCO	Miscellaneous Charges Order
MUW	Munition of war
MVT	Aircraft Movement Message
N	
N	Rate class code indicating 1kg general cargo rate, as used in rate class box of AWB
N/A	Not Applicable
N.E.S.	Not elsewhere specified indicates that certain types of that commodity have been specified under another item number
NCV	No Commercial Value or No Customs Value
NDA	No dimensions available
NIL	No items loaded or manifested.
No. Nr.	Number
NOTOC	Notification to Captain
NVD	No value Declared
NWP	Newspapers, magazines
O	
OBX	Obnoxious cargo
OHD	On-Hand (bag)
OHG	Overhang item
OSI	Other Service Information
P	
P.O.(B).	Post Office (Box)
PAC	Passenger and cargo
PAD	Passengers Available for Disembarkation
PAX	Passenger
PBA	Paid by Agent
PEA	Hunting trophies, skin, hide, and all articles made from or containing parts of species listed in the CITES (Convention on International Trade in Endangered Species) appendices
PEF	Flowers/Plants
PEM	Meat
PEP	Fruits and vegetables
PER	Perishable cargo

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PES	Fish/Seafood
PGT	Pegasus Airlines
PIC	Pilot in Command
PIL	Pharmaceuticals
PIR	Property Irregularity Report
POD	Port of Discharge
POL	Port of Loading
PP	Charge Prepaid
PPD	Prepaid
PRM	Reduced Mobility
Q	
Q	Rate class code indicating the quantity 45kg. (100lb) and over rate as used in the rate class box of the AWB
QRT	Quick Ramp Transfer
QSHE	Quality, Safety, Health, Environment including Security
R	
R	Rate class code indicating that a reduced class rate has been applied as used in the rate class box of the AWB
RAC	Reserved Air Cargo
RCL	Non-Flammable/Non-Toxic Gas Cryogenic Liquid
RCM	Corrosive Material
RCX	Explosives 1.3C
RDS	Diagnostic specimens
REQ	Expected Quantities of Dangerous Goods
REX	Normally forbidden explosives - Divisions 1.1, 1.2, 1.3, 1.4F, 1.5, 1.6
RFG	Flammable gas
RFL	Flammable liquid
RFS	Flammable solid/ Self-Reactive Substances
RFW	Dangerous when wet
RGX	Explosives 1.3G
RIS	Infectious substance
RMD	Miscellaneous dangerous goods
RNG	Non-flammable non-toxic Gas
ROP	Organic peroxide
ROX	Oxidizer/Oxidizing Substance
RPB	Poisonous Toxic substance
RPG	Toxic gas
RQ	Request
RRE	Excepted Quantities of Radioactive Material
RRW	Radioactive material, category I-white

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RRY	Radioactive material, categories II and II-yellow
RSB	Polymeric beads
RSC	Spontaneously combustible
RXB	Explosives 1.4B
RXC	Explosives 1.4C
RXD	Explosives 1.4D
RXE	Explosives 1.4E
RXG	Explosives 1.4G
RXS	Explosives 1.4S
S	
S/B	Standby Rate class code indicating that a surcharged class rate has been applied as used in the rate class box of the AWB
SAL	Surface mail
SCR	Specific Commodity Rate
SDR	Special Drawing Rights
SI	Supplementary Information
SHL	Save human life
SITA	Société Internationale de Télécommunications Aéronautiques
SLI	Shipper's Letter of Instruction
SOC	Shipper's Own Container/Seat Occupying Cargo
SPF	Laboratory animals
SSR	Special Service
SUR	Surface transportation
SVC	Service Cargo
SWP	Sporting weapons
T	
TACT	The Air Cargo Tariff
TAPA	Technology Asset Protection Association
TR - DGCA	Turkish Directorate General Civil Aviation
THC	Terminal Handling Charges
TMKTDGM	General Directorate of Dangerous Goods and Combined Transportation Regulation
TSR	Ticket Sales Return
TWOV	Transit without Visa
U	
U	Rate class code indicating ULD Basic rate or charge as used in the rate class box in the AWB
UATP	Universal Air Travel Plan
UCM	Unit Load Device Control Message
UCP	Uniform Customs and Practice for Documentary Credit
ULD	Unit Load Device

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UN	United Nations
UNCTAD	United Nations Conference of Trade and Development
V	
v.v.	vice versa
VAL	Valuable Cargo
VIP	Very Important Person
VOL	Volume
VUN	Vulnerable Cargo
W	
W	Rate class code indicating an additional weight charge as used in the rate class box of the AWB
W or WT	Weight Ton or Measurement
WCHC	Wheelchair Cabin
WCHR	Wheelchair Ramp
WCHS	Wheelchair Steps
WCS	World Cargo Solution
W.W.	Worldwide issue of TACT
W/M	Weight Ton or Measurement
WET	Wet Freight/Shipments of wet material not packed in watertight containers
WTO	World Trade Organization
X	
X	Rate class code indicating ULD additional information as used in the rate class box of the AWB
XPS	Priority small package
Y	
Y	Rate class code indicating ULD discount as used in the rate class box of the AWB
Z	
ZFW	Zero Fuel Weight

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0.5. Application

0.5.1. Administration and Control of Cargo Operations Manual

IOSA ORG 2.5.1 and ORG 2.5.1 TABLE 1.1 Documentation System Specifications

Refer to PG-KU-PR-008 Documents Management and Records Control Procedure

0.5.1.1. Corporate Commitment (PG-KU-PO-001)

In all of its activities Pegasus Airlines is committed to:

A culture that has safety, security and compliance monitoring as fundamental operational priorities, to promote this Pegasus Airlines shall act in full compliance with the current national and international rules and laws regulating the company's field of activity in conjunction with environmental protection and occupational health and safety requirements,

Working towards the continuous improvement of:

- Compliance, safety and security elements in all departments depending on the Company performance.
- Ability to maintain and improve the performance results in all aspects while implementing national and international rules and regulation, Company Procedures and the provisions of relevant statutory and regulatory requirements, any other standards.
- Follow-up of corrective actions and their effectiveness in operational performance.

Ensuring an effective management system is fully implemented and functional with a clear consistency and unity of purpose between corporate management and management of operational areas.

Defining employee accountabilities and responsibilities for delivery of safety, security and customer satisfaction,

Continually striving for improvement in matters related to safety, compliance, security and guest satisfaction, and to internalize the necessity of developing better systems by working to learn from mistakes and reduce human errors,

Encouraging uninhibited reporting of all incidents and occurrences that compromise safety and security to enhance safety and security outcomes and for appropriate human error management,

Ensuring externally supplied systems and services are selected based upon continuous compliance with Aviation Safety, Compliance Monitoring, Security, Information Security and Environment, Health and Safety performance standards to support business activities,

Prohibiting the offering, giving, solicitation or the acceptance of any bribe or corrupt inducement in any form,

Ensuring sufficient skilled and trained resources are available to implement Company strategies and processes,
Maintaining physical infrastructure, including buildings, plant and equipment, in a condition that ensures

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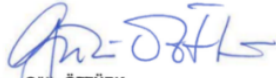
it is safe to use and consistent with environmental management and minimizes waste and pollution, as far as practical,

Striving to reduce our carbon emissions through technological, infrastructural, operational measures and via application of the emissions reduction principles.

Improving environmental performance continuously and to adopt the attitude of sustainability in order to reduce the impacts of activities on environment, and also to execute studies with the aim of increasing environmental awareness,

Regularly review and measure the performances of the company management systems by analyzing all data coming from audits, inspections, performance-based indicators, the company employee surveys, guest relations feedback system, employee e reporting system,

Assigning accountability and responsibility to all department heads, managers, and employees to strictly adhere to published regulations and orders of safety, security, compliance monitoring, data protection and for all processes to fulfil environmental, occupational health and safety requirements with sensitivity.


Güler ÖZTÜRK
CEO
Pegasus Airlines

0.5.1.2. Our Safety, Security, Quality, Environmental, Occupational Health and Safety Policy

Pegasus Airlines applies the Quality Management System which has been implemented to meet the requirements of *SHT-UYUMLULUK İZLEME* and which has been approved as Pegasus Airlines Compliance Monitoring Manual by TR-DGCA.

Pegasus Airlines prides itself on its commitments to Safety, Quality, Environmental and Occupational Health and Safety Policies. They are the most important features of our operations; the measures by which we judge success.

0.5.1.3. Safety Policy (PG-EM-PO-001)

We believe that Safety Management System can only be obtained with the participation of all employees. All levels of management and all employees are responsible for the delivering of this highest level of safety performance, starting with the CEO. Senior Management continually promote the safety policy to all personnel and demonstrate their commitment to it, provide necessary human and financial resources for its implementation and establish safety objectives and performance standards.

Our commitment is to:

Support the management of safety with the provision of all appropriate resources that will result in an organizational culture that fosters safe practices, encourages effective safety reporting and communication.

Encourage the management of safety as a primary responsibility of all managers and employees.

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Clearly define for all staff including managers and employees, their responsibilities for the delivery of the organization's safety performance and the performance of the safety management system.

Establish and operate hazard identification and risk management processes that views all risks together in a way that can present the result holistically, support decision-making and deploy the resources needed to mitigate risks effectively.

Implement "Just Culture" and ensure that no action will be taken against any employee who discloses safety concern through the hazard reporting system, unless such disclosure indicates, beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or wilful disregard of regulations or procedures which are considered as unacceptable behaviours. Apart from these unacceptable acts, disciplinary action would not apply. The purpose of safety reporting and internal investigations is to improve safety, not to apportion blame to individuals.

Comply with legislative and regulatory requirements and standards and exceed those standards wherever possible.

Ensure that sufficient skilled and trained Pegasus employees are available to implement safety strategies and processes.

Ensure the effective implementation of Human Factor Principles into operational practices.

Establish and measure our safety performance by using realistic safety performance indicators and safety performance targets against safety policy and objectives.

Ensure externally supplied systems and services to support our operations are meeting our safety performance standards.

Publish procedures, assign responsibilities and provide necessary authorization and equipment to ensure a coordinated execution of the corporate Emergency Response Plan.

Carry out implementing and monitoring activities within the scope of identifying fatigue hazards, determining and assessing fatigue risks, promoting fatigue reporting and analysis processes in order to maintain the company safety performance by managing the fatigue effect of flight duties on the flight crews.

Encourage the safe integration of new technologies, innovative solutions and operating concepts into the safety management system and facilitate the integration of such new technologies and solutions.

Continuously improve our safety performance.


Gülz ÖZTÜRK
Accountable Executive / CEO

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0.5.1.4. Security Policy (PG-GU-PO-001)

In all of its operations, Pegasus Airlines hereby commits that:

- Operational Security:**
Pegasus Airlines guarantees to ensure the Security of operations, employees, passengers and service providers. For this purpose, the company ensures to implement an effective Security Management System (SeMS) by clearly determining the lines of implementation as well as the Security duties and responsibilities for the employees throughout the organization.
- Compliance with Regulations:**
In all its activities, Pegasus Airlines ensures that security processes are performed in compliance with applicable National and International Civil Aviation regulations and standards.
- Continual Improvement:**
For a continual improvement of the Security Management System, all necessary Security practices and processes are supported and periodically reviewed by Senior Management. Pegasus Airlines Security Policy is then periodically reviewed and revised if necessary to ensure a continuous relevance to the organization requirements and applicable national and international regulations and standards.
- Resources Provision:**
In order to ensure a successful implementation of Security Management System, Pegasus Airlines ensures that Senior Management provides financial, human, material, equipment, training and all other necessary resources.
- Corporate Security Culture:**
Pegasus Airlines ensures that Security is a fundamental operational priority and an integral part of the Corporate Commitment. "Corporate Security Culture" is promoted by Aviation Security Group Management by increasing Security Awareness of employees and service providers with trainings, bulletins and all necessary arrangement.
- Threat Assessment and Risk Management:**
Pegasus Airlines' objective is to prevent unlawful acts. To achieve this goal, it is ensured that operational security threats are identified, evaluated and mitigated in order to properly manage Security risks.
- Security Training:**
Pegasus Airlines ensures and requires that the qualifications and trainings of its employees and sub-contractor employees who perform Security functions are in compliance with the requirements of applicable national, international and Pegasus Airlines regulations and standards.
- Incident Reporting System:** Pegasus Airlines ensures that communication between Senior Management and employees is monitored in a non-punitive approach in manner that encourages all employees to report any security-related issue. This is a fundamental part of the Security Management System and all employees shall be aware of its importance and participate.

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- **Performance Monitoring:**

Pegasus Airlines Security objectives are determined by Senior Management. In order to achieve these objectives, Security performance standards are set, monitored and actions are taken if necessary.

0.5.1.5. Quality Policy (PG-KU-PO-002)

We are committed to continually improve our quality management system in our passenger and cargo air transportation activities by providing secure, safe flight operation and service conditions, increasing guest satisfaction, acting in compliance with compulsory aviation laws, regulations, standards and procedures, supporting our strategic objectives together with human factors in accordance with purpose and context.

0.5.1.6. Environmental Policy (PG-EY-PO-006)

We are committed to constantly improving our system by realizing environmental targets, enhance environmental performance, prevention of pollution and protecting the environment, complying with applicable laws and all applicable standards, creating sustainable environmental awareness in our passenger and cargo air transportation activities.

0.5.1.7. Occupational Health and Safety (OHS) Policy (PG-EY-PO-007)

We are committed to improving our OHS performance in line with determined OHS targets, to be ensure comply with the legislation, prevent the possible injury and health deterioration, provide safe and healthy working conditions, eliminate the potential dangers and reduce risks, provide employee participation and consultation in our passenger and cargo air transportation activities.

0.5.1.8. Information Security Policy (PG-EY-PO-008)

We are committed to continually improve the system by identifying our information assets as well as by determining and managing risks that threaten the confidentiality, integrity and availability of our assets, acting in accordance with all applicable standards and regulatory requirements, defining the necessary roles and responsibilities for the operation of information security processes, providing all needed resources and raising awareness of our stakeholders about information security.

0.6. System of Amendment and Revisions

The Cargo Manual is prepared in accordance with ICAO/ EASA-OPS, SHT-17.6, TMKTDGM and IOSA Standards Manual, Operations Manual (OM) Content Specifications CGO Table 7.1 requirements (ISM Edition 15-2, Ed 16-1 CGO Table 7.1 Operations Manual (OM) Content Specifications), is in compliance with the terms and conditions of Pegasus Airlines Air Operator's Certificate (AOC) as well as with the applicable national regulations and laws. This Cargo manual contains operational policies, processes, procedures and all other necessary information to ensure compliance with appropriate regulations, laws, rules, including Civil Aviation Cargo Security Programmes and standards of Pegasus Airlines and acts as a guide to processes for acceptance, handling, loading, securing and transporting of cargo.

This manual is appropriate at both the corporate and operational levels in order to provide a comprehensive description of the scope, structure and functionality of our management system and to

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depict lines of accountability throughout the organization. It also outlines the authorities, duties, responsibilities and the interrelation of functions and activities within the system for ensuring safe and secure operations. We also wanted to reflect a functional continuity within the management system that ensures the entire organization works as a system and not as a group of independent or fragmented units. In order to provide an effective management system, the procedures shall be fully implemented and functional with a clear consistency and unity of purpose between corporate management and management in the operational areas. Our management system ensures compliance with all applicable standards and regulatory requirements. In addition to internal standards and regulations of the State, we also comply with authorities that have jurisdiction over operations that are conducted over the high seas or within a foreign country.

0.6.1. Acceptance / Approvals of Revisions

The Cargo Operations Manual (COM) is not subjected to TR-DGCA approval, only internal Compliance Monitoring approval will be sufficient and distribution is not being subject to approval procedures every time an amendment takes place; in case of an urgent amendment, the relevant amendment is announced to the personnel in an exchange of signatures in relation to announcements, circulars, instructions, notifications, directives and regulations, but comes into force after it has been approved according to *PG-KU-EK-001 Compliance Monitoring Manual 4.2 Document Control Management (ORG 2.5.1 TABLE 1.1 Documentation System Specifications)*.

All Company documentation (including Operation Manuals) format / page layout / design and QDMS System requirements / is determined, edited and controlled by the Integrated Management Systems (IMS) representative and/or personnel according to *PG-KU-PR-008 Documents Management and Records Control Procedure*

0.6.2. Manual Holder's Responsibility

All holders of the Cargo Operations Manual and all personnel responsible for a copy of the Cargo Operations Manual in their possession (e.g., an office copy being a source of reference for themselves and others) shall revise the manual at the time specified with the amendment.

Any holder receiving an amendment in soft copy format shall study the revised texts upon receipt not later than the effective date. The soft copies of the previous revisions shall be deleted when a new revision is published. Previous amendment letters and obsolete pages shall be destroyed from hard copies if any.

The COM provided by the Cargo Management in electronic format is read only and contains the whole amended manual.

Any discrepancy, error or difficulty shall be reported to the Cargo Management.

0.6.3. Form of Revisions

The Cargo Operations Manual is produced and distributed in QDMS as an electronic version. Handwritten amendments are not applicable due to automated system usage (QDMS). (For more information refer to *PG-KU-PR-008 Documents Management and Control Procedure*).

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0.6.3.1. Record of Revisions

Recording of revisions provides new or revised information. For revisions that include previously issued temporary revisions, revised parts' highlights are removed. The effectivity date corresponding to a revision number is shown in Record of Revisions. (For more information refer to *PG-KU-PR-008 Documents Management and Control Procedure*).

For Record of Revisions Table refer to 0.8 Record of Revisions (ROR) Table.

0.6.3.2. Highlight of Changes

The Cargo Operations Manual is divided into chapters, which are subcategorized as subchapters and subsections.

In order to identify changes, additions or deletions of new text/illustration, yellow highlight will be used to identify the changed text/illustration. Yellow highlighting will not be used for "Record of Revisions (ROR), Revision Highlights" chapters due to the nature of these chapters. "Revision Highlights section will be used to identify the revised sections and briefly describe the reason for the revision. All manual holders are responsible to take note of the changes carefully. Please refer to QDMS User Guide for further information.

Each unit and person delivering this Manual is responsible for the safety, protection and utilization of the updated version.

0.6.4. Retention and Dissemination of Internal & External Documentation

All Pegasus Airlines personnel can access the Cargo Operations Manual (in PDF file format) by using their personal usernames and passwords on QDMS.

Revised pages/chapters shall be distributed to the relevant departments in accordance with the distribution list within 15 days of approval date via QDMS. The revisions become effective when the amendment is received by the holder via published on the QDMS irrespective of the proposed date of issue shown.

Handling Agencies / Service providers can access the Ground Operations Electronic/Online Library (doc.lib): <https://document.flypgs.com/>. The user needs a username & password for accessing the Ground Operations Online Library.

Please contact to Cargo Department, Ground Document Team or Guest Control Centre to receive a password with the following e-mail addresses: pegasuscargo@flypgs.com, GROUND.DOC@flypgs.com, AREA.AUDITORS@flypgs.com, guestcontrol@flypgs.com (7/24).

All Pegasus Airlines operations personnel can easily access COM (in PDF file format) by using their personal usernames and passwords on the QDMS; <https://qdms.pegasusum.com/>

Controlled Manual: A controlled manual helps verify the completeness and revision status of each page, at any time of use and it can only be found in QDMS.

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Individual Printouts: Individually produced printouts of the Cargo Operations Manual are only for information and accepted as uncontrolled documents. These printouts must be cross-checked with the QDMS version for validity.

To download the Pegasus Airlines Cargo Operations Manual current edition is the responsibility of the individual Cargo Handling Contractor Company and shall be monitored by the Cargo Department and/or WCS.

Cargo Department will make sure that all downloaded information is properly entered by keeping a record of the confirmation reply from the cargo Handling Agents or concerned parties. For all downloaded confirmations, please send an email to our cargo department's e-mail address "pegasuscargo@flypgs.com".

0.6.5. Internal Documents / Data Control

(Refer to PG-YO-EK-001 Corporate Manual 2.16.2)

Pegasus Airlines Department's documents are defined as internal documents which are produced internally to provide guidance and instructions on how activities are to be performed.

Internally generated documents and data in Pegasus Airlines such as policy statements, procedures, specifications, charts, checklists, manuals, posters, notices, memorandums, software and plans etc. may be on various media whether in hard copy or electronic format, digital, analogue, photographic or written. Internal operational documents are subject to management and control.

The systematic monitoring of the use of company documents and corresponding rules ensures consistency and transparency of Pegasus Airlines activities and standardization. Please refer to *Documents Management and Records Control Procedure (PG-KU-PR-008)* and *External Documents Management Procedure (PG-KU-PR-006)*.

0.6.6. External Document/Data Control

(Refer to PG-YO-EK-001 Corporate Manual 2.16.3)

External documents are defined as all documents produced externally to provide guidance and instructions on how all activities are to be performed (e.g., EASA Regulations, TR-DGCA regulations, ICAO Standards, IATA documents, Jeppesen charts, ISO documents etc.). Access to these documents is ensured through an updated source via QDMS or a department-controlled system (File Master on SERVER).

External documents and data are not generated by Pegasus Airlines but are received from regulatory authorities and original equipment manufacturers. Documents received from external sources are managed by Pegasus Airlines but are controlled by the issuing entity:

Examples of external documents include as a minimum:

- Applicable regulations of the State and of the other States' associated documents or authorities relevant to operations (EASA, TR-DGCA, etc.),
- ICAO International Standards and Recommended Practices (SARPS), manuals, regional supplementary procedures and/or circulars,

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- c) European Aviation Safety Agency (EASA) documents,
- d) IATA Documents (DGR, TACT Rules, LAR, PCR, AHM, IGOM, Cargo IS etc.)
- e) Airworthiness Directives,
- f) NAV-Database
- g) Aeronautical Information Publications (AIP) and NOTAMS,
- h) State-approved or State-accepted Aircraft Flight Manuals (AFM),
- i) Manufacturer's Aircraft Operating Manuals (AOMs), including performance data, weight/mass and balance data/manual, checklists and MMEL/CD,
- j) As applicable other manufacturer's operational communications,
- k) Dangerous goods documents, route and airports charts, FMS databases,
- l) GPWS terrain and obstacle databases, airport analysis data,
- m) Integrated Management Systems (ISO 9001 Quality Management System Standard, ISO 14001 Environmental Management System Standard, ISO 45001 Occupational Safety Management System, ISO 45001 Information Security Management System, ISO 22000 Food Safety Management System)
- n) Documents from regulatory authorities and original equipment manufacturers

The above are some examples of external documents which are produced by an aircraft manufacturer and subsequently customized by Pegasus Airlines and distributed to operational personnel. These documents are maintained in the related departments. Updates of these documents are either received by electronic means or as hard copy. They are checked periodically by related personnel from their relevant sources.

For further information please refer to Documents Management and Records Control Procedure (PG-KU-PR-008) and External Documents Management Procedure (PG-KU-PR-006).

0.6.7. Disposal of Obsolete Documentation and Archiving

When an amendment or revision is issued to the COM, the revision number changes. If the revision number of the COM is different from that of the soft copies on the QDMS, then the document is deemed as obsolete.

In order to prevent the unintended use of obsolete documents, and to apply suitable identification of out-of-date documents or older versions of revised documents, the disposal of obsolete documents becomes valid when the amendment is received by the holder of the manual. The copies of obsolete documents shall be deleted by the users immediately after their replacement.

For further information about the Disposal of Obsolete Documentation refer to (PG-KU-PR-008) Documents Management and Records Control Procedure / Döküman Yönetimi ve Kayıtların Kontrolü Prosedürü) and PG-KU-EK-001 Compliance Monitoring Manual.

Archiving: Obsolete documents are kept for reference or different purposes by the Cargo Department (unless otherwise specified) in a separate storage area in the shared folder of Pegasus Airlines called the "file master".

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0.6.8. Deletion of Electronic Records

The deletion of electronic records is performed by the documentation specialist as an interim arrangement by deleting and/or uploading the state-of-art documents. All electronic records disposed using different methods shown in Bilgi Varlıklarının Kullanım Dışı Bırakılması Prosedürü / Information Assets Deactivation Procedure (PG-BG-PR-019).

0.6.9. Backup

Backup of documents and data are performed on a regular basis by the IT department.

Pegasus Airlines Information Technologies Department has established a backup system to ensure all databases, systems, network drives and electronic documents, data and records used in the conduct of the daily operations are always available. Back up Servers are stored in a different and secure location and are protected against damage, alteration and theft in accordance with the Pegasus Airlines contingency plan and corporate security policy.

For further information refer to Yedekleme Talimatı / Back-Up Instruction (PG-AO-TL-002), Yedekleme Prosedürü / Back-up Procedure (PG-AO-PR-016), Erişim Kontrol Prosedürü / Access Control Procedure (PG-BG-PR-006), Veri Yönetim Talimatı / Data Management Instruction (PG-BG-TL-001) and Bilgi Varlıklarının Kullanım Dışı Bırakılması Prosedürü / Information Assets Deactivation Procedure (PG-BG-PR-019)

0.6.10. Suggestions of Improvement of Cargo Operations Manual

While every effort has been made to ensure that the COM reflects a globally applicable industry best practice, we welcome any proposed changes and constructive criticism. This manual will undergo review and updating through the Cargo Team.

To submit any request, it is essential to provide the following details for your feedback to be considered:

Title	
Company Name	
Area of Activity	
Your last/first name	
Function/Position	
Full telephone number	
E-mail address	
Submission regarding (COM or any other documents belong to Pegasus Cargo Operations)	
Section, chapter, part number	
Proposed change	
Reason	

Recommendations for changes to the Cargo Operations Manual should be made by e-mail to pegasuscargo@flypgs.com.

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Reference must be made to the applicable chapter and section numbers, providing as much detail as possible. Material submitted on this form will be taken into consideration by the appropriate department and subject matter experts and might or might not result in actual changes to manuals.

In order to continually improve the quality of this manual any proposal and advice of obsolescence of amendment is appreciated. Errors and/or discrepancies within the COM and/or other regulations shall be reported to the Cargo Department immediately.

Anyone may give feedback to identify and forward incorrect, missing, confusing, duplicated or misinterpreted content of any operational document.

Document change recommendations will be reviewed and discussed/consolidated with related department by the Cargo Department.

0.6.10.1. Language

The language used throughout the manual is English. Turkish is only used in documents that addressing Turkish users, example: local process charts, local instructions in Turkey, job descriptions.

Italics

Italics are used in this manual to designate the following:

- The titles of manuals or documents.
- Foreign words that have not been assimilated into International English.
- The writer's emphasis on certain words.
- Notes

0.6.10.2. Other Manuals and References

The current edition of the following manuals, regulations and/or references shall be kept at Pegasus as well as the offices/facilities of all contracted General Sales and Service Agents (GSSAs) and Cargo Handling Agents (CHAs):

- Pegasus Cargo Operations Manual (COM)
- IATA Dangerous Goods Regulations including addenda (DGR)

Optional manuals, regulations, references to kept at the Cargo Handling Agents (CHAs) are:

- IATA Perishable Cargo Regulations (PCR)
Note: PCR becomes mandatory if perishable cargo is accepted for transportation
- IATA Live Animal Regulations (LAR)
Note: LAR becomes mandatory if live animals are accepted for transportation
- IATA Airport Handling Manual (AHM)
- IATA Cargo Handling Manual (ICHM)
- IATA ULD Regulations (ULDR)
Note: ULDR become mandatory if ULDs are used for transportation
- IATA Cargo Interchange Message Procedures
- IATA TACT Rules
- IATA Temperature Control Regulations (TCR)
- Others

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Note: All IATA Manuals can be purchased online from the IATA homepage. In case of need PG-KA-FR-011 IATA MANUELLERI TESLİM FORMU/ IATA MANUALS DELIVERY FORM used for delivery to the relevant department. For example: WCS - TR

0.6.11. Company Property

The Manual and handbooks are the property of Pegasus Airlines and are lent to its employees. In the event of an employee's transfer or termination of service, the manual shall be personally handed over to the office from which he/she received it or, for manuals distributed in electronic form, he/she shall ensure that the manual contents are removed from the data storage media not returned to Pegasus Airlines.

0.6.12. Publication Cycle

The Cargo Operations Manual is reviewed as a minimum once a year to ensure its contents reflect current practices, procedures and regulations.

0.6.13. Currency / Conflicting Information

Manuals within Pegasus Airlines documentation system may not be revised concurrently, thus creating the possibility of conflicting information in different manuals.

The Group Head of - Cargo ensures the review and revision as necessary to maintain the currency of information contained in the documents. In the case of conflicting information in different Pegasus Airlines manuals, the information contained in the manual with the most recent revision date can be assumed to be valid.

In case the conflicts continue a revision to the manual is necessary.

0.6.14. Document Classification and Nominated Persons/ Department Heads Documentation System Responsibilities

IOSA 2.1.1 (Refer to PG-YO-EK-001 Corporate Manual 2.16.3)

All Nominated Persons, TR-DGCA Approved Responsible Person and Department Heads are responsible for:

- Ensuring the manuals comply with Human Factor principles. Pegasus Airlines take into consideration Human Factor principles into the design phase of manuals and all documents to ensure improved operability of equipment, understanding of procedures and tasks, equipment, processes and systems. This includes the analysis of the interaction of the factors that affect human performance (performance shaping factors) such as tasks and workload analysis, work environment condition, design of displays and controls, signing and labelling, tools, materials, equipment available etc. Prior to being published, all manuals undergo an evaluation and validation by the document owner to ensure that manuals, procedures, instructions fit the purpose and can be understood by the target group of staff meant to use it, and comply with all safety, quality, security and regulatory standards. This is all done via QDMS.

Prepared By

Senior Quality/SMS Specialist

Checked By

EYS Onay Ekibi
Group Head of - Cargo
Sales and Network Planning Group Director
Chief Commercial Officer

Approved By

CEO



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- Ensuring all documents are reviewed frequently and at least once a year, as operationally necessary and to ensure that they are legible and contain accurate information (in relation to interlinked procedures to other company manuals, remain up-to-date and relevant to the operations).
- Ensuring that upon publication of a new revision of a document the obsolete versions are removed from use or collected as appropriate. Any obsolete version of documents or records that remain in possession of the management for reference or documentary review must be clearly identified as being an obsolete document. Under no circumstances should an obsolete document be accessible to the operations personnel.
- Ensuring that reproduced documents must be clearly identified as reproduced or uncontrolled documents. This must also be done for all electronic documents to indicate to users that the electronic version is the official and valid document.
- Ensuring that the format of the manuals accessible to staff are appropriate to the operations performed (electronic or hard copy) and permit easy reference and accessibility during the conduct of staff duties.
- Ensuring the manual is approved by the regulatory body or Compliance Monitoring Manager prior to its publication.
- Ensuring adequate distribution of documents to all Pegasus Airlines personnel, areas and contracted service providers. This is valid for all Pegasus Airlines Manuals (Operations, Technical and Aviation Security manuals).
- Ensure documents, data and records received from external sources are reviewed internally, disseminated to all relevant parties and that the required company documents are amended, if necessary, and approved prior to their publication.
- Review, communicate and integrate the content of external data relevant to the operations into the company manuals. The documents from external sources include but are not limited to the following:
 - TR-DGCA / EASA regulations and publications,
 - Other state regulations or authorities relevant to operations,
 - As applicable, ICAO standards and recommended practices,
 - Airworthiness directives,
 - As applicable, Aeronautical Information Publications (AIP) and NOTAMS,
 - Manufacturer's Approved Flight Manual (AFM), including performance data, weigh/mass and balance data / manual, checklists and MMEL / CDL,
 - As applicable, other manufacturer's operational communications,
 - IATA Manuals,
 - Documents from regulatory authorities and original equipment manufacturers.

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- Retention of documentation received from external sources, to include manuals and documents from regulatory authorities, IATA and original equipment manufacturers shall manage according to Operational External Documents Management Procedure by each department.
- Ensure personnel are aware and comply with the applicable laws, regulations and company standards and procedures. All employees must be familiar with the laws, policies, rules, regulations, instructions and procedures, and the contents of the Compliance Monitoring Manual and the manuals relevant to the performance of their duties. They shall operate in accordance with these laws, policies, rules, regulations, instructions, and procedures defined in the Pegasus Airlines Manuals and Bulletins.
- Identify any documentation specific process or procedure in the chapter 0 or introductory chapter of the Pegasus Airlines Manuals.

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0.7. Distribution List

ISO 9001:2015 Clause 7.5.2, **ORG 2.5.1 TABLE 1.1 Documentation System Specifications**

Pegasus Airlines' Cargo Operations Manual is distributed as a controlled copy to the related company departments and operations personnel in accordance with the distribution list given below.

PG-KA-EK-001	Cargo Operations Manual Recipients (QDMS Document Management System)	Approved Soft Copy (Displayed via QDMS) Becomes uncontrolled copy when printed and /or downloaded
	Cargo File Master	Controlled Soft Copy
	QDMS File Master	Downloaded QDMS Soft Copy Template.
	Controlled Soft Copy Manual Template	QDMS File Master / Cargo File Master (Authorization defined Company network system for each user)
	CEO- General Manager- Accountable Manager - Chief Executive Officer	QDMS System (All Users have direct access to system by using internet web page or/and QDMS Application works on IOS and Android Mobile Systems)
	CCO - Chief Commercial Officer	
	COO - Chief Operation Officer	
	CFOO - Chief Flight Operations Officer	
	CSEO - Chief Safety and Emergency Response Management Officer	
	CFAO - Chief Flight Academy Officer	
	EVP - Ground Operations	
	EVP - Cabin Operation	
	EVP - Technic	
	Compliance Monitoring Group Manager	
	Aviation Security Group Manager	
	All Company Personnel	
	Delegated Auditors	
	Subsidiary Company (if required)	
	ALL Pilots	QDMS System & EFB
	Cargo Handling Agents	Controlled QDMS pdf soft copy by Electronic/Online Library
	Handling Service Providers *	Controlled QDMS pdf soft copy by Electronic/Online Library
	Contracted Partners (if required)	Controlled QDMS pdf soft copy by Electronic/Online Library
	General Sales Agents	Controlled QDMS pdf soft copy by Electronic/Online Library
	WCS Representative for the Manual	Controlled QDMS pdf soft copy by Electronic/Online Library

Electronic Soft Copies

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* The Handling service provider' current list is available at GROUND.DOC@flypgs.com , AREA.AUDITORS@flypgs.com and the WCS who is in charge of keeping it up-to-date.

Pegasus Cargo Manual current revisions are published on the WCS web page and the Pegasus Airlines online library. For the WCS document please refer to: <https://world-cs.de/internal/folders> web page.

0.7.1. Document Library (*Web Distribution)

Service providers can access to the Electronic/Online Library (doc.lib): <https://document.flypgs.com/>
The user needs a username & password for accessing the Online Library. Please contact with Cargo Department to receive a password with the following e-mail address: pegasuscargo@flypgs.com

This site provides all users with the following:

1. Documents and Manuals,
2. General (Read and Sign, Quick Reference, Introductions etc.)

All revisions are published by the Cargo Department to defined users' e-mail addresses on the doc.lib system. Information and news must be distributed to the relevant department and complied with, according to their effective date by users.

The announcement (information e-mail) is sent to all related service suppliers. A Sample of the notice is as follow:

“Dear Partners,
Revised “PG-KA-EK-001 Cargo Operations Manual” has been added to the online library on CARGO - MANUAL. You can access to <https://document.flypgs.com> with your own username and password and you are supposed to download it from the library.

When a revision notice of the COM is received, it is the user's responsibility to discard any outdated revision and remove it from usage in whatever format it is (hard copy, cd, electronically etc).

Pegasus Cargo and/or WCS shall check the users' activity on their own electronic library to ensure that the COM is read within 15 days and shall remind the user to download the current COM.

Please do not hesitate to contact pegasuscargo@flypgs.com and/or AREA.AUDITORS@flypgs.com if you have any further questions or concerns.

After receiving the revision notification, the responsibility of to keep available the current edition of the COM in a usable format at each location where ground handling operations are conducted belongs to the Handling Service providers and each user stated on the Distribution List.

Pegasus Airlines make sure that the COM is available or not at the applicable locations with quality audits in scope of the Compliance Monitoring Management.

Any contact information change must be noticed to the Cargo Department to enable the document library system to be updated immediately.

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0.8. Record of Revisions (ROR) Table

All revisions will be published in the form of the QDMS system. Handwritten amendments and revisions are not permitted. Each and every revision has to be completed by a competent person at the date of issue, showing the date of revision and the initials of the person who filed it.

Rev. No.	Revision Date	Reason for Revision	Initials
0	08.11.2006		AA
1	13.12.2006		AA
2	25.06.2008		AA
3	01.06.2010	Complete Change	ED
4	09.07.2012	Complete Change	NC
5	07.07.2014	Complete Change	SB
6	01.06.2016	Complete Change	NC
0	28.02.2017	QDMS Adaptation	NC
1	22.06.2018	ISM Edition 11 Rev 1	AT
2	11.07.2018	Complete Change	MTG
3	18.11.2019	Complete revision due to regulations, published memorandums, IOSA Ed.12 and 13, reorganization and QDMS documentation system. See 'Revision Highlights' table on COM 0.11	AB
4	07.09.2020	Revised according to organizational change, IOSA preparation, Transport of Cargo in Passenger Compartment, SMS & ACSP Manual	AB
5	21.01.2021	Revised due to reorganization, IOSA Ed. 13 & 14, IATA DGR, AHM, OM Part A, SMM Manual	AB
6	21.05.2022	IOSA Ed. 14.1 & 15, IATA DGR, AHM, IGOM, ICHM, LAR, LBSR, OM Part A, SMM, CMM, ACSP, Corporate Manual, Organizational change	AB
7	31.10.2022	Revised according to organizational change, IOSA Audit requirements	AB
8	16.06.2023	Revised according to SMM Manual, IOSA Ed.15-2 and 16-1, Annual revision	AB

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0.9. Pegasus and WCS (World Cargo Solution) Subsidiaries / Partnership

As of 1 January 2019, World Cargo Solutions DMCC will exclusively market the full cargo capacity of Pegasus on a world-wide basis. Assigned WCS Auditors will conduct audits (safety audits are conducted as a part of audits) for Pegasus Airlines according to IOSA and IATA/Local Civil Aviation rules, applicable regulations and standards. WCS shall inform Pegasus Airlines during the audit preparation and, if there is a finding acceptance of finding, and closure of the audit by e-mail. WCS has the responsibility for keeping the audit reports and for submitting them on the Pegasus Airlines' request.

Being the facilitator with the highest knowledge in providing Total Cargo Management services particularly to passenger airlines, covering all air cargo needs through its comprehensive range of services and its associated network, World Cargo Solutions DMCC was established in 2015 by highly motivated professionals from the air cargo industry. The majority of staff members of the dedicated team of World Cargo Solutions DMCC possess long-term work experience in Total Cargo Management services and are considered the original creators of the genuine Total Cargo Management concept.

The network contribution to World Cargo Solutions DMCC formed a perfect match by further rounding out the present field of operation.

Pegasus shall have the right to audit all the activities of WCS covered under this Agreement, including but not limited to subcontracted third parties. Any audit will be announced at least one (1) week in advance, detailing the areas to be audited.

Pegasus Airlines shall ensure that outsourced functions are conducted in a manner that meets Pegasus Airlines operational safety and security requirements. Pegasus Airlines should ensure a service provider (WCS) selection process is in place that ensures:

- Safety-relevant selection criteria are established;
- Service providers are evaluated against these criteria prior to selection.

Compliance of Pegasus Airlines standards and requirements shall be checked by Pegasus Airlines with audit according to:

- Compliance Monitoring Manual PG-KU-EK-001 and Corporate Manual PG-YO-EK-001
- Compliance Monitoring System Risk Based Oversight Procedure PG-KU-PR-007
- EYS İç Tetkik Prosedürü / Integrated Management Systems and Business Excellence Internal Audit Procedure PG-EY-PR-001
- Compliance Monitoring Programme and its Annexes PG-KU-EK-002
- Safety Management Manual PG-EM-EK-001

WCS shall take the necessary corrective and preventive actions within the target dates given by Pegasus.

With respect to Handling Standards Pegasus Airlines and WCS agree on the following requirements which are detailed in the Agreement and can be monitored by Pegasus Airlines to ensure cargo requirements that affect the safety and/or security of aircraft operations are being fulfilled by the service provider:

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1. Communication
2. Provision of Resources
3. Documentation System
4. Operations Manuals
5. Records System
6. Outsourcing and Product Quality Control
7. Training and Qualification
8. Acceptance and Handling
9. Live Animals, Perishables and Other Special Cargo
10. Unit Load Device (ULD)
11. Safety Management
12. Security
13. Performance Measures

PEGASUS INFORMATION

Operator name of operator	IATA code	ICAO code	Fleet	Document Management s Mediums	Base city, country	Competent Authority	Nominated Person Cargo Operations
Pegasus	PC	PGT	Boeing 737-800 Airbus 320/321	QDMS, Document library	Istanbul, Sabiha Gökçen - SAW, Türkiye	Turkish Directorate General of Civil Aviation (TR-DGCA)	Hasan ÖZDEMİR

Where references to other sources or manuals are made (e.g., IATA AHM, IGOM, LAR, PCR, TCR, DGR etc.), they must be used in their latest current editions.

External cargo handling service providers conduct cargo handling operations functions shall have their own training programme which includes Safety and SMS responsibilities and perform associated duties. In case of need or requested by WCS, SMS training can be provided by Pegasus Airlines. All training requirements shall be checked during audits by PGT.

Both Companies are responsible to ask the other operator's consent when any amendment is made to their own COMs. Consent would be given by the responsible staff during the review process of the subject manual via mail and this method is accepted as authorization by the other operator. Consent records are kept in QDMS or as e-mail copy kept in the company server.

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0.10. Effective Date and Validity of Contents

Revised pages/chapters shall be distributed to the relevant departments in accordance with the distribution list within 15 days of approval date via QDMS. The revisions become effective when the amendment is received by the holder via published on the QDMS irrespective of the proposed date of issue shown.

The COMs of Pegasus and WCS are published as electronic document (pdf). Previous revisions and any printouts of the COM as reference, for training or briefing will become obsolete after a new revision has been published. Obsolete documents must not be used anymore. Cancelling of documents is also performed on QDMS.

Printing of COM should be avoided as far as feasible.

When obsolete, printed documents shall be destroyed and stored electronic documents must be deleted from all involved directories/paths, centrally or individually filed.

The COMs of Pegasus have been prepared in accordance with the relevant requirements of the Turkish Directorate General of Civil Aviation (TR-DGCA), IATA, international laws and standards (ICAO) and industrial practices (IATA).

Operational standards and procedures are in compliance with IATA IOSA standards.

Unless national law or local airport Authorities do not require more restrictive procedures, all Pegasus and WCS policies and instructions must be adhered to.

Exemptions on short notice to any topic may only be granted by the relevant Nominated Person of Pegasus.

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0.10.1. List Of Effective Page Table

With each amendment an updated "List of Effective Pages" (which forms part of the Cargo Operations Manual) is issued, which will enable the user to check if his manual is up to-date.

	Chapter	Page	Revision	Effective Date
0	Cargo Operations Manual	1 – 47	8	19.06.2023
1	Organization and Responsibilities	48 – 82	8	19.06.2023
2	Cargo Acceptance	83 – 97	8	19.06.2023
3	Security	98 – 116	8	19.06.2023
4	Documentation and Forms	117 – 140	8	19.06.2023
5	Storage and Stowage	141 - 141	8	19.06.2023
6	Outsized & Other Special Cargo	142 – 175	8	19.06.2023
7	Dangerous Goods & Weapons	176 – 267	8	19.06.2023
8	Mishandling	268 – 275	8	19.06.2023
9	Loading Principles and Dimensions of Fleet	276 – 281	8	19.06.2023
10	Safety Management System	282 – 358	8	19.06.2023
11	Emergency Situation in Cargo Operations	359 – 365	8	19.06.2023
12	Appendix – Applicable Forms	366 - 375	8	19.06.2023

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0.11. Revision Highlights

The following symbols placed against an item indicate changes from the previous revision:

Symbol	Meaning
Δ	Change to an item
□	Addition of a new item
☒ or ☓	Cancellation of an item

	Cargo Operations Manual Rev. 8	Change
		AQD has been delated and IQSMS has been added to COM.
□	0.4	Accountability, Responsibility, Nominated Persons, Cargo (Revenue/non-revenue), CBTA and IQSMS - Integrated Quality and Safety Management System definition has been added
☒	0.5.1, 0.6.1, 0.7, 4.1.1	IOSA ORG 2.1.1 and 2.1.3 has been delated.
Δ	0.5.1, 0.6.1, 0.7, 4.1.1	"IOSA ORG 2.5.1 and ORG 2.5.1 TABLE 1.1 Documentation System Specifications" has been revised.
Δ	0.6	"ISM Edition 15 revision 2, Edition 16 revision 1 CGO Table 7.1 Operations Manual (OM) Content Specifications" has been added.
☒	0.6	ISM Edition 14.1&15 Table 7.1 has been delated.
Δ	0.7	Reference has been revised.
Δ	0.8	Table has been revised
Δ	0.10.1	"List Of Effective Page Table" has been revised.
Δ	0.11	Content has been revised.
Δ	1	IOSA ORG 1.1.3 revised to IOSA ISM ORG 1.1.2
Δ	1.1.1	Board Organization Chart has been revised
□	1.6	IATA DGR Competency-based Training and Assessment Approach (CBTA) has been added
□	1.6.1	IATA DGR Competency-based Training and Assessment Approach (CBTA) training requirements has been added
Δ	1.6.2	Content has been revised
Δ	1.8	IOSA ORG 1.4.1, ORG 1.4.2 revised to IOSA ISM ORG 1.4.1. Content has been revised.
Δ	1.10.1	"When the IQSMS reports are assigned to WCS, the responsible can write Corrective Action with External Access and add their attachments, if any." has been added
Δ	1.10.2	IQSMS has been added
□	3.2	High Risk Country definition and PG-GU-KB-00055 has been added.
Δ	4	IOSA ISM ORG 2.1.1 revised to IOSA ISM ORG 2.5.1, IOSA ISM ORG 2.1.3 revised to IOSA ISM ORG 2.5.2
Δ	4.1.1	IOSA ISM ORG 2.2.1 revised to IOSA ISM ORG 2.6.1, ISM ORG 2.1.1 Table 1.1 (vii) revised to IOSA ISM ORG 2.5.1 Table 1.1 (vii)
Δ	4.2.1	31 December 2022 revised to 31 December 2024.

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Δ	6.2.16	Content has been revised.
□	6.2.21	“According to IATA LAR 7.6 Only trained staff may complete the Live Animal Checklist” has been added. Content has been revised.
□	7.1.1	“Competency - Based Training and Assessment” subpart has been added.
Δ	7.4.2.1	IATA Cargo Handling Manual Ed. 4 Appendix E Segregation Chart has been revised.
Δ	7.4.6	Content has been revised.
Δ	7.4.15.1	Content has been revised according to IATA DGR 9.5.1.1
□	7.5.1	“PG-EM-PR-009 Occurrence and Hazard Reporting Procedure.” has been added.
Δ	7.5.6.1	Content has been revised.
Δ	7.6.1.1	Content has been revised.
□	7.6.1.1	Reference GM1 CAT.GEN.MPA.160 has been added
Δ	10 (all part)	Content has been revised.
Δ	11.1	Content has been revised.
Δ	12.1, 12.1.1, 12.3, 12.4, 12.5	Check Lists have been revised.

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0.12. Units of Measurement

	METRIC ® US	US ® METRIC
LENGTH	1 mm = 0.0394 in 1 m = 3.281 ft 1 m = 1.094 yd 1 km = 0.540 NM 1 km = 0.6215 Statute mile	1 in = 25.4 mm 1 ft = 0.3048 m 1 yd = 0.914 m 1 NM = 1.852 km 1 Statute Mile = 1.609 km
WEIGHT	1 g = 0.353 oz 1 kg = 2.2046 lbs 1 ton = 2204.6 lbs	1 oz = 28.35 g 1 lbs = 0.4536 kg 1 lbs = 0.0004536 ton
VOLUME	1 L = 0.2642 US GALLONS 1 M = 264.2 US GALLONS 1 L = 1.0567 US QUART	1 US GALLON = 3.785 L 1 US GALLON = 0.003785 M 1 US QUART = 0.94635 L
TEMPERATURE	°C = 5/9 (°F - 32) °C = 5/9 (°F + 40) - 40	°F = (°C x 1.8) + 32 °F = 9/5(°C + 40) - 40

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1 ORGANIZATION AND RESPONSIBILITIES

In order to ensure the safe and secure conduct of air operations, Pegasus Airlines maintains a sound and effective management structure that consists of approved persons, nominated persons and assigned persons.

Pegasus Airlines Accountable Manager (approved by the TR-DGCA) has corporate authority for ensuring that all operations and maintenance activities can be financed and carried out to the standards required by the TR-DGCA. For further details please refer to *PG-YN-GT-001 CEO* job description card.

SHY 6A, SHT-6AF, SHT OPS, EC 965/2012 PART ORO.AOC.100(C) (3), ORA.GEN.200, ORA.GEN.210, ARO.GEN.305, ICAO Doc. 9859, **IOSA ORG 1.1.2**, 1.3.3

The Accountable Manager has by virtue of position the corporate authority and responsibility, and thus is accountable for ensuring within all operational areas:

- Irrespective of other functions, establishing, implementing, and maintaining safety, security, compliance monitoring and quality management systems.
- The allocation of resources necessary to manage safety risks and security threats to aircraft operations and their required maintenance activities.

Operations are conducted in accordance with conditions and restrictions of the Air Operator Certificate and in compliance with applicable regulations and standards required by DGCA-TR and other authorities (i.e. foreign authorities, environmental protection etc.).

The Accountable Manager leads Pegasus for sustainable profitable growth with a transformational change while ensuring the safety standards for both customers and employees and has the corporate authority for ensuring that all operations and maintenance activities can be financed and carried out to the required standards by the DGCA-TR.

Liaison (on behalf of the Company) with regulatory authorities, original equipment manufacturers (OEM) and other operational internal/external entities.

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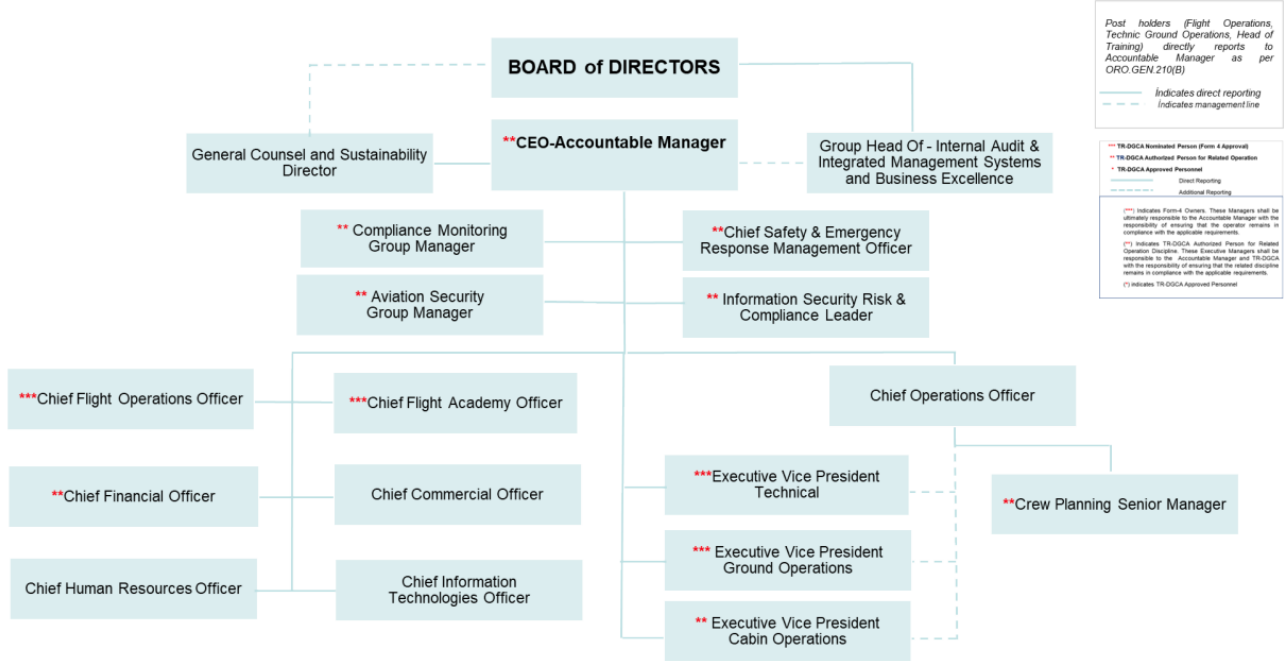
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1.1. Management Structure & Responsibilities Pegasus Airlines Organization Chart

1.1.1. Board Members Organization Chart Refer to current PG-IK-BK-001



➤ *Direct reports of Board of Directors' sub-committee, Audit Committee*

➤ *1: Post holders reports to directly A.M. Post Holders:*

- *Flight Operations*
- *Technic*
- *Ground Operations*
- *Head of Training*

Persons shall directly report to A.M.

➤ *HOWEVER, Technical and ground have responsibilities to report to COO with dash lines*

*** TR-DGCA Nominated Person (Form 4 Approval)

** TR-DGCA Authorized Person for Related Operation

* TR-DGCA Approved Personnel

— Direct Reporting

--- Additional Reporting

(***) Indicates Form-4 Owner. These Managers shall be ultimately responsible to the Accountable Manager with the responsibility of ensuring that the operator remains in compliance with the applicable requirements.

(**) Indicates TR-DGCA Authorized Person for Related Operation Discipline. These Executive Managers shall be responsible to the Accountable Manager and TR-DGCA with the responsibility of ensuring that the related discipline remains in compliance with the applicable requirements.

(*) Indicates TR-DGCA Approved Personnel

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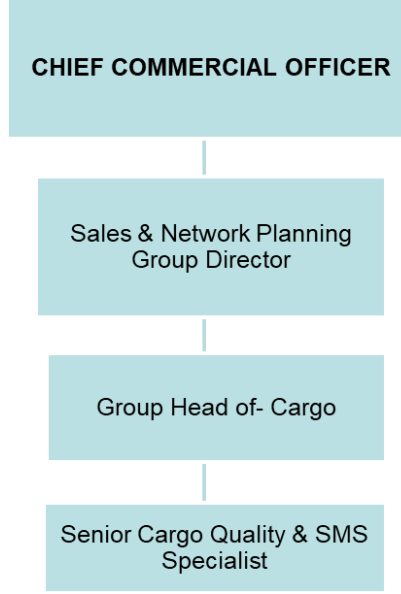
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1.1.2. Cargo Department Organization Chart

Refer to current PG-IK-BK-012 Cargo Organization Chart, PG-IK-BK-015 Chief Commercial Office Organization Chart



1.2. Pegasus Cargo Department's Structure and Responsibilities

The Cargo Department is responsible and authorized for the management of cargo handling relevant operations and facilities. Pegasus can dedicate or appoint a third party or parties for cargo sales, marketing and the management of cargo facilities. All cargo processes must be performed according to the agreements existing between the parties, in compliance with Pegasus Airlines manuals and procedures. Unless advised or agreed otherwise by Pegasus, contracted service providers may also refer to own or industry relevant standards and procedures, prerequisite the rules and instructions in Pegasus procedures are not impeded or ignored, in the exercise of the work.

Management and Non-management's duties and responsibilities are defined in QDMS. The designated Cargo Quality & SMS Specialist is responsible to the Group Head of - Cargo.

According to PG-YO-EK-001 Corporate Manual Part 2.9 Safety (SMS), Security (SeMS) And Compliance Responsibilities for Management and Non-Management Level Positions Defined In Organization

Pegasus Airlines ensure the management system includes planning processes for operations which:

- Define desired operational safety and security objectives.
- Address operational resource allocation requirements.
- Consider requirements originating from applicable external sources, including regulatory authorities and original equipment manufacturers.

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The definition of desired safety objectives as specified in item i) shall consider and be consistent with the Pegasus Airlines safety policy.

Pegasus Airlines ensure personnel who perform functions relevant to the safety or security of aircraft operations are required to maintain competence on the basis of continued education and training and, if applicable for a specified position, continue to satisfy any mandatory technical competency requirements.

Pegasus Airlines ensure the management system defines the safety accountability/responsibility, authorities and responsibilities of management and non-management personnel throughout the organization, and specifies:

The levels of management with the authority to make decisions regarding risk tolerability with respect to the safety and/or security of aircraft operations.

Responsibilities for ensuring operations are conducted in accordance with applicable regulations and standards of the Operator.

Lines of safety accountability/responsibility throughout the organization, including direct accountability/responsibility for safety and/or security on the part of senior management.

Responsibilities of members of management, irrespective of other functions, as well as of nonmanagement personnel, with respect to the safety performance of the organization.

Cargo Unit is Responsible for:

All revenue and non-revenue cargo and mail service operations in the Pegasus Network and ensuring that all cargo/mail operations are conducted in accordance with Pegasus Airlines, local/overseas governments requirements as well as IOSA and IATA/Local Civil Aviation rules, applicable regulations and standards as far as acceptance, security, storage, warehousing, loading, unloading, documentation, delivery, general cargo and mail operations.

Supporting in the follow up of all cargo, mail and service operations in the Pegasus Network, initial and recurrent training of all cargo divisions, domestic and foreign cargo handling (price, valid date, effective date, condition etc.) and agreements, are correct and updated, audits of outsourced services are conducted by WCS for Pegasus Airlines, which attends and/or manages internal audits with the coordination of the Quality Department.

Revising the Cargo Operations Manual as required and are responsible for a library or other organized system for documentation retention that contains current manuals, regulatory publications and other essential documents associated with cargo operations in conjunction with cargo operations management.

Ensuring that Pegasus Airlines Cargo Operations Manual rules and regulations are adhered to as far as cargo operations management and personnel, Cargo Handling Agents and other departments within Pegasus.

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Ensuring that monthly cargo sales reports and invoices with WCS and all cargo/mail operations are conducted in accordance with Pegasus Airlines, local/overseas governments requirements as well as IOSA and IATA/Local Civil Aviation rules, applicable regulations and standards as far as acceptance, security, storage, warehousing, loading, unloading, documentation, delivery, general cargo/mail operations, etc. are kept up to date and adhered to.

Making decisions of accepting/refusing/onloading/offloading of cargo which can affect the safety and/or security of flight, passengers, staff and cargo operations in case any leakage, damaged or hazardous cargo on board and/or which are not in accordance with operators, local/ overseas governments requirements as well as IOSA and IATA / Local Civil Aviation rules, applicable regulations and standards. (WCS)

Ensuring all cargo divisions organize regular meetings with other divisions heads of the Pegasus Airlines Headquarters which affect the cargo department and third-party companies management who provide cargo operations services to Pegasus Airlines where Pegasus does not have its own operations staff and audit checks of these companies to ensure that operations are running smoothly, if not to immediately react to the problem(s) to resolve for the benefit of the organization.

Ensuring cargo operations management provides weekly delay reports of Pegasus Airlines flights and reviews any cargo related delays and ensures prompt actions and solutions to avoid further delays for future flights. (Pegasus Cargo & WCS)

Ensuring all cargo divisions especially cargo operations management make all efforts to ensure that passengers, staff and cargo operations safety and security are of the highest priority.

Ensuring the safety and security of cargo operations to Pegasus Airlines senior management.

Ensuring all cargo divisions implement corrective and preventive actions as a result of quality and or flight safety audits and flight safety feedback. (WCS)

The Existence of Necessary Facilities

Pegasus ensures the existence of a proper work environment and provides the electronic system and documentation facilities that satisfy requirements of the cargo department.

1.2.1. Group Head of - Cargo (IOSA CGO 1.1.2 / IOSA CGO 1.2.1)

Refer to latest version of Job Description Document PG-KA-GT-001 & PG-YO-EK-001/2.11.

The Group Head of - Cargo is responsible for all revenue and non-revenue cargo and mail service operations in the Pegasus Airlines Network and for ensuring that all cargo/mail operations are conducted in accordance with operators, local/overseas governments requirements. He is also responsible for compliance with IOSA and IATA/Local Civil Aviation rules, applicable regulations and standards as far as acceptance, security, storage, warehousing, loading, unloading, documentation, delivery and general cargo/mail. In addition to the legislation and standards, the position is responsible for monitoring and auditing the service contractor whose service agreement has been made to ensure

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that it is carried out in accordance with local/international governmental requirements. He is responsible to the CEO for the management and supervision of all cargo operations activities.

When he is off duty, the Senior Cargo Quality and SMS Specialist is authorized to represent him and to be responsible for the continuity of the duty. In case of substitution, the management team is given information by e-mail.

The Group Head of - Cargo also seeks:

- Has the authority and responsibility for the management, overseeing and supervising of functions and activities within the scope of revenue/non-revenue cargo/mail operations and sales in Pegasus Airlines network.
- To ensure that all revenue/non-revenue cargo/mail operations are conducted in accordance with operators, local/overseas governments requirements as well as IOSA and IATA / Local Civil Aviation rules, customs requirements, applicable regulations and standards as far as acceptance, security, storage, warehousing, loading, unloading, documentation, delivery, general/special cargo/mail operations, etc.
- To make decisions of accepting/refusing/onloading/offloading of cargo which can affect the safety and/or security of flight, passengers, staff and cargo operations in case of any leakage, damaged or hazardous cargo on board.
- To act as the Pegasus airlines representative to all authorities, as far as cargo operations are concerned in all aspects.
- Acting in accordance with the role and responsibility for management systems instruction [PG-EY-TL-002](#).
- To conduct the resources that are provided by the management to perform his/her duties to meet and maintain the required regulatory standards.
- To have responsibilities, irrespective of other functions, to conduct his/her duties with respect to the safety and security performance of the organization set by Management personnel.
- To ensure that all necessary resources which are needed in his/her respective area of operations are available and approved by the Accountable Manager to meet and maintain the required regulatory and standards.
- To be responsible for the safety and security of cargo operations to Pegasus Airlines senior management.
- To ensure Pegasus Airlines Aircraft cargo capacities are fully utilized.
- To ensure that Pegasus Airlines on-time departures are not affected by the cargo operations division and if so to resolve the matter to ensure that flight schedules are not affected.
- To prepare the annual budget of the cargo management.
- To communicate and work with local Turkish customs and overseas customs when coordination is required.
- To ensure that Cargo management and personnel/ outsource company personnel and Cargo Handling Agents are being kept up to date and properly instructed and they are aware of their responsibilities and the relationship of such duties to the cargo operation as a whole.

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- To ensure that Pegasus Airlines Cargo Operations Manual, rules and regulations are adhered to.
- To ensure Cargo Management revise the Cargo Operations Manual as required and are responsible for a library or other organized system for documentation retention that contains current manuals, regulatory publications and other essential documents associated with cargo operations in conjunction with cargo management.
- To work in cooperation with the Human Resources Directorate on the management of human resources issues such as the development of cargo division staff, the necessary training of the relevant personnel in line with career plans.
- To be responsible for the entire cargo division being trained and retrained according to all governmental/ local/overseas authorities and IATA required trainings.
- To be maintained competences on the basis of continued education and training.
- To ensure related cargo divisions coordinate and accurately ensure that all Cargo Handling contracts are and General Sales Agents agreements at the best interests of Pegasus Airlines and to intervene when needed and Cargo outsource company provide the coordination between departments.
- To ensure outsource cargo sales management monitor the CGSA sales strategies and growth opportunities with follow up reports and to evaluate gained and lost opportunities of cargo and provide corrective action to ensure continuous growth.
- To ensure cargo management and/or outsourced company activities provide weekly delay reports of Pegasus Airlines flights and reviews any cargo related delays and take prompt actions and solutions to avoid further delays for future flights.
- To ensure that outsource company organize regular meetings with other divisions heads of the Pegasus Airlines Headquarters which affect the cargo department and third-party companies' management who provide cargo operations services to Pegasus Airlines where Pegasus does not have its own operations staff and audit checks of these companies to ensure that operations are running smoothly, if not to immediately react to the problem(s) to resolve for the benefit of the organization.
- To realize corrective and preventive actions raised as a result of quality and or flight safety audits as well as quality and or flight safety feedbacks for all cargo operation issues.
- To ensure that the outsource company carries out corrective and preventive actions rose as a result of quality and or flight safety audits and flight safety feedbacks.
- To ensure that Standard Operating Procedures (SOP) are prepared operations wise and to work in conjunction with the other cargo division managers for the completion of the final SOP drafts.
- To distribute safety awareness within all cargo personnel and outsourced company personnel.
- Responsible for the safety of their respective areas and for supporting Chief Safety and Emergency Response Management Officer (Safety Manager) in managing an effective SMS and meeting the safety objectives of the organization.
- To implement and maintain of the Safety Management Systems (SMS) implemented in the cargo operations of Pegasus and outsourced company in order to manage the safety and security risks related to the Cargo Handling activities, including those carried out by the service providers, has

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the authority to allocate the resources required to manage safety and security risks within the scope of Cargo Operation.

- To be responsible for the implementation of Safety and Security Management Systems and have ultimate responsibility and liability for ensuring its continuity and improvement in accordance with the specified conditions of local & international regulations,
- Within the scope of the cargo operations, in order to ensure the necessity of safety, security, quality, environment and health and safety management systems in harmony with and cooperate with other disciplines and to show continuous improvement.
- To encourage the personnel in increasing voluntary and mandatory safety reporting and in writing Hazard Reports, promoting safety policy and implementing principles of Just Culture and the associated non-punitive policies.
- To have the responsibility for ensuring, in his/her respective defined operational area:
 - To manage the safety risks and security threats to aircraft operations,
 - To conduct the operations in accordance with conditions and restrictions of the Air Operator Certificate (AOC), and in compliance with applicable regulations and Pegasus standards.
 - To consider requirements originating from applicable external sources, including regulatory authorities and original equipment manufacturers.
 - To establish and define desired Safety and Security Objectives which are consistent with Pegasus safety and security policies and to set Performance Indicators in his/her respective areas of operations by supporting Safety and Emergency Response, Compliance Monitoring, Security Departments in managing an effective SMS, SEMs and meeting the safety, security objectives of the organization as per accepted procedure and standards
- To ensure personnel who perform functions relevant to the safety or security of aircraft operations maintain their competences based on continued education and training and for the specified positions, continued to satisfy any mandatory technical competency requirements.
- To encourage cargo operation personnel and outsourced company personnel to submit reports in order to identify safety hazards, expose safety deficiencies and raise safety concerns.
- To inform related Department(s) about irregularities and hazards which occurred regarding safety, security and compliance issues.

1.2.2. Senior Cargo Quality and SMS Specialist

Refer to the latest version of Job Description Document PG-KA-GT-002.

As a minimum but not limited:

To support and follow up on all cargo and mail sales/marketing and service operations in the Pegasus Airlines Network, including initial and recurrent training of all cargo divisions, audits of outsourced services, management of internal audits (to follow up WCS audits, which makes for Pegasus Airlines), preparation and revision to Pegasus Cargo Operations Manual. Follow up WCS monthly cargo sales reports and invoices, ensuring all cargo/mail operations are conducted in accordance with operators, local/overseas governments requirements as well as IOSA and IATA/Local Civil Aviation rules, applicable regulations and standards as far as acceptance, security, storage, warehousing, loading, unloading, documentation, delivery and general cargo / mail operations, etc. are kept up to date.

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For Safety Advisors please refer to COM part 10.5.

1.2.3. Cargo Sales Department (WCS Sales Department)

For WCS operations refer to relevant company manuals.

World Cargo Solutions DMCC will exclusively market the full cargo capacity of Pegasus on a world-wide basis. WCS Cargo Sales Department is divided into two management sections as Cargo Sales, Marketing, Reservations and Domestic Department, Cargo Anatolian Sales & Customer Relations, to perform all Cargo Sales; Domestic and International Cargo, phone sales, live customer sales calls, to take cargo reservations via phone or email. Create new market potential, sales calls, to prepare customer offers and SOP (Standard Operating Procedures), ensure follow up with customers, to prepare weekly, monthly sales calls reports to superior, whether sales are via phone or live customer calls, to manage all marketing business of the Cargo Department. Coordinate with cargo operations staff of WCS Cargo to ensure customers freight is being properly looked over and processed. Research large global cargo customer accounts for the airline.

1.3. Delegation of Responsibility (Delegation Procedure)

In the absence of any responsible manager duties shall be delegated in accordance with the "Delegation Priority". For Managers also specified in the job descriptions, this shall be communicated to the management team by email or other suitable communication. For further information please refer to "HR - Delegation Regulations" called as PG-YO-YN-011.

1.4. Commercial Cargo Coordination Meeting

Refer to PG-YO-EK-001 Corporate Manual 3.3.8.2

Participants	Group Head of - Cargo
Purpose	To review adequacy and effectiveness of WSC Sales, Operations, Marketing and Quality activities. To ensure improvement of activities within the scope of cargo targets
Frequency	Once a month or in case of need
Conduct	Chief Commercial Officer
Agenda	Update of follow up actions from previous management meeting The results of sales (WCS) actions Feedback for targets Critical situations and effectiveness of Operations Marketing and quality activities

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1.5. Daily Briefing and/or Monthly Cargo Coordination Meetings

A. Daily Briefing (Pegasus Cargo)

Refer to PG-YO-EK-001 Corporate Manual 3.3.8.2.2

Participants	Group Head of - Cargo Cargo Quality & SMS Specialist
Purpose	To check the current status of WCS Sales, Operations, Marketing and Quality activities To discuss the departmental development, coordination of different projects and regular updates re on-going business matters and make decisions on them.
Frequency	Daily Briefing and/or once a month
Conduct	Group Head of - Cargo
Agenda	Update of follow up actions from previous management The results of WCS sales actions Feedback for targets (monthly) Critical situations and effectiveness of WCS Operations Marketing and quality activities New projects

B. Monthly Cargo Coordination Meetings

Refer to PG-YO-EK-001 Corporate Manual 3.3.8.2.1

Participants	Group Head of - Cargo Cargo Quality & SMS Specialist WCS responsible Pegasus Ground Operation (If required)
Purpose	To check the current status of WCS Sales, Operations, Marketing and Quality activities To discuss the departmental development, coordination of different projects and regular updates re on-going business matters and make decisions on them.
Frequency	Once a month or in case of need (in high season may be postponed)
Conduct	Group Head of - Cargo
Agenda	Update of follow up actions from previous management The results of WCS sales actions Feedback for targets (monthly) Critical situations and effectiveness of WCS Operations Marketing and quality activities New projects

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1.6. Training

A. Training of Pegasus Airlines Staff

Personnel who perform operational duties in functions within the scope of cargo operations, both at the main base and external office locations where such operations are conducted, shall be trained to become qualified prior to being assigned to perform such duties. (Refer to Cargo Training Matrix PG-KA-KE-001 for the training requirements of Cargo Management staff)

Cargo Department Staff trainings are conducted according to Turkish DGCA SHT OPS, SHT/HAD Eğitim Talimatı, and industry standards (e.g. IATA AHM, IATA DGR, **IATA DGR Competency-based Training and Assessment Approach**, Ground Operations Training Programme)

Prerequisite criteria for each position are documented in specific job descriptions against which candidates would be evaluated, to ensure personnel are appropriately qualified for management system positions and operational roles in areas of the organization critical to safe and secure operations.

Job Descriptions are published through QDMS for Pegasus employees.

The Human Resources Department / Pegasus Academy / Ground Operation Training / Pegasus Flight Academy within Pegasus Airlines are responsible for organizing and implementing general training which includes a comprehensive training encompassing a multitude of topics for newcomers on subjects of company orientation, IT security, Integrated Management Systems, Safety Management, Communication System etc., Personal Development Seminars, Training in Management Skills and other areas.

Training content (syllabi and training material), pass standards, testing and evaluation processes are defined in Ground Operations Training Manual PG-YE-EK-001 for Pegasus Employees.

Organizational and Qualification Trainings Process (Such as Compliance Monitoring, Environmental, Occupational Health and Safety etc.) have been centralized under Human Resources and other Technical Qualification (Operational) Trainings (Such as DGR and Cargo Handling etc.) Process is under the responsibility of Cargo Department with coordination Ground Operations – Training Leadership.

Training must include:

- General familiarization training- which must be aimed at providing familiarity with the general provisions and applicable regulations,
- Function specific training which must provide detailed training in the requirements applicable to the function for which that person is responsible including policies, procedures and operating practices,
- Safety training (Refer to PG-EM-EK-001 / 6.3.1: E-learning training is assigned and followed by Human Resources Department via Enocta software automatically. Initial SMS e-learning training is assigned to all Pegasus personnel to be completed within one month after employment by Pegasus Academy Department. A reminder mail is sent automatically via Enocta every 5 day until the deadline.

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The effectiveness of safety trainings is measured with an electronic exam and training evaluation forms. The passing grade is 70 percent. If the trainee fails, the exam is repeated up to 3 times. If the results of all three exams are unsuccessful, the trainee requires to start the Training presentation is reviewed each year and if necessary revised by Chief Safety and Emergency Response Management Office. Each month, Pegasus Academy department share the rate of uncompleted safety trainings and training evaluation forms with Chief Safety and Emergency Response Management Office. The list of personnel who have not completed SMS e-learning training is shared with the department managers every **6 months**.

The training content comprises:

- Organizational safety policy, goals and objectives,
- Organizational safety roles and responsibilities related to safety,
- Basic safety risk management principles,
- Safety reporting systems,
- Organizational SMS processes and procedures
- Safety management support (including Evaluation and Audit Programmes)
- A validation process that measures the effectiveness of training,
- Lines of communication for dissemination of safety information,
- Initial and recurrent training requirements
- Emergency response preparedness.
- Human Factors

Training presentations are updated every year and approved by the Safety Department. It will be checked by the PGT and/or WCS audits.

Function	Orientation/ Familiarization Training (Policies, Procedure Operating Practices)	Dangerous Goods/ CBTA (Initial)	Dangerous Goods/ CBTA (Recurrent)	Cargo Handling (Initial)	Cargo Handling (Recurrent)	Human Factors	SMS	Security	Occupational Health and Safety Training
Pegasus Cargo / Cargo OPS Personnel	I	M	M24	X	M36	X	X	M36	M
Pegasus Handling Personnel **	I	M	M24	X	M36	X	X	M36	M
Handling Personnel	I	M	M24	X	M36	X	X	M36	M

I Induction compulsory for newly appointed staff and handling companies.

X Pegasus Requirement

M Mandatory

M24 Mandatory 24 months after previous training

M36 Mandatory 36 months after previous training

** Ref: TR-DGCA SHT – EĞİTİM/HAD and PG-YE-EK-001 Ground Operations Training Manual.

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Ref: IATA AHM 1110 4.1 Apply a minimum pass grade of 80% unless a regulator requires a higher grade. The employee shall review errors to correct his/her knowledge or skill.

1. In practical assessments, the recommendation is that the employee be able to perform the task without error.
2. Address an employee's failure to achieve the required level of knowledge or skills (80% minimum grade) by reviewing errors to correct knowledge or repeat the task "error free".
3. In the event of subsequent failures, a company shall have a defined process to handle such situations.

The employee may become active again only upon the successful re-completion of the relevant initial training of the above mentioned courses.

If the DGR certificate has expired, the employee is neither allowed to handle general cargo nor dangerous goods. Only after successful participation of a basic course, the employee may take up these activities again.

B. Training of Handling Company

The CARGO HANDLING AGENT shall ensure training for personnel who perform operational duties for Pegasus Airlines Cargo including testing or evaluation by written, oral or other practical means to satisfy the requirement for operational personnel to demonstrate competency and proficiency when performing their duties, execute procedures or operate equipment associated with Pegasus Airlines Cargo operations.

External cargo handling service providers conduct cargo handling operations functions shall have their own training programme which includes SMS responsibilities and perform associated duties. Training in accordance with this provision may be conducted by Pegasus Airlines or by the service provider or other organization as long as the content and delivery of such training satisfies the SMS requirements of Pegasus Airlines. All training requirements shall be checked using audits by WCS and/or PGT.

NOTE: Personnel who do not have related mandatory trainings according to IATA and State Authority cannot carry out duties which require the training in question.

1.6.1. Initial Training

Personnel who perform operational duties in functions within the scope of cargo operations both at the main base and external office locations where such operations conducted shall complete the initial and recurrent training with the objective of being successful in all examinations taken at the end of training.

CARGO HANDLING TRAININGS

- Aircraft identifications in cargo operations
- Loading applications
- Area, running, point load limitations evaluations
- TACT rules
- Live animals and special cargo rules
- ULD and container classifications and quantities (N/A).
- Handling, packaging, cargo acceptance, labelling.

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INITIAL DANGEROUS GOODS TRAINING

This section provides examples of well-defined functions typically performed in the process of cargo and passenger Operations for which dangerous goods training is required.

The examples in this section may be used for designing the training and assessment programs. However, the tasks and sub-tasks, and the level of proficiency shown here are only recommendations. Additional training and assessment may be required for personnel assigned with additional responsibilities, and less training and assessment may be needed for personnel assigned with fewer responsibilities than those presented in these lists. Furthermore, some employers may divide the job functions differently, and as a result, they will have a different training specification.

Dangerous goods training programs are subject to appropriate national authority approval in accordance with national regulations, policies and procedures.

According to current IATA DGR / Competency-based Training and Assessment Approach (CBTA)

➤ DGR Category 6 / 7.3 Function: Personnel Responsible for Processing or Accepting Dangerous Goods Consignments

Personnel responsible for processing or accepting dangerous goods consignments must be competent to perform tasks aimed at verifying and validating that the dangerous goods being offered for transport comply with the applicable provisions of the regulations and are in a suitable condition for air transport. They may work for freight forwarders, Ground handling agents or operators. Personnel would need to have relevant knowledge to competently perform these tasks. The following are tasks that these personnel typically perform and for which training and assessment would therefore be required.

Function: Personnel responsible for processing or accepting dangerous goods consignments Processing/accepting cargo			Processing/accepting cargo
0		Understanding the basics of dangerous goods	★
	0.1	Dangerous goods applicability	★
	0.1.1	Understand the definition	★
	0.1.2	Recognize the legal framework (global, national)	★
	0.1.3	Identify the application and scope	★
	0.1.4	Differentiate between hazard and risk	★
	0.2	Understanding the general limitations	★
	0.2.1	Develop a sense of forbidden dangerous goods	★
	0.2.2	Recognise potential hidden dangerous goods	★
	0.2.3	Familiarised with passenger provisions	★
	0.3	Identifying different roles and responsibilities	★
	0.3.1	Clarify the individual and collective role of the supply chain stakeholders	★

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	0.3.3	Recognise the impact of State & operator variations	★
0.4	Understanding the importance of classification & packaging		★
	0.4.1	Identify the general information about classes, divisions	★
	0.4.2	Understand general principles of packing groups	★
	0.4.3	Consider multiple hazards	★
0.5	Understanding hazard communication		★
	0.5.1	Recognise the basic marking requirements	★
	0.5.2	Recognize the basic labelling requirements	★
	0.5.3	Identify the required documentation	★
0.6	Familiarising with basic emergency response		★
	0.6.1	Create awareness about general emergency procedures	★
	0.6.2	Understand the employer's emergency response requirements	★
3	Processing/accepting cargo		
	3.1	Review documentation	★★★★
	3.1.1	Verify Shipper's Declaration	★★★★
	3.1.2	Verify other transport documents (e.g. air waybill)	★★★★
	3.1.3	Verify other documents (exemptions, approvals, etc.)	★★★★
	3.1.4	Verify State/operator variations	★★★★
	3.2	Review package(s)	★★★★
	3.2.1	Verify marks	★★★★
	3.2.2	Verify labels	★★★★
	3.2.3	Verify packaging type	★★★★
	3.2.4	Verify package conditions	★★★★
	3.2.5	Verify State/operator variations	★★★★
	3.3	Complete acceptance procedures	★★★★
	3.3.1	Complete acceptance checklist	★★★★
	3.3.2	Provide shipment information for load planning	★★★★
	3.3.3	Retain documents	★★★★
7	Collecting safety data		
	7.1	Report dangerous goods accidents	★★
	7.2	Report dangerous goods incidents	★★
	7.3	Report undeclared/mis-declared dangerous goods	★★
	7.4	Report dangerous goods occurrences	★★

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Functions as defined in IATA's Dangerous Goods Training Guidance	CBTA DGR Function Reference	Previously covered under categories	IATA recommended Tasks (Sub-Tasks) for designing the training and assessment programs, typically performed by these personnel
DG for Accepting Dangerous Goods Consignments	Function 7.3 Table 7.3.A	DGR Cat 6	- Understanding the basics of dangerous goods (dangerous goods applicability, general limitations, identifying different roles and responsibilities, understanding the importance of classification & packaging, understanding hazard communication, familiarizing with emergency response) - Processing/Accepting cargo (review documentation, packages, complete acceptance procedures) - Collecting safety data (report dangerous goods accidents, incidents, undeclared / mis-declared dangerous goods, dangerous goods occurrences)
DG for Processing or Accepting General Cargo	Function 7.2 Table 7.2.A	DGR Cat 7	- Understanding the basics of dangerous goods (dangerous goods applicability, general limitations, identifying different roles and responsibilities, understanding the importance of classification & packaging, understanding hazard communication, familiarizing with emergency response) - Processing / accepting cargo (process/accept cargo other than DGR) - Collecting safety data (report dangerous goods accidents, incidents, undeclared / mis-declared dangerous goods, dangerous goods occurrences)

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DG for Handling / Loading / Unloading Cargo at Warehouse / Aircraft	Function 7.4 Table 7.4.A	DGR Cat 8	- Understanding the basics of dangerous goods (dangerous goods applicability, general limitations, identifying different roles and responsibilities, understanding the importance of classification & packaging, understanding hazard communication, familiarizing with emergency response) - Managing cargo pre-loading (plan the load, prepare load for aircraft) - Transporting Cargo/Baggage (load aircraft, provide NOTOC information, unload aircraft) - Collecting safety data (report dangerous goods accidents, incidents, undeclared / mis-declared dangerous goods, dangerous goods occurrences)
DG for Planning of Aircraft Loading	Function 7.6 Table 7.6.A	DGR Cat 10	- Understanding the basics of dangerous goods (applicability, general limitations, identifying different roles and responsibilities, understanding importance of classification & packaging, hazard communication, familiarizing with emergency response) - Managing cargo pre-loading (plan the load, Issue NOTOC) - Transporting cargo/baggage (load aircraft) - Collecting safety data (report dangerous goods accidents, incidents, occurrences, undeclared / misdeclared dangerous goods)

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DG for Screening of Passengers and Crew and their Baggage, Cargo and Mail	Function 10.6 Table 7.10.A	DGR Cat 12	- Understanding the basics of dangerous goods (dangerous goods applicability, general limitations, identifying different roles and responsibilities, understanding the importance of classification & packaging, understanding hazard communication, familiarizing with emergency response) - Processing / accepting cargo (process / accept cargo other than DGR) - Accepting passenger and crew baggage (process baggage) - Collecting safety data (report dangerous goods accidents, incidents, undeclared / mis-declared dangerous goods, dangerous goods occurrences)

1.6.2. Recurrent Training

The content and structure of trainings completed by cargo operations personnel shall be reviewed and updated to remain relevant and current.

Cargo Operational personnel shall complete his/her recurrent Cargo Handling Training in period not more than 36 months.

Cargo Operational Personnel DGR Recurrent Training must receive recurrent training and assessment within 24 months of previous training and assessment to ensure that competency has been maintained. However, if recurrent training and assessment is completed within the final three months of validity of the previous training and assessment, the period of validity extends from the month on which the recurrent training and assessment was completed until 24 months from the expiry month of that previous training and assessment.

For example, a person attends an initial course finishing on 14 April 2019; their training validity therefore expires 30 April 2021. They may attend recurrent training any time between 1 February and 30 April 2021 and their next recurrent training date will remain 30 April 2023. If, however they complete recurrent training in January 2021, then as this is more than 3 months prior to the end of April then their training expiry date becomes 31 January 2023.

RECURRENT DANGEROUS GOODS TRAINING

According to current IATA DGR Competency-based Training and Assessment Approach

Note: Although the syllabus for Basic and Recurrent DGR training are the same the Basic training is 40 hours, and the Recurrent training is 24 hours.

All examinations in the scope of recurrent training shall be completed successfully.

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Note: In order to reschedule the Technical Qualification (Operational) trainings Senior Cargo Quality & SMS Specialist enters the due dates of the training into Outlook two weeks in advance and plans the related trainings accordingly.

1.7. Duties Responsibilities of Third Party

1.7.1. Cargo General Sales Agent (CGSA)

Cargo General Sales Agents are agencies appointed to represent Pegasus Airlines Cargo in certain geographic areas to promote the cargo product sales, to perform cargo bookings and accounting functions.

The CGSA shall ensure that it has sufficient competent personnel (at each office location) to fulfil its obligations under the CGSA agreement.

1. Use its best efforts to solicit and promote air cargo transportation sales for the services of Pegasus Airlines and to employ staff competent and sufficient to do so.
2. To maintain the Cargo Operations Manual of Pegasus Airlines or to publish its own manual to fulfil operational safety, security and quality requirements of Pegasus Airlines.
3. Provide and maintain a suitable area furnished at the GSA's expense in its place of business to be used for the transaction of the business of Pegasus Airlines, and to arrange for suitable identification of Pegasus Airlines.
4. Arrange for distribution of Pegasus Airlines timetables, tariffs and promotional material to Sub-Agents and customers in the Territory.
5. Supervise and service the Sub-Agents appointed by the CGSA in the Territory and ensure Sub-Agent's full compliance with and performance of this Agreement to the extent it relates to Sub-Agent's obligations and duties.
6. Cause or arrange for consignments to be delivered to such receiving points as may from time to time be designated by Pegasus Airlines, at Pegasus Airlines cost if these are not otherwise included in the rate agreement.
7. Make known the services of Pegasus Airlines in every way reasonably practicable.
8. Notify Pegasus Airlines about all air cargo transportation inquiries it receives and/or handles and use its best efforts to ensure appropriate cargo loads for Pegasus Airlines regular services and ad hoc charters.
9. Make available all relevant documents to Pegasus Airlines in order for them to perform the proper accounting and to generate files for the billing via CASS.
10. Notify Pegasus Airlines immediately concerning new governmental, legal or regulatory requirements, including tariff requirements, implemented by authorities in the Territory.
11. Act as a Pegasus Airlines representative in the Territory assigned and, in such manner, as Pegasus Airlines own sales organization would have done.
12. Compile and dispatch promptly such records, reports and statistics as may be reasonably required by Pegasus Airlines and provide Pegasus Airlines with the latest date on the 4th day of each month. The GSA controls of the records made available by Pegasus Airlines.
13. Avoid soliciting business for Pegasus Airlines outside the Territory or for any cargo not originating in the Territory, unless specifically agreed to by Pegasus Airlines in writing.
14. Make sales-relevant inputs into the CASS system and/or into the IT-system.
15. To use the Cargo Automation Programme that Pegasus Airlines uses.

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16. Reports - GSA acknowledges and agrees that on or before the fourth day of each month it will send a monthly sales report to Pegasus Airlines in which it will provide an accounting for the revenues generated during the previous month hereunder and that such report will be substantially in the form that Pegasus Airlines may reasonably specify by notice to GSA ("Monthly Report"). With each Monthly Report, GSA will include all accounting copies of the Air Waybills that are listed in that Monthly Report by either hard or soft copy. GSA agrees that Pegasus Airlines may amend reports and dates when reports are required.
17. Achieve or exceed sales targets as agreed or as may be determined by Pegasus Airlines in its sole discretion and further notified to GSA in writing from time to time for a given term ("Targets"). Without prejudice to the other rights of Pegasus Airlines hereunder, in the event that GSA fails to achieve Targets and fails to pay the guaranteed Minimum Guaranteed Sales amount less commission, Pegasus Airlines may, at its sole and absolute discretion, suspend or cancel, in part or in full, its sales in respect of the Territory or any part thereof or on a country basis. It may request GSA to promptly cease to work with any of the Sub-agents.

1.7.2. Cargo Handling Agents

The cargos in the network of Pegasus Airlines are handled by third companies called Cargo Handling Agents. As external service providers they conduct outsourced operational functions within the scope of the cargo handling operations. A contract or agreement shall be executed identifying measurable specifications that can be monitored to ensure cargo requirements that affect the safety and/or security of aircraft operations are being fulfilled in compliance with standard ground handling agreements. The Cargo Handling Agent shall maintain a Cargo Operations Manual of Pegasus Airlines or publish its own manual to fulfil the operational safety, security and quality requirements of Pegasus Airlines. Pegasus and/or WCS will audit the Cargo Handling Agents at least every 24 months to ensure its requirements for quality, safety and security are being fulfilled for Pegasus Airlines.

1. Provide and arrange suitable equipment, warehouse/cargo terminals/storage, acceptance and handling facilities for general cargo, dangerous goods, radioactive material and other special cargo, such as human remains, live animals, perishables, valuable cargo, outsized cargo and fragile goods and or any other special shipments and specialized cargo products according to Cargo Operations Manual.
2. Ensure the infrastructure and resource requirements that would be necessary to deliver safe and secure operations, to including operations and maintenance support facilities, services and equipment appropriate for the area, such as:
 - Buildings, workspaces and associated utilities,
 - Facilities for people in the organization,
 - Support equipment, including tools, hardware, software,
 - Security and privacy policy of information technologies such as Intranet, Data Programmes, user IDs and passwords etc.
 - Support services, including transportation and communication.

All the above requirements shall be checked by audits by WCS for PGT.

3. Provide a suitable work environment which satisfies human and physical factors and considers:
 - Safety rules and guidance, including the use of protective equipment.
 - Workplace location(s).
 - Workplace temperature, humidity, light, air flow.

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- Cleanliness, noise or pollution. To be checked by audits of WCS for PGT.
- It is the responsibility of the Cargo Handling Agent to ensure utilization of the current IATA live animals acceptance check list.
- Ensure live animal shipments are accompanied by the shipper's certification or equivalent, as well as other required documents.
- Ensure full security measures to prevent theft and damage to cargo and will abide to local and governmental authorities' requirements.
- Ensures that revenue or non-revenue cargo and/or mail are screened or undergo other security controls on cargo and/or mail shipments on any flight are confirmed and accounted for by a regulated agent or an entity approved by the relevant authority and are provided in electronic or paper form.
- Ensure all cargo shipments where the application of screening or other security controls has not been confirmed or accounted for by a regulated agent or an entity approved by the relevant authority are subjected to screening prior to transport on any flight.
- Ensure cargo requirements that affect the safety and security of aircraft operations are being fulfilled
- Provide suitable equipment to handle all cargo types and ensure that the cargo operations personnel are trained and qualified to operate the equipment associated with specific cargo handling functions and responsibilities.
- Provide general handling services according to the agreements signed.
- Ensure all import cargo documentation is completed according to agreements.
- Notify consignee or agent of arrival shipments.
- Make available cargo documents to consignee or agent.
- Ensure all export documentation will be done according to the agreement.
- Ensure that customs contacts and all coordination including customs export clearance and other documentation as needed are provided on behalf of Pegasus Airlines.
- Ensure mail documentation involving import or export will be processed according to the agreement.
- Ensure that irregularities handling import /export cargo will be processed and handled and advised to Pegasus Airlines and WCS.
- Ensure that miscellaneous issues involving the import /export of cargo will be processed and handled and advised to Pegasus Airlines and WCS.
- Receive and send all messages as required by Pegasus Airlines to/for import/export cargo.
- ensure that cargo warehouse security standards are established in accordance with IATA and international regulatory standards.
- Ensure the acceptance of cargo/COMAT in accordance with Pegasus Airlines instructions, as written in the agreement and in cargo manual.
- Ensure acceptance personnel verify the cargo that will be carried on Pegasus Airlines flights has been packed in a manner for a safe transport with ordinary care in handling and to preclude injury / damage to any personnel/passenger, cargo or property.
- Ensure all documentation is in accordance with Pegasus requirements for shipment.
- Prepare bulk cargo for delivery on to flights.
- Establish the weight of the cargo and provide the Load Control Unit with the weights.
- Tally and assemble for dispatch of cargo for Pegasus Airlines flight.
- Provide the special load notification to the Load Control Unit.
- Ensure a copy of the current edition of the IATA Dangerous Goods Regulations (DGR) or the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air (Technical

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Instructions), including addenda as appropriate, is available at each location where cargo operations are conducted, and dangerous goods are accepted. To be checked by WCS for Pegasus Airlines audits.

31. Ensure the rules and regulations for the acceptance, handling and carriage of special cargo, particularly the current IATA dangerous goods (DGR), IATA live animal regulations (LAR), IATA Perishable Cargo Regulations (IATA PCR), and others have been adhered to. To be checked by audits by WCS for PGT.
32. Check that the Cargo Handling Agent has provided the dangerous goods acceptance checklist and shipper documentation including the Shipper's Declaration for Dangerous Goods, if required. Also check that the information to the Pilot in Command (NOTOC) complies with the requirements of the current edition of the DGR and are retained for a minimum 3 months on file and/or with the applicable requirements of the State in which the cargo is accepted in accordance with the current edition of the current IATA DGR.
33. Prepare all documentation, booking/capacity information for Pegasus Airlines flight.
34. Split airway bills set, forward applicable copies of manifest and airway bills.
35. Prepare cargo manifest.
36. Offload cargo from vehicles, breakdown cargo and check against manifest and airway bills to ensure proper cargo.
37. Release cargo to consignee or agent upon proper release by customs and other government agencies as required.
38. Identify transfer/ transit cargo and prepare all documentation and acceptance for onward carriage.
39. Notify Pegasus Airlines of any claims with appropriate documentation.
40. Follow the IATA standard ground handling agreement section for cargo signed between Cargo Handling Agent and Pegasus Airlines or WCS.
41. WCS will audit Cargo Handling Agents to ensure that all cargo operations performed on behalf of Pegasus Airlines are conducted in conformity with Pegasus Airlines and applicable regulatory requirements and IATA standards.
42. Pegasus Airlines IATA standard documents/labels can be used. If no Pegasus Airlines IATA standard documents/labels are available then general approved current year IATA standard documents/labels can be used whether they are hard copy or computerized documents/labels.
43. The Cargo Handling Agent company's personnel who perform duties in functions within the scope of cargo handling operations for Pegasus Airlines shall complete initial training to be qualified prior to being assigned to perform the duties that Pegasus Airlines requires.
44. The Cargo Handling Agent shall attend recurrent training, if need be according to current IATA rules & regulations courses in all areas related to the scope of the job functions which will be audited by WCS and/or Pegasus Airlines.
45. The Cargo Handling Agent shall ensure that vehicles requiring moving between landside and airside areas shall be issued with a pass specific to the vehicle and fixed to it in an easily visible place. Other vehicles requiring airside access shall be admitted only after having been inspected and issued with a temporary pass. Vehicles on emergency missions may be exempt from these requirements.
46. Airport identification cards and vehicle passes shall be checked at all airside and security restricted area checkpoints.
47. The Cargo Handling Agent shall ensure acceptance and handling of perishable cargo is in accordance with requirements of the current IATA perishable cargo regulations and all other applicable authorities' requirements.
48. The Cargo Handling Agent shall ensure, if interline cargo is accepted or delivered that current IATA interline cargo requirements are adhered as well,

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49. Ensure compliance with legal, regulatory and customs regulations.
50. Ensure compliance with air cargo security requirements.
51. Use a regulatory control system which is sufficiently robust to ensure that the approved service providers fulfil the operational requirements of the operator on a continuing basis.
52. Ensure sufficient notices providing information about dangerous goods, including batteries tare prominently displayed at cargo acceptance points. To be checked by PGT audits for compliance.
53. Accept cargo on behalf of Pegasus Airlines Cargo in conformity with national, international, IATA Regulations and TACT Rules.
54. Ensure that all weighing scales used for the determination of cargo/mail weights are calibrated by a certified company at least once every 12 months, as well as after every repair, or as required by local regulations. Such calibration records shall be kept and be available for review by local authorities. (Pegasus Airlines reserves the right to audit the calibration records with prior notification)."
55. Ensure the provision of specifically configured facilities appropriate for storage and cargo location of DGR, RRY, and other special cargo such as e.g. HUM, AVI, PER, VAL and Fragile cargo.
56. Provide Pre-Alert Messages on flight departure no later than ATD +30 min. of any special load (e.g. DG, HUM, PER, AVI, HEA, etc.)
57. Provide freight documentation (AWB, Cargo Manifest, DGD, NOTOC etc.)
58. Ensure the identification and labelling of all shipments, including re-labelling when detached, lost or illegible. This requirement does not apply to dangerous goods shipments at the time of acceptance.
59. Notification of actual cargo weights (Net and Gross) and advice of any special load to the relevant Load Control Departments
60. Dispatch all necessary or relevant Load Control and special load messages
61. Identify any irregularities in the handling of all cargo and mail shipments
62. The Handling Agent shall ensure that positions within the cargo operations organization that affect safety or security of operations are filled by personnel on the basis of knowledge, skills, training and experience appropriate for the position.
63. Training and qualifications of cargo acceptance, dangerous goods acceptance and handling personnel shall be provided in addition to the training requirements detailed in AHM (Airport Handling Manual). The appointed Cargo Handling Agent/external service provider personnel agrees to train all relevant personnel on Pegasus Airlines specific processes and procedures and regulatory requirements, to include any requisite issues due to the development of the product and services. This may also require recurrent training. The Cargo Handling Agent agrees to maintain training records and accepts that WCS may audit these records by prior appointment for Pegasus Airlines.

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1.8. Communication Systems

(Refer to PG-YO-EK-001 Corporate Manual 2.17, [IOSA ISM ORG 4.2.1](#), CGO 1.3.1, [SMM 6.2](#))

The cargo department uses the below communication systems below to enables effective communication of relevant safety and operational information throughout the cargo operations management system and in all areas where cargo operations are conducted.

1. Display Monitors at Pegasus Airlines Premises
2. Interoffice Memorandum
3. Correspondence
4. Pegasus Airlines server system (e-mail, internet, intranet PIN, www.flypgs.com)
5. Telecommunication, fax, smartphones – I phone, I pad, tablets
6. Champ Cargo Spot Systems is used by WCS, all Pegasus Cargo personnel and Cargo General Sales Agents within Turkey and overseas.
7. **IQSMS Reporting** Module is used by all personnel of Pegasus Airlines to report daily status of cargo operations and any discrepancy/irregularities to define and inform to all related departments.
8. FCC is used by all cargo operation personnel within Cargo Department and WCS.
9. Booking systems www.flypgs.com , Pegasus Departure Control System
10. Operational or Safety Bulletins, Read & Signs Notice or equivalent document are published to all Cargo personnel, WCS, Cargo Handling Agents and Cargo General Sales Agents. The Bulletins have to be read, understood, acknowledged and compiled with as of effective date.
11. Newsletters, Meetings and Presentations, Bilateral meetings with departments, Read & Sign Notice or equivalent document, Safety Bulletins, Announcements to all staff, Communication/ Information Boards, Memos are also a common communication tool within Cargo Operations.
12. SITA messages are used to communicate with the Cargo Handling Agents within Cargo Operations network.
13. The file master is used to follow up update information's.
14. WCS web page and document Online Library is used by Cargo Handling Agents and General Sales Agents for the latest Read & Sign Notice or equivalent document, Operational Bulletins, Safety Bulletins and Cargo Operations Manual.
15. QDMS System, PIN, FLYUP, YES, Ensemble Process Management System, EFB, PETRA, PEGASIM, CRANE, TPMS, PLATO, EFB e-forms, MS-Office Package, MS- Teams, Zoom, AIRFLOW, AMOS, EGITA, E-NOCTA, EGITA-EVA and other Company Improvement Programmes etc. are used by Pegasus Airlines personnel to receive all manuals, bulletins, forms, plans, lists, procedures.
16. The Cargo File Master Server enables to keeping all documents, correspondence, records and provides for a scheduled generation of back-up record files under the specific department's file.
17. Verbal communication can be used for especially urgent messages requiring immediate action or reply. The call should be kept as short as possible. If urgent communication is required, the following channels may be used provided that the conversation is confirmed immediately by one of the other methods e.g. by SITA or email:
 - Direct, face to face
 - Smart Phones
 - Radio, walkie-talkie

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18. VPN is also used for remote Access. The procedure of remote access to Pegasus Airlines - Information Technologies' resources link in the public domain through acceptable networks is defined in the Information Technologies Manual.
19. Fax, agreements and SLAs are also used within the cargo department.
20. Audits and visits are also very an effective way to:
 - define the existing conditions,
 - take the opportunity to study the areas requiring improvement
 - exchange mutual understanding
 - develop empathy
 - support:
 - Risk assessment and mitigation.
 - Hazard identification
 - SMS implementation, analysis and continual improvement.
 - Emergency response preparedness
21. Training can also provide information exchange between the trainer and trainee as well as the trainee-trainee. This information flow can feed the operational view as regards training content & highlights and can promote safety and security.
22. Integrated Management System and Business Excellence Consultant Team, Occupational Health and Safety Group, Documentation Coordinators, IOSA Coordinators, Delegated Auditors, External Auditors, Greenhouse Gas Emissions Inventory Group, Safety Action Group, Safety Review Board, Compliance Monitoring Management Review, Quality Effectiveness Review Meeting, Operational Executive Management Coordination Meeting, Delay Meeting, Middle Management Communication with staff, Reliability Meetings, Aircraft Maintenance Training Organization Compliance Monitoring System Review Meetings, Cabin Crew Couching Meetings

Any kind of written information that has been accepted, researched and published as information accordingly.

Implementation:

- All Pegasus Airlines personnel will be instructed by training on the job and in house training on how to use the Pegasus Airlines communication system
- An annual survey is held by the Human Resources department for all employees
- Annually held “family member meetings at main bases” for all employees
- Personnel is informed to apply for vacant positions via intranet
- Qualification requirements for managing personnel shall help to select the right person for the right job.

In Pegasus Airlines the communication flows in 5 main directions:

1. Downward
2. Upward
3. Lateral
4. Diagonal
5. External

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1.9. Cargo Reservation General Standards (under operations with WCS)

Answering of phone calls

All incoming phone calls are diverted to another reservation staff's phone if not answered must be answered within a defined time frame.

Reaction of booking request

The customer is informed about the result of his booking request by a confirmation via e-mail.

Dimensions/volume to be reported in system

For all pieces the exact dimension/volume must be reported to Pegasus Airlines Cargo and WCS Operations. (pegasuscargo@flypgs.com & opspgs@wcs-turkey.com).

Information to customer in case of irregularity

The customer is informed in case of non-performance by e-mail by reservation staff.

Update of booking

All bookings/segments to final destination must be updated in Pegasus Airlines Cargo either directly or by sending an FSU message. (by reservation staff for export shipments, CGSA for the first leg out of their territory and operation staff for the second leg of import shipments)

Weight and volume check

All accepted shipments must be checked for correct weight and volume.

Acceptance status check

The acceptance of every shipment must be reported directly in Pegasus Airlines Cargo or by sending an FSU message.

Air Waybill data capturing

All AWB data must be captured in Pegasus Airlines Cargo either directly or by sending an FWB message.

Cancellations of no-show shipments

All no-show shipments must be cancelled in Cargo Spot system.

Loading

All shipments must be loaded according to disposition and priority list sent via e-mail.

Departure messages of flights

Every flight departed in the Cargo Spot system either directly or by sending an FFM message.

Processing of offloads

All offloads must be processed in the Cargo Spot system.

Arrival status update

The arrival of each shipment must be entered in the Cargo Spot system (CHACSPC / SAWCMPC) either directly or by sending an FSU-RCF message.

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Delivery of documents status update

The delivery of the documents must be entered in Pegasus Airlines Cargo either directly or by sending an FSU-RCF message.

Delivery of goods status update

The delivery of goods must be reported in Cargo Spot system (CHACSPC / SAWCMPC) either directly or by sending an FSU-DLV message.

Actual delivery of documents and goods

The delivery of documents and goods is performed within a defined timeframe.

Allotment capacity

Unused blocked capacity (allotments, pre-bookings) must be released by allotment station/allotment holder.

Claims handling

The receipt of a claim must be confirmed to the customer, necessary clarifications must take place and the process has to be completed.

Application of contract / ad-hoc rates

Customer gets correct bills.

Safety and Security

All shipments loaded have successfully passed the security checks (known as shipper, screening, and pressure chamber, physical).

Documentation

All shipments must be properly manifested and documented according to IATA requirements.

Dangerous Goods Training

All employees dealing with dangerous goods must be trained according to their job function (refer Current IATA DGR Table H.A.1.5.A).

Ready for carriage

All shipments have been duly checked according to IATA Ready for carriage requirements (incl. DG and AVI).

Airworthy and loading check

All shipments have been checked and loaded according to airworthy standards requirements as defined in AHM.

Flown as planned

Load Plan vs. Manifest.

Freight on hand Report

Daily report for on hand shipments after departure.

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FFM

A list of manifested shipments on board and loading details.

FSU

Shipment status update upon receipt of shipper manifested.

Offloads

System generated message for shipment available for next flight.

Estimated load figures to Load Control

Estimated cargo load figures including special load.

Final Cargo Figures

Final cargo figures.

Freight at Aircraft

Planned load at Aircraft side.

Full Flight Checked-In

Receipt of cargo from flight message (RCF).

Flight Discrepancy Report

Cargo discrepancy message must be sent.

Transfer Cargo

Transfer cargo available for onward connection.

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1.10. Safety & Compliance Monitoring System (IOSA CGO 1.9.1, PG-KU-EK-001 CMM part 2)

1.10.1. General

Pegasus Airlines Compliance Monitoring System and Compliance Monitoring Programme satisfy the requirements of the compliance monitoring function of the Management System. Within this context, terms mentioned in this manual which are related to the Compliance Monitoring system also meets the terms of compliance monitoring naturally.

Pegasus Airlines prepares and follows an audit programme annually as per SHT UYUMLULUK Pegasus Airlines Compliance Monitoring Programme that provides for the auditing and evaluation of the management system and cargo operational functions, safety and security functions at planned interval to ensure Pegasus Airlines is:

- complying with applicable regulations and standards;
- satisfying stated operational needs;
- **Identifying areas requiring improvement;**
- identifying hazards to operations
- assessing the effectiveness of safety risk controls
- producing desired operational safety, security and quality results

The annual Audit Plan shall be completed within the planned calendar year, no audit shall be rescheduled by more than 3 months without prior notification (and acceptance, as applicable) of the DGCA-TR. This aims to ensure the Audit Plan remains flexible to cater for operational needs while at the same time meeting its objective.

WCS - Auditors who is responsible for Cargo Audit Programme has lines of communication to Pegasus Airlines Cargo management to ensure the efficient reporting of safety and security issues, and to ensure such issues are appropriately addressed.

Pegasus Airlines have an audit planning process and sufficient resources to ensure audits of cargo operations are:

- i. Scheduled at intervals to meet regulatory and management system requirements;
- ii. Conducted within the scheduled interval.

Compliance Monitoring Programme includes all planned and systematic actions necessary to provide confidence to the DGCA-TR, EASA, Pegasus Airlines Corporate Management, external parties, and customers, that all operational and maintenance activities are conducted in accordance with the applicable requirements, standards, and procedures.

An audit is a systematic and independent comparison of the way in which an operation is being conducted against the approved published procedures. A systematic and independent examination to determine whether quality activities and related audit results comply with planned arrangements and whether these arrangements are implemented effectively and are suitable to achieve objectives.

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The conduct of audits is a legal, essential part and the key element of the Compliance Monitoring Programme. They can be planned or unplanned. (Refer to PG-KU-EK-001 CMM 2.4)

A robust programme ensures a scope of auditing that encompasses all areas of our organization that impact operational safety or security. The incorporation of IOSA Standards and Recommended Practices would ensure appropriate operational areas are audited.

The overall effectiveness of the organization is monitored by the Compliance Monitoring Department through the Compliance Monitoring Programme which is achieved by conducting audits, inspections, and day to day collaboration. All of this is part of the continuous improvement programme that aims to increase the quality of operational safety and security. Audit plans are designed to monitor the areas of functional responsibility within operations, to include the following activities at the main base and at outstations. Maintenance related items are included in technical audits as part of the Compliance Monitoring Programme.

The objective of program includes:

- Monitoring compliance with all regulations and standards applicable to Pegasus Airlines,
- Providing compliance to the senior management and to the authorities that the operations satisfy the stated operational needs,
- Identifying areas requiring improvement as part of the continuous improvement program,
- Identifying hazards and risks to the operations,
- Developing a working culture that takes into consideration quality, safety and security and customer focus as the priorities for the conduct of the day-to-day operations,
- Assessing the effectiveness of safety risk controls.

Audit plans are designed to monitor the areas of functional responsibility within operations, to include the following activities at the main base and at outstations.

When it is identified that the performance is not in compliance with company obligations and standards (processes, procedures or practices fail to meet regulatory or company requirements or prove to be ineffective or unsatisfactory for the operations assessed) a non-conformance (commonly known as finding) is raised to highlight the area of improvement or an operational deficiency. A remedial correction / corrective action is required to be put in place to solve the deficiency identified. (Refer to PG-KU-EK-001 CMM 2.1)

REVIEW AND IMPROVEMENT:

Management Compliance Monitoring Review Meeting:

Compliance monitoring activities are reviewed twice a year under the responsible manager to ensure continuous improvement competence and effectiveness in Pegasus Airlines in the management and control of operations.

Refer to PG-KU-EK-001 1.5.9 Review and Improvement, PG-KU-PR-009 Management Compliance Monitoring Review Procedure, PG-EY-PR-004 Management Review Procedure.

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The procedures to achieve the Compliance Monitoring Programme are described in PG-KU-EK-001 CMM. PG-KU-EK-002 Compliance Monitoring Programme PG-KU-FR-002 Compliance Monitoring Annual Audit Plan (Annex I-II-III-IV)

It is fundamental to flight safety, and a primary concern of the Compliance Monitoring Programme that all Group Head of - Cargo personnel are motivated to do their work in a professional manner and in accordance with the standards that had been set in the above-mentioned requirements.

A process for promulgating and disseminating information for the purpose of maintaining ongoing awareness of compliance issues that might impact operational safety or security is in place.

Audits will be rated and findings within the scope of cargo operations will be addressed to ensure:

- identification of the root cause of each non-conformance
Root Cause Analysis (RCA) uses a specific set of steps, with associated tools, to help find the primary cause of the problem so that the assigned person can:
 - Determine what happened,
 - Determine why it happened

RCA assumes that systems and events are interrelated. An action in one area triggers an action in another, and another, and so on. By tracing back these actions, you can discover where the problem started and how it grew into the symptom you are now facing. Root cause analysis is a tool used to determine the real cause or “root” cause as to why a failure occurred, thus minimizing the risk of a repeat of irregularities. A common mistake in trying to accurately identify the root cause is to identify a casual rather than causal factor for the failure or to attribute the failure to a human factor, lack of time etc. For detail information please refer to PG-KU-EK-001 2.4.20

- Development of a corrective / preventive action plan to appropriately address each root cause of the finding to ensure it does not re-occur,
- Follow up and ensure implementation of the correction / corrective action in appropriate operational areas. Assess whether the correction / corrective action is satisfactory to eliminate the root cause of the non-conformance raised,
- Evaluate the effectiveness of the correction / corrective action to avoid re occurrence.
There may be cases in which the effectiveness of the correction - corrective action cannot be immediately assessed. In such cases, the Compliance Monitoring Manager may choose to keep the non-conformance open for “recheck” or may decide to assess its effectiveness during future audits, or through assessment of occurrences, or observations, or inspection. A note to that effect must be logged in **IQSMS**,
- Close the non-conformance upon successful verification of implementation of the correction and corrective action plan.

For detailed information please refer to PG-KU-EK-001 2.4.19.1

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Significant issues arising from audits of functions within the scope of cargo handling are subject to regular review by the Group Head of - Cargo to consider significant issues of non-compliance in areas of the cargo organization that impact operational safety and security and to:

- Continually monitor and assess operational safety and security outcomes
- Ensure appropriate corrective or preventive actions that address the relevant compliance issues have been implemented and are being monitored effectively.
- Ensure continual improvement of operational safety and security performance.

The Group Head of - Cargo plays a role within the Safety Action Group to review processes for ensuring continual improvement of the SMS within the cargo operations, such as:

- Identification of the cause(s) of substandard performance of the SMS;
- Determination of the implications of substandard performance of the SMS in cargo operations;
- Elimination or mitigation of such cause(s) of substandard performance.

Pegasus Airlines' main resources to monitor the processes are:

- IQSMS** Reports (non-conformances' analyses)
- Audit Reports (external, internal)
- Feed backs (all via defined communication channels including trainings, meetings...)
- On Time Performance measurement data from FCC (delay codes and reasons analyses)
- Performance measurements
- On-site reports
- Visiting reports
- Safety Analysis
- Employee feedbacks via Corporate Climate Survey
- Safety Surveys
- Any feedback by means of communication channel mentioned on COM Chapter-1 (including verbal feedbacks)
- DGR Occurrence Report

Periodical station inspections, checks, audits are performed by auditors of WCS. Complete station audits are required within a period as specified and conducted as laid down in the Safety Management System Manual (PG-EM-EK-001) and the Compliance Monitoring Manual (PG-KU-EK-001) and as required by the appropriate Authority.

During station visits to regular destinations the following will be inspected and checked:

- Management and Organization
- Administration and Services
- Calibration of Scales
- Archive
- Personnel Awareness
- Event Response / Emergency Procedures
- Safety & Risk Management System
- Security Management

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- Quality Management System
- Control of Records and Documents
- Management Review
- Training & Qualification
- Facilities
- Process Management
- Quality Audit Programme
- Improvements
- Communication
- Acceptance of Cargo
- Manuals
- Dangerous Goods & Live Animals & Perishable & Other Special Cargo Handling
- Storage
- Load Control
- Incident & Accidents

The Handling Agent agrees to the performance of station inspections and audits.

The quality control system of the operators of Pegasus Airlines is based on feedback/reports from crews, tour operators, passengers, Handling Agents/local representatives, WCS - external cargo handling service providers (for PC Flights WCS SMS Report shared by WCS to Pegasus Cargo via e-mail and Pegasus Cargo input data to **IQSMS** for investigation), airports and Civil Aviation Authorities due to their having no access to **IQSMS**-Pegasus.

IMPORTANT: Each Pegasus Airlines employee has **IQSMS** access, which is why **IQSMS** shall be preferred to fill in the report. When the **IQSMS** reports are assigned to WCS, the responsible can write **Corrective Action with External Access** and add their attachments, if any.

1.10.2. Outsourcing and Product Quality Control

External cargo handling service providers, subcontractors and suppliers are monitored, inspected and audited under the principles and methods explained in the Compliance Monitoring Manual (PG-KU-EK-001) PG-YO-EK-001 Corporate Manual Part 5.5 and Correction, Corrective Action Procedure (PG-KU-PR-002).

According to cooperation with WCS, Pegasus Airlines is not required to execute cargo handling audits by ensuring the contracted airline has cargo handling oversight system in place. In such a case, Pegasus may have additional checks in case of any need.

- WCS shall ensure a contract or agreement is executed with such external service providers (where applicable), which identify the application of specific documented requirements that can be monitored by the WCS to ensure that requirements that affect the safety and/or security of Cargo handling operations are being fulfilled.
- WCS shall ensure there is a process to monitor such external service providers to ensure requirements that affect the safety and security of Cargo operations are being fulfilled.
- WCS should include auditing as a process for monitoring external service providers, as specified in B).

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- D. WCS shall ensure products acquired from external suppliers, which directly affect the safety of security of operations, meet required the technical specifications prior to being utilized in the conduct of Cargo handling Operations.

External cargo handling service providers conducting cargo handling operations functions shall have their own monitoring and control processes to ensure each external organization either uses the COM, SGHA, and SLA and/or has its own published COM that fulfils operational safety, security and quality requirements of Pegasus Airlines.

SGHA and SLA articles can differ according to stations.

Contractors and Sub Contractors Audit (Please refer to PG-KU-EK-001 CMM 2.5.4)

The conduct of audits of sub-contractors is a legal and essential requirement for all organizations. The main purpose of the audit is to provide objective evidence that the quality management system meets regulatory, safety, security and operational requirements. However, audits also provide the organization with an opportunity to improve the system by identifying areas of waste, inefficiency and excessive rework areas which, when corrected, should result in higher company profitability and performance.

The process for monitoring the performance of a wet lease organization is designed and implemented to ensure the operations, safety and security needs of Pegasus Airlines are met.

As such, the full support and cooperation of management is required to ensure that an audit is successful in determining that both the individual system elements and the system as a whole are effective in meeting specified requirements.

All contracted organization product / credentials shall be audited / reviewed as per the requirement of PG-KU-EK-001 CMM part 2.

Every service provider must be re-evaluated not exceeding every 24 months. This re-evaluation which is conducted by Compliance Monitoring Group Management Department could be combined with the recurring Safety and Compliance Monitoring Audits. Also, Compliance Monitoring Group Management Department is responsible for ensuring that all contracted activities are conducted in compliance with related regulations and Pegasus standards during to department internal audits. Recurring audits of the contracted wet lease operator and aircraft are conducted annually or more often if deemed necessary to ensure a high-quality standard. (Refer to PG-KU-EK-001 CMM 2.5.3.)

The Cargo Department and/or WCS monitor and ensure the performance measurement of external service providers using the following methods:

- Cargo Operations Supplier Audit conducted by WCS. SMS related questions are incorporated into Checklists (WCS can use own Cargo Handling Agent On-site Audit Checklist and Desktop (remote) Checklist after approval by Pegasus Airlines),
- Audits, Meetings, Spot checks of Ground Operations Area auditors,
- **IQSMS** Reports from all operational departments of Pegasus Airlines,
- Monthly Service Provider Evaluation (WCS) according to PG-KA-TL-001
- CAPA Forms,
- Monthly increasing cargo occurrences reports (via **IQSMS**, e-mail etc.),

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- MOC and Risk Studies.
- E-mail and other.
- Ensemble - QDMS

The Cargo Handling Service Provider shall take the necessary corrective and preventive actions within the target dates given by Pegasus and/or WCS.

Note: Performance outcomes of the WCS Operations and Sales function are kept in the file master and/or by e-mail according to PG-KA-TL-001 via PG-KA-FR-014 form. The WCS Evaluation reports are published to relevant persons via QDMS.

Ref: PG-EM-EK-001 Part 4.3 Safety Risk Assessment and Mitigation

1.10.2.1. QDMS Ensemble

The QDMS Ensemble is the data programme from which all the company processes are drawn and managed. The main tool used in Ensemble is the scorecard. Data put in the system is based on the department KPI's and gives an outcome of the departments and the company's scorecards.

1.11. Contact Details of Cargo Department

For the latest edition of WCS and/or our contact lists, please always refer directly to contact pegasuscargo@flypgs.com and opspgs@wcs-turkey.com.

1.12. Contact of Cargo Handling Agents

For the latest edition of WCS and/or our contact lists, please always refer directly to contact pegasuscargo@flypgs.com and opspgs@wcs-turkey.com.

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2 CARGO ACCEPTANCE (IATA MANUALS) (IOSA CGO 3.7.4)

2.1. General

The acceptance of cargo is one of the most important areas of cargo handling. If shipments are accepted for carriage that are not in accordance with the specified IATA regulations (TACT and this manual) invariably mishandling, damage or delays will occur during a further stage of transportation. The processes below are in compliance and conformity with aviation industry standard operating procedures for each aspect of cargo acceptance and handling. All documentation, labelling and marking shall be in English, in addition to the language required by the state of origin. All documents are handed to the Cabin Crew in the Cargo Document Carrier Bag, by signing (where physical documents need to be signed, each signatory should do so with their own pen) the Pegasus Cargo Document Acceptance Form and forwarding it to the station.

The primary objective for cargo acceptance handling is to ensure that cargo consignments, including interline cargo, are ready for carriage in compliance with the Pegasus procedures laid down in the Pegasus Cargo Operations Manual (COM), IATA regulations and IATA interline cargo requirements, as well as with export rules and regulations of the originating point and import rules and regulations of the destination country, if applicable (e.g. goods subject to government control or CITIES).

Pegasus will only accept cargo for transport in accordance with TACT Rules 2.3.2. IATA Resolution 833 requires that the shipper/cargo agent delivers the shipment ready for carriage for immediate transport by air, accompanied by all required information (paper or electronic) that corresponds to the cargo being delivered, including documentation that details the security status (e.g. consignment security declaration). All packages of each consignment shall be marked and labelled in accordance with IATA Cargo Resolutions 600, 606, 607 and where appropriate with the IATA Dangerous Goods Regulations, Perishable Cargo Regulations and Live Animal Regulations.

At visible locations at cargo acceptance points, notices shall be prominently displayed providing information about dangerous goods transportation and contain visual examples of dangerous goods, including batteries, in order to alert shippers/agents about any dangerous goods that may be comprised in their cargo consignments.

All cargo shipments should be weighed during the cargo acceptance process. The contracted Cargo Handling Agent / service provider shall ensure that all scales used to determine the weight of cargo, are periodically checked and calibrated and such actions are recorded and retained in accordance with applicable regulations.

Special cargo, such as dangerous goods, human remains, live animals, perishables, valuable cargo, and pharmaceuticals shall be stored in specifically configured facilities appropriate for the storage of such commodities.

Before a cargo / mail shipment is accepted for carriage, it has to be ensured that the packing is safe for transport and can withstand normal handling conditions and prevent injury or damage to any person, cargo or property. Packing is dependent on factors such as type of goods, the number of transfers

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involved, surface transportation etc. It is therefore the shipper's responsibility to arrange suitable packaging for the goods, unless they can be carried unpacked.

For specific items such as dangerous goods, liquids, wet cargo, live animals etc., special packaging requirements have been established and must be observed.

Packing shall be of a standard suited to the contents and capable of protecting the goods from accidental damage which may be caused during normal handling and transportation conditions. Packaging shall be such that its contents will not damage other cargo, aircraft, the ULD, handling equipment or injure personnel and it shall allow special handling labels to remain visible. If this is not the case, cargo shall be returned to shipper/freight forwarder for repacking.

Moreover, it shall be constructed to avoid the use of plant/organic cushioning/absorbing materials such as straw and untreated wood products as they may be prohibited by quarantine restrictions. All packages shall be marked with the name and address of the shipper and consignee and marks and numbers as shown on the Air Waybill. The shipper is free to show any additional markings on the package, as long as any restrictions of the country of transit and/or destination are observed. All handling label information must be followed (e.g. orientation, temperature control, etc.)

The cargo identification label or tag must be affixed to each piece of cargo. All entries should be legible and correctly marked with marker pen or equivalent in black or another dark colour. Unreadable labels could result in shipments being delayed. Make sure that old labels and marks are obliterated and also labels and marks are fully visible, legible, correctly marked, and clear.

Whenever labels or tags for special shipments (e.g. Live Animals, Perishable Cargo, Dangerous Goods) are used, those have to be attached adjacent to the identification label or tag.

For reused boxes, make sure there are no leftover labels from previous shipments on it. Old markings or labels shall be removed, obliterated, or covered up by new markings and/or identification labels or tags.

For large packages additional cargo identification tags or labels shall be attached at opposite sides and/or at the ends of extremely long pieces.

2.2. Acceptance of Packages

- Goods should have sufficient packing to ensure the contents will not be damaged or cause damage to other shipments during transportation.
- Each piece should be clearly and legibly marked so that it can easily be identified as part of the consignment. A fully completed filled out Pegasus Airlines cargo label meets this requirement. Every piece of cargo must have a cargo label firmly affixed. Cargo agents, freight forwarders and other airlines cargo labels may be used in lieu of Pegasus Airlines cargo labels provided they contain the same information as on the Pegasus Airlines labels.
- Each piece must not be too large to fit into the hold of the type of Aircraft that will be operating a particular sector for transportation. (Referred to Compartment Information in the Manual and the specific commodity in the Cargo Manual for restrictions and limitations).

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- Certain types of commodities must have confirmed reservations and must have received a reserved space on the carrier's flights and on all possible connection flights of other carriers up to the airport of destination.
- Packages containing Dangerous Goods, Arms & Ammunitions, War Material, Live Animals, Valuable Cargo, Perishable Cargo, Unaccompanied Baggage & Personal Effects, Transfer Cargo, Human Remains and Sea Foods are subject to special regulations as specified according to the commodity in this manual (please refer to that section below and the current TACT rules section 2.3.3).
- All packages should be checked for their dead weight and for any chargeable volumetric weight. The higher of the two calculations is the chargeable weight. The Cargo Handling Agent will ensure the reliability of the cargo weighing facilities and ensure the existence of proper records. Pegasus Airlines and/or WCS will audit to ensure compliance.
- The shipper must ensure that all documentation, customs formalities and local regulatory requirements are adhered to for acceptance.
- The shipper MUST SUPPLY all required documents as specified in this Manual according to the commodity.
- Unaccompanied baggage shipped as cargo will be followed according to Security controls whether they are a known/unknown shipper or a regulated agent. All safety and security measures as specified in COM - Security chapter must be followed.
- Acceptance for cargo that can be identified as having the application of screening or other security controls confirmed or accounted for by a regulated agent or an entity approved by the relevant authority (known cargo), a process to ensure such cargo is:
 - a) Delivered by a regulated agent a nominated representative of an entity approved by the relevant authority, or a known representative of the operator.
 - b) Free from any signs of tampering.
 - c) Accompanied by all required information (paper or electronic) corresponding to the cargo being delivered, including documentation that details the security status (e.g. consignment security declaration).
 - d) Protected from unauthorized interference throughout the chain of custody from the point that the cargo gained its secured status.
 - e) Subjected to additional security controls as required by risk assessment.
- For cargo that cannot be identified as having the application of screening or other security controls confirmed or accounted for by a regulated agent or an entity approved by the relevant authority (unknown cargo), a process to ensure such cargo is subjected to screening or other security controls as accepted by the applicable state.

2.2.1. Acceptance Requirements

- The acceptance requirements for the following commodities (Dangerous Goods, Live Animals, Arms, Ammunition and Munitions of War, Valuable Cargo, Perishable Cargo, Unaccompanied Baggage & Personal Effects, Transfer Cargo, Human Remains) should be in accordance with the instructions shown in the applicable section of this manual.
- The shipper MUST supply the following documents for either Dangerous Goods or Live Animal Shipments:
 - The shipper's certificate for dangerous goods.
 - The shipper's certificate for live animals.

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- The shipper is responsible for supplying all necessary documents, such as shipper's letter of instructions, certificates of origin, legalized invoices, health certificates, etc. for clearing shipments through customs formalities at the destination.

Pegasus Airlines WILL NOT be held responsible for any delays or refusals of customs clearance, if the documentation is incorrect or incomplete.

- Check that the actual weight of the packages agrees with the weight shown on the Air Waybill.
- Check that the packing of the freight is suitable and strong enough to protect the contents during transportation. Ensure the labels and/or markings as specified are affixed. If the cargo has to be accepted but packaging is defective this information must be recorded on the Air Waybill only for general cargo not special cargo which under no circumstances can be accepted or flown.
- Check that the packages are of a size and weight that will fit into the hold of the types of Aircraft involved in the transportation from the origin to destination.
- Check the dimensions of the packages to determine if the charges will be via actual or volumetric weight.
- For special cargos, please ensure that it is acceptable in this manual according to the commodity specified.
- When specified, ensure the shipment(s) has confirmed reservations on all sections of the routing.
- Ensure the shipment is not prohibited from importation into the country of destination (refer to TACT 7.3).
- If all of the above conditions are fulfilled, the shipment is acceptable for carriage.
- If a dangerous goods consignment does not pass the Dangerous Goods Acceptance Check List due to errors or omissions by the shipper, such documentation should be retained for a minimum period of three months after the completion of the acceptance checklist.

2.2.2. Cargo from Affected Countries / Handling of Baggage and Cargo

(Ref: Guidance for ground handling during and post COVID-19 Ed. 6, 12 FEB 2021)

There are no specific measures recommended for handling of baggage and/or cargo during the pandemic, however general biosafety measures should be practiced as appropriate against the potential risk of infection. Personnel should:

- a) Wear gloves, in combination with good hand hygiene and avoid touching your eyes, nose, or mouth with unwashed hands.
- b) Hand hygiene should be performed frequently.
- c) Maintain a physical distance ranging from 1-2 meters (3-6 feet) or based on the local health authorities.
- d) Wear a mask in situations where physical distancing cannot be ensured e.g., during bulk loading.
- e) Wear PPE as per local regulations
- f) Not handle packages visibly dirty from body fluids.
- g) When disinfecting aircraft holds, supplies or ULDs refer to your local regulation on which PPE are required.

To date, there is no epidemiological information to suggest that contact with goods or products shipped from countries affected by the COVID-19 outbreak have been the source of COVID-19 disease in

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humans. WHO will continue to closely monitor the evolution of the COVID-19 outbreak and will update recommendations as necessary.

2.3. Acceptance of Documents

2.3.1. Airwaybill

If a shipment is delivered ready for carriage by a cargo agent, freight forwarder or shipper, a minimum of 9 copies of the AWB MUST be delivered to the acceptance office.

The Air Waybill (AWB) is the primary and most important cargo document issued by a carrier or its authorized cargo agents. Upon document acceptance, the Cargo Handling Agent shall verify that the AWB is correctly completed. It is therefore essential that the AWB is legibly prepared in accordance with TACT.

The AWB serves the following purposes:

- Proof for receipt of the goods to be shipped,
- Documentary evidence of the conclusion of the contract of carriage,
- Freight bill,
- Certificate of insurance, if insurance is requested by the shipper from the carrier,
- Customs declaration,
- Instruction for carrier's staff with regard to handling, dispatch and delivery of shipments,
- It is exclusively used for:
- Transportation of individual shipments or,
- 'Master Air Waybill' to cover transportation of shipments consolidated by an IATA-approved Air Cargo Consolidator.

The Air Waybill number is an integral part of the AWB. It consists of two parts, the carrier code number and the serial number.

The conditions under which the transportation of the shipment, as specified on the face of the AWB, is being performed, appear on the reverse side of the copies:

- Original copy 1 (for issuing carrier)
- Original copy 2 (for consignee)
- Original copy 3 (for shipper) of the Air Waybills.

2.3.2. Shipper's Letter of Instruction

All shipments delivered without an Air Waybill must only be accepted for carriage after the completion of this form which must be signed by the shipper or the representative to confirm the description of goods is correct and that the shipment does not contain any dangerous goods. A copy of the form is to be kept in the originating offices file attached to the Air Waybill to which it refers.

The Shipper's Letter of Instruction shall be fully completed by the Shipper/ Representative.

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2.4. Departure Delay

If a shipment has been accepted for carriage and subsequently is not loaded on the flight for which it was booked, the shipper/cargo agent/freight forwarder (as applicable) should be contacted by telephone for disposal instructions, if the shipment(s) includes any of the following commodities;

- Perishables (including foodstuffs, meat, vegetables, medicines, newspapers, news films, etc.)
- Category "A" diplomatic mailbags
- Valuable Cargo
- Live Animals
- Human Remains

If it is not possible to contact the shipper, every effort should be made to re-protect the shipment on the next Pegasus Airlines flight (if within 6 hours of the originals departure) or alternatively by use of another carrier's service(s).

2.5. Physical Handling

- Once the cargo is accepted at the warehouse/facility of the airline the physical handling is very important as the following must be observed.
- The cargo must be checked for proper labelling when picking up import or export cargo; if labels such as 'this side up', 'dangerous goods', 'perishable', 'live animals', 'valuable cargo' are used etc., then precautions must be taken according to the situation by the Handling Agent company for the physical handling of the cargo and proper storage.
- Ensure that packaging, over pack or freight containing dangerous goods has been inspected for evidence of leaks and/or damage.
- The Cargo Handling Agent will follow dangerous goods chapter of COM for the loading and securing of dangerous goods in the Aircraft in such a manner that will prevent any movement in flight that would change the orientation or damage the package.
- Depending on the category of the cargo, whether Dangerous Goods or General Cargo, handling must be made accordingly to avoid damage/spillage, or incidents.
- All care must be taken by the handling staff to ensure safe, efficient, and correct handling.

The physical loading of the cargo will depend on the labelling and correct storage according to the load sheet that the Load Control Unit of the airline has provided. Physical handling will be according to the instructions related to the commodities; please check the section of the cargo manual for compliance with physical handling.

2.6. Cargo Sent Message (FFM)

To notify details of consignments loaded on to a specified flight, this message must be sent after each flight and is either sent as format FFM/5 or FFM/8 depending on the station.

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FFM/8

1/PC2091/23JAN/ADA/TCCPB

SAW

624-12320475ADASAW/T60K545/TNT COURIER

624-42175221ADASAW/T92K506/MASK

LAST

2.7. Response to Abnormal or Emergency Situations

2.7.1. Abnormal or Emergency Situations

- Don't panic, remain calm and cautious.
- Advise immediate supervisor/and Captain in Command to notify special hazard team (normally special trained and equipped unit of fire brigade) or another emergency service
- Advise Pegasus Airlines OCC immediately and local government authorities.
- Isolate the package by removing other packages or property.
- Avoid contact with the contents of the package.
- If contents come in contact with body or clothes:
Thoroughly wash off body with plenty of water.
Remove contaminated clothes.
Do not eat or smoke.
Keep hands away from eyes, mouth and nose.
Apply for medical assistance
- Staff involved in such incidents should stay on site until their names are noted.
- Avoid handling a damaged package containing infectious substances or keep handling to a minimum and inform the appropriate public health authority or veterinary authority and provide information on any other countries of transit where persons may have been exposed to danger and notify the consignee.
- Access to a damaged package containing radioactive material must be restricted and a qualified person must, as soon as possible, assess the extent of contamination and the resultant radiation level of the package. The scope of the survey must also include the Aircraft, Aircraft equipment and all other material, which has been carried on the Aircraft.
- The appropriate National Authority should be notified so as to ensure that the adjacent loading and unloading areas are also assessed for contamination.
- The local governmental procedures will be followed for safe disposal of dangerous goods and once complete and upon their approval to continue with the flight.

2.7.2. Leakage or Spillage of Suspected Dangerous Goods

- Don't panic, remain calm, cautious and advise immediate supervisor/and captain in command to notify the special hazard team (normally a special trained and equipped unit of the fire brigade) or other emergency service; advise Pegasus Airlines GCC immediately and the local government authorities.
- Ensure Cargo Handling is contacted for proper contents to ensure correct contents are advised to local authorities for appropriate action, no matter the spillage type or amount of spillage of the dangerous goods involved.
- Isolate the package by removing other packages or property.

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- Avoid contact with the contents of the package.
- If contents come in contact with body or clothes:
thoroughly wash off body with plenty of water.
remove contaminated clothes.
do not eat or smoke.
keep hands away from eyes, mouth and nose.
Apply for medical assistance.
- Staff involved in such incidents should stay on site until their names are noted.
- Avoid handling a damaged package containing infectious substances or keep handling to a minimum and inform the appropriate public health authority or veterinary authority and provide information on any other countries of transit where persons may have been exposed to danger and notify the consignee.
- Access to a damaged package containing radioactive material must be restricted and a qualified person must, as soon as possible, assess the extent of contamination and the resultant radiation level of the package. The scope of the survey must also include the Aircraft, Aircraft equipment and all other material, which has been carried on the Aircraft.
- The appropriate National authority should be notified so as to ensure that the adjacent loading and unloading areas are also assessed for contamination.
- The local governmental procedures will be followed for safe disposal of dangerous goods and or non-dangerous goods; once complete upon their approval to continue with the flight.

2.7.3. Suspected Bomb or Explosives

- Don't panic, remain calm, cautious,
- Advise your immediate supervisor/and the Captain in Command to notify the special Bomb Squad and or Expert Explosive local teams (normally special trained and equipped unit of fire brigade) or other emergency service; advise Pegasus Airlines GCC immediately and the local government authorities.
- Isolate the package by removing other packages or property.
- Avoid contact with the contents of the package.
- Staff involved in such incidents should stay on site in a safe distance until their names are noted.
- The appropriate National Authority should be notified as soon as possible to ensure that all areas are secured for a suspected Bomb or Explosives.
- If near the Aircraft, follow the local authorities' expert's commands and if away from the Aircraft, again listen to the local authorities and follow their instructions.
- Leave it to local authorities to investigate any sabotage or similar situations.

2.7.4. Damaged or Leaking Cargo

- Don't panic, remain calm, cautious.
- Advise immediate supervisor/and the Captain in Command.
- Notify the special hazard team (normally a special trained and equipped unit of the fire brigade) or other emergency service; advise Pegasus Airlines GCC immediately and local government authorities.
- Isolate the package by removing other packages or properties; avoid contact with the contents of the package.
- If contents come in contact with body or clothes:

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- Thoroughly wash off body with plenty of water.
 - Remove contaminated clothes.
 - Do not eat or smoke.
 - Keep hands away from eyes, mouth and nose.
 - Apply for medical assistance
- Staff involved in such incidents should stay on site until their names are noted
- Avoid handling of a damaged package containing infectious substances or keep handling to a minimum and inform the appropriate public health authority or veterinary authority and provide information on any other countries of transit where persons may have been exposed to danger and notify the consignee.
- Access to a damaged package containing radioactive material must be restricted and a qualified person must, as soon as possible, assess the extent of contamination and the resultant radiation level of the package. The scope of the survey must also include the Aircraft, Aircraft equipment and all other material, which has been carried on the Aircraft.
- The appropriate National authority should be notified so as to ensure that the adjacent loading and unloading areas are also assessed for contamination.
- The local governmental procedures will be followed for safe disposal of dangerous goods and or non-dangerous goods once complete upon their approval to continue with flight.

2.7.5. Other Emergencies

- Don't panic, remain calm, cautious.
- Advise immediate supervisor/and Captain in Command to notify local governmental authorities or other emergency service advise Pegasus Airlines GCC immediately and local government authorities.
- According to the type of Emergency the local authorities will contact the required emergency divisions for the appropriate emergencies.
- Avoid contact with the contents of the package.
- Avoid contact with situation at hand and leave it to the local authorities or their designated representatives.
- Assist local authorities only when requested according to the situation or assistance needs.
- Staff involved in such incidents should stay on site in a safe distance until their names are noted.
- The appropriate National authority should be notified so as to ensure that all areas are secured for emergency situations.
- If near the Aircraft follow the local authority's expert's commands and if away from the Aircraft, again listen to the local authorities and follow their instructions.
- Leave it to local authorities to investigate any emergency situations whether sabotage or bomb/explosive or damage/leakage spillage situations or whatever the emergency situation is.
- Once the local authorities have resolved the emergency situation follow their instructions as to what to do, whether to continue operations or wait for further communications and instructions.

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2.8. Transport of Cargo in Passenger Compartment (AMC2 CAT.OP.MPA.160)

2.8.1. Description

Air cargo services are vital for the economy and for coping with the logistical challenges related to pandemics (COVID-19 etc.) and global supply chains depend on them being unhindered. Air cargo should therefore be able to continuously supply critical products such as food, medical supplies and personal protective equipment (PPE), and other products which are vital for the functioning of sensitive supply chains. The purpose of this chapter is to provide for transporting cargo in a cabin certified to carry only passengers. Pegasus Airlines does not operate flights with a combination of passengers and cargo transportation in the cabin.

2.8.2. Transport of Cargo in Approved Stowage Locations of The Cabin

In line with the referenced regulations, cargo may be transported in the cabin as long as the cargo is placed in the approved stowage locations within the passenger compartment, as described below.

2.8.2.1. Stowage Locations Approved to Transport Cargo in The Cabin

The approved stowage locations to transport the cargo in the cabin are as follows:

- (a) Overhead stowage bins,
- (b) Stowage compartments,
- (c) Floor mounted stowage (e.g. doghouses),
- (d) Bulkheads that have a placard indicating maximum capacity,
- (e) Under seat stowage areas.

For details refer to:

- PG-UI-PR-006 TRANSPORT OF CARGO IN PASSENGER COMPARTMENTS
- PG-DO-TL-012 TRANSPORT OF CARGO IN PASSENGER COMPARTMENTS
- AIRBUS FOT-999-0028-20
- BOEING: MOM-20-0239

2.8.2.2. Stowage Locations Not Approved to Transport Cargo in The Cabin

The following locations are not approved to transport cargo in the cabin:

- (a) Lavatories,
- (b) Against bulkheads that are incapable of restraining articles against movement forwards, sideways or upwards and unless the bulkheads carry a placard specifying the greatest mass that may be placed there.
- (c) All locations that are identified with placards 'No Stowage'.
- (d) All locations that do not have a placard identifying the maximum load capacity.
- (e) Galleys
- (f) Emergency Exit Areas
- (g) Cabin Crew Rest Areas

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- (h) Any compartment containing oxygen bottles and/or PBEs, as well as devices containing lithium batteries.

2.8.2.3. Requirements to Be Met to Transport Cargo in The Cabin (OM PART A 8.2.2.20.2.3)

The following requirements shall be met for cargo to be transported in the cabin:

- (a) The cargo shall be placed only in the approved stowage locations (Section 8.2.2.20.2.1 of OM Part A) and the cargo shall NOT be placed in the stowage locations that are not approved (Section 8.2.2.20.2.2 of OM Part A).
- (b) Exact cargo weight and position in the cabin and in the cargo hold shall be reflected in the mass and balance documentation (load sheet).
- (c) The Pilot-in-Command (PIC) shall be provided with information on the content of all the cargo such as through provision of the cargo manifest, NOTOC or other appropriate documentation.
- (d) The aircraft shall be loaded considering the different levels of available fire protection of the loading areas. (i.e. passenger cabin and lower deck cargo compartments).
- (e) The Transportation of the following cargo in the cabin shall be prohibited:
- (1) dangerous goods (with an exemption to vaccines cooled by dry ice dealt with in the separate EASA "Transportation of vaccines using dry ice" guidelines)
 - (2) mail
 - (3) batteries, including batteries contained in, or packed with, equipment
 - (4) Cargo of a piercing, dense, rigid, or penetrating nature, or cargo with sharp edges or corners, such as rods, pipes, extrusions, or beams, that could become a projectile hazard during flight operations
 - (5) live animals.
- (f) As per AMC1.CAT.OP.MPA.160 and AMC2.CAT.OP.MPA.160, dangerous goods and electronic devices that contains Li-Ion battery (e.g. computers, tablets, mobile phones) should not be transported in the cabin. The latest ICAO technical instructions and IATA dangerous goods regulation must be complied with.
- (g) For the bulkheads that have a placard indicating maximum capacity, the cargo items stowed in aft of these bulkheads shall not exceed the maximum capacity indicated in the placard.
- (h) The maximum capacity limitations in the placards (on or adjacent to the cargo approved stowage locations – 8.2.2.20.2.1 of OM Part A) shall not be exceeded. All stowage limits specified in the placards apply.
- (i) The mass of the cargo shall not exceed the structural loading limits of the aircraft, floor or seats, published in the Limitation chapter of the Weight and Balance Manual (WBM) in compliance with CS 25.561, 25.787 and CS 25.789.
- (j) Cargo placed in enclosed stowage areas shall not be of such size that they prevent latched doors from being closed securely.
- (k) Cargo items shall be stowed only in a location that is capable of restraining it.
- (l) The cargo stowage location shall be such that, in the event of an emergency evacuation, it will not hinder aisle access and egress nor impair the crew's view.
- (m) The cargo shall not be placed where it can impede access to emergency equipment.

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- (n) The cargo shall be checked and recorded to ensure proper stowage in the following instances by authorized staff of company (at the minimum):
- (1) Before take-off (Recorded by the cabin crew)
 - (2) Before landing (Recorded by the cabin crew)
 - (3) Before door closed (Recorded by the authorized staff)
 - (4) During flight (Recorded by the cabin crew)
 - (5) Under orders of the Pilot in Command. (Recorded by authorized staff or cabin crew)
After the doors are closed, the cargo check shall be made by the cabin crew at intervals of 15 minutes. After completing the check, the Pilot in Command will be informed by the Senior Cabin Crew. This check will be done according to Cargo Transport in Cabin - Cabin Team Checklist PG-KH-FR-044. After completing this form, it will be delivered to Pilot in Command by Senior Cabin Crew at the end of the flight
- (o) The available aisles shall remain free to enable access to the cargo to fight a fire.
- (p) Trained cabin crew shall be on board to survey and access all areas of the cabin during all flight phases. Any smoke/ fire within the cabin must be able to be detected and extinguished using the existing emergency equipment. According to the loading plan and seating position of the cabin crew, the number and location of each portable fire extinguisher should be clearly identified (except the cockpit). The Fire Fighting Procedures of the Cabin crew should be defined for this operation type and according to the number of cabin crew
- (q) Cabin occupants should use existing cabin crew seats and must not share seat rows with cargo. There must be a clear separation of areas occupied by cabin occupants and those fitted with cargo during taxi, take-off and landing. At least one empty seat row between the cargo and reserved occupant seats must be established.
- (r) 'Under seat stowage' is allowed only if the seat is equipped with a restraint bar system and the cargo items can be placed fully underneath the seat. The loading of the cargo under each seat should not exceed 9 kg (20 lbs). Items that are used to restrain under seat cargo should not block the visual inspection of cargo during flight.
- (s) The cargo packaging shall be able to equalize the pressure so that it can handle the Delta Pressure (DP) during the flight.
- (t) All smoke and fire detectors shall be maintained as per the Maintenance Manual instructions.
- (u) The Air Conditioning system shall be set taking into account the nature of the cargo transported in the cabin and the number and distribution of cabin occupants.
- (v) The calculation of the aircraft weight & centre of gravity must be adapted according to the cargo loaded in the cabin.
- (w) On the Passenger Cabin only general cargo may be carried, including cargo that does not have a risk of leakage and/or odour, as well as medical supplies.
- (x) A cargo whose shape is not suitable to carry in the passenger cabin should not be loaded and packages should be free of sharp edges
- (y) Loading and unloading of cargo should be made with the assistance of authorized staff of the company.

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- (z) Flight crew composition shall be in accordance with *OM Part A* Chapter 4.1.2 and minimum 2 cabin crew member (at least one SC/C included) shall be planned.
- (aa) Operations without passengers shall still require the presence of cabin occupants to survey and access all areas of the cabin during all phases of the flight. Any fire that might occur must be timely detected and effectively fought utilizing the available existing emergency equipment.
- (bb) Keep the cabin depressurization relief vents unobstructed.
- (cc) Portable oxygen equipment and Protective Breathing Equipment (PBE) must be provided for each crew member whose duties on board include fire detection and fire-fighting in the cabin. The equipment shall meet 25.1439 (b) and 25.1443(e) and must be carried by the cabin occupants during their inspections.
- (dd) Appropriate protective garments (e.g. fire gloves, etc.) shall be stored adjacent to the crew member's stations.
- (ee) Standard emergency and safety equipment the same as for passenger flights shall be on board. Additional emergency and safety equipment needs should be determined according to the type of Cargo (e.g. Possible Fire Category), operation type and existing equipment. Additional equipment places shall be clearly identified.
- (ff) Before the flight or series of flights the Pilot-in-command should brief the crew about unserviceable equipment, abnormal procedures, types of operation and other additional information.
- (gg) The Cabin Crew should be familiar with QRH Smoke or Fire in Cabin procedures.
- (hh) Automatic supplemental oxygen systems have to be removed from the PSU channels, without leaving any opening, or should be deactivated.
- Note:** Chemical O₂ generator or decentralized gaseous O₂ installed in the PSU channel will start the O₂ generation or O₂ release when certain temperatures are reached. Based on the possible fire scenario originating from the cargo loaded the O₂ systems would need to be removed or deactivated (O₂ mask drop prevented to keep the shielding from the container doors).
- (ii) Portable oxygen cylinders and PBEs located in the stowage compartments in the cabin areas in which cargo is transported have to be removed or they should be stowed only in cabin crew stations for cabin crew who are on duty.
- (jj) Portable devices containing lithium batteries (which is not an equipment of the Crew), including the emergency locator transmitters, have to be removed from the cabin areas in which cargo is transported.

Refer to:

- AIRBUS FOT-999-0028-20
- BOEING: MOM-20-0239
- EASA Guideline TRANSPORT OF CARGO IN PASSENGER COMPARTMENT – EXEMPTIONS UNDER ARTICLE 71(1) OF REGULATION 2018/1139 (THE BASIC REGULATION)

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2.8.3. Transport of Cargo on The Passenger Seats

All of the following requirements shall be met for cargo to be transported on the passenger compartment seats:

- The requirements must be complied with as defined in sections 8.2.2.20.2.3 (b) to (j) of OM Part A.
- The load should be evenly distributed across the seat row. The loading on each seat should not exceed 50 lbs, for a single box loaded into a triple seat (row) max 110 lbs or limits as provided by the aircraft and/or seat manufacturer whichever is the more restrictive, in the case of cargo transportation.
- The cargo shall be adequately restrained, and the restraints must be attached to the existing seat belt attachments or to the cabin seat tracks or main structure of seat.
- The number/type of restraint devices and their attachment points should be capable of restraining the cargo in accordance with applicable Certification Specifications.
- All other safety requirements (regulatory, flammability, fire suppression, flight operations, payloads, etc.) shall be met.
- EASA approved Cargo Seat Bags (CSB) may be used. Installation instructions provided by the CSB manufacturer shall be used. EASA has published a guidance material on the installation of cargo seat bags in the CM-CS-003 (Installation of "Cargo Seat Bags" on Passenger Seats) and related Special Conditions (Proposed Special Condition on Installation of Cargo Seat Bags - Applicable to Large Aircraft).
- If nets are used to restrain cargo items, these nets should be (E)TSO approved and any load limitations of these nets including their attachment means should be adhered to. Any deformation of these nets due to the mass of the cargo items restrained under emergency landing, flight or ground loads should be evaluated for contact to other objects in the cabin and be shown not to block emergency evacuation paths nor access to emergency equipment.

For other information, refer to:

- TR-DGCA UOD 2020/2G
- AIRBUS FOT-999-0028-20
- BOEING: MOM-20-0239
- EASA Guideline TRANSPORT OF CARGO IN PASSENGER COMPARTMENT – EXEMPTIONS UNDER ARTICLE 71(1) OF REGULATION 2018/1139 (THE BASIC REGULATION)
- For other information, refer to;
- PG-UI-PR-006 TRANSPORT OF CARGO IN PASSENGER COMPARTMENTS
- PG-DO-TL-012 TRANSPORT OF CARGO IN PASSENGER COMPARTMENTS
- For Cabin Operations procedures, refer to PG-KH-EK-001 CABIN CREW MANUAL 2.25

2.8.4. Responsibilities

Pegasus Airlines will not carry passengers and cargo in the passenger cabin at the same time. If cargo is carried in the passenger cabin, it will be a cargo-only flight.

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Pegasus Airlines is not planning to carry supernumeraries in the passenger cabin for cargo-only flights. However, if approved by the PIC, a supernumerary may be carried in the flight crew compartment.

The Pilot-in-Command (PIC) SHALL ensure that cargo-only operations including cargo in the passenger cabin is done according to the instructions and limitations given in PG-DO-TL-012 Transport of Cargo In Passenger Compartments and has the overall responsibility.

At the end of the flight, all checklists and/or documents will be placed in the flight envelope to be finally used for the monthly reports to the Turkish DGCA.

2.8.4.1. Cargo Department

Pegasus Airlines Cargo Department and/or WCS coordinates all cargo requests and transmits the number of pieces and weight information of cargo to the relevant Ground Handling Company for cargo load planning and loading of the planned cargo.

Cargo Department and/or WCS shares the above information with Pegasus Airlines the relevant department (OCC, Crew Planning Ground Handling etc.) Ground Operations contacts the contracted Ground Handling Company's Load Controller/Planner for Loading Instruction preparation.

In case a need arises for last moment loading alterations, WCS OPS or Pegasus shall be contacted via duty phone for further support. (WCS OPS Duty Phone: +90 549 827 53 40 available 7/24).

2.8.5. Reporting to Authority

The Related Department prepares a monthly report to the Turkish DGCA with "Monthly Cargo-only Flights" and relays them to the Compliance Monitoring Department to be sent to the Turkish DGCA).

Monthly reports to the Authority via uodops@shgm.gov.tr mailing address, will be sent, as required by the DGCA Circular UOD-2020/2G (Rev 08) valid until 31.12.2022. However, the validity period will be re-evaluated before 31.07.2022, taking into account the regulations of international organizations on this subject.

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3 SECURITY

3.1. Foreword

European Union (EU) Regulations are the basis of the ACC3 Aviation Security Validation Programme. Any air carrier transporting cargo/mail from an airport in a third country not on the "green" list for transfer, transit or unloading at any airport falling with the (EU Member States) shall be designated as an Air Cargo or Mail Carrier operating into the Union from a Third Country Airport. (REF: PG-GU-TL-003 Transit ve Transfer Kargo Talimatı)

Turkey is a country pre-defined in the whitelist where ACC3 is required. Therefore, Pegasus Airlines has prepared the ACC3 Security Programme in order to ensure that the air cargo and mail transportation from Turkey to European Union countries accords with the EU Standards.

3.2. Definitions

ACC3	An airline who passed a validation by an independent EU and/or validator.
EDD	Explosive Detection Dogs
EDS	Explosive Detection System
ETD	Explosive Trace Detection. Swab outside seams, inside seams and contents
HRCM	Cargo originating a "red" country or showing signs of tampering/damage.
LPD	Last point of departure into EU
MDE	Metal Detection Equipment
Cargo (High-risk)	Cargo or mail that is deemed to pose a threat to civil aviation as a result of specific intelligence; or shows anomalies or signs of tampering which give rise to suspicion.
☐ High Risk Country	listed in Attachment 6-I of C (2015) 8005 and/or in Attachment 6-I of the UK SCD, which shall be provided to the EU/UK ACC3. PG-GU-KB-00055 bulletin.
Known Cargo	A shipment of cargo accepted by a regulated agent or operator directly from a regulated agent, operator or known shipper/consignor, to which appropriate security controls have already been applied, and which is thereafter protected from unlawful interference, or A shipment of unknown cargo that has been subjected to appropriate security controls, made "known," and which is thereafter protected from unlawful interference.
Known Consignor	An originator of shipments for transportation by air who has established business with a regulated agent or an Operator on the basis of having demonstrated satisfaction of specific requirements for safe transportation of cargo. Equivalent Term: Known Shipper
Unknown Cargo	A shipment of cargo tendered to a regulated agent or operator that has not been submitted to appropriate security controls, or A shipment of cargo subjected to appropriate security controls that may have or is confirmed to have been subjected to unlawful interference.

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RA3	A Handling Agent who applies security controls to cargo and has been approved by an EU and/or UK validator.
Regulated Agent	An agent, freight forwarder or other entity that conducts business with an operator or representative of an operator and provides security controls that are accepted or required by the applicable civil aviation security authorities with respect to cargo or mail.
Screening	The application of technical or other means which are intended to identify and/or detect weapons, explosives or other dangerous devices, articles or substances which may be used to commit an act of unlawful interference.
Security (Aviation)	The safeguarding of civil aviation against acts of unlawful interference, achieved by a combination of measures and human and material resources. Note: The term security as used in the ISM and GOSM refers to the safeguarding against acts of unlawful interference that have the potential to affect aircraft operations.
Security Control	A means by which the introduction of weapons, explosives or other dangerous / prohibited devices, articles or substances that could be utilized to commit an act of unlawful interference can be prevented.
Security Restricted Area	Those airside areas of an airport that are identified as priority risk areas where, in addition to access control, other security controls are applied. Such areas will normally include, inter alia, all commercial aviation passenger departure areas between the screening checkpoint and the aircraft, the ramp, baggage make-up areas, including those where aircraft are being brought into service and screened baggage and cargo are present, cargo sheds, mail centers, airside catering and aircraft cleaning premises.
SHR	Security status applied to HRCM to make it secure (after 2 forms of screening, including 1 explosive test)
SPX	Security status applied to cargo from a "white" country after x-raying (or other appropriate screening method)
X-Ray	If more than 100 cms high, turn to an angle between 60 and 90 degrees and x-ray again (unless using a Dual View machine)
Visual Check	Only acceptable if combined with 1 other form of screening.

3.3. Security of Cargo, Courier, Express Parcels and Mail (ACSP part 11)

Application

Pegasus Airlines carry cargo, courier or express parcels if the cargo terminal security measures are implemented in accordance with requirements established under the appropriate civil aviation security programme and with the standards in the Pegasus Airlines Cargo Operations Manual. All cargo, courier and express parcels shall be subjected to the security controls detailed hereunder before being placed on board the aircraft.

Revenue or non-revenue cargo for transport on Pegasus Airlines Aircraft shall be protected from unauthorized interference from the point of acceptance after screening or security controls have been applied until the departure of the aircraft (after the application of security controls) until loaded onto the aircraft for departure). Such protection shall be provided at all times when the cargo is in the custody of personnel performing cargo and ground handling operational functions. (IOSA CGO 3.7.6)

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Note: Pegasus Airlines is a certificated ACC3 Carrier. All information about ACC3 implementation is placed in PG-GU-EK-003 - ACC3 Security Programme, available in QDMS. For detailed information please contact security@flypgs.com

3.3.1. Purpose of Measures (ACSP 11.1)

Air cargo and mail has unique characteristics and, in order to ensure its security and the security of the people and infrastructure involved, particular security requirements must be met, and appropriate controls put in place.

Consignors of freight, postal authorities and commercial couriers must do their utmost to ensure that no items that may jeopardize the security and safety of the flight are included in consignments (other than those that are carried in accordance with the applicable safety rules and dangerous goods regulations) that are tendered to for loading on a Pegasus Airlines aircraft.

3.3.2. Description of Measures for Cargo (ACSP 11.2)

Air cargo and mail operations face two main threats, namely:

- placement of an improvised explosive device (IED) in cargo or mail to be loaded onto an aircraft; and
- use of all-cargo aircraft as a means of attacking a ground-based target through the unlawful seizure of the aircraft.

In the context of air cargo and mail security and, in particular, in view of past attacks on commercial aviation committed by concealing an IED in a consignment, it is essential to remain vigilant to ensure that cargo and mail are not used to commit acts of unlawful interference against civil aviation. Cargo and mail may be perceived as a potential medium of attack because:

- the environment in which the air cargo and mail industry operates is growing and is becoming increasingly complex;
- the capacity of the industry to respond to this growth and complexity is challenged by the presence of multiple actors who handle air cargo and mail entering and exiting the supply chain;
- security measures that are applied to cargo and mail vary among States and are often based on risk assessments conducted by national authorities, resulting in differing approaches to implementation. This creates potential vulnerabilities in the air cargo supply chain and difficulties for aircraft operators having to implement different standards; and
- awareness of the vulnerabilities of the air cargo supply chain is increasing as a result of information disseminated by terrorists and the media.

3.3.2.1. EU and UK ACC3 Stations (ACSP 11.2.1)

Pegasus Airlines is certified as an ACC3 Carrier in SAW, ESB, ADB and AYT Airports.

All information about ACC3 implementation, including the details required under Attachment 6-G of Regulation (EU) 2015/1998 and the UK NASP for each station are defined in PG-GU-EK-003 - ACC3 Security Program, available in QDMS. The ACC3 Security Program is submitted for approval to the LBA and the UK DfT, which are respectively the relevant authorities for EU and UK ACC3 Designation.

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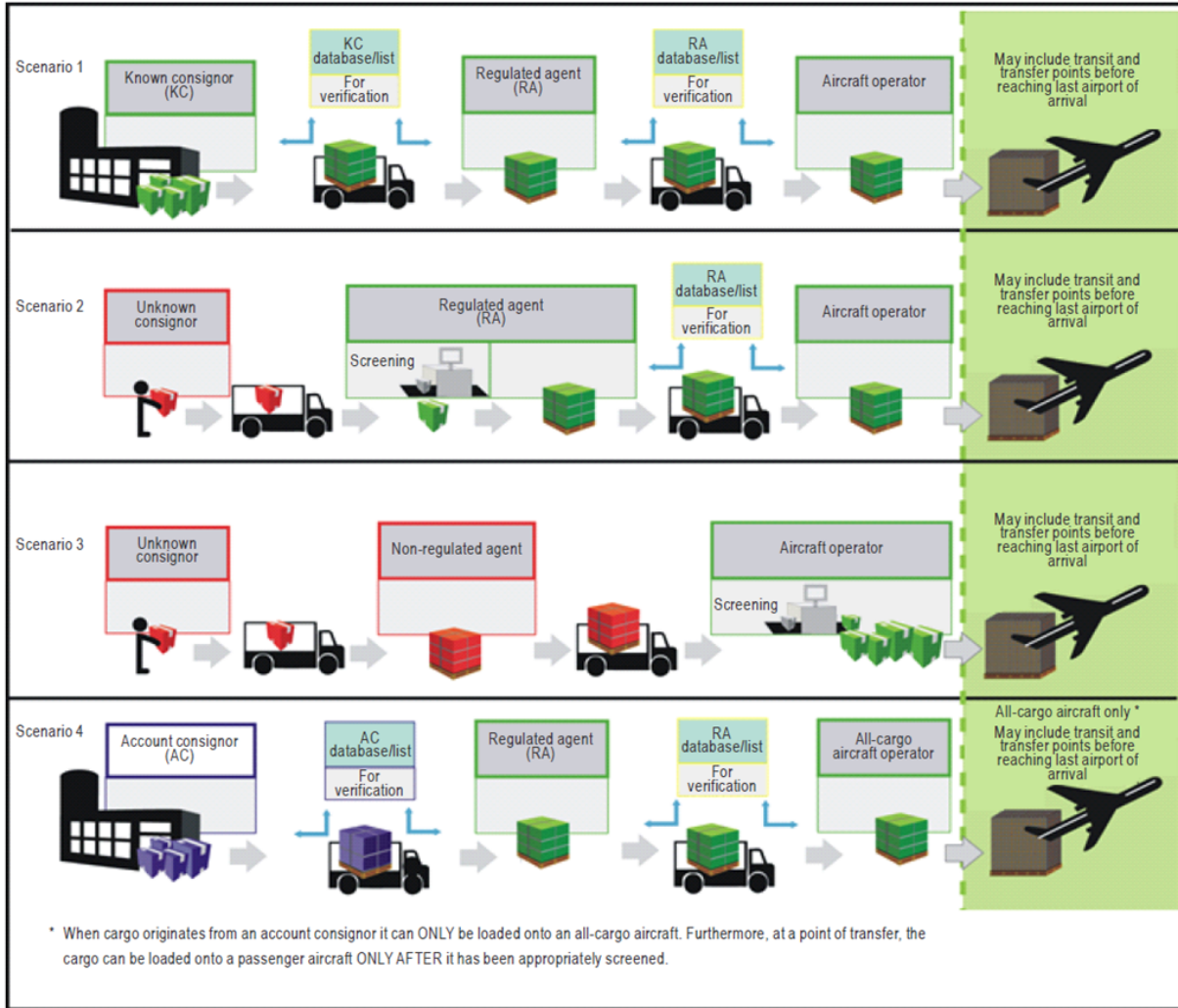
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For the purpose of regulatory compliance, the ACC3 Security Program shall be considered as an annex to this Air Carrier Security Programme.

3.3.2.2. Procedures for Acceptance (ACSP 11.2.2)

Regulated agents, known consignors, account consignors and aircraft operators are the key entities involved in an air cargo secure supply chain system. The figure below illustrates the flow of cargo through a secure supply chain until it is loaded onto a commercial aircraft for transport by air.

Movement of cargo and mail through a secure supply chain



Air cargo and mail shall be processed for transport by air in an operating environment that meets the following objectives:

- cargo and mail shall come from a secure supply chain or be screened to effectively detect prohibited items;
- additional security measures beyond baseline procedures shall be applied to cargo and mail that are deemed high risk;

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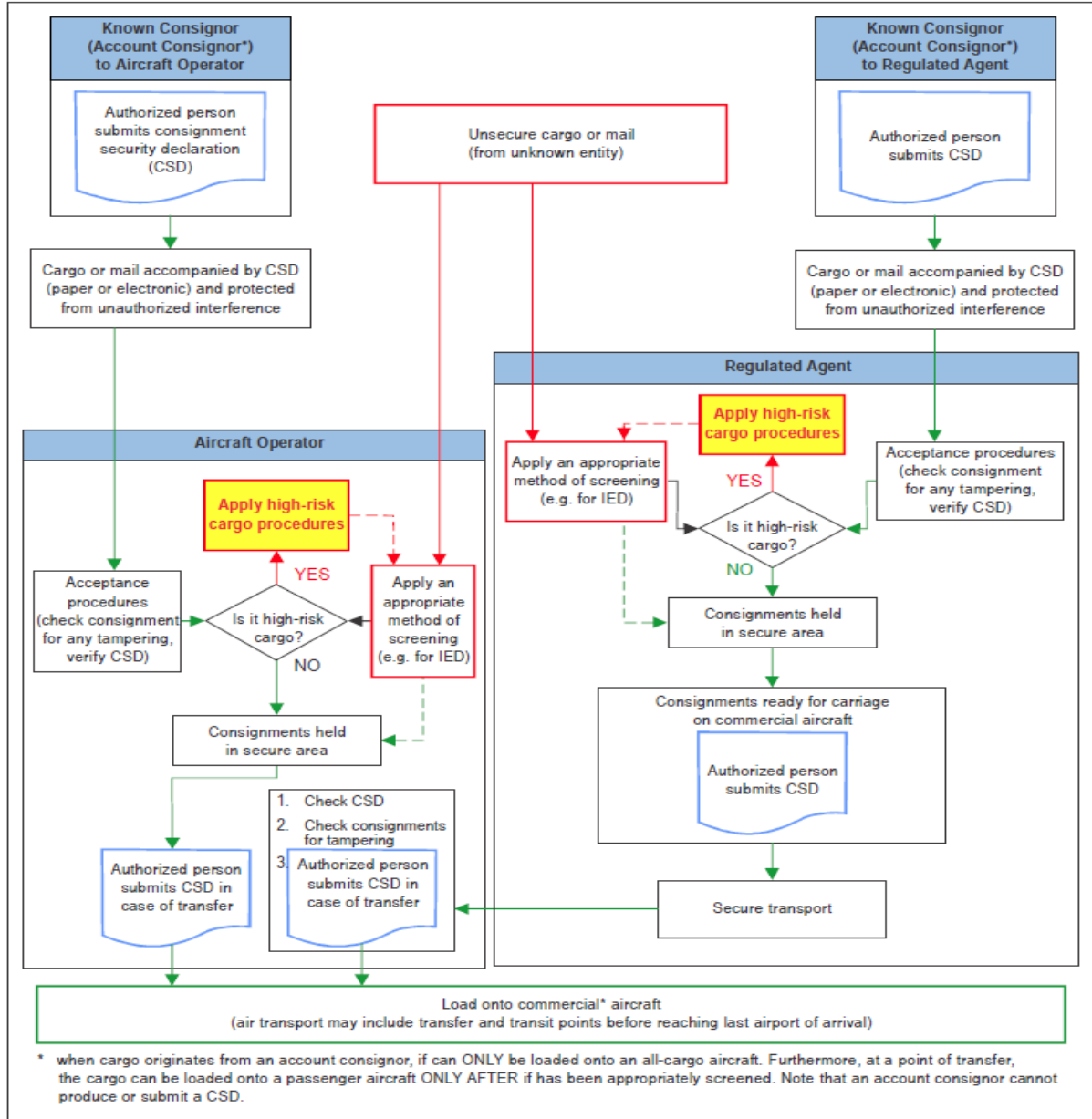
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- c. once secure, cargo and mail shall be kept secure throughout their entire journey, including at transfer and transit points;
- d. cargo and mail operations shall be subjected to oversight and quality control activities; and
- e. unnecessary duplication of security controls shall be avoided.

In accordance with these objectives, this chapter examines cargo and mail security from the point where a consignment enters a secure supply chain or is screened until it reaches its last airport of arrival.

AIR CARGO SECURE SUPPLY CHAIN



PG-GU-BK-005 Air Cargo Acceptance Decision Making Tool (available in QDMS) can be used as guidance material by the acceptance staff.

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3.3.3. Regulated Agent Scheme and Criteria (ACSP 11.2.3)

A regulated agent is an entity such as a freight forwarder that conducts business with Pegasus Airlines and provides security controls that are accepted or required by the appropriate authority in respect of air cargo and/or mail. Pegasus Airlines may also act as a regulated agent. Pegasus Airlines shall accept only consignments from regulated agents that are approved from the appropriate authority or States established database or list of approved regulated agents.

Personnel of a Regulated Agent or entity approved by the relevant authority, conducting operational security functions, such as security controls, or which does have unescorted access to security restricted areas of an airport shall be subjected to pre-employment and recurring background checks in accordance with requirements of applicable Aviation Security Authorities.

3.3.3.1. Acceptance of Consignments (ACSP 11.2.3.1)

3.3.3.1.1. Origin of The Consignments (ACSP 11.2.3.1.1)

When accepting any consignments, a regulated agent shall establish whether the entity from which it receives the consignments is a regulated agent, a known consignor, an account consignor or none of these.

3.3.3.1.2. Person Delivering the Consignments (ACSP 11.2.3.1.2)

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

The card or document shall be used to establish the identity of the person delivering the consignments.

3.3.3.1.3. Establishment of The Security Status (ACSP 11.2.3.1.3)

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

3.3.3.1.4. Consignments Previously Secured (ACSP 11.2.3.1.4)

When accepting consignments to which security controls have previously been applied, the regulated agent shall establish the identity and address of the agent or consignor.

This shall be done at least by verifying whether the agent or consignor is listed as a regulated agent or known consignor in the 'database on supply chain security'.

The verification can be considered as done if the regulated agent verified earlier on the same day that the entity from which it receives consignments is listed in the 'database on supply chain security'.

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Regulated Agents shall be approved by the National Aviation Authority per location. A Regulated Agent shall not be considered as approved until its details are listed in the 'Union Database on Supply Chain Security'.

The list of Turkish DGCA approved regulated agent database is accessible from the link:

http://web.shgm.gov.tr/documents/sivilhavacilik/files/havacilik_isletmeleri/acenteler/17.6_Yetkili_Acente_Liste.pdf

The EU Database on Supply Chain Security lists all EU-ACC3, RA3 and KC3 designations, and is accessible via the following link:

<https://ksda.ec.europa.eu/public/screen/home>

The UK Database on Supply Chain Security lists all UK-ACC3, RA3 and KC3 designations, and is accessible via the following link:

<https://securesupplychain.caa.co.uk>

A Regulated Agent shall not be considered as approved until its details are listed in the 'EU & UK Database on Supply Chain Security'.

The list of Pegasus Airlines approved Regulated Agent (RA3) Database:

PG-KA-FR-010 RA3 Validated Stations Database available in QDMS.

3.3.3.1.5. Consignments Not Previously Secured (ACSP 11.2.3.1.5)

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

- screened in accordance with COM 3.3.5 / ACSP 11.2.5.; or
- accepted for storage under the regulated agent's exclusive responsibility, not identifiable as shipment for carriage on an aircraft before selection and selected autonomously without any intervention of the consignor or any person or entity other than those appointed and trained by the regulated agent for that purpose.

Point (b) may only be applied if it is unpredictable for the consignor that the consignment is to be transported by air.

When accepting consignments to which not all required security controls have previously been applied, the regulated agent may also elect not to apply the security controls as referred to in COM 3.3.3.1/ACSP 11.2.3.1, but to hand the consignments over to another regulated agent to ensure the application of these security controls.

Protection of secured consignments

After the security controls referred to in point COM 3.3.3.1 / ACSP 11.2.3.1 have been applied, the regulated agent shall ensure that:

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- Unescorted access to these consignments is limited to authorized persons; and
- These consignments are protected from unauthorized interference until they are handed over to another regulated agent or air carrier. Consignments of cargo and mail that are in a critical part of a security restricted area shall be considered as protected from unauthorized interference. Consignments of cargo and mail that are in parts other than a critical part of a security restricted area shall be located in the access-controlled parts of the regulated agent's premises or, whenever located outside of such parts, shall:
 - be physically protected so as to prevent the introduction of a prohibited article; or
 - not be left unattended and access to them shall be limited to persons involved in the protection and handling of cargo.

3.3.3.1.6. Documentation (ACSP 11.2.3.1.6)

After the security controls referred to point COM 3.3.3.1 / ACSP 11.2.3.1 and point COM 3.7 / ACSĞ 11.5 have been applied, the regulated agent shall ensure that any consignment tendered to an air carrier or another regulated agent is accompanied by appropriate documentation, either in the form of an Air Waybill or in a separate declaration and either in an electronic format or in writing.

For detailed description of filling a consignment security declaration form please refer to point 3.11 / ACSP 11.9 Consolidations. In the case of consolidations, the requirements under this point and point 3.11 / ACSP 11.10 will be considered as met if:

- the regulated agent performing the consolidation retains the information required under point 3.11 / ACSP 11.10 for each individual consignment for the duration of the flight(s) or for 24 hours, whichever is the longer; and
- the documentation accompanying the consolidation includes the alphanumeric identifier of the regulated agent who performed the consolidation, a unique identifier of the consolidation and its security status.

Point (a) shall not be required for consolidations that are always subject to screening or exempted from screening in line with points 3.3.9 / ACSP 11.2.9 d) and e) if the regulated agent gives the consolidation a unique identifier and indicates the security status and a single reason why this security status was issued.

The documentation referred to in COM 3.11 / ACSP 11.10 shall be available for inspection by the appropriate authority at any point before the consignment is loaded on to an aircraft and afterwards for the duration of the flight or for 24 hours, whichever is the longer and shall provide all of the following information:

- the unique alphanumeric identifier as received from the appropriate authority;
- a unique identifier of the consignment, such as the number of the (house or master) Air Waybill;
- the content of the consignment,
- the security status of the consignment, stating:
 - "SPX", meaning secure for passenger, all-cargo and all-mail aircraft; or
 - "SCO", meaning secure for all-cargo and all-mail aircraft only; or
 - "SHR" meaning secure for passenger, all-cargo and all-mail aircraft in accordance with high risk requirements. see COM 3.10. on high-risk cargo.

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- e. the reason that the security status was issued, stating:
- "KC", meaning received from known consignor; or
 - "AC", meaning received from account consignor; or
 - "RA", meaning selected by a regulated agent; or
 - the means or method of screening used; or
 - the grounds for exempting the consignment from screening.
- f. the name of the person who issued the security status, or an equivalent identification, and the date and time of issue;
- g. the unique identifier received from the appropriate authority, of any regulated agent who has accepted the security status given to a consignment by another regulated agent.

A regulated agent tendering consignments to another regulated agent or air carrier may also decide to only transmit the information required under points (a) to (e) and (g) and to retain the information required under point (f) for the duration of the flight(s) or for 24 hours, whichever is the longer.

3.3.3.1.7. Staff Training and Recruitment (ACSP 11.2.3.1.7)

A regulated agent shall ensure that all staff implementing security controls are recruited and trained in accordance with the requirements of f PG-GU-EK-002 Security Training Programme (available in QDMS) all staff with access to identifiable air cargo or identifiable air mail to which the required security controls have been applied have been recruited and subject to security awareness training.

3.3.4. Known Consignor Scheme and Criteria (ACSP 11.2.4)

3.3.4.1. Approval of Known Consignors (ACSP 11.2.4.1)

Pegasus Airlines shall accept consignments from known consignors that shall be approved by the appropriate authority.

3.3.4.1.1. Security Controls to Be Applied by A Known Consignor (ACSP 11.2.4.1.1)

A known consignor shall ensure that:

- a. there is a level of security on the site or at the premises sufficient to protect identifiable air cargo and identifiable air mail from unauthorized interference; and
- b. all staff implementing security controls are recruited and trained in accordance with the requirements of ACSP chapter 13 and all staff with access to identifiable air cargo or identifiable air mail to which the required security controls have been applied have been recruited and subject to security awareness training in accordance with the requirements of ACSP chapter 13; and
- c. during production, packing, storage, dispatch and/or transportation, as appropriate, identifiable air cargo and identifiable air mail is protected from unauthorized interference or tampering.

When, for whatever reason, these security controls have not been applied to a consignment, or where the consignment has not been originated by the known consignor for its own account, the known consignor shall clearly identify this to the regulated agent so that point COM 3.3.3.1.5 / ACSP 11.2.3.15 can be applied.

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3.3.4.1.2. Consignments That Need to Be Screened (ACSP 11.2.4.1.2)

The known consignor shall accept that consignments to which the appropriate security controls have not been applied are screened in accordance with COM 3.3.5 / ACSP 11.2.5.

3.3.5. Standard of Screening and Physical Examination (ACSP 11.2.5)

3.3.5.1. Methods of Screening (ACSP 11.2.5.1)

Cargo and mail shall be screened by at least one of the following methods:

- Hand search;
- X-ray equipment;
- Explosive Detection System (EDS)
- Explosive Detection Dogs (EDD)
- Explosive Trace Detection (ETD)
- Visual check
- Metal detection equipment (MDE)

3.3.6. Location of Screening and Physical Examination (ACSP 11.2.6)

The basic rule is that all cargo shall undergo screening before being permitted to have access to an aircraft or security restricted area. These procedures will need to be applied to all international flights and to all domestic flights.

3.3.7. Details of Screening Equipment (ACSP 11.2.7)

3.3.7.1. Hand Search (ACSP 11.2.7.1)

A hand search shall consist of a thorough manual check of the consignment, including all its contents.

3.3.7.2. X-Ray (ACSP 11.2.7.2)

- As from 1 July 2014, a consignment screened by single view x-ray equipment shall be examined from at least two different angles with least 60° and no more than 90° rotation by the same screener, if the depth of the consignment to be penetrated by the x-ray beam exceeds 130cm
- Consignments for which the screener cannot reasonably ensure that they do not contain prohibited articles after screening from two different angles shall be either rejected or subjected to another appropriate means or method of screening.

3.3.7.3. ETD (ACSP 11.2.7.3)

- Screening by ETD equipment shall consist of the analysis of trace particles or vapour samples taken from both the inside and the outside of the consignment and from its contents
- Trace particles or vapour samples shall be collected from at least the following areas:
 - internal and external box seams, if applicable, under any protective wrapping;
 - a minimum of 2 external surfaces, under any protective wrapping;

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- c. any areas used for manual handling or lifting;
- d. any areas which appear to have been subject to tampering

3. ETD equipment may not be used, other than in combination with other appropriate means or methods, for screening consignments if any of the following conditions apply:
- a. if it is not possible to access any area listed at point 2 (a)-(d) above; or
 - b. the consignment surfaces are wet or damp; or
 - c. the consignment surfaces are obscured or otherwise protected by packing material which may reduce or impede the effectiveness of the sample collection.

3.3.7.4. Visual Check (ACSP 11.2.7.4)

1. A visual check shall consist of a thorough visual check of the consignment and shall only be allowed:
- a. in combination with other methods; or
 - b. where all parts of the consignment can actually be seen, with or without aids; or
 - c. for live animals.

3.3.7.5. Metal Detection Equipment (ACSP 11.2.7.5)

Metal detection equipment (MDE) shall only be used to screen consignments of cargo and mail which would not normally be expected to contain any metallic parts.

3.3.8. Details of Operator or Service Provider (ACSP 11.2.8)

Please refer to WCS for the Pegasus Airlines Cargo Operations Management service provider contact list. For update details please contact pegasuscargo@flypgs.com and/or opspgs@wcs-turkey.com.

3.3.9. List of Exemptions from Security Screening or Physical Examination (ACSP 11.2.9)

The following consignments may be exempted from screening:

- a. time-critical consignments of life-saving materials, provided that they come from a reliable source and are accompanied by appropriate documentation; and
- b. bio-medical samples which may be damaged if subject to screening, provided that they come from a reliable source and are accompanied by appropriate documentation; and
- c. nuclear materials, provided that they are protected in accordance with the Convention on the Physical Protection of Nuclear Materials, New York and Vienna, 3 March 1980; and
- d. consignments which are individually less both than 6 millimetres in thickness and then 250 grams in total weight; and
- e. consolidations composed uniquely of consignments exempted under d); and
- f. transfer cargo and mail unless:
 - 1. A Member State has received information that the cargo or mail cannot be considered as having been subject to appropriate security controls; or
 - 2. It has not previously been screened or subject to security controls by a regulated agent or known consignor and is to be transferred from an all-cargo or all-mail aircraft to a passenger aircraft.

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3.3.9.1. Reliable Sources (ACSP 11.2.9.1)

For the purposes of point COM 3.3.9. a) and b), reliable sources shall include established medical and charitable organizations, for which the regulated agent or appropriate authority has confirmed:

- the address; and
- the nature of the business or operation; and
- contact details of a person accepting responsibility for the consignment; and
- VAT reference number or company registration number.

The documentation shall indicate the source of the consignment, details of the intended recipient and a description of the contents.

3.3.9.2. Other Exemptions (ACSP 11.2.9.2)

The appropriate authority may, on the basis of a risk assessment, allow the following consignments to be exempted from screening or to be subjected to special security procedures:

- consignments of mail comprising only of items that are individually 2000 grams or less in total weight and which are carried on all-mail flights within a Member State, for delivery to an address within that Member State; and
- for objective reasons, government mail or cargo where security and protection are ensured by that Member State; and
- cargo and mail transported on individual ad-hoc flights operated on account of a single consignor.
- It has been previously screened or subject to security controls by the point of departure country that is in the list of EU 2015/1998 Attachment 6-Fii and Turkish NCASP Annex 25.

3.4. Description of Measures for Unaccompanied Baggage and Personal Effects Carried as Cargo (ACSP 11.3)

Household goods are goods and products used within households. They are the tangible and movable personal property placed in the living rooms, dining rooms, kitchens, family rooms, great rooms, bedrooms, bathrooms, recreation rooms, hallways, attics, and basements and other rooms of a house.

Unaccompanied baggage carried as cargo with the above description shall be subjected to appropriate screening and security controls in accordance with point ACSP 7.3. Procedures for Screening of Unaccompanied Baggage

3.5. Description of Measures for Courier and Express Parcels (ACSP 11.4.)

Warning: Express parcels shall not be accepted on any Pegasus Airlines flight.

3.6. Description of Measures for Mail

Mail shall be accepted on any Pegasus Airlines flight. All mail procedures are described within this manual.

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3.7. Safeguarding of Cargo, Courier, Express Parcels and Mail (ACSP 11.5.)

Cargo and mail that originate from a secure supply chain or have been screened shall be held in cages, compartments, rooms or buildings that are secured against unauthorized access, or made tamper-evident by using seals or locks or protected by intrusion detection measures for periods when consignments are left unattended. Access points shall be protected through the use of identification permits or biometric access control systems.

3.7.1. Description of Measures (ACSP 11.5.1)

3.7.1.1. Consignments in A Critical Part (ACSP 11.5.1.1)

Consignments of cargo and mail that are in a critical part shall be considered as protected from unauthorized interference.

3.7.1.2. Consignments in A Part Other Than A Critical Part (ACSP 11.5.1.2)

Consignments of cargo and mail that are in a part other than a critical part of a security restricted area shall be located in the access-controlled parts of the regulated agent's premises or, whenever located outside of such parts, shall be considered as protected from unauthorized interference if:

- they are physically protected so as to prevent the introduction of a prohibited article; or
- they are not left unattended and access is limited to persons involved in the protection and loading of cargo and mail onto aircraft.

A consignment may be stored outside cages or buildings provided that the consignment itself is equipped with tamper-evident seals or locks and remains under supervision by guards, a security surveillance or closed-circuit television system, or an intrusion detection device, where appropriate, for the entire storage period. If seals or locks are used, their integrity shall be verified.

If seals are used to secure cargo and mail facilities or the consignment itself, proper stock control and auditing procedures shall be implemented to prevent any unauthorized use of such seals.

3.8. Procedures for Carriage of Diplomatic Mail (ACSP 11.6)

The appropriate authority may allow a diplomatic bag to be exempted from screening or to be subjected to special security procedures provided that the requirements of the Vienna Convention on Diplomatic Relations are met.

If a passenger is a diplomatic courier, any diplomatic pouches accompanying that courier, whether as cabin baggage or hold baggage, "shall not be opened or detained" (Vienna Convention Article 27(3)). All other cabin baggage items and hold baggage shall be processed in the normal manner.

Diplomatic baggage, including cabin baggage and hold baggage, shall be identified as such by the sending State. "The packages constituting the diplomatic bag must bear visible external marks of their character" (Vienna Convention Article 27(4)).

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A courier accompanying a diplomatic bag shall possess “an official document indicating his [or her] status and the number of packages constituting the diplomatic bag” (Vienna Convention Article 27(5)).

Annex 17 requires that States establish measures to ensure that cabin and hold baggage are “screened prior to being loaded onto an aircraft” but does not require the screening of diplomatic baggage by X-ray or any other method inconsistent with the Vienna Convention. The sending State may wish to inform the aircraft operator in advance when diplomatic baggage is to be brought on board an aircraft.

If requested to do so, the sending State shall be prepared to verify, orally or by written documentation, that the chain of custody of the diplomatic baggage was maintained at all times by the sending State and that the diplomatic baggage does not endanger the security of the aircraft or its passengers.

In the event that a receiving State, or a State through which a diplomatic bag is transiting or transferring, has specific information that a sending State’s diplomatic baggage intended for transportation on an aircraft poses a threat to the security of that aircraft or its passengers, the receiving State or the transiting or transferring State, by decision at the appropriate level, may refuse to place on board the diplomatic baggage but shall not open or detain them. In such cases, the receiving State shall so inform the embassy of the sending State through the usual diplomatic channels.

States may wish to give serious consideration to applying a seal to their own diplomatic baggage and requiring States that transport diplomatic baggage to, from or through their territory to apply their own seal as a deterrent to tampering.

Receiving States may wish to inform the missions of sending States of their requirements, procedures and expectations with respect to diplomatic couriers and diplomatic baggage.

3.9. Treatment of Suspect Cargo or Mail (ACSP 11.7)

Any suspicion raised by a cargo or mail consignment shall be resolved before it is transported for carriage by air. A suspect cargo or mail consignment shall:

- be treated as unsecure cargo or mail and subjected to appropriate security controls, including screening; and
- be transported by an aircraft operator only if it can be confirmed that the consignment is secure because it does not contain any prohibited articles.

If security controls detect a suspicious item in a consignment, it is important that:

- staff members do not touch the suspicious item and immediately contact their supervisor to assist in confirming suspicion; and
- if a suspicion is confirmed, staff members follow the emergency procedures established by their organization for the handling of such events, which may include the following:
 - the relevant security, law enforcement and/or Explosive Ordnance Disposal (EOD) organizations are contacted, as appropriate;
 - the suspicious item, and the consignment in which it is contained, are handled by EOD personnel only; and

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- iii. evacuation and contingency plans are implemented, in coordination with security, law enforcement and emergency services officials.

If a prohibited item has been identified, a threat assessment shall be conducted to determine whether additional security controls (e.g. advanced screening techniques) shall be applied to other consignments bearing similar characteristics (e.g. destined for the same flight or destination or originating from the same consignor or location).

The appropriate authority shall be notified of the discovery, as shall other operational entities (e.g. Handling Agents or aircraft operators) using the affected and adjacent facilities (in accordance with an established emergency coordination plan). If the suspicion cannot be resolved, the consignment shall be refused for carriage by air and not be loaded onto a commercial aircraft.

3.10. High-Risk Cargo and Mail (ACSP 11.8)

High-risk cargo or mail is defined as follows: a cargo or mail consignment is considered high-risk when it is presented by an unknown entity or shows signs of tampering and, in addition, meets one of the following criteria:

- specific intelligence indicates that the cargo or mail poses a threat to civil aviation; or
- the cargo or mail shows anomalies that give rise to suspicion; or
- the nature of the cargo or mail is such that baseline security measures alone are unlikely to detect prohibited items that could endanger the aircraft (i.e. IEDs).

Regardless of whether the cargo or mail comes from a known or unknown entity, a State's specific intelligence about a consignment may render it high-risk.

High-risk cargo and mail shall be subjected to appropriate screening to effectively detect an IED or mitigate the specific threat associated with it. This shall include other detection methods or robust security measures that are not part of the baseline security measures. Such additional screening methods and measures shall be determined by the appropriate authority.

In addition to being presented by an unknown entity or showing signs of tampering, a cargo consignment may be rendered high-risk due to, for example, its dense and/or cluttered nature, which may prevent the detection of IEDs by conventional screening equipment. In such cases, additional screening methods beyond baseline security measures shall be applied.

Even when the application of baseline security measures, which may include the use of routine technology such as conventional X-ray screening or manual searches, seems to indicate that the cargo consignment does not contain an IED, it shall be checked for anomalies that give rise to suspicion. If such anomalies are found, additional screening methods beyond baseline security measures shall be applied.

Should a State receive intelligence information regarding a possible threat caused by a cargo consignment, it shall share that threat information with the States concerned as early as practicable, in order to prevent the loading of such a consignment on a commercial aircraft without, at the very least, the application of high-risk security measures.

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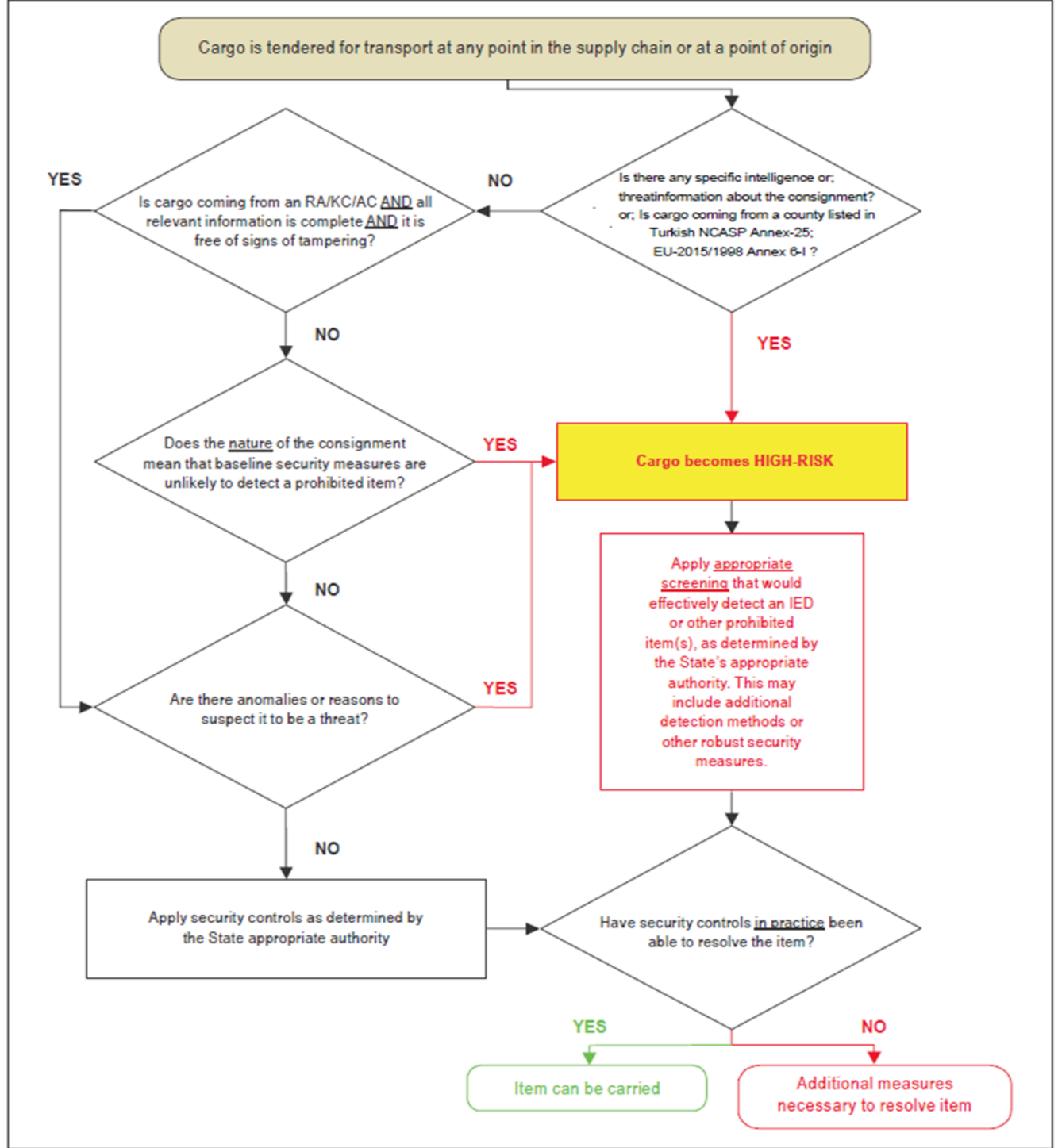
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The figure below illustrates the decision-making process to be followed in order to determine whether a cargo consignment shall be considered as high-risk cargo or mail and, if so, how to process it. Further details on dealing with high-risk cargo and mail.

High-risk cargo decision-making process



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3.11. Consignment Security Declaration

Regulated Entity Category (RA, KC, or AO) and Identifier (of the regulated entity issuing the security status)		Unique Consignment Identifier (if AWB format is nnn-nnnnnnnn)	
1		2	
Contents of Consignment			
3			
☐ Consolidation			
Origin	Destination	Transfer/Transit Points (if known)	
4	5	6	
Security Status	Reasons for issuing Security Status		
7	Received from (codes)	Screening Method (codes)	Grounds for Exemption (codes)
	8	9	10
Other Screening Method(s) (if applicable)			
11			
Security Status issued by		Security Status issued on	
12		Date (ddmmyy) Time (tttt)	
Name of Person or Employee ID		13	
Regulated Entity Category (RA, KC, AC or AO) and Identifier (of any regulated entity who has accepted the security status given to a consignment by another regulated entity)			
14			
Additional security information			
15			

Completion instructions

1. Regulated Entity Category (RA, KC or AO) and Identifier: The regulated agent, known consignor, or aircraft operator that originally issued the security status, identified by its category (i.e. RA, KC or AO) and its unique identifier, must be entered.
2. Unique Consignment Identifier: The identification of the consignment itself must be entered. This may be an Air Waybill (format is nnn-nnnnnnnn), a house bill or a mail consignment identifier.
3. Contents of consignment: Identification of consignment details (e.g. goods description) must be entered for a direct Air Waybill or House Waybill shipment. For a consolidation shipment, i.e. a

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master Air Waybill with associated House Waybill(s), the consolidation box should be ticked in lieu of the goods description.

4. Origin: The identification of the origin of the consignment must be entered. This is the origin related to the appropriate transport documentation (Air Waybill or House Waybill) as identified in Box 2 (e.g. IATA three-letter airport or city code).
5. Destination: The identification of the final destination of the consignment must be entered. This is the destination related to the appropriate transport documentation (Air Waybill or House Waybill) as identified in Box 2 (e.g. IATA three-letter airport or city code).
6. Transfer/Transit Points: The identification of an en-route stopping point where cargo may be transferred to another aircraft or remain on board the same aircraft should be entered if known to the issuer (e.g. IATA three-letter airport or city code). Otherwise this entry may be left blank.
7. Security Status: The coded identification of the security status assigned to the consignment must be entered to indicate whether the consignment is secure for:
 - a. passenger, all-cargo and all-mail aircraft (code SPX);
 - b. all-cargo and all-mail aircraft only (code SCO); or
 - c. passenger, all-cargo and all-mail aircraft, in accordance with high-risk requirements (code SHR).

Reasons for issuing security status: complete box 8, 9 or 10.

8. Received From: The coded identification of the category (i.e. regulated agent RA, known consignor KC, account consignor AC or aircraft operator AO) that tendered the consignment must be entered. If no other reason, i.e. "screening method" or "grounds for exemption", is indicated and the consolidation box is not ticked, then this entry cannot be blank.
9. Screening Method: The coded identification of the screening methods (see below) used by the regulated agent, known consignor, or aircraft operator when securing the consignment may be entered as a reason that the security status was issued, e.g. screening method codes. If no other reason, i.e. "received from" or "grounds for exemption" is indicated, and the consolidation box is not ticked, then this entry cannot be left blank. In some cases, a single screening method may not be sufficient to inspect all types of consignments, therefore more than one screening method may be listed.
10. Grounds for Exemption: The coded identification (see below) indicating why a consignment is exempted from screening as defined in State national civil aviation security programmes may be entered as a reason that the security status was issued, e.g. screening exemption codes. If no other reason, i.e. "received from" or "screening method", is indicated and the consolidation box is not ticked then this entry cannot be left blank.
11. Other Screening Method(s): If the code entered in Box 9 indicates that any other means were applied, then the text specifying the other means used must be entered.
12. Security Status issued by: If the consolidation box is not ticked then the individual of the regulated agent, known consignor, or aircraft operator who issued the security status must be identified by name or employee number.
13. Security Status issued on: If the consolidation box is not ticked then the exact date and time when the security status was issued by the regulated agent, known consignor, or aircraft operator employee must be indicated.
14. Regulated Entity Category (RA, KC, AC or AO) and Identifier: The identifier of any regulated agent, known consignor, or aircraft operator that accepts custody of the cargo and accepts the security status originally issued by the regulated agent, known consignor, or aircraft operator identified in Box 1 must be entered. This entry would confirm that the cargo has remained secure and would

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follow any other entries for other regulated agents, known consignors, or aircraft operators that have also accepted the original security status.

15. Additional Security Information: Any additional security information that may be required by an ICAO Member State, e.g. any national regulation applicable to the responsibilities in the event of a false declaration, or any applicable emergency amendment. A signature of the responsible person initially issuing a hardcopy consignment security declaration set out in Box 1 should be inserted when the supply chain is paper based.

Coded Identification:

a. Screening Methods:

- VCK** visual check
PHS physical inspection/hand search
XRY conventional X-ray
EDS algorithm-based X-ray
CMD cargo metal detection
ETD explosives trace detection
EDD explosives detection dogs
AOM other screening technologies and methods that could be used to secure cargo and mail consignments and the code AOM shall be followed by an exact description of the method(s) used

b. Exemptions:

- DIPL** diplomatic bags/pouches
BIOM biomedical samples, vaccines and other perishable medical items
LFSM life-sustaining items such as blood, blood products, bone marrow and human organs
NUCL radioactive materials packaged according to the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air (Doc 9284)
SMUS consignments or packages which are individually less than 6 mm in thickness and less than 250 grams in total weight, and consolidations composed uniquely of such consignments or packages

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4 DOCUMENTATION AND FORMS

(IOSA CGO 1.5)

Documentations System (Refer to PG-YO-EK-001 Corporate Manual 2.16)

All Nominated Persons, DGCA-TR Approved Responsible Person and Department Heads are responsible for:

- Ensuring the manuals comply with Human Factors principles. Pegasus Airlines takes into consideration Human Factors principles in the design phase of manuals and all documents to ensure improved operability of equipment, understanding of procedures and tasks, equipment, processes and systems. This includes the analysis of the interaction of the factors that affect human performance (performance shaping factors) such as tasks and workload analysis, work environment conditions, design of displays and controls, signing and labelling, tools, materials, equipment available etc. Prior to being published all manuals undergo an evaluation and validation by the document owner to ensure that manuals, procedures, instructions fit the purpose, can be understood by the target group of staff meant to use it, and comply with all safety, quality, security and regulatory standards. This is all done upon QDMS.
- Ensuring all documents are reviewed frequently and at least once a year, operationally necessary to ensure that they are legible and contain accurate information (in relation to interlinked procedures with other company manuals, remain up-to-date and relevant to the operations).
- Ensuring that upon publication of a new revision of a document the obsolete versions are removed from use or collected as appropriate. Any obsolete version of documents or records that remain in possession of the management for reference or document review must be clearly identified as being an obsolete document. Under no circumstances should an obsolete document be accessible to the operations personnel.
- Ensuring that reproduced documents must be clearly identified as reproduced or uncontrolled. This must also be done for all electronic documents to indicate to users that the electronic version is the official and valid document.
- Ensuring that the format of the manuals accessible to staff is appropriate to the operations performed (electronic or hard copy) permits easy reference and accessibility during the conduct of staff duties.
- Ensuring the manual is approved by the regulatory body or the Compliance Monitoring Manager prior to its publication.
- Ensuring adequate distribution of documents to all Pegasus Airlines personnel, areas and contracted service providers. This is valid for all Pegasus Airlines Manuals (Operations, Technical and Aviation Security Manuals).
- Ensuring documents, data and records received from external sources are reviewed internally, disseminated to all relevant parties and the required company documents are amended, if necessary, and approved prior to its publication.

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- Reviewing, communicating and integrating the content of external data relevant to the operations into the company manuals. The documents from external sources include but are not limited to the following:
 - DGCA-TR / EASA regulations and publications,
 - Other state regulations or authorities relevant to operations,
 - As applicable, ICAO standards and recommended practices,
 - Airworthiness directives,
 - As applicable, Aeronautical Information Publications (AIP) and NOTAMS,
 - Manufacturer's Approved Flight Manual (AFM), including performance data, weigh/mass and balance data / manual, checklists and MMEL / CDL,
 - As applicable, other manufacturer's operational communications,
 - IATA Manuals,
 - Documents from regulatory authorities and original equipment manufacturers.
- Retaining of documents received from external sources, to include manuals and documents from regulatory authorities, IATA and original equipment manufacturers shall be managed according to Operational External Documents Management Procedure by each department.
- Ensuring personnel are aware and comply with the applicable laws, regulations and company standards and procedures. All employees must be familiar with the laws, policies, rules, regulations, instructions and procedures, and the contents of the Compliance Monitoring Manual and the manuals relevant to the performance of their duties. They shall operate in accordance with these laws, policies, rules, regulations, instructions, and procedures defined the Pegasus Airlines Manuals and Bulletins.
- Identifying any documentation specific process or procedure in the Chapter 0 or introductory chapter of the Pegasus Airlines Manuals.

Pegasus Airlines document management system is implemented with the web based QDMS and ENSEMBLE software that customize company inputs according to national and international regulations and standards. This system is used directly in the conduct or support of operations. Such a system comprises the elements specified in IOSA ISM ORG.2.11 Table 1.1, including guidance material (GM).

The primary purpose of document control is to ensure that necessary, accurate and up-to-date documents are available to personnel who need to use them, including employees of 3rd party service providers.

The control process includes, but is not limited to, operations documentation checklists, compliance lists, training documents, process documents, policies and standard operating procedures. It provides electronic document management and control with software documents which are defined, accessed, revised, reviewed, approved, published, distributed, deleted, kept and backed up by using QDMS, in user computers **IOSA ISM ORG 2.5.1** Guidance Material (GM).

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GENERAL APPLICATION (IOSA ISM ORG 2.5.2)

Access to documents within the company is provided via QDMS. The document management system provides the activities according to PG-KU-PR-008 *Documents Management and Records Control Procedure* 5.1.

4.1. Documentation

Documents used directly in the conduct or support of cargo operations are managed according to Pegasus Airlines documentation standards which are stated in Pegasus Airlines COM. Use the current IATA Cargo Handling Manual, The Air Cargo Tariff and Rules (TACT), Live Animals Regulations (LAR), Perishable Cargo regulations (PCR) and Dangerous Goods Regulations (DGR).

Every contracted General Sales and Service Agent (GSSA) and Cargo Handling Agent (CHA) shall have a documentation system to ensure that the (operational) documentation, including the documentation received from external sources, is available to those personnel required to use them.

The documentation control shall indemnify that the (operational) documentation:

- Contains legible and accurate information
- Is reviewed and revised as necessary to maintain the currency of information
- Is presented in a format that is appropriate for use in cargo operations
- Is accepted or approved by the authority, if applicable
- Is identified accordingly
- Is distributed to the appropriate points of use
- Is disposed of when obsolete
- Is retained and disseminated when received from external sources (e.g. carrier manuals and documents from regulatory authorities, etc.)

An electronic system of document management and control is an acceptable means of conformance. If such a system is used, it has to be ensured that it provides for a scheduled generation of back-up files, comprising:

- A back-up created at least once per week
- Backed-up data stored offsite or in a cloud server
- Data that can be recovered from the back-up media within 24 hours

4.1.1. Records Management

(Refer to PG-YO-EK-001 Corporate Manual, PG-KU-PR-008)

All contracted General Sales and Service Agents (GSSAs) and Cargo Handling Agents (CHAs) shall have a system for the management and control of records to ensure the content and retention of such records associated with cargo operations is in accordance with requirements of the authorities, as applicable, and that these records are subject to standardized processes for:

- Identification (how to identify the record; e.g. type of training, initial, recurrent, area of training, expiration of the training certificate, name of the student, pass mark to be achieved, actual test

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mark, date of training / re-training, signature of trainer and student, name of the manual, revision number, date, time, location of occurrence, etc.)

- Legibility (format / storage medium; e.g. hard copy or electronic form)
- Maintenance (who maintains the record; e.g. Operations Management, Quality Department)
- Retention and retrieval (who is allowed to have access to a certain record; e.g. Operations Management, Quality Department)
- Protection and security (how are the documents protected; e.g. stored in a locked area; online login area/password protection)
- Disposal and deletion (duration to keep a certain record, e.g. as long as staff is employed, as per national requirements, etc.)

A record is defined as information whatever its medium, created, received and maintained as evidence by Pegasus Airlines, in pursuance of its legal obligations or in the transaction of its business. The objective of the Records Management process is to establish record management principles in accordance with relevant legislative and regulatory requirements, standards and best practices and to ensure that records are properly created, managed and disposed of in the interests of Pegasus Airlines, orderly administration.

Records contain information that is a valuable resource and an important business asset. Pegasus Airlines shall manage authentic, reliable, and usable records capable of supporting business functions as long as they are required. This implies that:

- Records are proven to be what they purport to be (authenticity)
- Records contents can be trusted as a full and accurate representation of the transaction activities or facts to which they attest (reliability)
- Records are proven to be complete and unaltered (integrity)
- Records can be located, retrieved, presented and interpreted as directly connected to the activity or transaction that produced it (usable)
- Records are managed either in QDMS, IQSMS, one drive and/or local server (file master) which are backed up regularly in Pegasus Airlines servers.

Guidance for Record Keeping (Refer to PG-YO-EK-001 Corporate Manual 2.18.1)

Each department within Pegasus Airlines shall have a records system established to store and retain all regulatory and required records in a controlled manner to ensure that: - records can be identified (i.e. contain its purpose, nature or objective, name, staff number, flight details, aircraft registration, as applicable). Both the storage of current and archived, documentation and records must be identified as such to ensure appropriate segregation, and to ensure that only current data is circulated in the operational area. Care must be taken as regards the archived folders/records on the electronic drive. (Please refer to PG-YO-EK-001 Corporate Manual 2.18):

- Identification
Records can be identified (i.e. Contain its purpose, nature or objective, name, staff number, flight details, aircraft registration, as applicable). Both the storage of current and archived, documentation and records must be identified as such to ensure appropriate segregation, and to ensure that only current data is circulated in the operational area. Care must be taken for the archived folders/records on the electronic drive. The documents are checked as regards serial

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numbers, document type code, flight numbers, destination and contents and shall legible and accurate.

- **Legibility**
Records are legible (can be read and are clear. etc. are not smudged or faded away). Before storing and / or archiving a document or record, the operational staff and the department functional head must ensure that the document or record contains all required details and information, they have been completed, contain the required signature, and provide the required number of copies. Records must be legible during the period they are kept.
- **Maintenance**
The documents are maintained in the office as hard copy or as soft copy.
- **Retention and Retrieval**
Records are traceable and retrievable from the warehouse or back-up archives. (i.e. can be presented on request to the authorities, management personnel, auditors etc. in a timely manner). The documents are consigned after packing in the boxes to the warehouse.
- **Protection, Integrity and Security**
Records are secure and protected from undesired interference (i.e. can be accessed by the required persons. The records are locked in a cabinet, or office or drawer, or saved in a network drive with security settings restricted to a selected group of people). The warehouse is secured and protected with locked doors where the documents have been consigned. Soft copies are secured by the IT department.
- **Disposal or Deletion**
If it is a paper record, arrangements must be in place for the disposal (shredding or destruction by other means that do not allow non-authorized persons to gain access to its content. Department functional heads must be consulted before a record is destroyed; S(he) shall review its retention period. The destruction of records shall be undertaken with the approval of the Nominated Person or Department Head.
- If an electronic record is involved (e filing crew rosters, databases) arrangements must be in place for the deletion after the time the record is required to be kept for. The deletion of regulatory records shall be undertaken with the approval of the Nominated Person only. Line Managers, Department Functional Heads shall be consulted before a record is deleted, and he / she shall review its retention period.

All documents and records are saved by either digital (QDMS/file master) or as hard copy. WCS are responsible for saving the documents in hard copy and/or digital form.

For record keeping, all department and department managers are responsible for the following items for records related to their departments. **IOSA ISM ORG 2.6.1**

- Determination,
- Readable,
- Care,
- Being accessible,
- Protection and security.

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- Destroying (in a way to ensure the deletion of electronic records and the elimination of old revision records used as output)
- Taking into account that aircraft and maintenance records can be transferred when necessary, within the scope of the Technical Directorate, which is responsible for ensuring control of the records.
- If an electronic system (such as QDMS, IQSMS, etc.) is used in the management and control of the records, the Pegasus Airlines Information Technologies or IMS Team will ensure that the programmed backup record files of the system are created.
- These processes will be carried out by the Information Technologies Directorate, and the Department Manager whose electronic archives are kept will continue to be responsible for the archived records.
- Hardware and software ensure that past records are available in accordance with legal deadlines when renewed or when a new application is introduced.

Pegasus Airlines management of records system, backup methods via QDMS supplier and Pegasus Information Technologies resources (servers, databases, software, systems, hardware), best practices, rules, official mediums and information security policies are documented through QDMS (Yedekleme Politikası, Yedekleme Talimatı, Tedarikçi İlişkileri Bilgi Güvenliği Politikası, Temiz Masa Temiz Ekran Politikası, Bilgi Güvenliği Yönetim Sistemi Prosedürü and more). The computer system backups are obtained by Information Technologies. Where operational data is maintained electronically, the Handling Agent must maintain a structured process of scheduled back-up files for all such documents.

- Keep the bookings and AWB's coming from CGSA / Freight forwarders by e-mail as a hard copy or digital copy by WCS.
- The manifest coming from the Handling Agent by e-mail and keeping as a hardcopy or digital copy by WCS.

This document needs saving for at least these necessities;

- All records should be reachable easily and in a legible format
- All records should be kept in safety
- All records binds should be labelled and understandable
- All records must be stored for defined periods.

Records will be kept by the Cargo Department for 3 years as an active archive (QDMS, File Master) and for at least 5 years as a passive archive. Old records are deleted and/or destroyed. **IOSA ISM ORG**

2.5.1 Table 1.1 (vii)

Back Up of Electronic Documents and Records (Refer to PG-YO-EK-001 Corporate Manual 2.18.2)

Pegasus Airlines Information Technologies Department has established a backup system to ensure all databases, systems, network drives and electronic documents, data and records used in the conduct of the daily operations are always available. Back up Servers are stowed in a different and secure location and are protected against damage, alteration and theft in accordance with the Pegasus Airlines contingency plan and corporate security policy.

For further information refer to PG-AO-PR-016 Back Up Procedure.

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4.1.1.1. Training Records

Training records are kept in a directory located in file master (Pegasus Airlines corporate storage area) for each Pegasus Airlines cargo personnel. External service providers supply period required training records and training contents to Pegasus Airlines; these records are checked in the cargo operations audit by WCS and/or Pegasus Airlines. These records include Cargo Handling and Dangerous Goods training records and must be retained for a minimum of thirty-six months from the most recent training completion date. All electronic records disposed of with different methods are shown in Bilgi Varlıklarının Kullanım Dışı Bırakılması Prosedürü (PG-BG-PR-019) (COM 0.6.8.)

All training, assessments and competencies shall be documented in a timely and consistent manner.

The record shall identify the date when the particular subject matter has been delivered to the learner. The trainer will sign or initial that they have delivered the training.

The learner will, as acknowledgement and understanding of the training, sign or initial the appropriate subject matter on the training record form.

Training records of all employees including any contract/part-time employees must be maintained. Training records shall be included in the documentation control system and retained for at least the period required by regulatory authorities or more restricted duration.

All training, testing, evaluations and competencies should be documented in a timely and consistent manner. The record should identify as a minimum:

- the individual's name,
- area of training, evaluation, training scope/name,
- pass mark or percentage to be achieved,
- actual test mark or percentage achieved,
- date of training,
- date of re-currency (if any)
- trainer name

In the case of paper records:

- The trainer will sign or initial that they have delivered the training
- The learner will, as acknowledgement and understanding of the training, sign or initial the appropriate subject matter on the training record form.

In the case of electronic or computer-based training record systems the record shall include a course reference and electronic acknowledgement (as applicable). Regular back-up data processes shall be established to ensure data safety.

Training content and records shall be made available for review as needed (i.e. during an audit, on request of a regulatory authority etc.).

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Issuance and Validity of Certificates

Upon satisfactory completion of the course and passing the test, the student should be issued with a certificate, the validity of which corresponds with the period defined by the training policy, but which does not exceed 36 months (i.e. DG training 24 months) or as set by the company and/or the local governmental authority, if more restrictive.

The certificate should contain as a minimum the following information:

- Full name of the student
- Student ID (as applicable)
- Title of the course
- Date of issue
- Date of expiry
- Name of the training company
- Signature, name and title of the person responsible for training (i.e. Trainer, person(s) responsible for training)

4.2. Air Waybill (AWB)

Pegasus Airlines uses neutral Air Waybills which are acceptable as long as Pegasus Airlines approves them, and they are consistent with IATA approved standard.

AWB is the made out by or on behalf of the shipper to evidence the contract between the shipper and the carrier(s) for transportation of freight over routes of carrier(s).

Every cargo shipment must be accompanied by an AWB which is filled out completely. Upon document acceptance, the Cargo Handling Agent shall verify that the AWB is correctly completed in accordance with TACT Rules 6.2 and matches the physical cargo. The following details shall be checked:

- Air Waybill Number
- Full shipper and consignee name and address
- Nature and quantity of goods:
 - In case of non-dangerous goods, the description shall not indicate the presence of dangerous goods or is accompanied by the term 'Not Restricted'
 - In case of dangerous goods, proper description as per IATA DGR
- Additional handling information and handling instructions, if applicable
- Applicable security information (also see Chapter 3) in accordance with TACT with particular attention to the following:
 - If a security declaration is provided (known cargo) verify that it includes a valid Regulated Agent ID
 - If the correct security status code is applied for the aircraft being operated (SPX/SHR for passenger and cargo aircraft, SCO for cargo aircraft only)
- Other charge codes, e.g., AW or SC, input in accordance with IATA Standard TACT Rules

If necessary, appropriate modifications to the AWB shall be done before accepting it together with the physical cargo.

AWB are accountable documents. The AWB is used for all international carriage of cargo:

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As a document for export, transit and import to meet the requirements of Custom Authorities.

As a guide to the carrier's personnel for purposes of handling, dispatching and delivering the consignment.

As a proof of receipt of goods for carriage.

As an invoice for transportation.

As a dispatch note (bordereau) on which the shipper's special instructions are noted.

As an insurance certificate, if insurance coverage has been obtained through the intermediary of the carrier.

The AWB must be signed on behalf of the shipper as well as the carrier.

According to IATA the Cargo Service Conference Resolution 600a AWB shall be in a set of a minimum of eight copies and shall be marked in the order shown. Colour is optional and airlines shall accept both coloured and non-coloured coded Air Waybills.

Title	Colour
Original 3 (for Shipper)	Blue
Copy 8 (for Agent)	White
Original 1 (for Issuing Carrier)	Green
Original 2 (for Consignee)	Pink
Copy 4 (Delivery Receipt)	Yellow
Copy 5 (Extra Copy)	White
Copy 6 (Extra Copy)	White
Copy 7 (Extra Copy)	White

Additional copies, having the same layout, wording and shading, may be included in the airline Air Waybill set to a maximum of five copies. These must be printed on white paper marked "Copy XX (Extra copy for Carrier)", where XX denotes the number of the copy of the airline Air Waybill, and may be placed anywhere in the airline Air Waybill set following Original 1 (for Issuing Carrier);

Sample AWB are in sets of 9 copies, as below:

- Original 1 - for issuing carrier
- Original 2 - for consignee
- Original 3 - for shipper
- Delivery receipt
- Airport of Destination
- Third Carrier
- Second Carrier
- First Carrier
- Agents Copy

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Refer to current TACT:

The e-AWB is the electronic equivalent of the paper AWB. The introduction of e-AWB transforms and digitizes the air cargo business processes. It removes the requirements of paper AWB to be tendered to airline to accompany the shipment, and therefore simplifies the airfreight process.

For more information: <https://www.iata.org/en/programs/cargo/e/eawb/>

For the latest e-AWB customs acceptance status of countries please refer to:
<http://www.iata.org/whatwedo/cargo/e/eawb/Pages/index.aspx>

Additional Documents

Depending on the nature of goods of a shipment or special export/import regulations of the country of origin/destination, a certain number and type of documents might need to accompany the cargo in question. Same must be listed in the "Handling Information" box of the Air Waybill and shall be firmly attached to same. Cargo Handling Agent shall check availability of the additional documents during cargo acceptance process.

Accompanying documents include, but are not limited to:

- Shippers Declaration for Dangerous Goods
- Shippers Certification for Live Animals
- Health Certificates
- Automobile Inspection Report
- Consignment Security Declaration
- etc.

4.2.1. Handling Information Statement (IATA DGR 8.2.1)

Air Waybill(s) accompanying dangerous goods consignment(s) for which a dangerous goods declaration is required must include the following statements, as applicable, in the "Handling Information" box:

- a. "Dangerous goods as per associated Shipper's Declaration" or "Dangerous Goods as per associated DGD";
- b. "Cargo Aircraft Only" or "CAO".

Note:

The statement "Dangerous goods as per attached Shipper's Declaration" or "Dangerous goods as per attached DGD" as shown in the 61st Edition of these Regulations may continue to be used until 31 December 2024.

4.2.2. Mixed Shipment (IATA DGR 8.2.2)

An Air Waybill containing both dangerous goods and non-dangerous goods must indicate in the "Handling Information" box of the Air Waybill the number of pieces of dangerous goods either before or

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after the statement “Dangerous Goods as per associated Shipper's Declaration” or “Dangerous Goods as per associated DGD”.

4.2.3. Shipper's Declaration Not Required (IATA DGR 8.2.3)

If a Shipper's Declaration is not required for dangerous goods, the “Nature and Quantity of Goods” box of the Air Waybill, or in the appropriate location on alternate transport documentation, must show the following information. The sequence of the information is optional, but that shown below is preferred:

- UN or ID number (not required for Magnetized Material);
- Proper shipping name;
- Number of packages (unless these are the only packages within the consignment); and
- Net quantity per package (only required for UN 1845).

Note:

1. *For Radioactive Material - Excepted Packages, see DGR 10.8.8.3.*
2. *IATA DGR 8.2.3 does not apply when UN 1845, Carbon dioxide, solid (dry ice) used as a refrigerant for substances or articles not subject to these Regulations is described on a Shipper's Declaration.*

4.2.4. Dry Ice as Refrigerant for Dangerous Goods (IATA DGR 8.2.4)

When Carbon dioxide, solid (dry ice) is used as a refrigerant for dangerous goods that require a Shipper's Declaration, the details of the Carbon dioxide, solid (dry ice) must be shown on the Shipper's Declaration.

4.2.5. Excepted Quantities (IATA DGR 8.2.5)

The provisions of IATA DGR 8.2.1 to 8.2.3 do not apply to “excepted quantities of dangerous goods” which meet the requirements of Subsection 2.6. However, the following endorsement is required in the “Nature and Quantity of Goods” box of the Air Waybill:

- “Dangerous Goods in Excepted Quantities”;
- The number of packages (unless these are the only packages within the consignment).

4.2.6. Not Dangerous Goods (IATA DGR 8.2.6)

If an article or substance could be suspected of being a dangerous good, but does not meet the criteria for any of the hazard classes or divisions, it may be offered for transport as not restricted if the words “Not Restricted” are included in the description of the article or substance on the Air Waybill to indicate that it has been checked. The statement “Not restricted, as per Special Provision Axx” must be included in the description of the article on the Air Waybill when required, to indicate that the Special Provision has been applied.

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One or more of the pictograms shown in IATA DGR Table B.4.A on a package may indicate that the contents of the package are dangerous goods. The pictograms shown in IATA DGR Table B.4.A are those used to identify substances subject to the provisions of the United Nations Globally Harmonized System of Classification and Labelling of Chemicals (GHS). Therefore, to facilitate transport, when a package bearing the GHS pictogram(s) is offered for transport without being declared as dangerous goods, the shipper should indicate “not restricted” on the Air Waybill, or on the alternative transport document when there is no Air Waybill.

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4.2.7. Air WayBill (AWB) Sample

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Shipper's Name and Address 4		Shipper's Account Number 3		Not Negotiable Air Waybill Date: 19	
Consignee's Name and Address 6		Consignee's Account Number 5		Copies 1, 2 and 3 of this Air Waybill are originals and have the same validity.	
Issuing Carrier's Agent Name and City 7		Agent's IATA Code 8		Agent's Account No. 9	
Airport of Departure (Addr. of First Carrier) and Proposed Routing 11		Flight Number 20		Optional Shipping Information 27	
To 12		By First Carrier / Routing and Destination 13		Declared value for Carriage 28	
Airport of Destination 18		To 14		Declared value for Delivery 29	
Handling Information 30		To 15		Declared value for Insurance 31	
To 16		To 17		Declared value for Freight 32	
To 19		To 21		Declared value for Insurance 33	
To 22		To 23		Declared value for Freight 34	
To 24		To 25		Declared value for Insurance 35	
To 26		To 27		Declared value for Freight 36	
To 28		To 29		Declared value for Insurance 37	
To 30		To 31		Declared value for Freight 38	
To 32		To 33		Declared value for Insurance 39	
To 34		To 35		Declared value for Freight 40	
To 36		To 37		Declared value for Insurance 41	
To 38		To 39		Declared value for Freight 42	
To 40		To 41		Declared value for Insurance 43	
To 42		To 43		Declared value for Freight 44	
To 44		To 45		Declared value for Insurance 45	
To 46		To 47		Declared value for Freight 46	
To 48		To 49		Declared value for Insurance 47	
To 50		To 51		Declared value for Freight 48	
To 52		To 53		Declared value for Insurance 49	
To 54		To 55		Declared value for Freight 50	
To 56		To 57		Declared value for Insurance 51	
To 58		To 59		Declared value for Freight 52	
To 60		To 61		Declared value for Insurance 53	
To 62		To 63		Declared value for Freight 54	
To 64		To 65		Declared value for Insurance 55	
To 66		To 67		Declared value for Freight 56	
To 68		To 69		Declared value for Insurance 57	
To 70		To 71		Declared value for Freight 58	
To 72		To 73		Declared value for Insurance 59	
To 74		To 75		Declared value for Freight 60	
To 76		To 77		Declared value for Insurance 61	
To 78		To 79		Declared value for Freight 62	
To 80		To 81		Declared value for Insurance 63	
To 82		To 83		Declared value for Freight 64	
To 84		To 85		Declared value for Insurance 65	
To 86		To 87		Declared value for Freight 66	
To 88		To 89		Declared value for Insurance 67	
To 90		To 91		Declared value for Freight 68	
To 92		To 93		Declared value for Insurance 69	
To 94		To 95		Declared value for Freight 70	
To 96		To 97		Declared value for Insurance 71	
To 98		To 99		Declared value for Freight 72	
To 100		To 101		Declared value for Insurance 73	
To 102		To 103		Declared value for Freight 74	
To 104		To 105		Declared value for Insurance 75	
To 106		To 107		Declared value for Freight 76	
To 108		To 109		Declared value for Insurance 77	
To 110		To 111		Declared value for Freight 78	
To 112		To 113		Declared value for Insurance 79	
To 114		To 115		Declared value for Freight 80	
To 116		To 117		Declared value for Insurance 81	
To 118		To 119		Declared value for Freight 82	
To 120		To 121		Declared value for Insurance 83	
To 122		To 123		Declared value for Freight 84	
To 124		To 125		Declared value for Insurance 85	
To 126		To 127		Declared value for Freight 86	
To 128		To 129		Declared value for Insurance 87	
To 130		To 131		Declared value for Freight 88	
To 132		To 133		Declared value for Insurance 89	
To 134		To 135		Declared value for Freight 90	
To 136		To 137		Declared value for Insurance 91	
To 138		To 139		Declared value for Freight 92	
To 140		To 141		Declared value for Insurance 93	
To 142		To 143		Declared value for Freight 94	
To 144		To 145		Declared value for Insurance 95	
To 146		To 147		Declared value for Freight 96	
To 148		To 149		Declared value for Insurance 97	
To 150		To 151		Declared value for Freight 98	
To 152		To 153		Declared value for Insurance 99	
To 154		To 155		Declared value for Freight 100	
To 156		To 157		Declared value for Insurance 101	
To 158		To 159		Declared value for Freight 102	
To 160		To 161		Declared value for Insurance 103	
To 162		To 163		Declared value for Freight 104	
To 164		To 165		Declared value for Insurance 105	
To 166		To 167		Declared value for Freight 106	
To 168		To 169		Declared value for Insurance 107	
To 170		To 171		Declared value for Freight 108	
To 172		To 173		Declared value for Insurance 109	
To 174		To 175		Declared value for Freight 110	
To 176		To 177		Declared value for Insurance 111	
To 178		To 179		Declared value for Freight 112	
To 180		To 181		Declared value for Insurance 113	
To 182		To 183		Declared value for Freight 114	
To 184		To 185		Declared value for Insurance 115	
To 186		To 187		Declared value for Freight 116	
To 188		To 189		Declared value for Insurance 117	
To 190		To 191		Declared value for Freight 118	
To 192		To 193		Declared value for Insurance 119	
To 194		To 195		Declared value for Freight 120	
To 196		To 197		Declared value for Insurance 121	
To 198		To 199		Declared value for Freight 122	
To 200		To 201		Declared value for Insurance 123	
To 202		To 203		Declared value for Freight 124	
To 204		To 205		Declared value for Insurance 125	
To 206		To 207		Declared value for Freight 126	
To 208		To 209		Declared value for Insurance 127	
To 210		To 211		Declared value for Freight 128	
To 212		To 213		Declared value for Insurance 129	
To 214		To 215		Declared value for Freight 130	
To 216		To 217		Declared value for Insurance 131	
To 218		To 219		Declared value for Freight 132	
To 220		To 221		Declared value for Insurance 133	
To 222		To 223		Declared value for Freight 134	
To 224		To 225		Declared value for Insurance 135	
To 226		To 227		Declared value for Freight 136	
To 228		To 229		Declared value for Insurance 137	
To 230		To 231		Declared value for Freight 138	
To 232		To 233		Declared value for Insurance 139	
To 234		To 235		Declared value for Freight 140	
To 236		To 237		Declared value for Insurance 141	
To 238		To 239		Declared value for Freight 142	
To 240		To 241		Declared value for Insurance 143	
To 242		To 243		Declared value for Freight 144	
To 244		To 245		Declared value for Insurance 145	
To 246		To 247		Declared value for Freight 146	
To 248		To 249		Declared value for Insurance 147	
To 250		To 251		Declared value for Freight 148	
To 252		To 253		Declared value for Insurance 149	
To 254		To 255		Declared value for Freight 150	
To 256		To 257		Declared value for Insurance 151	
To 258		To 259		Declared value for Freight 152	
To 260		To 261		Declared value for Insurance 153	
To 262		To 263		Declared value for Freight 154	
To 264		To 265		Declared value for Insurance 155	
To 266		To 267		Declared value for Freight 156	
To 268		To 269		Declared value for Insurance 157	
To 270		To 271		Declared value for Freight 158	
To 272		To 273		Declared value for Insurance 159	
To 274		To 275		Declared value for Freight 160	
To 276		To 277		Declared value for Insurance 161	
To 278		To 279		Declared value for Freight 162	
To 280		To 281		Declared value for Insurance 163	
To 282		To 283		Declared value for Freight 164	
To 284		To 285		Declared value for Insurance 165	
To 286		To 287		Declared value for Freight 166	
To 288		To 289		Declared value for Insurance 167	
To 290		To 291		Declared value for Freight 168	
To 292		To 293		Declared value for Insurance 169	
To 294		To 295		Declared value for Freight 170	
To 296		To 297		Declared value for Insurance 171	
To 298		To 299		Declared value for Freight 172	
To 300		To 301		Declared value for Insurance 173	
To 302		To 303		Declared value for Freight 174	
To 304		To 305		Declared value for Insurance 175	
To 306		To 307		Declared value for Freight 176	
To 308		To 309		Declared value for Insurance 177	
To 310		To 311		Declared value for Freight 178	
To 312		To 313		Declared value for Insurance 179	
To 314		To 315		Declared value for Freight 180	
To 316		To 317		Declared value for Insurance 181	
To 318		To 319		Declared value for Freight 182	
To 320		To 321		Declared value for Insurance 183	
To 322		To 323		Declared value for Freight 184	
To 324		To 325		Declared value for Insurance 185	
To 326		To 327		Declared value for Freight 186	
To 328		To 329		Declared value for Insurance 187	
To 330		To 331		Declared value for Freight 188	
To 332		To 333		Declared value for Insurance 189	
To 334		To 335		Declared value for Freight 190	
To 336		To 337		Declared value for Insurance 191	
To 338		To 339		Declared value for Freight 192	
To 340		To 341		Declared value for Insurance 193	
To 342		To 343		Declared value for Freight 194	
To 344		To 345		Declared value for Insurance 195	
To 346		To 347		Declared value for Freight 196	
To 348		To 349		Declared value for Insurance 197	
To 350		To 351		Declared value for Freight 198	
To 352		To 353		Declared value for Insurance 199	
To 354		To 355		Declared value for Freight 200	
To 356		To 357		Declared value for Insurance 201	
To 358		To 359		Declared value for Freight 202	
To 360		To 361		Declared value for Insurance 203	
To 362		To 363		Declared value for Freight 204	
To 364		To 365		Declared value for Insurance 205	
To 366		To 367		Declared value for Freight 206	
To 368		To 369		Declared value for Insurance 207	
To 370		To 371		Declared value for Freight 208	
To 372		To 373		Declared value for Insurance 209	
To 374		To 375		Declared value for Freight 210	
To 376		To 377		Declared value for Insurance 211	
To 378		To 379		Declared value for Freight 212	
To 380		To 381		Declared value for Insurance 213	
To 382		To 383		Declared value for Freight 214	
To 384		To 385		Declared value for Insurance 215	
To 386		To 387		Declared value for Freight 216	
To 388		To 389		Declared value for Insurance 217	
To 390		To 391		Declared value for Freight 218	
To 392		To 393		Declared value for Insurance 219	
To 394		To 395		Declared value for Freight 220	
To 396		To 397		Declared value for Insurance 221	
To 398		To 399		Declared value for Freight 222	
To 400		To 401		Declared value for Insurance 223	
To 402		To 403		Declared value for Freight 224	
To 404		To 405		Declared value for Insurance 225	
To 406		To 407		Declared value for Freight 226	
To 408		To 409		Declared value for Insurance 227	
To 410		To 411		Declared value for Freight 228	
To 412		To 413		Declared value for Insurance 229	
To 414		To 415		Declared value for Freight 230	
To 416		To 417		Declared value for Insurance 231	
To 418		To 419		Declared value for Freight 232	
To 420		To 421		Declared value for Insurance 233	
To 422		To 423		Declared value for Freight 234	
To 424		To 425		Declared value for Insurance 235	
To 426		To 427		Declared value for Freight 236	
To 428		To 429		Declared value for Insurance 237	
To 430		To 431		Declared value for Freight 238	
To 432		To 433		Declared value for Insurance 239	
To 434		To 435		Declared value for Freight 240	
To 436		To 437		Declared value for Insurance 241	
To 438		To 439		Declared value for Freight 242	
To 440		To 441		Declared value for Insurance 243	
To 442		To 443		Declared value for Freight 244	
To 444		To 445		Declared value for Insurance 245	
To 446		To 447		Declared value for Freight 246	
To 448		To 449		Declared value for Insurance 247	
To 450		To 451		Declared value for Freight 248	
To 452		To 453		Declared value for Insurance 249	
To 454		To 455		Declared value for Freight 250	
To 456		To 457		Declared value for Insurance 251	
To 458		To 459		Declared value for Freight 252	
To 460		To 461		Declared value for Insurance 253	
To 462		To 463		Declared value for Freight 254	
To 464		To 465		Declared value for Insurance 255	
To 466		To 467		Declared value for Freight 256	
To 468		To 469		Declared value for Insurance 257	
To 470		To 471		Declared value for Freight 258	
To 472		To 473		Declared value for Insurance 259	
To 474		To 475		Declared value for Freight 260	
To 476		To 477		Declared value for Insurance 261	
To 478		To 479		Declared value for Freight 262	
To 480		To 481		Declared value for Insurance 263	
To 482		To 483		Declared value for Freight 264	
To 484		To 485		Declared value for Insurance 265	
To 486		To 487		Declared value for Freight 266	
To 488		To 489		Declared value for Insurance 267	
To 490		To 491		Declared value for Freight 268	
To 492		To 493		Declared value for Insurance 269	
To 494		To 495		Declared value for Freight 270	
To 496		To 497		Declared value for Insurance 271	
To 498		To 499		Declared value for Freight 272	



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1- Airport of departure (three letter code)	29- Amount to be insured
2- Eight-digit Air Waybill number	30- Handling information
3- Shipper's account number	31- Number of pieces
4- Shipper's name, complete address	32- Chargeable weight (volume weight versus actual weight)
5- Consignee's account number	33- Indicate if weight is stated in kilos (kg)
6- Consignee's name, complete address	34- Rate type, if applicable
7- Issuing carrier's agent name, city, if applicable	35- Chargeable weight (volume weight versus actual weight)
8- IATA agent's code	36- Indicate rate per kilo
9- Agents account number	37- Total rate per kilo for each separate line
10- Accounting information	38- Accurate description of all goods being shipped
11- Airport of departure and requested routing	39- Prepaid charge per kilo
12- Three letter destination airport code for first transfer	40- Collect charge per kilo
13- Name of first carrier point	41- Prepaid valuation charge
14- Three letter code for second carrier	42- Collect valuation charge
15- Two letter code for second carrier	43- Prepaid tax
16- Three letter destination code for third transfer point	44- Collect tax
17- Two letter code for third carrier	45- Total prepaid other charges due agent
18- Airport of destination	46- Total collect other charges due agent
19- Requested flight and date	47- Total prepaid other charges due carrier
20- Shipper's internal reference number (i.e. house Air Waybill)	48- Total collect other charges due carrier
21- Three letter currency code (ISO) (from country of departure)	49- Total prepaid charges
22- Type of payment code	50- Total collect charges
23- Weight and valuation for prepaid items	51- Currency conversion rate, if applicable
24- Weight and valuation for collect items	52- Collect charges in destination currency
25- Other charges from origin prepaid items	53- Charges at destination
26- Other charges from origin collect items	54- Other charges (AWB preparation fee)
27- Declared value for carriage	55- Signature of shipper or shipper's agent
28- Declared value for customs	56- Signature of issuing carrier or its agent
	57- Total collect charges

Prepared By	Checked By	Approved By
Senior Quality/SMS Specialist	EYS Onay Ekibi Group Head of - Cargo Sales and Network Planning Group Director Chief Commercial Officer	CEO



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4.3. Domestic Air Waybill

The Pegasus Airlines Domestic AWB is a document only to be used for carriage purposes within Turkey.

The Pegasus Airlines Domestic AWB is in Turkish/English as will be filled out in Turkish, no English is required.

The Pegasus Airlines Domestic AWB is not to be used or filled out by anyone outside of Turkey.

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4.3.1. Domestic Air Waybill Sample

		İÇ HAT HAVA YÜK SENEDİ/DOMESTIC AIRWAYBILL									
İLK KALKIŞ HAVALİMANI AIRPORT OF DEPT.		UÇUŞ NO. / KALKIŞ SAATİ FLIGHT NO. / TAKE-OFF TIME		AKTARMA YERİ CONNECTION FLIGHT		UÇUŞ NO./KALKIŞ SAATİ FLIGHT NO. / TAKE-OFF TIME		SON VARİŞ HAVALİMANI FINAL PORT OF ARRIVAL		AWB No. AWB No.	
PARÇA SAYISI No. of pieces		BRÜT AĞIRLIK (KG) GROSS WEIGHT (KG)		BOYUTLAR E / B / Y DIMENSIONS W / L / H		MAL CİNSİ NATURE OF GOOD				ÜCRETE ESAS AĞIRLIK ACTUAL PRICE WEIGHT	
Bu taşıma Hava Yük Senedi, arka yüzünde yer alan sözleşme kural ve şartlarına tabidir ve taşıyıcının sorumluluğunun sınırladılmasına ilişkin arka yüzündeki uyarıyı yükletenin özellikle okuması gerekmektedir. Yükleten, bu sözleşmeye yazılacak her tür kayıt ve beyanlar ile, eklenecek tüm belgelerin ve doğru verilmesinden sorumlu olup, bu nedenle taşıyıcının ve 3. şahısların uğrayacağı zararları tazmin etmeye yükümlüdür. The shipper is especially required to read the contracts terms and conditions on the back side of the cargo transportation air waybill, regarding the warning of the limitations of the carrier's liability. The shipper, is responsible to provide all documents in full and accurate with cargo records and declarations to be included, and shall indemnify the carrier is and 3rd parties for all damages incurred.											
Gönderenin adı / soyadı veya ticari ünvanı ve adresi Shipper's Name / Surname or Commercial Title and address						Taşıyıcı Carrier					
Bu gönderi içerisinde para, senet v.b. kıymetli kargo olmadığını ve bu Hava Yük Senedindeki taşıma kural ve şartlarına aynen katıldığını beyan ederim. The loader hereby declares that there is no money, commercial paper etc. valuable cargo in this consignment and agrees the carriage terms and conditions in this air waybill.						Pegasus Hava Taşımacılığı A.Ş.					
						Taşıyıcının adresi Carrier's address AEROPARK Yenişehir Mah. Osmanlı Bulvarı No:11/A Kurtköy 34912 Pendik-İstanbul /Türkiye					
Alıcının adı / soyadı veya ticari ünvanı ve adresi Consignee Name / Surname or Commercial Title and address						Taşıma süresi Length of transportation					
Tel. No: _____						Hava yük senedini düzenleyen adı / soyadı: Name of issuer of AWB					
						Düzenleme yeri ve Tarihi Place and Date of issuance					
Yetkili acentenin adı / soyadı veya ticari ünvanı ve adresi Authorized Agent's Name / Surname or Commercial Title and address						Teslim Tarih ve Saat / Date and Time: İmza / Signature:					
						Cenaze taşımaları için PNR No					
						Alınan Toplam Ücret (KDV dahil) Total Fee (incl. VAT)					

Yük senedinde detayları verilen iç hat kurye sevkıyatımızın, 2920 sayılı Türk Sivil Havacılık kanunlarının 93.maddesi "g" bendi gereğince silah, cephane, her nevi harp malzemeleri, patlayıcı, yanıcı, tahrip edici ve aşındırıcı madde, zehirli gazlar, nükleer yakıt, radyoaktif madde, can ve mal güvenliği yönünden tehlikeli olduğu saptanmış her nevi katı, sıvı ve gaz halinde madde içermediğini, IATA Dangerous Goods Regulations (IATA Tehlikeli Maddeler Regülasyonu) çerçevesinde tehlikeli madde (DGR) ihtiva etmediğini, ve yine IATA Tehlikeli Maddeler Regülasyonu'na göre Gizli Tehlikeli Madde kapsamında değerlendirilen hiçbir malzeme içermediğini (Ref. IATA DGR 2.2), bu kargoların havalimanı kabul aşamasında gerekli güvenlik tedbirlerinden (X-Ray) geçirildiğini ve yolcu uçakları ile taşınmasında herhangi bir sakınca olmadığını ve yalnızca aşağıda belirtilen içeriğe sahip olduğunu beyan ederim:

We hereby declare that, pursuant to Article 93.(g) of Turkish Civil Aviation Law no 2920, the AWB details of our domestic courier shipment, does not contain weapons, ammunition, any kind of war materials, explosives, destructive and corrosive substances, toxic gases, nuclear fuels, radioactive materials, Dangerous Goods substances within the framework of IATA Dangerous Goods Regulations (DGR) of any kind of solid, in liquid and gas was found to be dangerous in terms of security to life. Also it does not contain any kind of material to be considered in the scope of secret Hazardous Substances according to the IATA Dangerous Goods Regulations (ref. IATA DGR 2.2) and that these cargos have passed the required security measures (X-Ray) during airport acceptance and there are not any inconveniences to carry them on passenger airplanes and only contains those as set below;

KURYE İÇERİĞİ CONTENTS OF COURIER	
Döküman-Ofis Malzemesi Document / Office Material	☐ Elektronik Eşya Electronics ☐
Tekstil-Giyim Eşyası Textile / Clothes	☐ Zatî Eşya Personal Effects ☐
Yedek Parça-Makina Aksamı Spare Parts / Machinery Part	☐ Tehlikeli Madde İçermeyen Genel Kargo General Cargo (Not containing DG) ☐
Elektrik Malzemesi Electronic Material	☐ Kağıt, Gazete ve Dergi Paper, Newspaper and Magazines ☐
Tıbbî Malzeme-İlaç Medical Equipment / Medicine	☐ Kan Numunesi Blood Sample ☐
Kuru Buz Dry Ice	☐ Kuru Buz Miktarı Dry Ice Amount _____
Özel Kargo (Lütfen Açıklayınız) Special Cargo (Please Explain)	

Bu Hava Yük Senedinin 1, 2, 3, 4 ve 5. nüshaları aynı niteliği haiz asıl nüshaları oluşturur. / The 1, 2, 3, 4 and 5 copies of this air waybill form the copy of the original.

PG-KA-FR-004 / 1 / 31.10.2018

Genel (Public)

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Senior Quality/SMS Specialist	EYS Onay Ekibi Group Head of - Cargo Sales and Network Planning Group Director Chief Commercial Officer	CEO

Şirket içi (Internal)



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4.4. Cargo Manifest

The Cargo Manifest is the document required for the clearance of cargo as agreed between national governments being members of ICAO and published in Annex 9 "Facilitation". It is generally accepted by all countries served by Pegasus Airlines. Within the Company, the Cargo Manifest is an essential working paper and accounting document.

In all cases when no cargo is transported, a "NIL Manifest" must be prepared and carried with the other Aircraft documents pertaining to the flight. The manifest heading is filled in as normal, the column "Nature of Goods" carries the "NIL" declaration (no items listed).

The manifest will be prepared according to the following instructions. Deviations according to "Inbound Clearance Procedures of Countries" have to be observed. All entries are made by typewriter or in block letters. Corrections must not interfere with the legibility.

Every shipment of cargo and postal must be entered on a cargo manifest.

A separate manifest should be completed for each destination.

The Cargo Manifest must be filled out as in the sample below.

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CARGO MANIFEST (I.C.A.O Annex 9)

Owner/Operator : **Pegasus Hava Tasimaciligi A.S.**

Nationality/Reg : TCRBE

Flight Number & Date : 9003 25/01/2021

Point of Lading : DUBAI

Point of Unlading : SABIHA GOKCEN

AWB Number	No of Pcs	Description of Goods	Net Wt (Kg)	Org	Dest	SCC	For Office Use Only
SABIHA GOKCEN		AIR...CARGO					
		BULK					
* TRANSIT *							
0624-5038 1914	24/80	VULCANIZED RUBBER	1,008.01	HYD	BEG		
0624-5038 2430	5	BEAUTY CARE EQUIPMENTS	264.00	DEL	TLV		
0624-5038 2452	5	MORINGA LEAF EXTRACT	139.00	DEL	TLV		
0624-5043 5976	6	MOBILE PHONES	235.00	DXB	ECN	ELI	
0624-5043 6035	75	GARMENTS	1,954.00	DXB	STN	GEN	
		COSMETICS,ATTAR NOT RESTRICTED					
0624-5043 6142	2	URGENT COURIER	15.00	DXB		COU	
0624-5043 6606	4	MOBILE PHONES,AND TABLET	15.00	DXB	ECN	ELI	
	121		375.01				
Total	121		375.01				

Prepared By : NOEL RAMOS

Time: 05:13 LT

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Page 1 of SAW

Prepared By

Checked By

Approved By

Senior Quality/SMS Specialist

EYS Onay Ekibi
Group Head of - Cargo
Sales and Network Planning Group Director
Chief Commercial Officer

CEO



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4.5. Cargo Handling Labels

In addition to hazard labels, the handling labels which appear below are used to provide information on the proper handling and stowage of packages of dangerous goods.

The shipper is responsible for all necessary marking and labelling of each package of dangerous goods and each overpack containing dangerous goods, in compliance with these Regulations. Each package must be of such a size that there is adequate space to affix all required marks and labels (see IATA DGR 5.0.2.13.4)

Packages bearing the labels below must not be loaded in such a position that they will have a significant effect on the direct reading magnetic compasses or on the master compass detector units. Note that multiple packages may produce a cumulative effect.



AOG - Aircraft on Ground



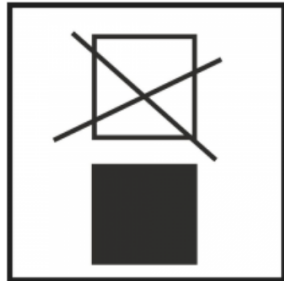
Black Arrows Shipping



Cargo Aircraft Only (Forbidden in Passenger Aircraft)



Cryogenic Liquid



Do Not Stack



Dry Ice Kg



Environmentally Hazardous



Fragile



Handle With Care



Heavy



Heavy 25Kg



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Keep away from heat

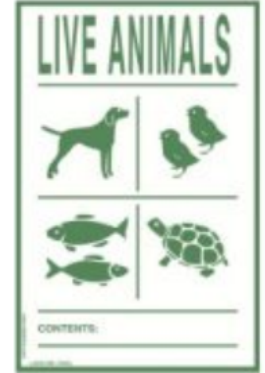


Keep Dry (Umbrella)



Laboratory Animals

IBC Max. Stacking Load



Live Animals



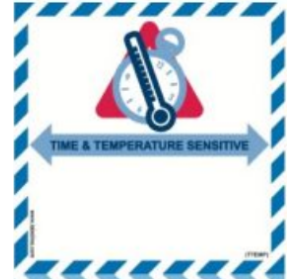
Magnetized Material



Overpack



Red Shipping Arrows



Time and Temperature Sensitive Label



Lithium Battery Handling Mark - UN 3090 - Metal



Lithium Battery Handling Mark - UN 3091 - Metal



Lithium Battery Handling Mark - UN 3480 - Ion



Lithium Battery Handling Mark - UN 3481 - Ion

4.6. Identification

- The proper identification of cargo is very important for the actual handlers of the cargo whether warehouse or Aircraft loading for proper handling operational functions.
- Each piece of cargo must be identified according to the documents received advising the contents of the cargo.
- All cargo is x-rayed, however if any discrepancies occur or doubts as to the identity of the cargo a physical check will be undertaken of the cargo otherwise it will not be accepted, if it will create a problem to the Aircraft and safety of the airline. Proper identification is very important as the contents within the cargo will advise if special handling is needed or special attention in respect

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to dangerous goods, live animals, heavy cargo, etc. Labelling is very important for proper identification of the cargo for the Handling Agents in the warehouse as well as the Aircraft Handling Agents.

- Identification will advise the accepting warehouse of where to store and locate the freight.
- Identification will advise where to load the freight to the loading unit.
- Identification will advise the Aircraft loading agents to load the freight into the proper location or area of the Aircraft cargo area.
- Identification will advise the offloading agent how to handle and offload the Aircraft of the freight at destination.
- Identification will assist the destination warehouse as to the proper location to store the freight according to the commodity of the cargo.
- Identification will assist at the destination to the handing over of the cargo to the customer.

4.7. Control, Analysis and Storage of Records, Cargo Documents and Data

All documents and data as prescribed in the table below table (which is not limited) will be stored and retained either in a digital (electronic) environment or in hard copy and their access will be controlled by the Cargo Department and/or WCS.

It is a requirement that operational records and documentation (e.g., training records, flight files, etc.) be managed and controlled to ensure:

- Currency-Obsolete documents are identified and removed from the operational environment.
- Documents are clearly identifiable and reachable in terms of version number, and other applicable information easily (e.g. Flight number, date, etc. as appropriate.)
- Documents are legible.
- Documents are stored and maintained effectively.
- Retrieval - Documents can be readily retrieved for reference within an appropriate time scale.
- Protection and Security - Documents are stored within an environment with an appropriate level of access control.
- Following the required period of retention, or upon a document becoming obsolete, disposal should be via an appropriate secure process for purposes of data protection (e.g. shredding or other means of secure disposal). In order to prevent the unintended use of obsolete documents, and to apply suitable identification the disposal of obsolete documents becomes valid at the time of an amendment is received by the holder of the manual irrespective of the proposed date of issue shown on the distribution sheet and on the top right-hand corner of the individual page. They are destroyed by each manual holder or documentation specialist immediately after replacement.
- All records should be labelled so that they are understandable.
- All records must be stored for defined periods.
- The deletion of electronic records is performed by the Group Head of - Cargo as an interim arrangement by deleting and/or uploading the state-of-art document. Obsolete documents that are kept for reference or other purposes are maintained by the Group Head of - Cargo (unless otherwise specified) in a separate storage area or in electronic medium as an "Obsolete Document".

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Pegasus Airlines management of records system, backup methods via Pegasus Airlines Information Technologies resources (servers, databases, software, systems, and hardware), best practices, rules, official mediums and information security policies are documented on "Information Technologies Manual which is published on QDMS and common server for internal users. The computer system backups are obtained by Information Technologies. Where operational data is maintained electronically, the Handling Agent must maintain a structured process of scheduled back-up files for all such documents.

Retention of operational documents/records will be based on the following table:

Operational records will be removed from the region where the record is kept in accordance with Commission Regulation (EU) No 965/2012 ORO.GEN.220(b) Record-keeping, ORO.MLR.115 Record-keeping (Training Records), (SPA.DG.110 Dangerous goods information and documentation) and will be destroyed if necessary.

RECORD	Environment C: Computer / F: File	Retention Time	Location	Responsible
COM	C/F	Until renewed	QDMS	Group Head of - Cargo
Cargo sales reports	C/F	One (1) year	WCS File master	WCS
Reports to management	C/F	One (1) year	File master	Group Head of - Cargo
Moving reports	C/F	One (1) year	WCS File master	WCS and/or Group Head of - Cargo
Calibration Records of Scales (Weighbridges)	C/F	Two (2) years	Operation Department	Departure Station
Booking Confirmations	C/F	Two (2) years	WCS File master	WCS
Cargo Claims	C/F	Two (2) years	WCS File master/ Cargo Head office	WCS and/or Group Head of - Cargo
Cargo Status e-Reports (IQSMS)	C/F	One (1) year	IQSMS	Group Head of - Cargo
Safety Bulletin	C/F	Until renewed	QDMS/File master	Group Head of - Cargo
Air Waybill (AWB) / Additional Shippers Documentation	C/F	Three (3) months minimum or as per National Requirements	WCS File master/ WCS Cargo office/ Operation Department	WCS, Departure Station
Cargo Manifest	C/F	Three (3) months minimum or as Per National Requirements	WCS File master CargoSpot Software module) /Operation Department	WCS, Departure Station

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NOTOC	C/F	Three (3) months minimum	WCS File master/ WCS Cargo office/ Operation Department	WCS, Departure Station
DGR Pre-Approval	C/F	Three (3) months minimum	WCS File master	WCS
DG Acceptance Check List / DG does not pass the acceptance check	C/F	Three (3) months minimum	WCS File master/ WCS Cargo office/ Operation Department	WCS, Departure Station
Shippers Declaration for DG	C/F	Three (3) months minimum	WCS File master/ WCS Cargo office/ Operation Department	WCS, Departure Station
Live Animal Acceptance Checklist	C/F	Three (3) months minimum	WCS File master/ WCS Cargo office/ Operation Department	WCS, Departure Station
Consignment Security Declaration (CSD)	C/F	Three (3) months minimum	WCS File master/ WCS Cargo office/ Operation Department	WCS, Departure Station
Handling Messages	C/F	Two (2) years	Cargo Spot Software (Airline Module)	WCS
Accident & Incident Reports	C/F	Indefinitely (OM A 2.1.3.3.2)	Safety and Emergency Response Management	(CSEO) Chief Safety and Emergency Response Management Officer
Dangerous Goods Occurrence Reports	C/F	Three (3) months minimum (OM A 2.1.3.3.2)	Safety and Emergency Response Management	Chief Safety and Emergency Response Management Officer (CSEO)

If an electronic system is used for the management of records, it has to be ensured that the system provides for a scheduled generation of back-up record files.

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5 STORAGE AND STOWAGE (IATA TACT, IATA DGR, IATA LAR, IATA PER, IATA AHM)

5.1. Storage

Each piece of cargo will be stored according to the specific contents of the cargo involved according to IATA regulations and conditions and the terminals shall be equipped with specifically configured facilities appropriate for storage of the special shipments below:

- If the cargo is dangerous goods, it will be stored and separated in the dangerous goods areas from other cargo or incompatible materials in accordance with published category restrictions as specified by the current IATA DGR.
- If the cargo is perishable cargo, it will be stored according to the temperature control areas in the warehouse. (Refer to Perishable Cargo Regulations – PCR)
- If the cargo is live animals, they will be stored in a separate area provided by the warehouse. Live animals are placed in a quiet, well-ventilated designated area, protected from adverse weather conditions. (Refer to IATA Live Animal Regulations – LAR)
- If the cargo is valuable cargo, it will be stored in a secure cage/area to avoid pilferage/theft, etc.
- Flowers are separate from fruit and vegetables
- If the cargo is mail, it will be stored in a secure area of the warehouse.
- If the cargo is human remains, it will be in an area of the warehouse distant from live animals/perishables/dangerous goods to avoid any incidents or occurrences.
- Courier/express cargo shall be stored in an easily accessible location
- If the cargo is heavy cargo, it must be labelled, stored and handled accordingly.

Once cargo has been put in the storage area, its location shall be recorded and all information, and the location of the cargo shall be correctly communicated for ease of retrieving the cargo when required.

5.2. Stowage

Please check on the loading sections for each item dangerous goods, live animals, mail, co-mail, co-mat, valuable cargo, human remains, perishable cargo, heavy cargo, etc. The sections in the Manual outline the specific cargo stowage requirements.

The Warehouse Handling Agent/Aircraft Handling Agent will stow the cargo into the Aircraft according to the information given by the Load Control and for special loads to the PIC before departure of the flight.

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6 OUTSIZED & OTHER SPECIAL CARGO

6.1. Outsized Cargo (IATA TACT) (IOSA CGO 3.4.1)

Specifications of the Aircraft types are in the manual and any outsized cargo which will not fit due to the dimensions will not be accepted under any circumstances, so please ensure that the dimensions of the Aircraft are observed to avoid any confusion.

If the outsized cargo does fit the specifications, then the Handling Agent loading the Aircraft must be advised before the flight to ensure proper stowage and lashing of the cargo.

All the shipments that will be carried on our flights should not have a length of more than 145 cm A320 for, 220 cm for A321 and Boeing 737-800 due to loading problems and delays as the limits are exceeded.

According to the dimension limitations below, no load exceeding these dimensions shall be accepted or loaded on our Aircraft.

The table for the acceptable dimensions is as below.

Aircraft Type	Width	Length	Height
B738	115cm	220 cm	70cm
A320	115cm	145cm	100cm
A321	115cm	220cm	100cm

The Pegasus Group Head of - Cargo will also inform concerned parties if the prescribed shall be exceeded under exceptional circumstances. The same shall also be applied from concerned parties in the event if the limitation shall exceed by sending an email to pegasuscargo@flypgs.com & opspgs@wcs-turkey.com for confirmation.

6.2. Other Special Cargo (IATA DGR, IATA LAR, IATA PCR, IATA AHM) (IOSA CGO 3.4 & IATA AHM310)

For special cargo, such as valuable cargo, perishables, vulnerable cargo, human remains and shipments of special importance or urgency, particular points to be considered are:

- that all personnel concerned are made fully aware of the nature and handling requirements of all such shipments
- that suitable arrangements are made for the security of valuable and vulnerable cargo
- that perishables are handled in accordance with the requirements of the particular commodity and in particular the most recent edition of the Perishable Cargo Regulations manual
- that a check is made to ensure that the final load assembled for dispatch to the aircraft does include shipments of special importance or urgency
- to ensure that shipments considered as special cargo have "special consignment" labels visibly attached to each package.

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Any Special Cargo outside the ones mentioned in the manual must be checked with the Cargo Management and Guest Control Centre (GCC) of Pegasus HDQ for approval and acceptance, as no special cargo will be accepted without approval from Pegasus Airlines Group Head of - Cargo.

TIE DOWN AND FASTENING PROCEDURES: All HEA, DGR, Technical Equipment, Palletized Shipments have to be tied down with rope or similar lashing material in aircraft compartment, except that tie down is not necessary on single sector flights when the compartment/net section is volumetrically full. Consignments with "Upright Position" label have to be loaded according to the arrows.

6.2.1. Pipes, Bars, Beams

Pegasus Airlines does not accept Pipes, Bars or Beams to be loaded on our Aircraft.

6.2.2. Metal Boxes & Palletized Cargo:

Metal Boxes: Have to be palletized and leashed by all means prior to movement in order to reduce the risk of damage and personal injury from such shipments. It is important that wooden pallets, supporting platforms or planks are used when loading pieces with a metal base. This helps to prevent the piece/s slipping whilst in transit and additional lashing is required. This avoids the production of sparks and protects the aircraft floor and the aircraft itself from any kind of possible ignition hazard.

Palletized Cargo: Tie down procedures should be in accordance with IATA AHM 311. Palletized cargo when bulk loaded in compartments or net sections, should always be tied down, except when tie down is not necessary on single sector flights when the compartment/net section is volumetrically full. Particular attention must be given to restraining dangerous goods. In general, all packages containing dangerous goods must be stowed in an upright position if so indicated, and they should be restrained to prevent themselves shifting, or any crushing, tipping or damage by other loads. All cargos labelled with an upright position notice have to be loaded in an upright position.

6.2.3. Cargo with Sharp Edges

CAUTION: NOTIFICATION SHALL BE MADE TO pegasuscargo@flypgs.com and/or opspgs@wcs-turkey.com WCS (incl. pictures) FOR CARGOS ACCEPTED WITHIN THE BELOW SCOPE PRIOR TO DEPARTURE.

Cargo must not become a hazard to the Aircraft structure or systems as a result of shifting under operational loads. Sharp edges or dense cargo must either be located so that crushable type cargo acts as a buffer to prevent hazard or be restrained to prevent shifting.

Internal restraint must be used when loading compartments containing rollers, balls, or other devices designed to assist in moving objects within the compartment or not accepted.

6.2.4. Lithium Batteries

Cargo handling companies must ensure that the current edition of the IATA Dangerous Goods Regulations is followed through in reference to the carriage of these specific items. Please refer to 7.4.6.

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6.2.5. HEA-Heavy Items (IOSA CGO 3.4.1)

Heavy Cargo-HEA is defined as any items of weight exceeding 150 kg. Outsized cargo is defined as individual cargo items of a size that does not allow it to be loaded in the lower compartments or on one pallet.

For outsized cargo, the 3-letter code "BIG" and for heavy cargo "HEA" shall be printed in the handling information box of the Air Waybill.

Outsized cargo will normally demand certain special arrangements to be made with regard to ground equipment, loading/unloading procedures and ground stops. The extent of such arrangements depends on the shape and weight of the cargo item to be carried. Therefore the acceptance of outsized cargo is subject to prior approval. Similarly, transportation of heavy cargo often involves special loading arrangements; space for such shipments shall always be requested in advance.

Heavy cargo shall be tied down with rope or similar lashing material in the cargo compartment.

The max for HEA is 160 kg per piece for bulk load unless there is a restriction according to the destination.

Max weight per piece for the shipments arrival point Tel Aviv is 100 kgs and 110 kgs to STN.

Only 3 pieces of HEA can be loaded on one flight (max 6 pieces palletized cargo allowed to load weight between 70-150 kgs).

Note: All requests for HEA should be approved by cargo operations (pegasuscargo@flypgs.com & opspgs@wcs-turkey.com).

Tie down procedures should be in accordance with current IATA AHM 311.

Pieces weighing 150 kg or more, when bulk-loaded in compartments or net sections, should always be tied down, except that tie down is not necessary on single sector flights when the compartment/net section is volumetrically full throughout the flight schedule.

Particular attention must be given to restraining dangerous goods. In general, all packages containing dangerous goods must be stowed in an upright position if so indicated, and they should be restrained to prevent themselves shifting, or any crushing, tipping or damage by other loads.

Barrel shipments are limited according to ground time (GT) of flights as below:

- 40 min GT – per flight max 16 barrels
- 50 min GT - per flight max 20 barrels
- 60 min GT - per flight max 24 barrels

6.2.6. Human Remains (HUM) (AHM 333, IATA Compassionate Transport Manual)

COM HUM PROCEDURE Human Remains in Coffin IMP Code: HUM

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To identify if human remains contain any infectious disease, the report of death provided by the hospital must be checked.

There is no restriction of Human Remains Transportation which the death reason is infectious diseases, which comes from an international airport and then transfers to a domestic airport. A HUM who has died in Turkey due to an Infectious Disease will not be transported.

Pegasus Airlines only accept an Infectious Human Remains (including COVID-19) for carriage if all conditions are complied with:

- Acceptance to Turkey only from abroad is permitted. (There is no restriction of HUM transportation of which the death reason is infectious diseases, which comes from the international airport and transfer to the domestic airport in Turkey. HUM transportation of which the death reason is infectious diseases, which comes from the international airport and transferred via TR **would not be accepted.**)
- Appropriate PPE (personal protective equipment - protective clothing, face and eye protection, hand protection, etc.) has to be used by all handlings.
- A HUM who has died in Turkey due to an infectious disease **will not be transported** regardless of the Destination. Restrictions are still valid for domestic flights within Turkey due to coffin standards.
- Ashes and cremated human remains **are restricted.**

HUM shipments into Turkey require Turkish Consulate documents and shall be sent to opspgs@wcsturkey.com prior to the flight. (If the document is not sent before the flight the HUM will not be accepted)

The original Consulate documents have to come with the HUM Remain documents – no copies Are allowed.

All international paperwork must be easily accessible by the carrier and the receiving party.

All documents must be placed in a document pouch attached to the outside of the container and cannot travel with the family escorting the remains nor be attached to the inside or outside of the casket.

Laissez-Passer for Human Remains form needs to be declared before acceptance. The information must be **filled and signed** to receive the acceptance from the office of border health division.

Therefore, for all HUM carried flights, the cause of death should be checked carefully, and where the cause of death is an infectious diseases / substance the HUM should not be accepted.

These HUM should be refused for acceptance by checking the death reports at the time of warehouse delivery.

Pegasus Airlines will not accept for carriage HUM in "CONSOLIDATION" Shipments.

Human remains (HUM), except cremated, must be packed in a hermetically sealed inner containment which may be constructed of a flexible material or may be a rigid coffin of lead or zinc. The inner containment must then be packed inside a wooden or metal coffin. The wooden or metal coffin may be

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protected from damage by an outer packing and covered by canvas or tarpaulin so that the nature of its contents is not apparent.

Human remains must be packed in new (not previously used) good quality packaging which must be strong enough to withstand the shocks and loadings normally encountered in transport, including removal from a pallet, unit load device or overpack for subsequent manual or mechanical handling.

Packages must be constructed and closed to prevent any loss of contents when prepared for transport which might be caused under normal conditions of transport, by vibration or by changes in temperature, humidity or pressure (resulting from altitude, for example).

Items such as flowers, funeral wreaths and personal items are forbidden for all humans remain shipments.

6.2.6.1. Acceptance of HUM on International Flights

- Cremated human remains are not accepted for transportation.
- Human remains in coffins are accepted provided they are safe and secure and been put into a metal zinc or lead coffin or solid wooden coffin and as wrapped with canvas covers on our international flights
- If the human remains are to be transferred to another airline, it is checked whether the relevant carrier has any limitation or not. (In transportation of human remains being transferred, all of the conditions are valid on condition of taking into account the presence of transfer manifest).
- If the consolidated cargo contains human remains it is not accepted for transport.
- The documents pertaining to the human remains should be dispatched within the cargo envelope and should be delivered to the flight crew.
- It is absolutely checked whether the human remains are booked until the destination or not for international flights.
- In international transportation it is also checked whether the freight charge of human remains is on a prepaid basis or on charges collect basis.
- For human remains transported from abroad (international) to Turkey, the consulate document and report of death are checked, and these documents are forwarded with the shipment. (List of documents).
- To identify if human remains contain any infectious disease, the cause of death which is provided by the hospital must be checked.
- For international shipments the human remains could be placed in either a heat-sealed polythene body bag or an inner metal/zinc liner container within the coffin/casket.

Heat-sealed polythene wrapping is a mixture of both, the material fuses together when heat is applied creating an air and watertight hermetical seal require for air carriage. Once sealed the wrapping is placed in the coffin/casket, which is then wrapped or placed in an air tray for protection and safety. (IATA Compassionate Transport Manual)

DOCUMENTATION FOR INTERNATIONAL FLIGHTS

- Copy of the state transit permit (with the apostille from the consulate) - Burial/Transit details
- Medical Report (Turkish translation)

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- Cargo documents (AWB, manifest etc.)
- In case of forensic incident (suicide, different accident types, homicide etc.) autopsy report and translation.
- the “laissez-passer”/or country equivalent document completed*
- the death certificate (translated where required) *
- an Electronic Air Waybill (or Air Waybill when electronic is not feasible)
- Passport of Deceased (if obtainable)
- Official funeral home documentation stating that; only human remains are inside the casket; the flight itinerary; consignee’s name, address, and telephone number

The above documents need to be translated and the authenticity of the signature of the translator needs to be certified by the consular office.

- Label
“THIS WAY UP” label.
“HEA” label if 150 kg and above.

Regulated Agents, Known Consignors (including accredited Funeral Providers) transmit the Security status.

Shipments accepted from other non-regulated parties are by definition unsecured. This is why it is important to use an international funeral director, or a funeral director who uses a freight forwarder that meets these criteria.

6.2.6.2. Acceptance of Hum on Domestic Flights

- In the transportation of human remains within domestic lines; the ones that are placed in a leakage-resistant wooden coffin with a solid cover and free of cracks or breaks can be safely and securely accepted.
- Cremated human remains are not accepted by any means for transportation.

DOCUMENTATION FOR DOMESTIC FLIGHTS

Death Certificate (from the Hospital)

If the human remains have not been accepted from the hospital or health centre ID photocopy of the death person.

Note: All documents, certificates shall be attached to the cargo manifest.

For human remains arriving internationally and continuing to our domestic lines and for the ones that are transported from a domestic line to another, the reservation needs to be confirmed.

For human remains that arrive internationally and that continue domestically, if a domestic flight number is specified on the AWB, the shipment is forwarded by this flight; if not specified, it is continued with the first available flight.

- Label
“THIS WAY UP” label.
“HEA” label if 150 kg and above.

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LOADING

An appropriate entry must be made in the loading instruction. The Handling Agent must supervise and check prior to departure that proper loading and lashing has been completed.

- In human remains transportation within Turkey, the coffin is safely and securely placed within the "Coffin Protection Bag" with Pegasus Airlines logo.
- It should be inspected whether the equipment is clean and well-maintained.
- Not loaded with forklift.
- The compartment to be loaded should be empty and clean.
- If the human remain is above 150 kg, it is accepted as heavy cargo and processed accordingly.
- It should be fastened secured in the compartment; no other load should be loaded on to it, if possible.
- It should be ensured that the human remains are covered so as not to get opened. If not, it should be loaded after being closed.
- Human remains shall never be carried with a forklift or under other baggage. Until a covered baggage trolley is obtained, it shall be carried by the tractor without placing anything above or next to it.

It is a prioritized cargo and unless otherwise agreed it continues to its destination on the first available flight.

A "THIS WAY UP" label should be affixed.

Human remains are stored in cold storage and shouldn't be stored with foodstuff and live animals.

Human remains should be safely and securely taken under the Aircraft by means of an ambulance, funeral vehicle or special baggage trolley being covered and using a separate tractor.

HUM shall not be loaded in close proximity of foodstuffs (EAT).

NOTOC is issued in order to inform the Captain about the human remains and the necessary precautions to be taken.

Arrival/transit stations are informed by SITA/email after departure.

The maximum capacity of HUM per flight is 4 pieces on B737/800 and 4 pieces on A320/321 Aircraft.

No regular cargo is allowed if one flight has 3 HUM on board.

The number of acceptable HUM shall be determined and confirmed by the Group Head of - Cargo and/or WCS according to the number of booked passengers and baggage.

HUM also have to be tied down by all means on each flight. (AHM 311)

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6.2.6.3. Special Procedures

- Human remains are dispatched to the area where the delivery/transit processes shall be conducted as soon as possible by means of a closed baggage trolley following the landing.
- In human remains transportation whose transit waiting period exceeds 1 hour, the shipment should be safely and securely placed on a table in the cold storage until the flight.
- In transportations of human remains in a coffin bag, it is taken out of the "coffin bag" before delivery and delivered to the consignee.
- Keeping in mind the rules and documents of the destination country, human remains should be delivered to the organization/person or other organizations/persons authorized by the consignee written on the AWB.

Additionally, in the transportation of human remains of martyr's, the following rules are implemented in SAW Airport:

- The documentation of the human remains and booking of related HUM are compared by WCS Cargo SAW Operations and the documentation is approved. If there is any difference, it is reported to the Group Head of - Cargo.
- If the human remains have arrived as transit, it is safely and securely placed on a suitable table in the cold storage depending on the transit time.
- Necessary precautions should be taken so that the goods, including the belongings of the martyr, are not placed in the vehicle in which the human remains are carried and said goods are delivered in the Aircraft where the human remains have been loaded.

The human remains of police and soldiers that are not martyrs are also safely and securely carried by a funeral vehicle or ambulance to the extent it is possible. If a funeral vehicle or ambulance is not provided, the corpse is to be carried by a special baggage trolley and a separate tractor covered in accordance with our traditions.

Note: There is no technical or scientific reason for separating HUM and live animals (AVI). This might arise due to ethical or cultural reasons.

"HUM" code and loading position shall be specified in the weight and balance sheet, and in the "SI" section of LDM.

Only HUMs from states that are considered as risk-free in terms of public health at the entrance to our country are accepted on Pegasus flights, (*See: 18 Aralık 2017 Tarihli ve 38110390-010.04-E.309 Sayılı Genel Müdürlük Makamı Onayı) YURTDIŞINDAN GETİRİLEN CENAZE İŞLEMLERİ YÖNERGESİ- Ek -1 CENAZELERİN ÜLKEMİZE GİRİŞİNDE HALK SAĞLIĞI BAKIMINDAN RİSKSİZ OLARAK DEĞERLENDİRİLEN ÜLKELER LİSTESİ).

HUM that where the cause of death is contagious disease:

HUM is transported in the scope of Dangerous Goods, if the contagious illness is caused by any virus which is listed within IATA DGR TABLE 3.6.D (Indicative Examples of Infectious Substances Included in Category A in Any Form Unless Otherwise Indicated (3.6.2.2.2.1)). Then, PSN (Proper shipping name) and UN number (UN2814 or UN2900) must be assigned to the HUM. Proper DGR documents

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(Shipper's declaration, acceptance check list etc.) must be prepared. Packing, marking, labelling requirements must be met.

These infectious HUM can also not be accepted:

- Cholera
- Plague
- Anthrax
- Leprosy
- Glanders
- Flower illness
- if it consists of the virus class 6.2 UN2814, UN2900

(IATA DGR Table 3.6.D, which explains UN2814 and UN2900 and which infectious substances belong to them)

If the virus which caused the death is not listed in the IATA DGR Table 3.6.D, then UN3373 Biological Substance Category B is assigned to the HUM. The shipper's declaration and acceptance checklist are not required. "Dangerous goods transport document" (DGTD) is not required.

PPE/Personal Protective Equipment: Employees have a responsibility to wear the PPE provided and must take reasonable care of their PPE. They must also report any loss or defect immediately. The following types of PPE are typically required in case of the leakage or contamination during the HUM transportation:

- **Protective Clothing:** Clothing must protect during tasks that involve working with chemicals or other hazardous substances. All clothing should fit well when buttoned/zipped—loose/baggy clothing can be a snag hazard. Clothing that is too tight is uncomfortable and tends to be left unsecured with the potential of becoming a snag hazard.
- **Face and Eye Protection:** protection guards against the hazards of physical impact, biohazards, chemicals, hot materials and other particles.
- **Hand Protection:** Gloves can protect against contact with chemicals. Rubber, plastic and knitted fabric gloves are flexible, resist cuts and abrasions and are good for general use. Gloves should be tight fitting to allow for employees to perform work tasks requiring manual dexterity.

6.2.6.4. Infectious Substances

In accordance with IATA DGR 9.4.2 Infectious Substances if any person responsible for the carriage of packages containing infectious substances becomes aware of damage to or leakage from such a package, that person must:

- avoid handling the package or keep handling to a minimum.
- inspect adjacent packages for contamination and put aside any that may have been contaminated.
- inform the appropriate public health authority or veterinary authority and provide information on any other countries of transit where persons may have been exposed to danger; and
- notify the shipper and/or the consignee.

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Special Shipping Guidelines for Infectious Human Remains (IATA CTM)

Where an infectious disease has been indicated on the death certificate additional measures must be taken.

There are usually specific national requirements for transporting infectious human remains which must be verified on a country basis. Involvement of the funeral home provider is essential in ensuring state regulations are adhered to and the required documentation is provided.

It is important to contact the respective local authority of countries that mandate all human remains to be embalmed, in order to obtain an acceptance confirmation when non-embalmed human remains are imported.

Additional steps to be considered in preparing the human remains:

- Wrap the body in cloth soaked in formalin** or any other suitable disinfectant
- Sprinkle the corpse with special absorbent for binding and disinfection of leaking body fluids.
- Store in a well-sealable, liquid-tight and vapour-proof (in consideration of formalin fumes) plastic body bags (or human remains pouch) and disinfection of the bags or hermetically sealed container
- Seal the body bags with liquid-tight adhesive tape
- After the incubation time, transfer to the coffin/casket
- Cover coffin/casket floor with a layer of absorbent material (sawdust, wood shavings, fleece or similar)–preferably soaked with disinfectant

**Formalin is the saturated solution of formaldehyde in water. It is a disinfectant and also a preservative that prevents the fast decomposition of the body to some extent but not fully. Proper caution should be exercised. Formalin is also hazardous to humans and should be handled with care.

Personnel who are involved in helping to prepare the freight shall take the necessary precaution measures to protect themselves from contracting the virus.

For specific guidance on the transport of COVID-19 Human Remains by Air please see the Collaborative document by WHO, CDC, IATA and ICAO in the Appendix C – TACT Online Rules Section 2.3.3 (A.4).

6.2.6.5. Special Load Notification to Captain (NOTOC)

All human remains shipments must be advised to the Pilot in Command by means of Special Load Notification to Captain (NOTOC) and necessary precautions are taken accordingly. Information to next Station and to Destination.

In the AI (Additional Information) section of the movement departure message, notification of human remain transport must be given, followed by location in hold and the weight e.g.: HUM/ BULK/ 238.

When transmitting of CPM/LDM is required, HUM shall be also be included.

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All necessary documents shall be fixed on top of the coffin. All original documents belonging to the HUM shall be attached on AWB put in a sealed envelope and shall be handed over to the Cabin Crew. The coffin shall be loaded in a horizontal position.

It is not allowed to load the coffin close to edible materials (EAT) or food for human consumption (PES/PEM/PEF). Human remains in coffins should not be loaded in close proximity to animals (AVI) or Living Human Organs/Blood (LHO). Human remains in coffins (HUM) should be adequately separated from LHO. The crew has to be informed and a remark has to be made on the load sheet. (E.g. HUM/1/250)

Arrival / transit stations are informed by SITA / email after departure.

6.2.7. Perishable Cargo (PER) & Pharmaceuticals

Refer to IATA AHM 330

Perishable goods are any goods which when not maintained within certain conditions, elements or other criteria as defined by their life cycle, lose their inherent properties or essential quality components thereof and as a consequence can no longer perform as originally intended. Refer to the most recent edition of the IATA Perishable Cargo Regulations (PCR) - Nomenclature section.

Perishable and time sensitive cargos are items liable to decay, deterioration or decomposition.

Typical commodities in this category are confectionary, dairy products, meat, frozen edibles, fish, plants, flowers, serum, vaccine, fresh fruits and vegetables, hatching eggs, vaccines, medical supplies, etc.

Perishables shall only be accepted and handled in accordance with the current edition of the IATA Perishable Cargo Regulations (IATA PCR) and Temperature Control Regulations (IATA TCR), requirements of applicable authorities and Cargo Operations Manual of Pegasus Airlines Cargo, any regulation, restriction or prohibition which may subject the goods to delay, confiscation or interference and without any responsibility for any loss or damage due to changes in climate, temperature, altitude or other ordinary exposures. Shipments of perishables must be prearranged and booked all the way through to the final destination. If any special handling and/or stowing is required, this must be indicated on the Air Waybill. To be checked by WCS and/or PGT audit.

Acceptance:

- Perishable cargo shall only be accepted for carriage when it is reasonably certain that it will reach its destination in good condition.
- The shipper shall provide written instructions as to the maximum acceptable duration of transportation and of any special handling required. These instructions shall be shown on the Air Waybill and the packages.
- Prior to acceptance Pegasus Airlines shall ensure that the necessary en-route arrangements have been made including:
 - ensuring that the shipper is advised of the maximum time before flight departure that the Pegasus Airlines will accept the cargo.
 - making any necessary onward reservations.
 - ensuring that special handling facilities such as re-icing are available and arranged if agreed and required.

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4. The IATA "Perishable" or "Time and Temperature Sensitive" (for healthcare products refer to PCR chapter 17) label shall be attached to each package and where applicable the "This Way Up" label.

Due to individual procedures being applicable for different perishable goods, the following different load information codes are used:

- Meat (PEM) and seafood/fish (PES) shall be handled as Wet Cargo (WET)
- Hatching eggs (HEG)
- Flowers/plants (PEF)
- Fruit and vegetables (PEP)
- Foodstuffs - food for human or animal consumption (EAT)
- Vaccines and Medical Supplies
- Living human organs/bloods (LHO)
- All perishable goods other than flowers, meat, seafood or fish (PER)

Perishable cargo requiring special attention during flight, e.g. recommended temperatures and/or ventilation, based on the information in the Handling Information section of the Air Waybill shall be entered in the NOTOC. Handling Information section of the Air Waybill **"Keep Cool (0/+ 4) during Warehouse storage"** shall be entered in the Supplementary Information box of the NOTOC.

In case of thermographs (shipper owned) being used in temperature sensitive loads, the cargo department shall inform the Load Control Department accordingly, a respective remark for en-route transit, and destination stations shall be entered in LDM.

If the consignment is Time sensitive and Temperature control is needed during flight as defined in current IATA TCR, the consignment will not be accepted for carriage as cargo in Pegasus Airlines flights. Pegasus Airlines informs its customers who insists on sending the consignments on Pegasus Airline's flights that the airline is not responsible for the loss of cargo due to the temperature control in the cargo holds as the temperature control systems are not available during flight. In this case Pegasus Airlines requests a letter of liability from the shipper. Unless otherwise this letter of liability is not provided by the shipper before the flight, the shipment cannot be accepted on Pegasus Airlines flight.

6.2.7.1. Stowage and Loading of PER & Pharmaceuticals

Refer to IATA AHM 330

Perishable/Time sensitive cargo shall be accepted for carriage only if properly packed in order to avoid damage and/or contamination to other loads or compartments.

Pallets with flowers, fruit or vegetables must not be covered with plastic foil.

1. Perishable items shall be loaded so that they are suitably accessible in case any handling is required at an en-route and/or destination station.
2. Articles refrigerated with wet ice and perishable cargo containing fluid or moisture which could leak (e.g. meat, fish or other seafood's - fresh, salted, smoked or frozen) onto the compartment floor shall be treated as wet cargo (AHM 322).
3. Articles refrigerated with Carbon dioxide, solid (dry ice) shall be handled in accordance with the IATA Dangerous Goods Regulations (DGR).

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4. For specific segregation requirements, refer to the applicable sections of the IATA Dangerous Goods Regulations (DGR), IATA Live Animals Regulations (LAR), PCR as may be applicable.
5. Perishable cargo that requires special stowage, special care at transit stops, in-flight attention or special handling in the case of delays or diversions shall be included on the form "Special Load Notification to the Captain" (AHM 381 and AHM 382).
6. Care should be taken when stacking perishable items so that the lower layers of the stack are not damaged by the weight of the upper layers.

Note: At the time of booking the shipper/agent must be advised of any Aircraft operating restrictions such as availability of temperature control and ventilation. This allows the shipper/agent to ensure appropriate protection of his shipment, e.g. pre-chilling etc. Perishable & Time sensitive cargo will only be accepted strictly under this provision.

Furthermore, each separate package shall be marked with a Perishable, Time sensitive and This Side Up label. Also, the required word phrase according to current IATA Regulation must be printed in the handling information box of the Air Waybill.

6.2.7.2. Special Procedure

Temperature requirements for these commodities must be communicated by the shipper and agreed to by Pegasus Airlines. Table 5.2.A of the PCR in columns E and F lists the applicable temperature range in Celsius assigned to a commodity. The individual product values should be understood as not to be exceeded optimal values under which the product fares best.

6.2.7.3. Handling in Delay Situation

Refer to IATA AHM330

1. Delays in the carriage of perishable cargo should be kept to a minimum. In the event of a delay to a flight carrying such cargo, one of the following courses of action should be considered, the choice depending on such factors as length of delay and availability of facilities, equipment and alternative flights:
 - provision of air conditioning to the aircraft if the perishable cargo would benefit from such action.
 - transferring the perishable cargo to a warehouse with adequate facilities such as air conditioning or cold store.
 - off-loading the cargo and rebooking on another flight.
 - monitoring temperature control and refilling Carbon dioxide, solid (dry ice) supply, in case refrigerated/ temperature control containers are used.
2. At the destination the shipper and consignee shall be kept informed. Additionally, in the event of a change of flight/routing any onward carriers holding space for the cargo shall also be kept informed.

6.2.8. EAT - Foodstuffs

Foodstuffs shall not be loaded together with poisons (RPB) or infectious substances (RIS) in the same compartment, unless they are loaded in separate ULDs not adjacent to each other. Foodstuffs shall not be loaded in close proximity of live animals (AVI) and human remains (HUM).

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6.2.9. HEG - Hatching Eggs

Refer to IATA AHM330

"Hatching-eggs" means eggs intended for the production of chicks.

Hatching eggs should never be exposed to extremes of heat or cold. Temperatures above 27°C will cause incubation to start and thus destroy the shipment, whereas temperatures below 5°C will kill the embryos. At low or high temperatures, the planned transfer of hatching eggs from the cargo warehouse to the Aircraft should be made at the last possible moment.

The flight crew must be notified of the temperature required by means of the 'Special Load Notification to the Captain' (NOTOC) (Supplementary Information).

When a shipper elects not to provide the required transportation temperature range, the NOTOC shall state 'Temperature control not required' in the 'Other Special Load' supplementary Information box.

A minimum separation distance of 1 meter must be maintained between hatching eggs and packages containing radioactive material categories II and III– Yellow (RRY).

Hatching eggs shall not be stowed in close proximity to Carbon dioxide, solid (dry ice) (ICE) and cryogenic liquids (RCL). Hatching eggs shall be separated from radioactive materials Categories II and III in accordance with the IATA Dangerous Goods Regulations (DGR) requirements.

24-hour emergency telephone number (including Country and area codes as applicable) is to be shown in the 'Handling Information' box.

Note: When a shipper accepts and declares no liability to Pegasus Airlines Cargo, a notation must be mentioned, on the Air Waybill. This will eliminate any handling/loading issues, especially, with regards to load planning, NOTOC information and any claims made against Pegasus Airlines Cargo.

6.2.10. LHO - Vaccines, Medical Supplies and Living Human Organs/Blood

Refer to IATA AHM330

Life-saving drugs or Living Human Organs/Blood (LHO), which have been requested on short notice, shall principally be loaded in the special collecting net for small cargo items. In special cases, considered justifiable by the station manager or his deputy, in relation to given specialties of transportation, these shipments may be given into the care of the cockpit crew (PIC). In all cases a copy of the request, the delivery document or the telex message showing the description of the drug or human organ, the names of the final recipient and the person collecting it from the Aircraft shall be handed to the cockpit crew (PIC).

According to the priority regulation of the "Federal Institute of Traffic Control" ATC, precedence is given to a flight carrying life-saving drugs or Living Human Organs/Blood, respectively in a life-saving mission. In such cases, the priority shall be requested by the cockpit crew (PIC). Notice of such requests shall be given to Pegasus Airlines Group Head of - Cargo and/or WCS ; pegasuscargo@flypgs.com / pegasuscargosales@flypgs.com / opspgs@wcs-turkey.com / salespgs@wcs-turkey.com

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Note: In case of transport without reference to an emergency, the priority regulation does not apply.

LHO-Living Human Organs shall not be accepted to any Pegasus Airlines flight as cargo.

6.2.10.1. Handling in Delay Situations

In the event of a delay, actions shall be taken to prevent a deterioration of the loads, such as:

- Provision of air condition to the Aircraft.
- Transferring the perishable cargo to a warehouse with adequate facilities, such as air conditioning or cold store.

Offloading and rebooking control and refilling of dry ice supply (if initially used for chilling loads).

6.2.11. PEF- Flowers / Plants

Refer to IATA AHM 330

Flowers shall be stowed so as to avoid direct contact with the compartment floor or walls. Flowers should not be stowed in the same hold or ULD as fresh fruit and vegetables (PEP) due to ethylene gas produced by vegetables which may deteriorate flowers.

6.2.12. PEM / PES Meat and Seafood / Fish Shipments

Refer to IATA AHM 330

Fresh or frozen meat, fish or seafood with or without dry ice may be carried on passenger Aircraft when the special restrictions are observed:

- The structure of the compartment shall be protected by tarpaulins or plastic sheeting and insulating material against direct contact with the load.
- Dry ice for cooling must be considered as dangerous goods.
- For loads of 100 kg meat no more than 2 kg dry ice shall be used for cooling. For larger quantities of meat, the quantity of dry ice shall be increased in proportion.

Note: Experience has proven that 5 kg dry ice per 1.000 kg of meat is normally sufficient.

The crew is to be informed of the special load in writing with NOTOC.

6.2.12.1. Temperature Requirements for Meat and Seafood/Fish

The temperature ranges to be maintained are:

- Fresh meat between 0°C and 5°C
- Fresh fish - not to exceed 5°C (41°F)
- Frozen meat below -12°C (10°F)
- Frozen fish - not to exceed -12°C (10°F)

This will require use of refrigerated/temperature-controlled container.

6.2.13. Loading as Bulk Cargo

The loading shall be prepared in the following sequence:

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- The cargo compartment is cleared of all items not required for loading,
- The tie-down rings as required for the load are fitted into the tie-down track in the compartment floor.
- Lashing ropes and/or straps shall be attached to the tie-down rings and laid out along the compartment walls.
- Absorption sheets are laid out on the floor.
- Tarpaulin or plastic sheet shall be laid out and tied to the fastening.

Note: Fastening bolts shall only be used for tying tarpaulins, due to their limited strength; they cannot be used for tying downloads.

Loading being completed, the tarpaulins are pulled over the load. The open part of the tarpaulin facing the cargo door shall be folded and also pulled over the meat.

Lashing material (straps or ropes) is accessible now and shall be fastened across the shipment and secured properly.

Boxes with dry ice shall be suspended from the ceiling outside the tarpaulin covering for cooling the whole compartment.

6.2.14. Disinfection of Loading Equipment's

ULDs and loading materials used for shipping of meat shall be cleaned and disinfected immediately after unloading.

6.2.15. PER - Fresh Fruit and Vegetables

Refer to IATA AHM 330

When fresh fruit and vegetables are loaded, care should be taken to ensure that an airspace is possible between the packages. This is of particular importance to fresh fruit and vegetables having high moisture contents (e.g. grapes, berries, salad etc.).

Fresh fruit and vegetables should not be stowed in the same hold as flowers (PEF).

Owing to the minimum packing requirements care should be taken when loading fresh fruit and vegetables with general cargo.

Pegasus Airlines will not accept for carriage PER in "CONSOLIDATION" Shipments.

6.2.16. WET- Wet Cargo

Refer to IATA AHM 322

Shipments containing liquids, or shipments which by their nature may produce liquids, and which are not subject to the IATA Dangerous Goods Regulations (DGR), shall be designated as "wet cargo".

Liquid Shipment - all kinds of liquids are prohibited to carry on Pegasus Airlines flights. As an exception liquid shipment accepted within the scope of sample liquid transportation and DGR are

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accepted with pre-approval. Sample fluids can be a maximum of 1 liter per shipment and their packing must be enough to avoid any leakage and breakage during transfer until delivery.

Shipments that do not comply with the above requirement will not be accepted for carriage.

Purpose

To prevent and to contain the spillage of any liquids inside aircraft. This is because of the danger that 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 load.

Types of Shipments

The following shipments are usually identified as wet cargo:

- shipments of liquids in watertight containers;
- shipments of wet materials not packed in watertight containers, e.g. fish packed in wet ice, fresh meat, casings (fresh animal guts), wet hides, skins, etc.;
- goods which may produce liquid, e.g. live animals. It is understood that the transportation of live animals (birds, reptiles, insects and certain mollusks (terrestrial)) in appropriate animal containers (according to the most recent IATA LAR manual) do not pose a higher risk for corrosion than the normal transportation of baggage/cargo and are therefore excepted. For larger animals (usually mammals) where presence of feces and urine is likely, plastic sheeting or tarpaulin must be placed under live animal containers in order to avoid soilage of aircraft holds, ULDs and other load (refer to LAR section 10.3).
- Products which contain freshwater products, ice, frozen or salted casings, tropical fish, and seafood's etc.
- During air transportation, all loaded items are affected by changes of rapid temperature change, humidity, pressure and vibration. Under these conditions, wet cargo may spill or leak, which could lead to corrosion or other damage to the Aircraft structure, or damage to other loads.
- To prevent spillage or leakage, the special requirements for shipments containing wet cargo must be observed.
- Such shipments must be delivered to the cargo acceptance point packed absolutely watertight.
- The most widely used package is the Styrofoam box due to its robust quality against changes in temperature along with the added advantage of low weight.
- The special handling code for this cargo is specified as 'WET'.
- Prior arrangements must be made in order to protect Aircraft by use of plastic film during loading.

General Packaging Requirements

- Watertight containers shall be in accordance with the General Packaging Requirements of the IATA Dangerous Goods Regulations (DGR).
- Other containers shall be constructed of good quality waterproof materials. They shall also be constructed to withstand stacking to levels specified by the carrier.
- Live animals shall be in containers as specified in the IATA Live Animals Regulations.

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Loading Precautions

For aircraft/ULD handling and loading the following precautions shall be taken.

1. To protect the aircraft floor, plastic sheets or tarpaulins should be spread on the aircraft or ULD floor and walls, so as to catch any spillage or leakage.
2. Containers shall be stowed and secured upright, i.e. the closure must be at the top.
3. Special Handling instructions (labels or imprints, e.g. "This Way Up" label) shall be strictly observed.
4. Damaged packages or packages where damage can be assumed to have occurred shall not be loaded in a ULD or on the aircraft, e.g. packages with holes, indentations, traces of leakage, defective caps or closure devices.
5. For wet cargo in containers which are not watertight it is essential that secondary measures are taken to ensure that any spillage can be contained. This can be achieved by:
 - a) placing and securing the shipment in a bowl, or similar receptacle, the volume of which is sufficient to contain any spillage;
 - b) following the instruction in 1. and additionally turning the edges up against the aircraft/ULD wall, or other cargo, so as to create a waterproof basin around the shipment.
6. Cargo which by its nature may produce liquid, for example live animals which make a large amount of urine, shall be in leak-proof containers or shall contain sufficient absorbent material. Additionally, plastic sheet or tarpaulins shall be used as described in b).
7. Other wet cargo such as fresh meat, casings, wet hides and skins, whether packed in leak-proof containers or not, shall be prevented from having direct contact with the aircraft floor as in 1. This serves to protect the aircraft from corrosion or contamination by blood or other liquids, and to maintain the hygiene standards of food products.
8. It should be noted that when it is wet or damp, the strength of some packaging can be considerably reduced. Special attention shall be given to avoid crushing of the packages when stacking to several levels.

Action in Case of Spillage

1. If spillage or leakage of liquids takes place onto the aircraft floor or walls, the person in charge of the loading/unloading shall immediately notify the carrier's representative, station engineer or Captain so that the appropriate follow-up measures may be taken.
2. The aircraft's documentation should be checked to assist the identification of the liquid concerned.
3. Handling of Damaged Cargo (see AHM 320)

6.2.17. Film and Press Shipments

Pegasus Airlines is only carrying Newspapers & Magazines. Any other type of Film and Press shipments will not be accepted for carriage.

6.2.18. VAL- Valuable Cargo

Valuable cargo as defined in current TACT Rules (2.3.11) will not be accepted for carriage. Pegasus Airlines will not accept for carriage VAL in "CONSOLIDATION" Shipments.

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6.2.19. Airmail

Mail needs to be treated differently from other cargo consignments. Generally, the confidentiality of mail is protected by State legislation, which prohibits physical or technical screening.

Confidentiality aside, the lower threat level associated with individual items of mail, plus the technological and operational difficulties of screening every letter and package make it impractical to implement 100 per cent screening.

Still, like other cargo consignments, some security controls need to be applied to mail consignments in order to ensure that only known mail is placed on board an Aircraft.

6.2.19.1. Application

Definition: Airmail can contain the following:

- Letters, postcards, printed matter,
- Book shipments, shipments for the blind, consignment of goods,
- Parcels, small parcels.

All airmail procedures are described within this manual.

Never open closed mailbags or mail pouches. This may only be done by the Postal Administrations.

Scanning of airmail is mandatory.

6.2.19.2. Qualifications for Regulated Postal Authority / Administration

Each regulated postal authority/administration submitting mail to an air carrier for carriage shall meet the following minimum criteria:

- It should be designated, approved or listed by the appropriate authority.
- It should fulfill the obligations towards air carriers to apply the required security controls.
- It should employ properly recruited and trained staff; and
- It should protect mail from unauthorized interference while in its custody.

Regulated postal authorities are members of the Universal Postal Union (UPU), a specialized agency of the United Nations. The UPU Convention is the mechanism by which member States establish security standards for mail. According to UPU (Universal Postal Union) convention, airmail shall be transported in bags, trays or as single parcels, usually marked with "Posts" and the name of the country of origin.

The bags must be closed suitably, sealed with wax or lead seals and tagged. Maximum weight of each bag is 30 kg.

A UPU regulated postal authority should:

- Deliver mail to Aircraft operators in prescribed UPU mail bags;

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- Tag mail items with “airmail” bag labels and secure bags with prescribed ties;
- Ensure that all airmail consignments are accompanied by a delivery bill; and
- Retain copies of delivery bills after they have been signed by Aircraft operators.

6.2.19.3. Mail Acceptance Procedures

Upon accepting mail from a regulated postal authority, Aircraft operators should make sure that consignments are clearly identified as mail;

- Confirm that the quantity of bags specified in the delivery bill matches the number of bags received;
- Visually inspect all bags for signs of tampering;
- Store consignments in a dedicated secure area to protect them from unlawful interference; and
- Ensure that only authorized persons enter mail storage areas, and that they have a valid reason for doing so.

6.2.19.4. Mail Screening

While 100 per cent screening of mail is impractical under normal conditions, the authority to inspect mail should be granted by the appropriate security authority if a threat assessment indicates that this measure is justified.

Mail should be subjected to security controls in the same manner as other cargo consignments except for known or transshipment mail, letters less than 5 mm thick or letters exempted from such procedures because of their contents.

Generally, for legal reasons, security controls and screening may only be performed by regulated postal authorities. The following guidance, however, is provided in case a regulated postal authority requires Aircraft operators to conduct mail screening.

Security controls applied to known mail only needs to be applied to a specified proportion of a consignment as determined by the appropriate security authority and the regulated postal authority following a risk assessment. Mail to be screened should be selected at random or by a targeted approach.

Mail posing an increased threat should be segregated during the sorting and distribution process to facilitate subsequent security procedures. Such mail includes:

- Letters and packages from unknown or specifically designated sources;
- Letters and packages addressed to certain destinations; and
- Parcel mail meeting an identified security profile.

Letters and packages weighing 750 g or more (or 500 g in some States, depending on the threat level) should be treated as regular cargo consignments.

Time-sensitive mail that requires delivery within 48 hours may be subjected to additional or more stringent security controls by the regulated postal authority as the time constraint raises the threat level. Those involved in the movement of time-sensitive mail should not provide shippers or consignors with booking details unless they are known shippers or consignors or regulated agents.

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Pegasus Airlines have the right to refuse carriage of mail whenever there exists an increased threat level or the consignment's contents appear to pose a safety risk.

6.2.19.5. Security Controls

The mails to be carried on Pegasus Airlines Aircraft are protected from unauthorized interference from the point security controls are applied until departure of the Aircraft.

Pegasus Airlines do not accept mail for carriage on an Aircraft engaged in passenger commercial air transport operations unless the application of security control is confirmed and accounted for by a regulated agent, or such consignments are subject to security controls as stated at below headings.

6.2.19.6. Time Sensitive Mail

Time-sensitive mail (i.e. up to 48-hour delivery) shall only be carried by air where the following security controls have been applied:

- The reception, processing and handling of mail shall be performed by properly recruited and trained staff;
- Mail shall be:
 - Searched by hand or physical check;
 - Screened by x-ray equipment;
 - Subjected to simulation chamber; or
 - Subjected to other means, procedural, technical or bio-sensory, (e.g. sniffers, trace detectors, explosive detection dogs, etc.); so as to reasonably ensure that the mail does not contain any prohibited articles; and
- Flight details and Aircraft routing on which the mail is to be carried shall remain confidential.

6.2.19.6.1. Other Mail

Mail which is not time-sensitive may be carried by air provided that the measures detailed in paragraph (ACSP 7.5.1) have been applied. The security controls detailed in paragraph (ACSP 7.3.1 (b)) need only be applied to a random proportion of mail.)

6.2.19.6.2. Exemptions

The security controls detailed in paragraph (ACSP 7.5.1 (b)) need not be applied in respect of:

- Mail received from a known consignor;
- Letters under a specified weight or thickness;
- Bona fide consignments of life saving materials;
- High value goods which have been secured to a standard at least equal to that detailed in paragraph (ACSP 7.5.1 (b));
- Mail which is to be carried on all-mail flights between Community airports;
- Transshipment mail.

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Letters that are below a specified weight and dimension may be exempted from security controls. The maximum weight and dimensions for such letters should be:

- Maximum weight: 250 grams; and
- Maximum dimension: 6 millimetres thickness.

6.2.19.7. Criteria for Known Consignor

Regulated postal authority/administration may only recognize a consignor as a known consignor by:

- Establishing and registering the identity and address of the consignor and the agents authorized to carry out deliveries on his behalf;
- Requiring the consignor to declare that he protects the consignment against unauthorized interference during preparation, storage and transportation; and
- Requiring the consignor to:
- Certify in writing that the mail consignment does not contain any prohibited articles;
- Accept that the packaging and contents of the mail consignment may be subjected to the security controls detailed in paragraph.

6.2.19.8. Receipt of Mail from A Known Consignor

A regulated postal authority/administration accepting mail from a known consignor (except letters under 6 mm thick/250 grams) should:

- Establish the credentials of the person who delivers the mail consignment as an agent of the consignor;
- Ensure the consignor delivers a complete description in authorized documentation of the contents of the mail consignment;
- Reasonably ensure that the contents of a mail consignment reflect their description in the accompanying documentation; and

Ensure that the mail consignments be safeguarded from unauthorized interference while in its custody.

6.2.19.9. Transhipment Mail

Suspect mail should be handled in the same manner as suspect cargo; if suspicions are aroused, the consignment should be treated as unknown mail and submitted to additional screening or security controls as permitted by legislation on the confidentiality of mail.

6.2.20. DIP- Diplomatic Mail/Cargo

Diplomatic mail/cargo will not be accepted for carriage.

Exception: DIP is only accepted under the following conditions and according to COM 3.8 on Pegasus Airlines aircraft.

- DIP shall be allowed only departure flights from SAW,
- Acceptable DIP means only printed material,

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- Content of DIP shall not be VAL, VUN, AVI, liquid, liquor, weapons and ammunition, cutter, piercing material.
- The value declaration must not enter VAL.
- Will be subject to 100% X-ray application with no exceptions,
- Consignment Security Declaration requirement will be followed up for EU countries,
- DIP shall be accepted in accordance with Pegasus Airlines restrictions (metal boxes will not be accepted at Pegasus Airlines etc.) and limitations,
- IATA agency will always be a forwarder.
- Monitoring of possible failures will be followed by WCS.

6.2.21. AVI - Live Animals

The current edition of the IATA Live Animals Regulations Manual is the official document regulating the transportation, acceptance and handling of live animals. Shippers must follow the regulations of the origin and destination countries as well as the carrier's restrictions, to be checked by audits by PGT and /or WCS. We will only accept live animals (AVI) as manifested cargo.

Live animal handling procedures and specific responsibilities of an operator with regard to required documentation, acceptance, containers, animal welfare, compliance with all regulations, storage and loading and liability are addressed in the IATA LAR and IATA PCR. Additional requirements may be mandated by the State of Flight Departure, the State of Flight Arrival and/or the Convention on International Trade in Endangered Species of Wild Fauna and Flora.

Live Bees, Chicks and Tropical Fish etc. are accepted to be loaded on our Aircraft upon request and pre-approval from Pegasus Cargo and/or WCS. (WCS shall check the aircraft type - not allowed to carry live chicks with A320-A321- availability and payload limits before giving approval.)

For the handling of live animals in preparation for aircraft loading, ensure strict adherence to the procedures found in the IATA Live Animals Regulations, especially (IATA AHM 310):

- Adherence to any special handling instructions applicable to the species of animal or given by the shipper.
- For the well-being of the animals, they must not be exposed to high or low temperatures (unless so specified) or placed in an area exposed to draught.
- Live animals should be prepared for loading as late as possible to avoid exposure to adverse conditions in the event of the late departure of the aircraft.
- Feeding and watering should be in accordance with the shipper's instructions.
- The required labels should be attached to the shipment

General rules on live animal shipments:

- Animals must be in good health and fit to travel
- It is forbidden to transport pregnant animals unless it is confirmed by a veterinary certificate that the animal is fit to travel
- Packing must be clean, leak-proof and properly closed, it must also be labelled with appropriate labels and handling instructions.
- Reservation for the whole routing must be confirmed.
- Health documents and rabies inoculation certificate are required.

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According to IATA LAR 7.6 Only trained staff may complete the Live Animal Checklist.

Pegasus Airlines will not accept for carriage AVI in “CONSOLIDATION” Shipments.

6.2.21.1. Required Documents

The number of required documents may differ in each shipment and depend on the type of animal and national and carrier's regulations.

When a pet is transported as passenger baggage, required documents are:

- Health certificate (The original set of the health documentation must be securely attached to the Air Waybill)
- Rabies or distemper inoculation certificate
- Shipper Certification or equivalent for Live Animals must accompany the shipment as well as other required documents.

This certificate consists of:

- The information if the animal is under CITES classification (reg. endangered species)
- The number of packages
- The number of declared animals
- AWB number
- Port of origin and port of destination

Such certificates should be filed in two copies and signed by the sender (shipper or authorized agent). One signed copy will be retained by the carrier which accepts the shipment from the shipper. The other signed copy will be sent with the shipment and attached to the documents for the final destination (IATA LAR 7.2). If an animal is classified as an endangered species (CITES) permit e is required.

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6.2.21.1.1. Shipper's Certification for Live Animals

SHIPPER'S CERTIFICATION EXAMPLE (Front)

		
SHIPPER'S CERTIFICATION FOR LIVE ANIMALS (to be completed in duplicate)		
This is to certify that (check appropriate box):		
☐ In addition to having completed all advance arrangements, this consignment is properly described and packed, and is in proper condition for carriage by air according to the current edition of the IATA Live Animals Regulations and all applicable carrier and governmental regulations. The animal(s) of this consignment is (are) in good health and condition.		
☐ Animals taken from the wild for shipment have been appropriately acclimatised.		
☐ This consignment includes species as described in the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES). Applicable permits/certificates are attached to the airwaybill.		
☐ This consignment includes species as described in other applicable national legislation.		
☐ In the case of reptiles and amphibians, the animals contained in this shipment are healthy and they have been examined prior to shipment and are free of any apparent injury and readily recognizable diseases. They are also free of external parasitic infestation, including mites, ticks and fleas that can readily be seen under normal lighting conditions.		
The shipper accepts that carriers will not be liable for any loss, damage or expense arising from death due to natural causes, or death or injury of any animal caused by the carrier or acts of the live animal itself or of other animals, such as biting, kicking, goring or smothering, nor for that caused or contributed to by the conditions, nature or propensities of the animals. In no event will carrier be liable for death or injury to an animal attendant caused or contributed to by the condition, conduct or acts of animals.		
Number of Package(s)	Specific Container Requirement Number (see IATA Live Animals Regulations)	Species (description and names — scientific and common) and Quantity of Animals
Name/Title of Signatory ABC Transport		Shippers failure to comply in all respects with the applicable IATA Live Animals Regulations and any other international and/or national government regulations, may be in breach of applicable law and subject to legal penalties. (Refer to Chapter 1, Section 1.2.)
Place and Date Lancaster, U.K. 2017/10/01 Year/Month/Day		
Signator's Name John Smith		
Signature J. Smith (See reverse side for special conditions)		
Air Waybill No.	Airport of Departure	Airport of Destination

Note:
Recommended size: ISO Standard A4.

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SHIPPER'S CERTIFICATION EXAMPLE (Back)

SHIPPER'S RESPONSIBILITIES

Instructions for the shippers are given in Chapters 1, 7, 8, 9, 10 and 11 of the IATA Live Animals Regulations. Before any package containing live animals is tendered for transport by air, the shipper must ensure that:

the animals being tendered for transportation are not prohibited by governments; all the required export, import, and/or transit health certificates, licenses or permits, etc. are accompanying the shipment; the animal shipments are properly classified, described, packed, marked and labelled;

the IATA Shipper's Certification for Live Animals has been properly completed in duplicate;

pregnant animals must not be tendered for transportation without official veterinary certificate certifying that animals are fit to travel and that there is no risk of birth occurring during the entire journey;

(Note: Pregnant monkey, nursing females with suckling young and unweaned animals are not accepted for air transport.)

no animals are to be tendered for transportation having given birth in the last 48 hours before the start of the journey;

the animals have been properly prepared for transportation (see specific container requirements for further information);

the animal is not tranquilised without veterinary approval and supervision;

the consignee has been advised of the flight details in order to arrange immediate collection on arrival;

a 24-hour phone number that the air carrier can obtain instruction from the shipper or his agent in the event of an emergency, and such information is written on the Air Waybill.

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6.2.21.2. Loading Live Animals

Refer to IATA AHM 332/IATA DGR 9.3.13

- Live animals should be handled with great care at all times.
- Exposure to extremes of heat, cold or noise should always be avoided.
- Live animal always be tied down or be otherwise secured against any kind of movement at take-off, landing and during flight, to prevent shifting or falling of the animal container.
- Live animals should not be loaded in the same hold/section as human remains (HUM). There appears to be no scientific or technical reason why live animals (AVI) and human remains (HUM) should be segregated in aircraft cargo compartments. However, it may be ethical for cultural reasons to segregate them.
- The containers shall be stowed in such a way that there is enough space between cages and other load to guarantee a sufficient air circulation. Cages should not be placed under other loads.
- Live animals should not be loaded in close proximity to foodstuffs (EAT) or catering equipment (if these are not hermetically sealed).
- Live animals shall not be loaded in close proximity to other loads which may have a negative effect on their health and welfare.
- Animals which are natural enemies shall not be loaded in close proximity to one another.
- If male and female animals are loaded in the same compartment or hold, they should be stowed as far apart as possible.
- Live Animals should not be loaded in close proximity to cryogenic liquids (RCL), Carbon dioxide, solid (dry ice) (ICE) as the vapours emitted by Carbon dioxide, solid (dry ice) are heavier than air, they concentrate on the lower level of the hold. Therefore, live animals should be stowed above packages containing Carbon dioxide, solid (dry ice).

Note:

In certain circumstances carbon dioxide, solid (dry ice) may be packaged with live animals as a coolant, e.g. bees. All other requirements for the transport of carbon dioxide, solid (dry ice) must be met.

- Live animals shall not be stowed in the same compartment as poisons (RPB) and infectious substances (RIS).
- Live animals may be loaded together with radioactive materials, provided that the separation distances stated in the IATA Live Animals Regulations are complied with.
- The Aircraft Captain must always be advised when live animals (AVI) are being carried.
- Live animals should be prepared for loading as late as possible to avoid exposure to adverse conditions in the event of the late departure of the aircraft.
- That feeding and watering is in accordance with the shipper's instructions.
- That the required labels are attached to the shipment

6.2.21.3. Acceptance-General

We will only accept live animals (AVI) as manifested cargo.

It is the responsibility of the shipper or his agent to offer live animals for air transportation in full compliance with all applicable Legal and Carrier regulations.

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It is our responsibility to ensure that the shipper has complied with the regulations before accepting the booking. A further in-depth physical check must be undertaken by the cargo handler at acceptance time.

It is the responsibility of the Cargo Handling Agent to ensure utilization of the Current IATA Live Animals Acceptance Check List.

- We will NOT accept pregnant live animals or animals in heat.
- We will NOT accept live animals interlined from other carriers.

In addition to this document other regulations apply to the transportation of live animals by air and are documented in the current Tact Rules book & IATA Live Animals regulations. These must be checked at time of reservation for each animal.

6.2.21.4. Regulations - Live Animals

However, the following regulations apply to loading live animals:

- It must be accepted that live animals are delivered for shipping in proper cages, complying with the Current IATA Live Animal Regulations.
- Live animals must not be entered on the same Air Waybill as other commodities.
- All live animals shall be loaded in the prescribed compartments. Heating /cooling any compartments in the Aircrafts operating automatically.
- Live animals shall generally be treated as wet freight.
- The cages shall always be tied down or lashed to avoid any movements during takeoff, flight or landing.
- Cages shall be stowed with sufficient space between them and other loads to guarantee sufficient supply of air. Do not fill the compartments to more than 2/3rd of their volume.
- Pallets with live animals (except fish and mollusc's) must not be covered with plastic foil.
- Cages must not be stowed directly in front of air ventilation outlets or in direct contact with outer compartment walls.
- Live animals should not be loaded in close proximity of eatable cargo (EAT), catering supplies (CSU), human remains (HUM) or dry ice (ICE) in larger quantities.
- Live animals shall always be stowed well above the stowage level of dry ice, even in small quantities.
- Special care must be taken not to stow live animals which are natural enemies in the same Cargo compartment. If unavoidable, sufficient space shall be left between them to avoid mental stress.
- Cargo compartment lights shall generally be switched off, except when carrying birds on long-haul flights. Then the light shall be left switched on, if possible, to allow the birds to pick-up their feed during the flight.
- Animals with an intensive odor shall not be loaded on a predominantly passenger flight.
- The doors of the cargo compartments with live animal loads shall be closed as late as possible and opened at transit and/or destination stations first; special care must be taken in case of strong winds, heavy rain, snowfall and extreme local temperature conditions.
- Information to crew. The Captain must be advised of the species, location and quantity of all live cargo on the aircraft. The flight crew must be notified via a "Special Load-Notification to Captain" (NOTOC) or similar form (in printed format or by electronic means) of any live animal load and of the required actions (hold temperature, light, ventilation, etc). (Refer to IATA LAR 7.3, 10.6)

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- Due to their sensibility against low temperatures and special handling requirements, the shipper is held responsible for insulated packing according to IATA Live Animal Regulations.
- Transportation of tropical fish is subject to the following conditions:
!!! Tropical fish shall principally be loaded in heated compartments.
 - Transportation to and from the Aircraft shall be performed as quickly as possible. In the case of low ground temperatures, heated transport shall be used (ramp vehicle).
 - Tropical fish shall principally be loaded in heated compartments. The transportation in unheated compartments in excess of one-hour flying time is prohibited.
 - Shipments of tropical fish shall always be bestowed on top of loads.
 - Shipments of tropical fish shall be kept in heated premises during ground time, particularly in average medium or low temperature areas.

Incompatibility Chart (Refer to IATA LAR 10.3.5)

Live Animals shall not be loaded in close proximity to other loads which may have a negative effect on their health and welfare. Live animals must not be loaded and stored in close proximity to the hot or frozen (high or low temperature) containers and must be separated from other live animals or other cargo requiring broad different ambient temperatures. Pegasus Airlines shall instruct their loading staff and handling agent to comply with the following table which is reflecting the minimum requirements according to the IATA publications.

Notes:

- When loading FIL/AVI/HEG/LHO/HUM/PER further restrictions can apply.
- When loading RPG (2.3) and AVI, special provisions may be granted (Refer to IATA DGR)

	RCL 2.2	RRY 7	ICE 9	HUM	EAT	AVI
AVI	1	2	1 ¹	3	3	
1 = Live animals should not be loaded in close proximity of cryogenic liquids (RCL) or Carbon dioxide, solid (ICE) Live animals should be stowed above packages containing Carbon dioxide, solid (ICE)						
2 = Minimum separation distance when loading RRY/Category II and III with AVI: 0.5 m or more for journeys up to 24 hours 1.0 m or more for journeys of more than 24 hours.						
3 = It may be ethical for cultural reasons to segregate HUM from AVI. AVI must not be loaded in close proximity to EAT (If not hermetically sealed goods.)						

¹ Certain exceptions apply for insects refer to IATA LAR 10.3.4

6.2.21.5. Labels - Live Animals

AVI shell is labelled with "This Way Up" labels on all four sides of the container (whenever possible). Labels may be imprinted on the container.
It is mandatory to attach at least one IATA "Live Animals" label or tag to each live animal container, unless otherwise stated in the individual container requirements.

Prior to the acceptance of Live Animal shipments, a Current IATA format 'Live Animal Acceptance Check List' must be used and fully completed (refer IATA LAR 7.6.1, 10.1.1 and 10.2), to establish that:

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- The shipment fully complies with Current IATA Live Animals Regulations
- Governmental and other control agencies requirements are met
- Any Pegasus Airlines Cargo special requirements have been met

After acceptance, if the carrier discovers that labels have been lost, detached or are illegible, they must be replaced.

6.2.22. Fragile Cargo

6.2.22.1. Definition

Fragile cargos are items which may easily be damaged, if exposed to jolting, dropping, bumping or rough handling during transportation.

Typically, fragile commodities include items such as: antiques, paintings and works of art, chinaware, glassware, televisions and computer monitors etc.

Certain fragile items may also contain dangerous goods, in which case the dangerous goods regulations must be strictly complied with.

6.2.22.2. Packing - Fragile Cargo

Fragile cargo shall be accepted only if securely packed in containers made of solid material such as wooden cases, in the case of fragile electrical items preferably in the manufacturers' box.

Fragile and breakable items e.g. glass, must be surrounded by enough cushioning material to absorb the normal conditions of air cargo handling.

When fragile items contain liquids, e.g. perfumes etc., ensure that enough absorbent material is used to absorb the total content of the fluid contained within the packaging.

Dangerous Goods:

Certain fragile items may also contain dangerous goods, in which case the dangerous goods regulations must be strictly complied with.

6.2.22.3. Labels - Fragile Cargo

Each package containing fragile commodities must be marked with the 'Fragile' and 'This Side Up' handling labels. If any special handling and/or stowing is required, this must be indicated on the package as well as on the Air Waybill.

6.2.23. SVC - Service Cargo

Service Cargo is the property of Pegasus Airlines or a subsidiary company when shipped on a company Aircraft from one station to another. The shipment might contain:

- Technical spares, technical goods, technical property,
- Catering goods, catering containers,

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- Sales publicity, literature, station material.

In all instances, where service cargo is to be carried internationally from one station to another, a company Air Waybill must be issued.

The Air Waybill must not be issued (signed and) before the complete shipment has been received and is accepted for carriage. All known entries on the Air Waybill must be inserted at time of issue and all copies must be issued identical. Only one Air Waybill must be used for each shipment, and it must cover all parts of the shipment. No shipment or part thereof may be carried until an Air Waybill is issued and executed.

If the service cargo contains any hazardous articles as defined by IATA DGR, all relevant requirements of the section in this manual of Dangerous Goods must be met.

6.2.23.1. Labels - Service Cargo

Each package must be labeled with a company cargo label fully completed.

6.2.23.2. Package Instruction - Service Cargo

Each service freight item must be packed in a way that it cannot easily be damaged, or damage other baggage or freight being transported. Otherwise, the Handling Agent is instructed to refuse acceptance.

On each package shall be written the number of individual packages and the number of total packages, e.g. total 10 packages.

On number 1 stated: 1 of 10
On number 2 stated:.....2 of 10
On the last package:.....10 of 10

6.2.24. Co-Mail

OM A 8.2.2.18.7 & GOM 3.1.15 & ACSP 11.10 & PG-GU-PR-055

Co-mail is letters, documents which are sent from Pegasus Headquarters to domestic stations and offices, from stations and offices to Pegasus Headquarters or other stations and offices by the departments of Pegasus Airlines, and which ensure internal correspondence and maintain business continuity.

Responsibilities

Station Managers and Handling Agents are responsible on the ground for Company Mail.

The Company-mail to be carried by aircraft, should comply with the following:

- Should be properly wrapped. (Suitable for carrying by hand)
- Should not be a document of commercial value.
- The parcel should be open at the edge to allow customs to view the contents.
- The Company Mail form should have sufficient information.

The contents of the Company Mail should not be:

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- Documents or material, the transport of which has been forbidden by security or other organizations.
- Materials of commercial value which are not in the possession of Pegasus Airlines.
- Materials with odorous properties.
- Irregularly wrapped and too heavy to be carried by hand.
- Packages containing jewels.
- Except for Pegasus money, should not contain money belonging to other companies.

The Company-Mail complying with the above specifications will be carried after the relevant person at the station fills out the necessary form. These delivery forms should be retained at the departments involved, for three months. All receiving stations must be informed of arriving co-mail.

The SCC (Senior Cabin Crew) will check all CO-MAIL before signing the CO-MAIL form unless there is no 'Confidential' statement on the envelope in possession of Pegasus Airlines. SCC will advise the Commander, who will check the CO-MAIL if he wishes.

Important Note: One copy of the Co-mail Form has to be retained for at least 3 weeks. Except Pegasus company documents and wares any kind of document or valued ware (Passport, Mobile phone, valued document, etc.) should not be accepted as a company mail. Co-mail form should be filled for each piece. Co-mail shipments should not be considered without the co-mail form.

To minimize the loss of Co-mail, use the Pegasus Co-mail envelopes and load these envelopes in compartment 1 door section. The remark COM/1 must be entered in the Load sheet and the Load message (LDM), if Co mail is loaded.

6.2.25. COMAT- Company Material/Corporate Cargo

OM A 8.2.2.18.8 & GOM 3.1.15.2 & PG-UI-KD-00003 & PG-GU-PR-055

COMAT or COMPANY MATERIAL falling into this category are mostly required by the TECHNICAL department of Pegasus Airlines. Articles which may be identified as DGs shall be informed via NOTOC before the flight.

The usual DGR list but not the last is given in Flight Operations Quick Reference Guide For Dangerous Goods Operations (PG-UI-KD-00003) by technical department. Different UN code may also be carried in the future. The list is shared only for informational purposes and kindly requested not to be taken as a limiting reference.

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UN CODE	UN DESCRIPTION
1044	Fire Extinguisher
1072	Oxygen compressed
1139	Coating Solution
1219	Isopropyl alcohol
1258	Petroleum Distillates
1263	Paint
1268	Petroleum Distillates
1950	Aerosol, flammable
2794	Batteries wet filled
2990	Lifesaving appliance, Escape slide

TIRE ASSEMBLIES



When tire assemblies are inflated, unserviceable, damaged or above maximum rated pressure (Ref ICAO 9284): Carriage of such Tire Assemblies are FORBIDDEN.



However, tire assemblies are not being classified as DG when deflated or if it is a NEW tire assembly and inflated to a value which is not exceeding its max rated pressure. Carriage of such Tire assemblies are safe and NOTOC is not required since they are not classified as DG.

Tyre assemblies are not subject to Dangerous Goods Regulations provided that:

(a) unserviceable or damaged tyre assemblies, the tyre is deflated to a gauge pressure of less than 200 kPa at 20°C; or

(b) serviceable tyre assemblies, the tyre is not inflated to a gauge pressure exceeding the maximum rated pressure for that tyre. However, such tyres (including valve assemblies) must be protected from damage during transport, which may require the use of a protective cover.

Definition

Materials, stationery and substructure equipment which are to be used in the receiving or sending from Headquarters or SAW base to domestic and international stations and offices, from stations and offices to Headquarters or other stations and offices by departments of Pegasus Airlines.

Company materials normally consist of e.g., aircraft spare parts, advertising materials, in-flight magazines, revenue documents, office materials, in-flight and catering supplies, company promotional items etc.

The PIC shall be informed about the details of co-mat by NOTOC / EIC form. Load and trim sheet is adjusted accordingly. All Company Materials must be shown on the Loading Instruction Form (LIR) as well.

Unless otherwise authorized by the State of the operator, articles and substances intended as replacements for those referred in Current IATA DGR (2.5.1.1-2.5.1.2-2.5.1.3-2.5.1.4) which have been removed for replacement, must be transported in accordance with the provisions of IATA DGR.

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6.2.25.1. Company Material (Co-Mat) Dangerous Goods

Company materials may include such items considered as dangerous goods;

- Aircraft Batteries
- Engine oil
- Escape slides/Life rafts
- Fire bottles
- Fire extinguishers
- Fuel
- Hydraulic fluid, Reservoir
- Uranium (depleted counterbalance weights)
- Ordnance devices (off-wing escape)
- Oxygen bottles, portable, gaseous
- Oxygen bottles, crew system gaseous
- Oxygen bottles, passenger system gaseous
- Rain repellent
- Refrigerant
- Smoke hoods
- Tritium signs (aisles and emergency exit doors)

All the procedures pertaining to the Company Mails and Company Materials are executed according to the terms described hereto.

1. Any goods or personal mails and packages not included in the context cited in the fourth article of this procedure cannot be sent as Co-Mail/Co-Mat.
2. Custom principles and rules are taken into account for international Co-Mails/Co-Mats.
3. Company Mails are submitted to Pegasus Co-Mail personnel in the Co-Mail office of Pegasus in SAW Domestic Terminal Arrival floor by the Office Support Personnel working at Headquarters.
4. Company Materials (Co-Mat) are distributed by the personnel assigned at the warehouse of Pegasus Airlines in Sabiha Gökçen Airport. The incoming company materials are received by the personnel in the warehouse and delivered so as to be given to the Office Support Personnel for distribution.
5. All the departments in the Headquarters deliver Co-Mails to the office support personnel functioning under Support Services Department, Facilities Operation Management in Co-Mail office named as Correspondence Office situated at the ground floor of the Headquarters.

6.2.26. Interline Cargo

Interline cargo is freight that moves between different air carrier on its journey from origin to destination. For the acceptance of interline cargo a Special Prorate Agreement (SPA) has to be concluded between Pegasus or WCS and the respective interline carrier, that discloses the routes on which the interline cargo can be transported and to which rates. Interline cargo always has to travel at least one leg on board the interline carrier, no point to point is allowed.

Interline cargo shall be accepted, handled and weighed as described in COM and screened as per the requirements laid down in Chapter 3.

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7 DANGEROUS GOODS & WEAPONS

(Ref: In accordance with Regulation (EU) No 965/2012, CAT.GEN.MPA.200 Transport of Dangerous Goods, Subpart G Transport of Dangerous Goods, SHT – OPS Part-SPA, Current IATA IATA DGR 64th EDITION, Current ICAO DOC 9284 AN/905 Technical Instruction for The Safe Transport of Dangerous Goods by Air)

The yearly published IATA Dangerous Goods Regulations (DGR) are an internationally recognized document, which is generally used for the handling of dangerous goods throughout the industry.

7.1. Information& General Guidance on The Transport of Dangerous Goods

Pegasus Airlines is approved by the Turkish DGCA and TMKTDGM to transport dangerous goods by air.

7.1.1. Terminology

Pegasus Airlines transports dangerous goods in accordance with current IATA DGR. But as Pegasus Airlines our Operator Variations are listed in this chapter.

Pegasus Airlines is responsible for the acceptance, loading and the actual transport of the dangerous goods.

Terms used in this chapter have the following meaning:

(Refer to: AIR OPS 965/2012ANNEX I – Definitions & IATA DGR APPENDIX A— GLOSSARY etc.):

Acceptance: Acceptance constitutes the making of a formal agreement on behalf of the operator to carry cargo on board an aircraft. Such agreements are not considered to be entered into, and hence cargo has not been accepted until the cargo involved is appropriately checked against an appropriate Dangerous Goods Acceptance Checklist and considered in all respects ready for carriage by a person trained to the requirements of IATA Dangerous Goods Standards.

“Accepting” and “Accept” have corresponding meanings.

Acceptance Check List: A document used to assist in carrying out a check on the external appearance of packages of dangerous goods and their associated documents to determine that all appropriate requirements have been met.

Air Operator Certificate (AOC): A certificate authorizing an operator to carry out specified commercial air transport operations (issued to an operator engaged in commercial flying operations).

Approval: For the purposes only of compliance with SHT-OPS Subpart R/ CAT.GEN.MPA.200, an authorization referred to in the Technical Instructions (ICAO Doc. 9284) and issued by an authority, for the transport of dangerous goods which are normally forbidden for transport or for other reasons, as specified in the Technical Instructions.

Cargo: Any revenue or non-revenue shipment of goods or property that is transported on an aircraft and is not consumed or used during flight.

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- **Revenue cargo**—Cargo that is transported on an aircraft for commercial purposes; generates revenue for the operator.
- **Non-revenue cargo**—Cargo that is transported on an aircraft for non-commercial purposes; does not generate revenue for the operator.

Note: COMAT (Company Material) is non-revenue cargo.

Note: In IOSA/ISAGO standards, non-revenue cargo and revenue cargo are identically addressed, for the purposes of handling, loading, securing and transporting.

Note: In the IOSA/ISAGO standards 'mail' is considered to be an item of 'cargo': therefore, any reference to cargo also includes mail.

Cargo Agent: A person or organization authorized by an airline to receive shipments, execute Air Waybills and collect charges. An IATA cargo agent is one that is recognized by IATA as having met its requirements for an IATA registered cargo agent.

Cargo Handling Agent: Organization representing an airline by contract and acting on its behalf to perform all handling activities land-side.

Cargo Aircraft: Any aircraft, other than a passenger aircraft, which is carrying goods or property. In this context the following are not considered to be passengers:

- A crew member;
- An operator's employee permitted by, and carried in accordance with, the instructions contained in the Operations Manual;
- An authorized representative of an Authority; or
- A person with duties in respect of a particular shipment on board.

Cargo Compartment: The area of an aircraft that may be utilized for the transport of cargo, and/or baggage. There are different classifications of cargo compartments and, depending on aircraft type and/or configuration, some cargo compartments are accessible by the crew in flight, while others are not. Equivalent Terms: **Cargo Hold, Cargo Area, Baggage Hold, Baggage Compartment**

Cargo Flight: A flight that carries cargo.

COMAT (Company Material): Operator material carried on an operator's aircraft for the operator's own purposes.

Company Mail (COMAIL): Airline internal inter-office correspondence transported by air between airports, which is unmanifested and carried without the payment of postal charges.

Competency - Based Training and Assessment: Training and assessment that are characterised by a performance orientation, emphasis on standards of performance and their measurement, and the development of training to the specified performance standards.

Consignment: One or more packages of dangerous goods accepted by an operator from one shipper at one time and at one address, receipted for in one lot and moving to one consignee at one destination address.

Consolidated Consignment: A consignment of multi-packages which has been originated by more than one person each of whom has made an agreement for carriage by air with another person other

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than a scheduled air carrier. Conditions applied to that agreement may or may not be the same as conditions applied by the scheduled air carrier for the same carriage. Equivalent Terms: **Consolidated Shipment**

Dangerous Goods (DG): Articles or substances that are capable of posing a risk to health, safety, property or the environment, and that are shown in the list of dangerous goods in the ICAO Technical Instructions or IATA Dangerous Goods Regulations (DGR) or are classified according to those Instructions or Regulations.

Dangerous Goods Accident: An occurrence associated with and related to the transport of dangerous goods by air which results in a fatal or serious injury to a person or major property or environmental damage.

Dangerous Goods Incident:

- An occurrence other than a dangerous goods accident associated with and related to the transport of dangerous goods by air, not necessarily occurring on board an aircraft, which results in injury to a person, property or environmental damage, fire, breakage, spillage, leakage of fluid or radiation or other evidence that the integrity of the packaging has not been maintained.
- Any occurrence relating to the transport of dangerous goods which seriously jeopardises an aircraft or its occupants is also deemed to be a dangerous goods incident.

Dangerous Goods Transport Document: A document which is specified by the Technical Instructions. It 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 that the dangerous goods are fully and accurately described by their proper shipping names and UN/ID numbers (if assigned) and that they are correctly classified, packed, marked, labeled and in a proper condition for transport.

Exception: A provision in IATA Dangerous Goods Regulations which excludes a specific item of dangerous goods from the requirements normally applicable to that item.

Exemption: Authorization, other than an approval, granted by an appropriate national authority providing relief from the provisions of IATA DGR Regulations. The requirements for exemptions are given in IATA DGR 1.2.6.

Freight Container (Non-Radioactive Material) - see UNIT LOAD DEVICE where the dangerous goods are not radioactive materials.

Freight Forwarder: A person or organization who offers the service of arranging the transport of cargo by air.

Ground Handling Agent (GHA): Organization representing an airline by contract and acting on its behalf to perform all handling activities ramp-side.

General Sales Agent (GSA): Agent authorized by IATA and/or carrier to sell all passenger or cargo products in its region.

IATA: The abbreviation and acronym for the International Air Transport Association.

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ID number: A temporary identification number (ID) in the 8000 series assigned to an article or substance for which no UN number has been assigned. (The prefix “ID” must always be used in conjunction with these numbers).

Lithium Battery: “Battery” means two or more cells which are electrically connected together and fitted with devices necessary for use, for example, case, terminals, marking and protective devices. A single cell lithium battery is considered a “cell” and must be tested according to the testing requirements for “cells” for the purposes of these Regulations and the provisions of subsection 38.3 of the UN Manual of Tests and Criteria (see also the definition for “lithium cell”).

Note: Units that are commonly referred to as “battery packs”, “modules” or “battery assemblies” having the primary function of providing a source of power to another piece of equipment are for the purposes of IATA DGR Regulations and the provisions of Subsection 38.3 of the UN Manual of Tests and Criteria treated as batteries.

The term “lithium battery” refers to a family of different chemistries, comprising many types of cathodes and electrolytes. For the purposes of the Regulations, they are separated into:

- Lithium metal batteries. Are normally primary (non-rechargeable) batteries that have lithium metal or lithium compounds as an anode. The most common type of lithium cell used in consumer applications uses metallic lithium as anode and manganese dioxide as cathode, with a salt of lithium dissolved in an organic solvent; and
- Lithium-ion batteries (sometimes abbreviated Li-ion batteries). Are a type of secondary (rechargeable) battery commonly used in consumer electronics. Also included within lithium-ion batteries are lithium polymer batteries.

Lithium Cells: A single encased electrochemical unit (one positive and one negative electrode) which exhibits a voltage differential across its two terminals. Under these Regulations and the UN Manual of Tests and Criteria, to the extent the encased electrochemical unit meets the definition of “cell” herein, it is a “cell”, not a “battery”, regardless of whether the unit is termed a “battery” or a “single cell battery” outside of the IATA DGR Regulations and the UN Manual of Tests and Criteria.

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. Dangerous goods packages contained in the overpack must be properly packed, marked, labelled and in proper condition as required by these Regulations. For cooling purposes, an overpack may contain Carbon dioxide, solid (dry ice), provided that the overpack meets the requirements of IATA DGR Packing Instruction 954. (A Unit Load Device is not included in this definition).

Package: (Non-Radioactive Material). The complete product of the packing operation consisting of the packaging and contents prepared for transport.

Packaging: (Non-Radioactive Material). One or more receptacles and any other components or materials necessary for the receptacles to perform their containment and other safety functions and to ensure compliance with the minimum packing requirements of the IATA DGR Regulations.

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Packing Group: An indication of the relative degree of danger presented by substances within a class or division. Roman numerals I, II and III are used to represent “high danger”, “medium danger” and “low danger” respectively.

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 packagings.

Serious Incident An incident involving circumstances indicating that an accident nearly occurred.

Serious Injury: An injury which is sustained by a person in an accident and which:

- Requires hospitalization for more than 48 hours, commencing within seven days from the date the injury was received; or
- Results in a fracture of any bone (except simple fractures of fingers, toes or nose); or
- Involves lacerations which cause severe hemorrhage, nerve, muscle or tendon damage; or
- Involves injury to any internal organ; or
- Involves second- or third-degree burns, or any burns affecting more than 5% of the body surface; or
- Involves verified exposure to infectious substances or injurious radiation.

Shipment: The specific movement of a consignment from origin to destination. One or more packages of cargo accepted by an operator from one shipper at one time and at one address, received in one lot for transport to one receiving entity at one destination address. Equivalent Term: **Consignment**

Shipper: The person whose name appears on the Air Waybill or in the shipment record as the party contracting with the carrier(s) for carriage of goods. Equivalent Term: **Consignor**

Shipper's Declaration for Dangerous Goods: A prescribed form, or electronic information, signed by the person (shipper) who offers a shipment of dangerous goods for transport on an aircraft; such declaration indicates that the dangerous goods are fully and accurately described by their proper shipping names and that they are classified, packed, marked, labeled, and in proper condition for transport by air in accordance with the relevant regulations.

Specific Approval: An approval that is documented in the Operations Specifications for commercial air transport operations or in the list of specific approvals for non-commercial operations.

Special Load: Any load that, owing to its nature or value, requires which requires special attention and treatment during the process of acceptance, storage, transportation, loading and unloading (includes, inter alia: dangerous goods, live animals, perishables, human remains).

Special Provisions: referred to in Column M of the IATA DGR List of Dangerous Goods and the information contained therein is additional to that shown for the relevant entry.

Special Shipment: (This definition is used in AHM 810 SGHA). Includes, but not limited to, perishables, live animals, valuables, vulnerable cargo, news material and dangerous goods.

State: The government that has sovereignty over the territory and population that makes up a nation or country.

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Note: The term State as used in the IATA ISM and GOSM is a specific term that means the State of the Operator or the State in which the Provider operates.

State of Destination: The country (State) in the territory of which the consignment is finally to be unloaded from an aircraft.

State of Origin: The country (State) in the territory of which the consignment is to first be loaded on an aircraft.

State Of Registry: The country (State) on whose register the aircraft is entered.

State of the Operator: The country (State) in which the operator's principal place of business is located or, if there is no such place of business, the operator's permanent residence

Note: In the IATA ISM and GOSM, use of the term State has the same meaning as State of the Operator.

Technical Instructions: The latest effective edition of the Technical Instructions for the Safe Transport of Dangerous Goods by Air (Doc 9284) approved and issued periodically in accordance with the procedure established by the ICAO Council., including the Supplement and any Addendum, approved and published by decision of the Council of the International Civil Aviation Organization.

Unit Load Device: Any type of freight container, aircraft container, aircraft pallet with a net, or aircraft pallet with a net over an igloo. Equivalent Term: **Freight Container (Non-radioactive Materials)**

UN Number: The four-digit number assigned by the United Nations Committee of Experts on the Transport of Dangerous Goods and on the Globally Harmonized System of Classification and Labelling of Chemicals to identify an article or substance or a particular group of articles or substances. (The prefix "UN" must always be used in conjunction with these numbers).

Watt-Hour Rating: Expressed in Watt-hours, the Watt-hour rating of lithium ion battery is calculated by multiplying the rated capacity in ampere-hours by its nominal voltage.

Weight: The force at which a body is attracted towards the earth and is equal to the mass multiplied by the acceleration due to gravity. For practical purposes, mass and weight are used interchangeably in these Regulations.

Note: A freight container for radioactive material is not included in this definition, for a container containing radioactive materials see the IATA DGR definition for freight container.

7.1.2. Pegasus Airlines Policy for the Transport of Dangerous Goods (IOSA CGO 1.6.3, (SPA.DG.100, IATA DGR 1.4)

Dangerous goods are articles or substances which are capable of posing a significant 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 the IATA Dangerous Goods Regulations.

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Transporting dangerous goods (including of articles or substances) by air is capable of posing a significant risk to human health, flight safety, the aircraft or the environment. To prohibit those risks, Pegasus Airlines strictly follows the principles for transport of dangerous goods regulated and mandated by “ICAO Annex 18”, “(ICAO Doc 9284-AN/905 Technical Instructions for the safe transport of dangerous goods by air”, EASA Air Operations Regulations (EU) No 965/2012 SUBPART G: Transport of Dangerous Goods, “SHT-OPS Part-SPA”, IATA Dangerous Goods Regulations and TR-DGCA Regulations.

In respect to ICAO rules and requirements, IATA established and defined some procedures and instructions for safe transportation of dangerous goods by air in the manual on Dangerous Goods Regulations. Dangerous goods are listed and classified in accordance with IATA Dangerous Goods Regulations. It shall be noted that more restricted national regulations may apply of the country of departure, destination and of the carrier. They incorporate additional operational requirements which provide a harmonized system for operators to accept and transport dangerous goods safely and efficiently.

This chapter is established in good faith with the ICAO Technical Instructions for the safe transport by air of dangerous goods by air (latest edition) and the IATA dangerous goods regulations (latest edition) as background.

The IATA Dangerous Goods Regulations (latest edition) specifies:

- What may be carried?
- Responsibility of the shipper and the carrier.
- Under which conditions shipment shall be conducted.

Pegasus Airlines shall comply with the applicable provisions contained in the Technical Instructions, irrespective of whether:

- the flight is wholly or partly within or wholly outside the territory of a state; or
- there is an approval to carry dangerous goods in accordance with SPA.DG.105.

Nothing contained in these basic regulations mentioned above should be interpreted as requiring from Pegasus Airlines to transport a particular article or substance, or as preventing from Pegasus Airlines to imposing special requirements on the transport of a particular article or substance over and above the requirements contained in this chapter and the main regulations above, or as preventing from requiring a shipper to seek confirmation or endorsement of the “Shipper’s Declaration of Dangerous Goods” from an authority named by Pegasus Airlines.

Pegasus Airlines do not accept any discrepancy on the subjects below and with the requirements of IATA DGR Section 9 for:

- Acceptance
- Storage
- Loading
- Inspection
- Provision of Information, including emergency response information
- Reporting
- Retention of Records
- Training

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This section details the responsibilities of the Pegasus Airlines with regard to the acceptance, handling and loading of dangerous goods. However, nothing contained herein should be interpreted as requiring the transporting of a particular article or substance or as preventing Pegasus Airlines from imposing special requirements on the transport of a particular article or substance.

Nothing in this section is intended to preclude a Ground Handling Agent from carrying out some or all of the functions of Pegasus Airlines. However, such Ground Handling Agents are subject to the operator responsibilities of section 1 and 9 of the IATA Dangerous Good Regulations.

Provision of Information at Cargo Acceptance Areas

Pegasus Airlines or the Pegasus Airline's handling agent must ensure that sufficient notices, prominently displayed, are provided at visible location(s) at cargo acceptance points, giving information about the transport of dangerous goods to alert shippers/agents about any dangerous goods that may be contained in their cargo consignment(s). These notices must include visual examples of dangerous goods, including batteries.

Pegasus Airlines follows the rules, regulations and documentation of IATA Dangerous Goods Regulations including Shipper's Declaration and Dangerous Goods Acceptance Check List. Shippers and Handling Agents shall ensure that all relevant documentation they use are in compliance with current IATA DGR and up to date.

Pegasus Airlines will not accept for carriage Dangerous Goods in "CONSOLIDATION" Shipments.

7.1.2.1. Approval to Transport Dangerous Goods (CAT.GEN.MPA.200, SPA.DG.105)

Pegasus Airlines shall not transport dangerous goods unless approved to do so by the Authority.

For the transport of Dangerous Goods, Pegasus Airlines satisfied the Turkish DGCA that adequate training has been given, that all relevant documents (e.g., for ground handling, aircraft handling, training) contain information and instructions on dangerous goods, and that there are procedures in place to ensure the safe handling of dangerous goods at all stages of air transport.

PEGASUS AIRLINES IS APPROVED BY THE TURKISH DGCA TO TRANSPORT DANGEROUS GOODS BY AIR.

7.1.3. Limitations on The Transport of Dangerous Goods (CAT.GEN.MPA.200)

Pegasus Airlines shall ensure that articles and substances (or other goods declared as dangerous goods) that are specifically identified by name or generally described in the Technical Instructions as being forbidden for transport under any circumstances are not carried on any Aircraft.

Pegasus Airlines shall not carry articles and substances, or other goods declared as dangerous goods that are identified in the Technical Instructions as being forbidden for transport in normal circumstances unless the following requirements of those Instructions have been met:

- The necessary exemptions have been granted by all the State(s) concerned under the requirements of the Technical Instructions.

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or

- An approval has been granted by all the State(s) concerned on those occasions when the Technical Instructions indicate that only such approval is required.

The IATA Dangerous Goods Regulations are the obligatory document for a true definition of such items and must be referred to when such goods are transported. The articles shown below must be consulted if there is any doubt:

- Attached or brief cases with installed alarm devices,
- Compressed gas, flammable or non-flammable, poisonous, e.g., camping gas,
- Corrosive material, e.g., acids, wet cell batteries,
- Explosives, ammunition, fireworks or flares,
- Flammable liquids and solids. (e.g., lighter fuel, matches varnish diluents and other articles, which are easily ignited),
- Irritating materials,
- Magnetized materials,
- Oxidizing materials (e.g., bleaching powder and peroxides),
- Poisons,
- Radioactive materials.

7.1.4. Responsibility of The Shipper, Carrier (IATA DGR 1.3 & 1.4 & 7.0.1, 7.1, 7.2)

A. Shipper's Responsibilities

A shipper must comply fully with IATA DGR Regulations when offering a consignment of dangerous goods to IATA Member and associate Member airlines and to airlines participating in IATA interline agreements for cargo. In addition, shippers must comply with any applicable regulations set forth by the States of origin, transit and destination.

IATA DGR Regulations are fully compliant with the ICAO Technical Instructions. A shipper, offering articles or substances in violation of IATA DGR Regulations, may be in breach of national law and may be subject to legal penalties.

It is the shipper's responsibility to ensure that all of the applicable air transport requirements are met. The items indicated in IATA DGR 1.3.2 and 7.1.4.1 below are provided as examples and do not include the complete list of all the applicable requirements for air transport.

The shipper is responsible for all necessary marking and labelling of each package of dangerous goods and each overpack containing dangerous goods, in compliance with IATA DGR Regulations. Each package must be of such a size that there is adequate space to affix all required marks and labels. (Refer to IATA DGR 7.0.1)

Shipper's Specific Responsibilities – Marking (IATA DGR 7.1.1):

For each package and overpack requiring one or more marks, the shipper must:

- check that any relevant mark on the package or overpack already on the package is in the correct location and meets the quality and specification requirements of the Regulations;

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- remove or obliterate any irrelevant mark already on the package or overpack;
- ensure that each outer or single packaging used for dangerous goods, for which specification packaging is required in IATA DGR Section 5, bears the specification marks as specified in IATA DGR 6.0.4,
- apply any appropriate new mark in the correct location and ensure that it is of durable quality and correct specification;
- ensure that their responsibilities for marking are completely fulfilled when the package or overpack is presented to the operator for shipment.

Shipper's Specific Responsibilities – Labelling (IATA DGR 7.2.1):

For each such package and overpack requiring labelling, the shipper must:

- remove or obliterate any irrelevant labelling already on the package or overpack;
- use only labels of durable quality and correct specification;
- inscribe on each label, in a durable manner, any required additional information;
- affix the appropriate label(s) in the correct location(s) and in a secure manner;
- ensure that the responsibilities for labelling are completely fulfilled when the package or overpack is presented to the operator for shipment.

B. Carrier's (Pegasus Airlines) Responsibilities

Pegasus Airlines is responsible for the acceptance, loading and the actual transport of dangerous goods.

In transporting dangerous goods, a Pegasus Airlines must comply with the requirements of IATA DGR Section 9 for:

- Acceptance;
- Storage;
- Loading;
- Inspection;
- Provision of Information, including emergency response information;
- Reporting;
- Retention of Records;
- Training.

Based on legal aspects the responsibility of the preparation, i.e., the packaging, labelling, marking and documenting of dangerous goods lies with the shipper.

To be allowed to transport dangerous goods by air, Pegasus Airlines shall:

- Obtain a transport of dangerous goods approval from the national airworthiness authorities.
- Ensure that handling personnel involved are thoroughly familiar with dangerous goods handling.
- Ensure that handling personnel perform an external visual inspection to verify that the contents of the dangerous goods package(s) is (are) acceptable for transport by air.

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- Ensure that the physical handling requirements, e.g. marking of the dangerous goods - as required by the contents - are complied with.
- Ensure that all loading requirements and restrictions are complied with and communicated to the responsible personnel for the operation of the Aircraft.
- Ensure that the presence of dangerous goods is communicated properly to the flight crew as per the requirements via the NOTOC.

The carrier and shipper shall pay extra attention to hidden dangerous goods which may not be obvious to people and which may be inadvertently packed as normal baggage or proposed as usual freight.

- It is the responsibility of the shipper (or designated shipper's agent by service agreement) to ensure that the label is applied properly for time and temperature sensitive healthcare cargo shipments booked as such.

Typical examples are:

- Camping gear (this may contain flammable gas),
- Diving equipment (this may contain high intensity lamps that can generate extreme high heat when inadvertently switched on),
- Expeditionary/hiking equipment, (this may be explosives as flares or flammable liquids),
- Frozen fruit (this may be packed in solid carbon dioxide (dry ice) for cooling),
- Normal household goods (this may contain special paints that are regarded as dangerous goods),
- Pharmaceuticals (several pharmaceuticals contain chemicals that are dangerous goods),
- Repair kits (these most often contain peroxides, solvents, adhesives, etc.)
- Vaccines (these may be packed in solid carbon dioxide (dry ice) for cooling).

7.1.4.1. Specific Responsibilities (IATA DGR 1.3.2, 1.4, 8.0.2.2)

It is the shipper's responsibility to ensure that all of the applicable air transport requirements are met. The items indicated in IATA DGR 1.3.2 and below are provided as examples and do not include the complete list of all the applicable requirements for air transport.

Before any package or overpack of dangerous goods is offered for air transport, the shipper must comply with the following specific responsibilities:

- a. The shipper must provide such information to their employees as will enable them to carry out the functions for which they are responsible with regard to the transport of dangerous goods by air.
- b. the shipper must ensure that the articles or substances are not prohibited for transport by air (see IATA DGR Subsection 2.1 and Subsection 4.2).
- c. the articles or substances must be properly identified, classified, packed, marked, labelled, documented and be in the condition for transport in accordance with these Regulations.
- d. before a consignment of dangerous goods is offered for air transport, all relevant persons involved in its preparation must have received training to enable them to carry out the functions for which they are responsible, as detailed in IATA DGR Subsection 1.5. Where a shipper does not have trained staff, the "relevant persons" may be interpreted as applying to those employed to act on the shipper's behalf and undertake the shipper's responsibilities in the preparation of the consignment. However, such persons must be trained as required by IATA DGR Subsection 1.5;

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e. the dangerous goods are packed in compliance with all applicable air transport requirements including:

- inner packaging and the maximum quantity per package limits;
- appropriate types of packaging according to the packing instructions;
- other applicable requirements indicated in the packing instructions including:
 - single packaging may be forbidden;
 - only inner and outer packaging indicated in the packing instructions are permitted;
 - inner packaging may need to be packed in intermediate packaging; and
 - certain dangerous goods must be transported in packaging meeting a higher performance level.
- appropriate closure procedures for inner and outer packaging (see IATA DGR 5.0.2.7);
- the compatibility requirements as specified in the applicable packing instructions and in IATA DGR 5.0.2;
- the absorbent materials requirements in the packing instructions when applicable; and
- the pressure differential requirement of IATA DGR 5.0.2.9.

Retention of Documents (IATA DGR 8.0.2.2)

The shipper must ensure that at least one copy of the documents, appropriate to the transport by air of a dangerous goods consignment, is retained for a minimum period of three months. As a minimum, the documents which must be retained are the Shipper's Declaration for Dangerous Goods and any other transport documents applicable to the consignment as specified in these Regulations.

Where the documents are kept electronically or in a computer system, the shipper must be able to reproduce them in a printed form.

Note: General Handling Agents (GHA's) acting on behalf of Pegasus Airlines must comply with the operator's responsibilities IATA DGR 1.4.

24 hours 'EMERGENCY CONTACT' number

An emergency response telephone contact number must be provided for all dangerous goods other than UN2807 Magnetized material for which no 'Shipper's Declaration is required. The 'EMERGENCY CONTACT' number must be shown in the 'Additional Handling Information' box.

This section details the responsibilities of the Pegasus Airlines with regard to the acceptance, handling and loading of dangerous goods. However, nothing contained herein should be interpreted as requiring transporting a particular article or substance or as preventing Pegasus Airlines from imposing special requirements on the transport of a particular article or substance.

Note: Nothing in this section is intended to preclude a Ground Handling Agent from carrying out some or all of the functions of Pegasus Airlines. However, such Ground Handling Agents are subject to the operator responsibilities of section 1 and 9 of the Current IATA Dangerous Good Regulations.

Provision of Information at Cargo Acceptance Areas

A Pegasus Airlines or the operator's handling agent must ensure that sufficient notices, prominently displayed, are provided at visible location(s) at cargo acceptance points, giving information about the transport of dangerous goods to alert shippers/agents about any dangerous goods that may be

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contained in their cargo consignment(s). These notices must include visual examples of dangerous goods, including batteries.

Pegasus Airlines policy for the carriage of dangerous goods is based on the current IATA Dangerous Goods Regulations. Unless otherwise stated and specified in this chapter, the current IATA regulations will apply. PGT or Cargo Handling Agent will ensure that notices giving information about dangerous goods are displayed at cargo acceptance locations. NO Dangerous Goods will be accepted unless approved by the Pegasus Group Head of - Cargo and/or WCS with coordination of GCC.

Several dangerous goods items may be accepted provided the following procedure is complied with:

- Dangerous goods can be accepted subject to air cargo only.
- The Cargo Handling Agent and Pegasus Group Head of - Cargo will ensure a copy of the current edition of the Dangerous Goods Regulations (DGR) or the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air (Technical Instructions), including addenda as appropriate, is available at each location where revenue or non-revenue cargo operations are conducted and dangerous goods are accepted.
- The Cargo Handling Agent will ensure the use of colloquial English, in addition to the language required by the State of Origin, for markings and transport documents related to shipment of dangerous goods. PGT and/or WCS will audit ensure compliance. (IATA DGR 7.1.3.3, IATA DGR 8.1.1.1, IOSA CGO 3.2.9)
- All persons accepting dangerous goods must be qualified and licensed according to IATA requirements and up-to-date with the current IATA Dangerous Goods Regulations. PGT or the Cargo Handling Agents must have received appropriate dangerous goods certification training and are knowledgeable in recognition, documentation, proper handling and storage of declared and undeclared dangerous goods, including company material (COMAT). To be checked by PGT and/or WCS audits for compliance.
- PGT and/or WCS or the Cargo Handling Agent shall ensure that the Dangerous Goods Acceptance Checklist form is updated on an annual basis to reflect the requirements contained in the current edition of the IATA DGR. To be checked by PGT and/or WCS audits for compliance. (IOSA CGO 3.2.1)
- PGT and/or WCS or the Cargo Handling Agent will ensure that the Dangerous Goods Acceptance Checklist form, NOTOC and shipper documentation is completed and retained in accordance with applicable Regulatory requirements of the State in which the cargo is accepted, or if there are no such requirements, the requirements contracted in the current edition of the IATA DGR. To be checked by PGT and/or WCS audits for compliance.
- The Cargo Handling Agent shall maintain a complete supply of dangerous goods hazard and handling labels, and for ensuring accurate replacement of such labels that are discovered to be lost, detached or illegible on shipments subsequent to the time of acceptance in accordance with the information provided on the Shipper's Declaration for Dangerous Goods. Such requirement for the replacement of labels shall not apply where labels are found to be missing or illegible at the time of acceptance. To be checked by PGT and/or WCS audits for compliance.

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- All dangerous goods packages, overpacks or freight containers as applicable shall be inspected and not accepted unless the following conditions below have been met:
 - Properly packed, labeled and marked.
 - To ensure that the Integrity of dangerous goods has not been compromised.
 - Shall be inspected prior to loading as well as for any leakage or damage.
- All dangerous goods must be secured safely on board a Pegasus Airlines Aircraft by adequate lashing material.
- The proper conditions must be reported (NOTOC) to the Pilot in Command.
- Any dangerous goods shipment that appears to be damaged or leaking should not be loaded to Aircraft.
- Any package with dangerous goods which appears to be damaged or leaking, must be removed from the aircraft and safe disposal arranged according to local governmental / Civil Aviation/Port Authority regulations / procedures. In case of leakage, The Pegasus Airlines must ensure the remainder of the consignment is undamaged and that no other package, baggage or cargo has been contaminated.
- In the case of leakage, an evaluation shall be conducted to ensure that the remainder of the consignment is in proper condition for transport by air, and that no other package(s), cargo, other transport device has been contaminated or damaged.
- All dangerous goods must be inspected directly after unloading for any leakage or damage and must be confirmed on the incoming NOTOC by the signature of the ramp agent. (Where physical documents need to be signed, each signatory should do so with their own pen)
- A copy of all documents (TLXs, Dangerous Goods Acceptance Check Sheet, Shipper's Declaration, AWB, and NOTOC) shall be filled with all departments concerned.
- Every incident with dangerous goods must be reported immediately to the cargo department of Pegasus Airlines Headquarter and the representative in the country of occurrence and decisions made as to which, in turn parties will inform the Local Civil Aviation Authorities.

The current edition of the IATA Dangerous Goods Regulations is to be followed in case of any doubt or error. Please ensure that this is followed. PGT and/or WCS will audit for compliance.

7.1.4.2. Forbidden Dangerous Goods

THE FOLLOWING DANGEROUS GOODS ARE FORBIDDEN AND WILL NEVER BE ACCEPTED FOR CARRIAGE ON BOARD OF PEGASUS AIRLINES AIRCRAFTS.

FOR EVERY DANGEROUS GOODS, A PRE-APPROVAL FROM PEGASUS AIRLINES and/or WCS (pegasuscargo@flypgs.com and /or opspgs@wcs-turkey.com) SHALL BE RECEIVED, UNLESS OTHERWISE THE SHIPMENT WILL NOT BE ACCEPTED ON PEGASUS FLIGHTS.

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The shipment built up by the shipper shall not be accepted when containing dangerous goods items other than ID 8000 prepared according to the packing instruction Y963, or dry ice (UN1845) used for refrigerant for other than dangerous goods.

Dangerous Goods allowed for freighters only (CAO) or packed according to the packing instructions for cargo Aircraft only (CAO) shall not be transported. Packages or overpacks of dangerous goods bearing the "Cargo Aircraft Only" label must be loaded for carriage by a cargo aircraft.

Certain states may have variations on these forbidden items.

Certain dangerous goods are considered to be too dangerous for transport by air under any circumstances. These include, but are not limited to:

- EXPLOSIVES (Class 1)
- TOXIC SUBSTANCES (Class 6.1 – RPB) excl. items as indicated in IATA DGR 3.6.2.2.3.
- INFECTIOUS SUBSTANCES (Class 6.2 – RIS) (Only UN3373 Biological substance Category B can be accepted.)
The UN3373 Cat B substances similarly are handled normally because they pose no risk when packaged in accordance with PI 650 "(possibility of leakage for COVID-19 as UN 3373) Dangerous goods transport document" (DGTD) is not required.
- RADIOACTIVE MATERIAL (Class 7)
- Dangerous Goods in LIMITED QUANTITIES (Only ID 8000 can be accepted and must be covered with leakproof nylons in addition to recent packaging requirements mentioned inside the current IATA DGR)

Special care is taken to ensure that such goods are not accepted for transport.

7.1.5. General Exceptions

7.1.5.1. Airworthiness and Operational Items (CAT.GEN.MPA.200 (B) (1))

An approval is not required for dangerous goods which are required to be aboard the aircraft as:

- items for airworthiness or operating reasons or for the health of passengers or crew, such as batteries, fire extinguishers, first-aid kits, insecticides, air fresheners, life rafts, escape slides, life-saving appliances, portable oxygen supplies, tritium signs, smoke hoods, passenger service units.
- aerosols, alcoholic beverages, perfumes, colognes, liquefied gas lighters and portable electronic devices containing lithium metal or lithium-ion cells or batteries provided that the batteries meet the provisions applicable when carried by passengers and crew) carried aboard an aircraft by the operator for use or sale on the aircraft during the flight or series of flights, but excluding non-refillable gas lighters and those lighters liable to leak when exposed to reduced pressure; and
- dry ice intended for use in food and beverage service aboard the aircraft; and
- electronic devices such as electronic flight bags, personal entertainment devices, credit card readers, containing lithium metal or lithium ion cells or batteries and spare lithium batteries for

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such devices carried aboard an aircraft by the operator for use on the aircraft during the flight or series of flights, provided that the batteries meet the provisions applicable to the carriage of portable electronic devices containing lithium or lithium ion cells or batteries by passengers (see the entry for 'consumer articles' in the table produced at 9.1.A). Spare lithium batteries must be individually protected so as to prevent short circuits when not in use.

Note: Conditions for the carriage and use of these electronic devices and for the carriage of spare batteries must be provided in the operations manual and/or other appropriate manuals as will enable flight crew, cabin crew and other employees to carry out their responsibilities. Operators should either explain these conditions or specify that spares may not be carried.

7.1.5.2. Excess Baggage Being Sent as Cargo

An approval is not required for dangerous goods contained within items of excess baggage being sent as cargo provided that:

- the excess baggage has been consigned as cargo by or on behalf of a passenger;
- the dangerous goods may only be those that are permitted by and in accordance with 7.1.5 to be carried in checked baggage; and
- the excess baggage is marked with the words "Excess baggage consigned as cargo".

With the aim of preventing dangerous goods, which a passenger is not permitted to have, from being taken aboard an aircraft in excess baggage consigned as cargo, any organization or enterprise accepting excess baggage consigned as cargo should seek confirmation from the passenger, or a person acting on behalf of the passenger, that the excess baggage does not contain dangerous goods that are not permitted and seek further confirmation about the contents of any item where there are suspicions that it may contain dangerous goods that are not permitted.

7.1.5.3. Criteria for DGR Embargoes

Below conditions under which DGR embargoes exist at stations.

Export

- No licensed staff for DGR acceptance check (As per CHM 1.3.4.1)
- Emergency services (e.g. a/p fire brigade) are not qualified.
- No trained staff for loading on aircraft and supervision of ramp handling (As per CHM 1.3.4.1)
- No DGR storage capacities.

Import

- Emergency services (e.g. a/p fire brigade) are not qualified and correct disposal of damaged packages is not possible.
- No DGR storage capacities.
- Local restrictions imposed by competent authorities.

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7.1.6. Handling Advice for Dangerous Goods

For every Dangerous Goods item accepted and approved by Pegasus Cargo and/or WCS (pegasuscargo@flypgs.com and /or opspgs@wcs-turkey.com) a handling advice must be sent to all concerned departments of origin, transit stations, destinations and persons in the Load Control System / Dispatch.

The handling advice for dangerous goods must include:

- if applicable, Air Waybill number.
- Proper shipping name and/or UN/ID number, and where required, technical name(s);
- Class or division, and subsidiary risk(s) corresponding to label(s) applied, and for Class 1 compatibility group. (Class 1 is not accepted on Pegasus flights);
- if applicable, Packing group.
- For non-radioactive material, number of packages, exact loading location and, as applicable, net quantity or gross weight of each package, except:
 - For UN 1845: carbon dioxide, solid (dry ice), At the option of the Operator, only the UN number, proper shipping name, classification, total quantity in each Aircraft hold and offload airport are required.
 - For UN 3480, (Lithium-ion batteries) and UN 3090 (lithium metal batteries): At the option of the Operator, only the UN number, proper shipping name, class, total quantity at each loading location, and whether the package must be carried on a Cargo Only aircraft are required. UN 3480 (Lithium-ion batteries) and UN 3090 (lithium metal batteries) carried under a State exemption shall meet all requirements specified in iv) and v). (Pegasus Airlines does not carry UN3480 and UN 3090 as no cargo aircraft is operated)
- For radioactive material (not accepted on Pegasus flights), number and category of packages, overpacks or freight containers, exact loading locations and, as applicable, transport index and dimensions for each package.
- Any restriction for transport on Cargo Aircraft only.
- Offload airport.
- If applicable, dangerous goods transported under a state exemption.

Documentation for transport

(SHT-OPS and IATA DGR Section 8.0.2.2 & SPA.DG.110 & CAT.GEN.MPA.185)

Only dangerous goods with a Shippers Declaration (excluding DG listed in current IATA DGR table 9.1.A) may be transported. In all cases where DG is involved in transportation a correct and signed NOTOC (excluding DG listed in current IATA DGR 9.5.A) has to be handed over to the Commander.

The NOTOC and all other documents such as:

- Shippers Declaration.
 - Acceptance Checklist.
 - Air Waybill.
 - Exemption Permit, etc.
- provide written information to the Pilot-in-Command/Commander:
 - about dangerous goods to be carried on the aircraft.
 - for use in responding to in-flight emergencies.

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2. use an acceptance checklist.
3. ensure that dangerous goods are accompanied by the required dangerous goods transport document(s), as completed by the person offering dangerous goods for air transport, except when the information applicable to the dangerous goods is provided in electronic form.
4. ensure that where a dangerous goods transport document is provided in written form, a copy of the document is retained on the ground where it will be possible to obtain access to it within a reasonable period until the goods have reached their final destination.
5. ensure that a copy of the information to the Pilot-in-Command/Commander is retained on the ground and that this copy, or the information contained in it, is readily accessible to the aerodromes of last departure and next scheduled arrival, until after the flight to which the information refers.
6. retain the acceptance checklist, transport document and information to the Pilot-in-Command/Commander for at least 3 months after completion of the flight, when the documents are kept electronically or in a computer system, the shipper must be able to reproduce them in a printed form;
7. retain the training records of all personnel for at least 3 years. Ref:(SPA.DG.110)

7.1.7. Recognition of Undeclared / Hidden Dangerous Goods (AMC1 CAT.GEN.MPA.200(E))

7.1.7.1. Hidden Dangerous Goods

OM A 9.1.2.6.1

Pegasus Airlines' acceptance staff must be adequately trained to assist them to identify and detect dangerous goods presented as general cargo.

Cargo declared under a general description may contain hazardous articles that are not apparent. Such articles may also be found in the baggage. With the aim of preventing undeclared dangerous goods from being loaded onto an aircraft and passengers from taking on board those dangerous goods which they are not permitted to have in their baggage, cargo and passenger acceptance staff should seek confirmation from shippers and passengers about the contents of any item of cargo or baggage where there are suspicions that it may contain dangerous goods.

Experience has shown that when shippers offer packages containing the following commodities, they must be asked to check their consignments against the class definitions in the regulations and confirm by endorsement of the Air Waybill that no part of package contents is dangerous e.g. "Not restricted". Typical examples are listed in IATA DGR 2.2.4:

Note: Articles and substances which do not fall within the definitions of dangerous goods as shown in these Regulations and which in the event of leakage may cause a serious clean-up problem or corrosion to aluminum on a long-term basis must be checked by the shipper to at least ensure that the packaging is adequate to prevent leakage during transportation. These may include brine, powdered or liquid dyes, pickled foodstuffs, etc.

7.1.7.2. Identification of Dangerous Goods Through X-Ray Screening

Persons conducting security screening of cargo should be alert to the presence of dangerous goods within packages that are not marked and labelled as dangerous goods and/or not accompanied by a

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Shipper's Declaration. In particular, items such as aerosols, ammunition, gas cylinders (camping gas, cylinders attached to lifejackets, etc.), cigarette lighters and wet acid batteries can be readily identified from x-ray images. Information provided on an Air Waybill or marked on a package often indicates that a consignment contains no dangerous goods. In the absence of such annotation by the shipper, should suspicion be raised by the size and shape of the contents of a package, consideration should be given to opening and hand-searching the consignment to verify that no undeclared dangerous goods are present.

Consignments of dangerous goods that have been properly marked, labelled and declared to the operator (where approved for carriage) are commonly processed separately from general freight. Should consignments bearing UN numbers, proper shipping names or hazard labels be discovered within general freight, when separate arrangements exist, this should be queried. It may be that no shipper's declaration accompanies the consignment, as such the consignment of dangerous goods would be considered 'undeclared'.

Security screeners who deal with the screening of cargo or mail and are involved in implementing security procedures shall have DGR CAT 12 dangerous goods certificates.

7.1.7.3. Safety Data Sheets

REACH (Registration, Evaluation, and Authorization & Restriction of Chemicals) is a European Union regulation controlling chemicals in Europe. REACH requires for many substances and mixtures, a Safety Data Sheet (SDS) to be provided either before or at the time of first delivery. Section 14 of the EU format SDS provides basic classification information, i.e. UN number, proper shipping name, Class/Division and Packing Group.

7.1.8. Marking, Labelling and Packing (IATA DGR Section 3, 5 & 7, SPA.DG.110 OM A 9.1.2.3)

The labeling and packaging rules/instructions for dangerous goods transportation in passenger or cargo Aircraft specified in the IATA dangerous goods regulations shall be applied.

Although under the responsibility of the shipper, the labels and the packages shall always be checked by a competent person of the carrier/operator. In case of incorrect or defective label and/or packaging the dangerous goods shall not be loaded aboard an Aircraft.

IATA DGR 3.0.3 Packages for dangerous goods have been divided among three packing groups, this separation is according to the degree of the danger the transported goods present:

- (a) Packing group I – High danger
- (b) Packing group II - Medium danger
- (c) Packing group III - Low danger

Packaging shall be such as to be adapted to the extreme temperature differences and the pressure differences that may occur during the flight / handling of the Aircraft. The temperatures, which may be encountered, are in the order of -40 degrees Celsius and 60 degrees Celsius. Since packages may be filled at low temperatures and then exposed in tropical areas during loading or vice-versa the difference in temperature may tend to cause discharge of contents / leaks / etc.

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Similarly, due to difference in altitude and cabin pressure, difference in pressure of up to 800 hPa may occur in extreme cases (depressurization).

Articles are not assigned to packing groups. For packing purposes, any requirement for a specific packaging performance level is set out in the applicable packing instruction.

The following codes are used extensively within the airline industry (the first letter R stands for Restricted):

<u>Class 1:</u>	RCX Explosives 1.3C	RXD Explosives 1.4D
	RGX Explosives 1.3G	RXE Explosives 1.4E
	RXB Explosives 1.4B	RXG Explosives 1.4G
	RXC Explosives 1.4C	RXS Explosives 1.4S are permitted on a passenger aircraft.
<u>Class 2:</u>	RFG Flammable gas	RNG Non-flammable, non-toxic gas
	RCL Cryogenic liquids (Packing Instruction 202)	RPG Toxic gas
<u>Class 3:</u>	RFL Flammable liquid	
<u>Class 4:</u>	RFS Flammable solid	
	RSC Spontaneously combustible	
	RFW Dangerous when wet	
<u>Class 5:</u>	ROX Oxidizer	
	ROP Organic peroxide	
<u>Class 6:</u>	RPB Toxic Substance	
	RIS Infectious substance (UN 2814 or UN 2900)	
<u>Class 7:</u>	RRW Radioactive Material Category I-White	
	RRY Radioactive Material Categories II-Yellow and III-Yellow	
<u>Class 8:</u>	RCM Corrosive	
<u>Class 9:</u>	RMD Miscellaneous dangerous goods	
	RSB Polymeric Beads/Plastics Moulding Compound (Packing Instruction 957)	
	ICE Carbon dioxide, solid (dry ice)	
	MAG Magnetized material	

Due to altitude, pressure reductions will be encountered under flight conditions, which may in normal conditions, be of the order of 24 kPa and in extreme conditions (depressurization) be of the order of 80 kPa. These pressure reductions will tend to cause discharge of liquid contents or bursting of the receptacles or packaging during the flight if the receptacles and/or packaging are not adapted.

Pegasus Airlines shall take all reasonable measures to ensure that packages, overpacks and freight containers are labeled and marked as specified in the Technical Instructions.

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Where dangerous goods are carried on a flight which takes place wholly or partly outside the territory of a State, labelling and marking must be in the English language in addition to any other language requirements.

Unless otherwise specified in IATA DGR Regulations, each package containing dangerous goods must be marked, durably and legibly on the outside of the package with each of the following (DGR 7.1.4.1):

- (a) The **PROPER SHIPPING NAME(S)** of the contents (see IATA DGR 8.1.3) Supplemented with the technical name(s) or chemical group name(s), if appropriate) and the corresponding **UN NUMBER(S)** or **ID NUMBER(S)** preceded by the letters “UN” or “ID” as applicable, as listed in IATA DGR Subsection 4.2 – List of Dangerous Goods. The size of these package marks is set out in IATA DGR 7.1.4.4. In the case of unpackaged articles, these marks must be displayed on the article, on its cradle or on its handling, storage or launching device. For Class 1, Explosives, the Proper Shipping Name may be supplemented by additional descriptive text to indicate commercial or military names. Example of Proper Shipping Name and UN Number mark:

CORROSIVE LIQUID, ACIDIC, ORGANIC, N.O.S. (CAPRYLYL CHLORIDE) UN 3265.

For solid substances, unless the word “molten” is already included in the Proper Shipping Name, it must be added to the Proper Shipping Name on the package when a substance is offered for air transport in the molten state (see IATA DGR 8.1.3.6).

Note:

Additional descriptive text in the entries in Column B of the List of Dangerous Goods are not part of the Proper Shipping Name but may be used in addition to the Proper Shipping Name

- (b) The full **NAME AND ADDRESS** of the shipper and the consignee must be provided on each package and should be located on the same surface of the package near the proper shipping name mark, if the package dimensions are adequate;
- (c) the **NET QUANTITY** of dangerous goods contained in each package must be shown. Where the maximum quantity shown in Column H in IATA DGR Subsection 4.2 is a gross weight, the GROSS WEIGHT of the package must be shown with the letter “G” following the unit of measure. This quantity must be marked adjacent to the UN number and Proper Shipping Name required by (a), above.

The requirement does not apply to:

- consignments of only one package with dangerous goods contents;
 - consignments of multiple packages with identical dangerous goods contents (i.e. each package with same UN number, proper shipping name, packing group and quantity);
 - ID 8000, Consumer commodity and Radioactive material (Class 7).
- (d) for UN 1845—Carbon dioxide, solid (dry ice) the NET WEIGHT of dry ice contained in each package must be shown.
- (e) for Division 6.2, Infectious Substances, other than UN 3373: the NAME AND TELEPHONE NUMBER OF A RESPONSIBLE PERSON.

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- (f) for Class 2, Refrigerated Liquefied Gases, referenced to Packing Instruction 202: the upright position of each package must be indicated prominently by either the “Package Orientation” label (see Figure IATA DGR 7.4.D or Figure 7.4.E) or pre-printed package orientation labels meeting the same specification as either IATA DGR Figure 7.4.D or Figure 7.4.E or ISO Standard 780:1997. The label must be affixed to or printed on at least two opposite vertical sides of the package with the arrows points in the correct direction. The wording “KEEP UPRIGHT” must be placed at 120° intervals around the package or on each side. The package must also be clearly marked “DO NOT DROP—HANDLE WITH CARE”. Packages must bear instructions to be followed in the event of an emergency, delay en route, or if the consignment is unclaimed at destination.

- (g) for packages containing UN 3373: “BIOLOGICAL SUBSTANCE, CATEGORY B” as well as the diamond-shaped mark as shown in IATA DGR Packing Instruction 650.

Note:

Packages containing biological substances are not required to have the net quantity marked on the outside of the package. However, where dry ice is used as a refrigerant, the net weight of dry ice must be shown.

- (h) when chemical oxygen generators contained in Protective Breathing Equipment (PBE) are being transported in accordance with Special Provision A144, the statement “Air Crew Protective Breathing Equipment (smoke hood) in accordance with Special Provision A144” must be marked adjacent to the proper shipping name on the package.
- (i) when environmentally hazardous substances are being transported the marking required by IATA DGR 7.1.5.3.

Hazard Label

Must comply with the label specification.

Specification marking (if UN –specified packaging has been issued)

Identifies the packaging for having been tested according to UN-guidelines.

Additional markings for:

- (1) **Explosives:** Net quantity and gross weight of package
- (2) **Refrigerated liquefied gases:** “Keep Upright” / “Do not Drop-handle with care”
- (3) **Infectious substances:** Name / phone-no of a person responsible for shipment
- (4) **Radioactive material:** Permissible gross weight of package if this exceeds 50 kgs.
- (5) **Dry ice:** Net weight of dry ice within the package
- (6) **Overpacks:** Total net quantity of dangerous goods within the overpack.

Labels are of two types (IATA DGR 7.2.2.2)

- (a) **Hazard Labels** (in the shape of a square set at 45°)
Which are required for most dangerous goods in all classes?

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(b) Handling Labels (in various rectangular shapes)

Which are required, either alone or in addition to hazard labels, for some dangerous goods.

There is no regulation that Consumer Commodity ID 8000 of Class 9 substances has to be a UN package.

7.1.8.1. Hazard Labels (IATA DGR 3.0.2, 7.2.3.2)

Some hazard classes are further subdivided into hazard divisions due to the wide scope of the class. The nine hazard classes and their divisions are listed below. The order in which they are numbered is for convenience and does not imply a relative degree of danger.

7.1.8.1.1. CLASS 1- EXPLOSIVES

Explosive articles and substances are assigned to one of six divisions and to one of thirteen compatibility groups. Not all compatibility groups are to be found in all divisions.

Note: Most explosives, such as those classed within Divisions 1.1, 1.2, 1.3 (with a few exceptions), 1.4F, 1.5 and 1.6 are normally forbidden for carriage by air.

Divisions: 1.1 / 1.2 / 1.3 / 1.4 / 1.5 / 1.6

Compatibility Groups: A / B / C / D / E / F / G / H / J / K / L / N / S

(See IATA DGR, Compatibility Groups for Explosives 3.1.4, Table 3.1.A)

The explosives listed below are permitted for transportation on a civil Aircraft.

Cargo Aircraft Only (CAO)	1.3 C RCX	Passenger and Cargo
	1.4 S RXS	
	1.3 G RGX	Aircraft (PAX OK)
	1.4 B RXB	
	1.4 C RXC	
	1.4 D RXD	
	1.4 E RXE	
	1.4 G RXG	

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- Division 1.1 Articles and substances having a mass explosion hazard.
(A mass explosion is one which affects almost the entire load virtually instantaneously)
- Division 1.2 Articles and substances having a projection hazard but not a mass explosion hazard.
- Division 1.3 Articles and substances having a fire hazard, a minor blast hazard and/or a minor projection hazard but not a mass explosion hazard. This division comprises articles and substances that:
Give rise to considerable radiant heat, or
Burn one after another producing minor blast and/or projection effects.
- Division 1.4 Articles and substances that present no significant hazard.
This division comprises articles and substances, which present only a small hazard in the event of ignition or initiation during transport. The effects are largely confined to the package and no projection of fragments of appreciable size or range is to be expected. An external fire must not cause virtually instantaneous explosion of almost the entire contents of the package.
- Division 1.5 Very insensitive substances having a mass explosion hazard, which are so insensitive that there is very little probability of initiation or of transition from burning to detonation under normal conditions of transport.
- Division 1.6 Extremely insensitive articles, which do not have a mass explosive hazard.
This division comprises articles which contain only extremely insensitive detonating substances and which demonstrate a negligible probability of accidental initiation of propagation.

CLASS 1 - EXPLOSIVE (DIVISIONS 1.1, 1.2, 1.3)

Name Class/Division Cargo IMP Code	Explosive Class 1/Divisions 1.1, 1.2, 1.3 REX, RCX, RGX as applicable
Label: Minimum Dimensions: 100x100 mm Symbol (exploding bomb): Black Background: Orange	 * Place for Division and Compatibility Group, for example "1.1C"
Description Division 1.1 - Articles and substances having a mass explosion hazard. Division 1.2 - Articles and substances having a projection hazard but not a mass explosion hazard. Division 1.3 - Articles and substances having a fire hazard, a minor blast hazard and/or a minor projection hazard but not a mass explosion hazard	
Note: Packages bearing this label marked Division 1.1 or 1.2 are not normally permitted for air transport.	

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CLASS 1- Explosive (DIVISION 1.4) INCLUDING COMPATIBILITY GROUP S

Name Class/Division Cargo IMP Code	Explosive Division 1.4 RXB, RXC, RXD, RXE, RXG, RXS
Label: Minimum Dimensions: 100 x100 mm Symbol (exploding bomb): Black Background: Orange	 * Place for Compatibility Group.
Description: Articles and substances presenting no significant hazard.	
Note: The numerals "1.4" printed on the label must be at least 30 mm in height and about 5 mm wide.	

CLASS 1 - Explosive (DIVISION 1.5)

Name Class/Division Cargo IMP Code	Explosive Division 1.5 REX
Label: Minimum Dimensions: 100x100 mm Symbol (exploding bomb): Black Background: Orange	 * Place for Compatibility Group.
Description: Very insensitive substances having a mass explosion hazard	
Note: Packages bearing this label are not normally permitted for air transport.	

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CLASS 1 - Explosive (DIVISION 1.6)

Name Class/Division Cargo IMP Code	Explosive Division 1.6 REX
Label: Minimum Dimensions: 100x100 mm Symbol (exploding bomb): Black Background: Orange	 * Place for Compatibility Group
Description: Extremely insensitive articles which do not have a mass explosive hazard.	
Note: Packages bearing this label are not normally permitted for air transport.	

7.1.8.1.2. CLASS 2- GASES

A gas is a substance which:

- At 50 °C (122 °F) has a vapor pressure greater than 300 kPa (3.0 bar, 43.5 lb/in²); or
- Is completely gaseous at 20 °C (68 °F) at a standard pressure of 101.3 kPa (1.01 bar, 14.7 lb/in²).

This class comprises compressed gases; liquefied gases; gases in solution; refrigerated liquefied gases; mixture of gases; mixtures of one or more gases with one or more vapours of substances of other classes; articles charged with a gas; tellurium hexafluoride; aerosols.

- Division 2.1 Flammable gas (RFG)
Butane, hairspray, lighters
- Division 2.2 Non-Flammable, Non-toxic gas (RNG or RCL)
Compressed air, fire extinguishers
- Division 2.3 Toxic gas (RPG)
Normally Forbidden on Passenger Aircraft (Chlorine, carbon monoxide)

Mixture of gases classification:

For the class and division classification the following principal is used:

Division 2.3 takes precedence over all other gas divisions.

Division 2.1 takes precedence over division 2.2

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CLASS 2 - Gases: Flammable (DIVISION 2.1)

Name Class/Division Cargo IMP Code	Flammable Gas Division 2.1 RFG
Label: Minimum Dimensions: 100 x 100 mm Symbol (Flame): Black or White Background: Red	
Description: Any compressed gas which, when mixed with air in certain proportions, forms a flammable mixture, e.g. Butane, Hydrogen	
Note: This label may also be printed with symbol (flame), text, numbers and border line shown in black on red background	

CLASS 2 - Gases: Non-Flammable, Non-Toxic (DIVISION 2.2)

Name Class/Division Cargo IMP Code	Non-flammable, non-toxic Gas Division 2.2 RNG or RCL as applicable
Label: Minimum Dimensions: 100x100 mm Symbol (Gas Cylinder): Black or White Background: Green	
Description: Non-flammable gas – non-Toxic gas.	
Note: This label may also be printed with symbol (gas cylinder), text, numbers and border line shown in black on green background.	

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CLASS 2 - Gases: Toxic (DIVISION 2.3)

Name
Class/Division
Cargo IMP Code

Toxic Gas
Division 2.3
RPG

Label:
Minimum Dimensions: 100 x 100 mm
Symbol (Skull & Crossbones): Black
Background: White



Description: Toxic gas.

Note: Toxic Substances labels inscribed with the text “Toxic Gas” or “Poison Gas” are acceptable.

7.1.8.1.3. CLASS 3- Flammable Liquids (RFL)

This class has no sub-divisions.

It comprises liquids or mixtures of liquids or liquids containing solids in solution or in suspension (for example paints, varnishes, lacquers, etc., but not including substances otherwise classified on account of their dangerous characteristics), which give off a flammable vapour at temperatures of:

Not greater than 60.5 °C (141 °F), according to closed-cup test; or

Not greater than 65.6 °C (150 °F), according to open-cup test, normally referred to as the flash point.

Flash Point: Lowest temperature at which enough flammable vapour is given off a liquid to be ignited in air when exposed to a source of ignition.

Examples: Paint, adhesives, kerosene, alcohols, etc.

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CLASS 3 - Flammable Liquid

Name Class/Division Cargo IMP Code	Flammable Liquid Class 3 RFL
Label: Minimum Dimensions: 100 x 100 mm Symbol (Flame): Black or White Background: Red	
Description: Flammable liquid	
Note: This label may also be printed with symbol (flame), text, numbers and border line shown in black on red background.	

7.1.8.1.4. CLASS 4- Flammable Solids (RFS); Substances Liable to Spontaneous Combustion (RSC); Substances Which, In Contact with Water, Emit Flammable Gases (RFW)

- Division 4.1 Flammable solid self-reactive substances, polymerizing substances and solid desensitized explosives. (RFS)
Solids which, under conditions encountered in transport, are readily combustible or may cause or contribute to fire through friction; self-reactive substances which are liable to undergo a strongly exothermic reaction; desensitized explosives which may explode if not diluted sufficiently. Examples: Matches, magnesium, sulphur, etc.
- Division 4.2 Substances liable to spontaneous combustion (RSC)
Substances liable to spontaneous heating under normal conditions encountered in transport, or to heating up in contact with air, and being then liable to catch fire. Examples: Phosphorus (Yellow).
- Division 4.3 Substances which, in contact with water, emit flammable gases (RFW)
Substances, which, by interaction with water, are liable to become spontaneously flammable or to give off flammable gases in dangerous quantities. Examples: Potassium, sodium, lithium, etc.

Substances Liable to Spontaneous Combustion; Substances which, in contact with Water, emit Flammable Gases.

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CLASS 4 - Flammable Solid (DIVISION 4.1)

Name
Class/Division
Cargo IMP Code

Flammable Solid
Division 4.1
RFS

Label:
Minimum Dimensions: 100 x 100 mm
Symbol (Flame): Black
Background: White with seven vertical red stripes



Description: Any solid material, which is readily combustible, e.g. Celluloid, or may cause or contribute to fire through friction, e.g. Matches, Nitroptalane.

CLASS 4 — Substance Liable to Spontaneous Combustion (DIVISION 4.2)

Name
Class/Division
Cargo IMP Code

Spontaneously Combustible
Division 4.2
RSC

Label:
Minimum Dimensions: 100 x 100 mm
Symbol (Flame): Black
Background: Upper half White, Lower half Red



Description: Spontaneously combustible.

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CLASS 4 — Substance, Which in Contact With Water Emit Flammable Gases (DIVISION 4.3)

Name
Class/Division
Cargo IMP Code

Dangerous When Wet
Division 4.3
RFW

Label:
Minimum Dimensions: 100 x 100 mm
Figures: Black or White
Background: Blue



Description: Dangerous when wet. Substances, which, by interaction with water, are liable to become spontaneously flammable or to give off flammable gasses, e.g. Calcium carbide, Sodium.

NOTE: This label may also be printed with symbol (flame), text, numbers and border line shown in black on blue background.

7.1.8.1.5. CLASS 5- Oxidizing Substances and Organic Peroxide

- Division 5.1 Oxidizer (ROX)

Oxidizing substances are substances which, in themselves are not necessarily combustible but may generally cause or contribute to the combustion of other material by yielding oxygen. Such substances may be contained.

Examples: Bleaching powder, potassium permanganate

- Division 5.2 Organic peroxides (ROP)

This division is made up of organic substances, which contain the bivalent structure –O-O- and may be considered derivatives of hydrogen peroxide in which one or both of the hydrogen atoms have been replaced by organic radicals.

Organic peroxides are thermally unstable substances, which may undergo exothermic, self-accelerating decomposition. In addition, they may have one or more of the properties.

- Be liable to explosive decomposition,
- Burn rapidly,
- Be sensitive to impact or friction,
- React dangerously with other substances,
- Cause damage to the eyes.

Examples: Methyl, ethyl, ketone, peroxide, etc.

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CLASS 5 — Oxidizing Substance (DIVISION 5.1)

Name
Class/Division
Cargo IMP Code

Oxidizer
Division 5.1
ROX

Label:
Minimum Dimensions: 100 x 100 mm
Symbol (Flame over Circle): Black
Background: Yellow



Description: A substance that yields oxygen readily to stimulate the combustion of other materials, e.g. Ammonium nitrate fertilizer, Calcium chlorate.

Note 1: All subsidiary risk labels MUST show the class number.

CLASS 5 — Organic Peroxide (DIVISION 5.2)

Name
Class/Division
Cargo IMP Code

Organic Peroxide
Division 5.2
ROP

Label:
Minimum Dimensions: 100 x 100 mm
Symbol (flame): Black or White Black
Background: Upper half Red, lower half Yellow



Description: An organic material (liquid or solid) that is ready to be ignited by external flame and then burns with an accelerating rate; some substances react dangerously with others, e.g. tert-butyl hydro peroxide as listed in Appendix C of the DGR.

7.1.8.1.6. CLASS 6- Toxic and Infectious Substances

- Division 6.1 Toxic substances (RPB)

Toxic substances are substances, which are liable to cause death or injury or to harm human health if swallowed, inhaled, or contacted by the skin.

- Division 6.2 Infectious substances (RIS)

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Infectious substances are substances known to contain or may reasonably be expected to contain, pathogens. Pathogens are defined as micro-organisms incl. bacteria, viruses, rickettsia, parasite, fungi) or recombinant micro-organisms (hybrid or mutant) that are known or reasonably expected to cause infectious disease in humans or animals. However, they are not subject to the provisions of these Regulations for this division if they are unlikely to cause human or animal disease. Infectious substances are subject to these Regulations for this division only if they are capable of spreading disease when exposure to them occurs.

CLASS 6 - Toxic Substance (DIVISION 6.1)

Name Class/Division Cargo IMP Code	Toxic Division 6.1 RPB
Label: Minimum Dimensions: 100 x 100 mm Symbol (Skull & Crossbones): Black Background: White	
Description: Liquids or solids, which are dangerous if inhaled, swallowed or absorbed through the skin, e.g. arsenic, nicotine, cyanide. Some are totally forbidden, e.g. Bromoacetone.	
Note: Toxic Substances labels inscribed with the text "Toxic" or "Poison" are acceptable.	

CLASS 6 - Infectious Substance (DIVISION 6.2)

Name Class/Division Cargo IMP Code	Infectious Substance Division 6.2 RIS
Label: Minimum Dimensions: 100 x 100mm (For small packages the dimensions may be 50 x 50 mm) Symbol (three crescents super-imposed on a circle) and inscription: Black Background: White	 The lower part of the label should bear the inscription: INFECTIOUS SUBSTANCE In case of Damage or Leakage Immediately Notify Public Health Authority
Description: Substances containing viable microorganisms or their toxins, which can cause disease in animals and humans.	
NOTE: All subsidiary risk labels MUST show the class number.	

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7.1.8.1.7. CLASS 7- Radioactive Material (RRW, RRY)

This class has no sub-divisions.

Radioactive materials are articles or substances which spontaneously and continuously emit certain types of radiation (ionizing radiation) which can be harmful to health - but which, nevertheless, cannot be detected by any of the human senses (sight, hearing, smell, touch); these radiations can also affect other materials (particularly undeveloped photographic film and undeveloped X-Ray film) – and they can be detected, and also measured with appropriate instruments.

Protective factors: Shielding material, keep your distance, time limitation.

Examples: Cobalt, iodine, cesium, radium, etc.

Radioactive materials are classified into 3 groups depending on their transport index (TI) values:

Category I	RRW	0 T.I.
Category II	RRY	0.1-1.0 T.I.
Category III	RRY	1.1-10 T.I.

Note: The Transport Index (T.I.) indicates the radiation level the package at 1-metre-distance: 1 T.I. = 0.01 mSv/h

Codes for package heights:

H1	height up to 50 cm
H2	height more than 50 cm up to 100 cm
H3	height more than 100 cm up to 150 cm

CATEGORY I WHITE

Name Class/Division Cargo IMP Code	Radioactive Class 7 RRW
Label: Minimum Dimensions: 100x100 mm Symbol (Trefoil): Black Background: White	
Description: Radioactive material Category I - White.	
Note: Slightly radioactive materials with radiation level lower than 0.5 mrem/hr on the package surface.	

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CATEGORY II YELLOW

Name
Class/Division
Cargo IMP Code

Radioactive
Class 7
RRY

Label:
Minimum Dimensions: 100x100 mm
Symbol (Trefoil): Black
Background: Top half Yellow with White border, bottom half white



Description: Radioactive material Category II - Yellow

Note: Radiation level lower than 50 mrem/hr and a transport index not exceeding 1.

CATEGORY III YELLOW

Name
Class/Division
Cargo IMP Code

Radioactive
Class 7
RRY

Label:
Minimum Dimensions: 100x100 mm
Symbol (Trefoil): Black
Background: Top half Yellow with White border, bottom half white



Description: Radioactive material Category III - Yellow

Note: Radiation level lower than 200 mrem/hr and a transport index not exceeding 10.

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CRITICALITY SAFETY INDEX LABEL

Name Class/Division Cargo IMP Code	Radioactive Class 7	
Label: Minimum Dimensions: 100 x 100 mm		Text (mandatory): "FISSILE" in black on white in upper half of label.
Description: Criticality Safety Index Label		

7.1.8.1.8. CLASS 8- Corrosives (RCM)

This class has no sub-divisions.

Substances which by chemical action can cause severe damage, when in contact with living tissue or, in the case of leakage, will materially damage or even destroy, other goods or the means of transport.

Example: Batteries, mercury, sulphuric acid, etc.

CLASS 8 – Corrosive

Name Class/Division Cargo IMP Code	Corrosive Class 8 RCM
Label: Minimum Dimensions: 100x100 mm Symbol (liquids spilling from two glass vessels and attacking a hand and a metal): Black Background: Upper half White, lower half Black with White border	
Description: A liquid or solid that causes visible destruction to human skin tissue or has a severe corrosion rate on other materials, e.g. Battery acids, Mercury.	
Note: All subsidiary risk labels MUST show the class number.	

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7.1.8.1.9. CLASS 9 - Miscellaneous Dangerous Substances and Articles, Including Environmentally Hazardous Substances

This class has no sub-divisions.

Articles or substances, which during air transport, present a danger not covered by other classes. Included in this class are:

- Aviation related solids or liquids,
- Magnetized material,
- Elevated temperature substances,
- Miscellaneous articles or substances.

Examples: Cars, Motorcycles, asbestos, battery powered equipment or vehicles, lifesaving appliances, carbon dioxide (solid-dry ice), chemical and first aid kits, Consumer commodity, environmentally hazardous substance, engines (internal combustion), polymeric beads, etc.

CLASS 9 - Miscellaneous Dangerous Substances And Articles, Including Environmentally Hazardous Substances

Name Class/Division Cargo IMP Code	Miscellaneous Class 9 RMD or ICE, RSB (polymeric beads and plastics moulding compound subject to Packing Instruction 957), as applicable
Label: Minimum Dimensions: 100x100 mm Symbol (seven vertical stripes in upper half): Black Background: White	
Description: RMD - Miscellaneous dangerous goods. ICE - Dry ice / carbon dioxide, solid RLI - Fully regulated lithium-ion batteries. RLM - Fully regulated lithium metal batteries RSB - Polymeric beads	

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Name
Class/Division
Cargo IMP Code

Lithium Batteries
Class 9
RBI, RBM, RLI and RLM

Label:
Minimum Dimensions: 100x100 mm
Symbol (seven vertical stripes in upper half; battery group, one broken and emitting flame in lower half): black
Background: White



Description:
RLI - Fully regulated lithium-ion batteries (Class 9, UN 3481)
RLM - Fully regulated lithium metal batteries (Class 9, UN 3091)
RBI — Fully regulated lithium-ion batteries (Class 9, UN 3480) N/A on PGT flights.
RBM — Fully regulated lithium metal batteries (Class 9, UN 3090) N/A on PGT flights.

7.1.8.2. Handling Labels

Name
Class/Division
Cargo IMP Code

Magnetized Material
Class 9
MAG

Label:
Minimum Dimensions: 110 x 90 mm
Color: Blue on White



Description:
MAG - Any material which when packed for air transport, has a magnetic field strength of 0.159 A/m (0.002 GAUSS) or more at a distance of 2.1 metre (70 feet) from any point on the surface of an assembled package.

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CARGO AIRCRAFT ONLY

Name
Class/Division
Cargo IMP Code

Cargo Aircraft Only
CAO

Label:
Minimum Dimensions: 120 x 110 mm
For small packages of infectious substances
(Class 6, Div. 6.2) dimensions may be halved.
Color: Black on Orange



CRYOGENIC LIQUIDS

Name
Class/Division
Cargo IMP Code

Cryogenic Liquid
RCL

Label:
Minimum Dimensions: 74" x 105 mm
Color: White on Green



Note: The words “Caution — may cause cold burn injuries if spilled or leaked” are optional and may be included.

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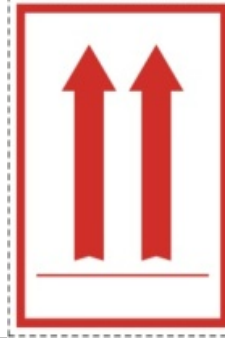
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PACKAGE ORIENTATION

Name
Class/Division
Cargo IMP Code

Package Orientation (This Way Up)

Label:
Minimum Dimensions: 74 x 105 mm
Color: Red or Black on a contrasting background

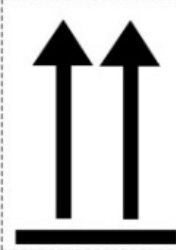


PACKAGE ORIENTATION ALTERNATE DESIGN

Name
Class/Division
Cargo IMP Code

Package Orientation (This Way Up)

Label:
Minimum Dimensions: 74 x 105 mm
Color: Red or Black on a contrasting background



KEEP AWAY FROM HEAT

Name
Class/Division
Cargo IMP Code

Keep Away from Heat

Label:
Minimum Dimensions: 74 x 105 mm
Color: Red and Black on White Background or alternative colors.



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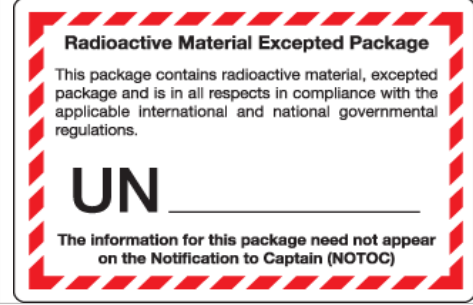
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RADIOACTIVE MATERIAL — EXCEPTED PACKAGE

Name
Class/Division
Cargo IMP Code

Radioactive Material — Excepted Package
RRE

Label:
Minimum Dimensions: 74 x 105 mm
Color: The border of the label must have red diagonal hatchings. The label may be printed in black and red on white paper or it may be printed in red only on white paper.



Note: The text “The information for this package need not appear on the Notification to the Captain (NOTOC)” is optional and does not have to appear on the label.

DANGEROUS GOODS IN EXCEPTED QUANTITIES

The following label must be used to identify dangerous goods in excepted quantities, which are, as such, transportable by air.

Name
Class/Division
Cargo IMP Code

Excepted Quantity

Label:
Minimum Dimensions: 100 x 100 mm
Color: Hatching and symbol of the same color, black or red, on white or suitable contrasting background.



IATA DGR Figure 2.6.B

* The Class or, when assigned, the Division number(s) must be shown in this location.
** The name of the shipper or of the consignee must be shown in this location if not shown elsewhere on the package.

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LIMITED QUANTITIES MARKING

Name
Class/Division
Cargo IMP Code

Limited Quantity

Label:

Minimum dimensions: 100 x 100 mm

The symbol "Y" must be placed in the centre of the mark and must be clearly visible.

Top and bottom portions and line must be black, centre area white or suitable contrasting background.



IATA DGR Figure 7.1.A

For small packages the dimensions may be reduced to not less than 50 mm x 50 mm provided the marking remains clearly visible.

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7.2. Duties of All Personnel Involved

7.2.1. Detailed Assignments of Responsibilities (CAT.GEN.MPA.200 (D), OM Part A 9.1.6)

Dangerous Goods cargo acceptance checks of consignments are conducted by suitably trained ground staff by a designated Handling Agent. Duties associated with the carriage of dangerous goods include:

Personnel include all persons involved in the transport of dangerous goods, whether they are employees of the Pegasus Airlines or not.

Person Nominated as Responsible for Operator's Dangerous goods Approval	• Oversight and control of the carriage of dangerous goods. • Ensuring all necessary permissions, approvals and exemptions are held. • Generation (or acceptance) of relevant procedures. • Responding to queries regarding the carriage of dangerous goods.
Cargo Department / Cargo Sales Agents	• Arrangement of the carriage of dangerous goods only in accordance with the operator's stated policies. • Recognition of undeclared dangerous goods.
Persons receiving or handling general cargo, mail and stores	• Recognition of undeclared dangerous goods. • Dealing with dangerous goods that are found damaged or leaking during processing for transport. • If there is a dangerous goods incident or accident, or if undeclared dangerous goods are detected, a report is made to the appropriate Authority.
Persons receiving or handling dangerous goods	• Acceptance procedures for dangerous goods are carried out as required by the Technical Instructions. • Inspection procedures during the processing of dangerous goods for transport are carried out as required by the Technical Instructions. • Dealing with dangerous goods that are found damaged or leaking during processing for transport. • Dangerous goods are loaded, segregated, stowed and secured on an aircraft in accordance with the Technical Instructions. • Generation of written information to the Commander (NOTOC). • Provision of written information about dangerous goods loaded on board to the Commander for signature. • Retention of documentation on the ground. • Recognition of undeclared dangerous goods. • If there is a dangerous goods incident or accident, or if undeclared dangerous goods are detected, a report is made to the appropriate Authority.
Reservations	• Ensuring that information is provided with the passenger ticket or in another manner such that prior to or during the check-in process the passenger receives the information. • Considering passenger requests for approval of the operator for items of dangerous goods requiring such approval.

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Persons handling passengers

- Ensuring that the provisions concerning passengers and dangerous goods are complied with.
- Ensuring that notices are displayed in sufficient number and prominence at each of the places at an airport where tickets are issued, passengers checked in and aircraft boarding areas maintained, and at any other location where passengers are checked in.
- With the aim of preventing dangerous goods which passengers are not permitted to have from being taken on board an aircraft in their baggage, seeking confirmation from a passenger about the contents of any item where there are suspicions that it may contain dangerous goods.
- Ensuring that the discovery of prohibited dangerous goods (after a passenger has checked in) is reported to the appropriate Authority.

Cabin Crew

- Ensuring that the provisions concerning passengers and dangerous goods are complied with.
- Responding to a dangerous goods incident or accident in the cabin.
- Ensuring that a dangerous goods incident or accident in the cabin, or the discovery of prohibited dangerous goods (after a passenger has boarded), is reported to the appropriate Authority.

Operations Personnel

- If there is an aircraft incident or accident, information is passed to emergency services and state Authorities as required by the Technical Instructions.
- If there is a dangerous goods incident or accident, or if undeclared dangerous goods are detected a report is made to the appropriate Authority.

Flight Crew

- Signature of NOTOC to indicate receipt of information.
- If an in-flight emergency occurs, as soon as the situation permits, passage of details of dangerous goods on board to the appropriate Air Traffic Services Unit.

Trainers

- Provision of initial and recurrent dangerous goods training commensurate with the responsibilities of the personnel concerned.

Compliance Monitoring Manager, Auditors and Safety Manager

- Ensuring that activities are monitored for compliance with dangerous goods requirements and that these activities are carried out properly under the supervision of the relevant head of functional area.
- Ensuring the initiation and follow-up of internal occurrence / accident investigations.

7.3. Storage of Radioactive Material (IATA DGR Section 10)

7.3.1. Limitation of Exposure of Persons to Radiation

(Refer to IATA DGR 10.9.2.1)

Radioactive material must be segregated sufficiently from workers and from members of the public. The following values for dose must be used for the purpose of calculating segregation distances or dose rate:

(a) for workers in regularly occupied working areas a dose of 5 mSv in a year;

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(b) for members of the public, in areas where the public has regular access, a dose of 1 mSv in a year.

All relevant storage personnel must receive such instructions as are necessary concerning the hazards involved and the precautions to be observed.

In order to maintain the principle of keeping exposure to radiation as low as reasonably achievable, Category II-Yellow and Category III-Yellow packages, overpacks or freight containers should be separated from persons during temporary storage. Minimum separation distances should be applied as shown in IATA DGR Tables 10.9.C and 10.9.D and greater distances should be used where feasible. These distances are measured from the surface of the packages, overpacks or freight containers, irrespective of the duration of the storage of the radioactive material.

During acceptance, and handling, exposure to radiation should be kept as low as reasonably achievable.

7.3.2. Storage of Fissile Material (Refer to IATA DGR 10.9.2.2)

The number of packages, overpacks and freight containers containing fissile material stored in transit in any one storage area must be so limited that the total sum of the criticality safety indexes in any group of such packages, overpacks or freight containers does not exceed 50. Groups of such packages must be stored so as to maintain a spacing of at least 6 m from other groups of such packages, overpacks or freight containers.

Undeliverable Radioactive Material (Refer to IATA DGR 10.9.2.3)

Where a consignment is undeliverable, the consignment must be placed in a safe location and the appropriate national authority must be informed as soon as possible and a request made for instructions on further action.

7.3.3. Storage of Organic Peroxides and Self-Reactive Substances (Refer to IATA DGR 9.2.1)

During the course of transport, packages or unit load devices containing self-reactive substances of Division 4.1 or organic peroxides of Division 5.2 must be protected from direct sunlight and all sources of heat and be placed in adequately ventilated areas.

7.3.4. Visibility of Markings and Labels (Refer to IATA DGR 9.2.2)

During the course of air transport, including storage, markings and labels required by these Regulations must not be covered or obscured by any part of or attachment to the packaging or any other label or mark.

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7.4. Loading

7.4.1. Loading Restrictions on Flight Deck and For Passenger Aircraft

(Refer to IATA DGR 9.3.1)

Dangerous goods must not be carried in an Aircraft cabin occupied by passengers or on the flight deck of an Aircraft, except as permitted by IATA DGR 2.3.2 to 2.3.5 and 2.5.1 and for excepted packages of radioactive materials (see IATA DGR 10.5.8). Dangerous goods may be carried in a main deck cargo compartment of a passenger aircraft provided that the compartment meets all the certification requirements for a Class B or Class C aircraft cargo compartment. Dangerous goods bearing the "Cargo Aircraft Only" label must not be carried on a passenger Aircraft.

Dangerous goods which do not meet the requirements of IATA DGR 9.3.1.1 may be approved for transport by the appropriate national authorities of the State of origin and the State of the operator, under specified conditions, in the main deck cargo compartments of passenger aircraft.

Note: Cargo compartment classification is defined in IATA DGR Appendix A—Glossary.

Before dangerous goods are loaded on an aircraft and after the unloading of dangerous goods from an aircraft, packages, overpacks shall be inspected for evidence of damage or leakage. Leaking or damaged packages and overpacks shall not be loaded on an aircraft and whenever after unloading leakage is visible the technical department shall be informed. Furthermore, a report shall be established.

With regard to dangerous goods in the cabin of an aircraft occupied by passengers.

Dangerous goods identified as suitable only for transport aboard cargo aircraft shall not be carried on Pegasus Airlines aircraft. In this context passengers excludes crewmembers, operator's employees, and authorized representative of an authority or person with duties in respect of dangerous goods or the particular shipment on board that aircraft (e.g. animal stewards).

- Flight Deck:** Pegasus Airlines ensures that dangerous goods are not carried on the flight deck, unless otherwise specified in the Technical Instructions.
- Cargo Compartments:** Pegasus Airlines ensures that dangerous goods are loaded, segregated, stowed and secured on an aircraft as specified in the IATA Technical Instructions.
- Dangerous Goods Designated for Carriage Only on Cargo Aircraft:** Packages of dangerous goods bearing the 'Cargo Aircraft Only' label are not carried on a Pegasus Aircraft

7.4.2. Incompatible Dangerous Goods

(Refer to IATA DGR 9.3.2)

7.4.2.1. Segregation of Dangerous Goods

(Refer to IATA DGR 9.3.2.1, IOSA 3.2.10)

Packages containing Dangerous Goods which might react dangerously with each other, must not be stowed on an aircraft next to each other or in a position that would allow interaction between them in the event of a leakage. To maintain acceptable segregation between packages containing Dangerous

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Goods having different hazards, the segregation requirements shown in IATA DGR Table 9.3.A of IATA DGR must be observed. The segregation requirements apply, based on all hazard labels applied on the package, irrespective of whether the hazard is the primary or subsidiary hazard.

Note: Incompatible dangerous goods should also be segregated during acceptance, handling and loading. Operators, freight forwarders and Ground Handling Agents must also ensure that local government regulations applicable to the storage and handling of dangerous goods are complied with. These local government regulations may impose a greater requirement than that specified in IATA DGR Table 9.3.A.

IATA DGR Manual Table 9.3.A - Segregation of Packages

Hazard Label	1 excl. 1.4S	2.1	2.2, 2.3	3	4.1	4.2	4.3	5.1	5.2	8	9 see 9.3.2.1.3
1 excl. 1.4S	See 9.3.2.2.5.	x	x	x	x	x	x	x	x	x	x
2.1	x	—	—	—	—	—	—	—	—	—	x
2.2, 2.3	x	—	—	—	—	—	—	—	—	—	—
3	x	—	—	—	—	—	—	x	—	—	x
4.1	x	—	—	—	—	—	—	—	—	—	x
4.2	x	—	—	—	—	—	—	x	—	—	—
4.3	x	—	—	—	—	—	—	—	—	x	—
5.1	x	—	—	x	—	x	—	—	—	—	x
5.2	x	—	—	—	—	—	—	—	—	—	—
8	x	—	—	—	—	—	x	—	—	—	—
9 see 9.3.2.1.3	x	x	—	x	x	—	—	x	—	—	—

Notes:

- An “x” at the intersection of a row and a column indicates that packages containing these classes/divisions of dangerous goods must be segregated. A “—” at the intersection of a row and a column indicates that packages containing these classes/divisions of dangerous goods do not require segregation.
- Divisions 1.4S and Classes 6, 7 and 9 (other than lithium batteries, see IATA DGR 9.3.2.1.3) are not included in IATA DGR Table 9.3.A as they do not require segregation from other classes of dangerous goods.

Packages containing dangerous goods with multiple hazards where the class or division of the primary and subsidiary hazards require segregation in accordance with IATA DGR Table 9.3.A need not be segregated from other packages bearing the same UN number, e.g. UN 3129, Water reactive liquid, corrosive, n.o.s.

Packages and overpacks containing UN 3480 - lithium ion batteries prepared in accordance with Section IA or Section IB of PI 965 and packages and overpacks containing UN 3090 - lithium metal batteries prepared in accordance with Section IA or Section IB of PI 968 must not be stowed on an aircraft next to, or in a position that would allow interaction in the event of damage/fire with packages

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or overpacks containing dangerous goods which bear a Class 1, other than Division 1.4S, Division 2.1, Class 3, Division 4.1 or Division 5.1 hazard label. To maintain acceptable segregation between packages and overpacks, the segregation requirements shown in IATA DGR Table 9.3.A must be observed. The segregation requirements apply based on all hazard labels applied on the package or overpack, irrespective of whether the hazard is the primary or subsidiary hazard.

UN 3528, Engines, internal combustion, flammable liquid powered, Engines, fuel cell, flammable liquid powered, Machinery internal combustion, flammable liquid powered and Machinery, fuel cell, flammable liquid powered need not be segregated from packages containing dangerous goods in Division 5.1.

UN 3480 - Lithium Ion and UN 3090 - Lithium Metal Batteries are Not Accepted on Pegasus Airlines Flights.

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IATA Cargo Handling Manual Ed. 4 Appendix E Segregation Chart

[illegible]

* for complete segregation and separation distances, refer to your company operations manual

An "X" at the intersection indicates packages containing these classes / divisions require segregation. Classes not included do not require segregation.

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An "O" at the intersection indicates packages containing these commodities may require segregation. (i.e. Different temperatures, ethylene production, moisture, antagonistic animals...)

A "1" at the intersection indicates packages containing these commodities may require segregation. Live animals should not be loaded in close proximity of cryogenic liquids (RCL) or Carbon dioxide, solid (ICE). Live animals Carbon dioxide, solid (ICE) should be stowed above packages containing Carbon dioxide, solid (ICE)

A "2" at the intersection indicates packages containing these commodities may require segregation. Minimum separation distance when loading RRY / Category II and III with AVI: 0.5m or more journeys up to 24 hours / 1.0 m or more for journeys of more than 24 hours.

A "3" at the intersection indicates packages containing these commodities may require segregation. It may be ethical for cultural reasons to segregate HUM from AVI.

AVI must not be loaded in close proximity to EAT (if not hermetically sealed goods).

A "4" at the intersection indicates packages containing these commodities may require segregation. Radioactive material must be sufficiently segregated from undeveloped photographic film and plates based on the transport index (TI) and the duration of carriage.

7.4.2.2. Separation of Explosive Substances and Articles

(Refer to IATA DGR 9.3.2.2)

Only explosives in Division 1.4, compatibility group S, are permitted to be transported on passenger aircraft. Only the following explosives may be transported on a cargo aircraft:

- Division 1.3 Compatibility groups C, G;
- Division 1.4 Compatibility groups B, C, D, E, G, S.

The extent to which explosives may be stowed together in an aircraft is determined by their "compatibility". Explosives are considered to be compatible if they can be stowed together without significantly increasing either the probability of an accident or, for a given quantity, the magnitude of the effects of such an accident.

Explosives in Compatibility Group S may be stowed with explosives in all compatibility groups.

Except as provided for in IATA DGR 9.3.2.2.5 explosives of different compatibility groups may be stowed together, whether or not they belong to the same division.

Explosives of Division 1.4B must not be loaded with other explosives except for Division 1.4S. When loaded on the same aircraft with explosives other than Division 1.4S, Division 1.4B explosives must be loaded into separate unit load devices and when stowed aboard the aircraft, the unit load devices must be separated by other cargo with a minimum separation distance of 2 m. When not loaded in a unit load device Division 1.4B and other explosives must be loaded into different, non-adjacent loading positions and separated by other cargo with a minimum separation distance of 2 m.

7.4.3. Loading of Carbon Dioxide, Solid Un 1845 (Dry Ice) (Spa.Dg.105, IATA DGR 9.3.10)

(OM Part A 9.1.2.4.8, GOM 2.7.12)

Carbon dioxide, solid (dry ice) shipped by itself or used as a refrigerant for other commodities may be carried provided that Pegasus Airlines has made suitable arrangements, dependent on the aircraft type, the aircraft ventilation rates, the method of packing and stowing, whether or not animals will be carried on the same flight and other factors. Pegasus Airlines must ensure that ground staff are informed that Carbon dioxide, solid (dry ice) is being loaded or is on board the aircraft.

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A maximum of 200 kg unpacked/packed dry ice (e.g. in wooden, cardboard, plastic or polystyrene boxes according to the IATA Dangerous Goods Regulations) may be carried per aircraft hold the structure of compartments, pallets and containers must be protected against direct contact with dry ice by insulating material. Solid carbon dioxide (dry ice) in quantities not exceeding 2.5 kg (5 lb) per person when used to pack perishables that are not subject to the Dangerous Good Regulation, provided the checked baggage (package) permits the release of carbon dioxide gas.

As required by IATA DGR 2.3.4.5, crew and passenger checked baggage containing dry ice must be marked to identify that the baggage contains dry ice and shows the quantity of dry ice or identifies that there is 2.5 kg of dry ice or less. To assist with the handling of passenger and crew checked baggage containing dry ice. The figure shows an example of a baggage tag which may be used by operators to identify such items of checked baggage.

IATA DGR Figure 9.3.B Example Dry Ice Baggage Tag



Note: For arrangements between the shipper and operator, see IATA PI 954.

7.4.4. Loading of Magnetized Materials (SPA.DG.105, IATA DGR 9.3.9, OM Part A 9.1.2.4.7)

Magnetized materials must be loaded so that headings of Aircraft compasses are maintained within the tolerances prescribed by the applicable Aircraft airworthiness requirements and, where practical, in locations minimizing possible effects on compasses. Multiple packages may produce a cumulative effect. For magnetized material transported under the conditions of an approval described in Packing Instruction 953, loading must be in accordance with conditions specified in the authorizing approval.

Note:

Masses of ferro-magnetic metals such as automobiles, automobile parts, metal fencing, piping and metal construction material, even if not meeting the definition of magnetized materials may affect Aircraft compasses, as may packages or items which individually do not meet the definition of magnetized material but cumulatively may have a magnetic field strength of a magnetized material.

Magnetized materials must not be loaded in such a position that they will have a significant effect on the direct-reading magnetic compasses or on the master compass detector units. The significant effect will be produced if the magnetic field strength of the magnetized materials reaches 0.418 A/m at the location of aircraft compasses or compass detector units. The minimum stowage distance of the magnetized materials from the aircraft compasses or compass detector units will depend on the intensity of the magnetized materials field strength and varies from 1.5 m (5 ft) for those materials which just meet the threshold level of the magnetized material definition in IATA DGR 3.9.1.2, to 4.6 m (15 ft) for materials which possess the maximum field strength permitted by Packing Instruction 902. If the minimum stowage distance of a specific item in its packed form from the compass or detector units is not known and cannot be estimated, or if materials which are to be transported affect the aircraft's compasses, a special minimum stowage distance check must be made on the freight to be transported. Multiple packages may produce a cumulative effect.

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See Packing Instruction 902 for determination of shielding requirements.

MAG - Magnetized Material is NOT allowed o/b PC.

7.4.5. Loading of Live Animals with Dangerous Goods (IATA DGR 9.3.13, OM Part A 9.1.2.4.10)

Live animals should not be loaded in close proximity to cryogenic liquids or Carbon dioxide, solid (dry ice). As the vapours emitted by Carbon dioxide, solid (dry ice) are heavier than air, they concentrate on the lower level of the hold. Therefore, live animals should be stowed above packages containing Carbon dioxide, solid (dry ice).

Note: In certain circumstances carbon dioxide, solid (dry ice) may be packaged with live animals as a coolant, e.g. bees. All other requirements for the transport of carbon dioxide, solid (dry ice) must be met.

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 and by a distance of 1.0 m or more for journeys of more than 24 hours.

Separation of Toxic and Infectious Substances

Substances of Division 2.3, Class 6 (toxic and category A infectious substances) and substances requiring a subsidiary risk "Toxic" label must not be stowed in the same compartment with:

- (a) animals;
- (b) foodstuffs;
- (c) feed; or
- (d) other edible substances intended for consumption by humans or animals;

except where:

- the dangerous goods are loaded in one closed unit load device and the foodstuffs or animals are loaded in another closed unit load device or,
- where open unit load devices are used, the ULDs must not be stowed adjacent to each other.

7.4.6. Lithium Batteries (IATA Lithium Battery Shipping Guidelines)

(Refer to OM Part A 9.3, GOM 3.1.11.2, current IATA DGR, IATA Lithium Battery Shipping Guidelines, IATA 2022 Lithium Battery Guidance Document)

Lithium metal batteries and lithium-ion batteries transported as cargo are restricted to Cargo Aircraft Only since 1 January 2015. The prohibition on the carriage on passenger aircraft only applies to lithium metal / ion batteries when shipped by themselves and does not apply to batteries packed with equipment or contained in equipment.

Packaged batteries or cells must be separated in a way to prevent short circuits and damage to terminals. They must be packed in a strong rigid outer packaging unless when contained in equipment, the battery is afforded equivalent protection by the equipment in which it is contained. Sample packaging meeting these requirements is shown below:

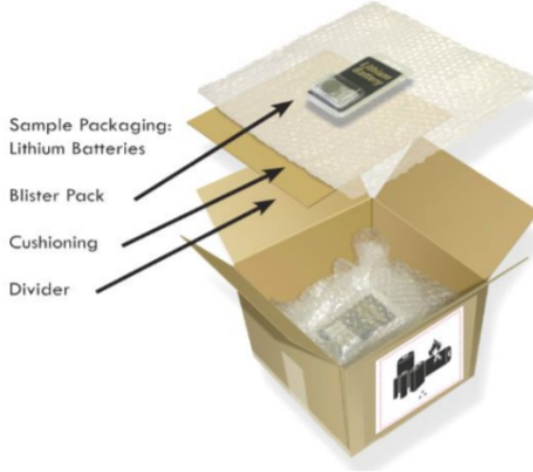
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Lithium-ion batteries packed with equipment or contained in equipment (UN3481) and lithium metal batteries packed with equipment or contained in equipment (Only UN3091) can be accepted if the consignment does not require dangerous goods Shipper's Declaration according to current IATA DGR Manual & IATA Lithium Battery Shipping Regulations (see below). If the consignment can be transported according to special provision in IATA DGR Manual the words "Not Restricted", and the Special Provision must be included in the description of the substance on the Air Waybill as required by IATA DGR 8.2.6. fully complies with the requirements of the relevant IATA DGR Packing Instructions.

Summary of Documentation Requirements (IATA Lithium Battery Shipping Regulations Table 8.1.A)

Section	Shipper's Declaration	Air Waybill
I/IA	YES	YES*
IB	YES	YES*
II	NO	YES*

*When an Air Waybill is used. There are situations where Air Waybills are not used, in which case the required statements should be included on the transport Document being used.

Shipments of lithium batteries in compliance with Section II do not require a formal acceptance check, however, it is recommended that shippers perform a check to ensure they have complied with the regulatory requirements.

When a shipment fails the acceptance check, the operator should provide a copy of the completed checklist with the reasons for the failure indicated.

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Consignment Containing Lithium Batteries Packed According to Section II of PI 966 and PI 969

Airport of Destination		Requested Flight/Date		Amount of Insurance		INSURANCE - If carrier offers insurance, and such insurance is requested in accordance with the conditions thereof, indicate amount to be insured in figures in box marked "Amount of Insurance".	
Handling Information						SCI	
No. of Pieces RCP	Gross Weight	kg lb	Rate Class Commodity Item No.	Chargeable Weight	Rate / Charge	Total	Nature and Quantity of Goods (incl. Dimensions of Volume)
							Lithium ion and lithium metal batteries in compliance with Section II of PI 966 and PI 969

Consignment Containing Lithium Batteries Packed According to Section II of PI 966 and PI 967

Airport of Destination		Requested Flight/Date		Amount of Insurance		INSURANCE - If carrier offers insurance, and such insurance is requested in accordance with the conditions thereof, indicate amount to be insured in figures in box marked "Amount of Insurance".	
Handling Information						SCI	
No. of Pieces RCP	Gross Weight	kg lb	Rate Class Commodity Item No.	Chargeable Weight	Rate / Charge	Total	Nature and Quantity of Goods (incl. Dimensions of Volume)
							Lithium ion batteries in compliance with Section II of PI 966 and PI 967

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.

In accordance with the recommendations in the EASA SIB 2017-01R1, cargo handling must ensure that staff responsible for cargo acceptance and processing are fully aware that damaged, defective or recalled lithium batteries, including those contained in equipment and/or shipped with equipment, are forbidden for transport on board Pegasus Airlines flights.

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Lithium-Ion Batteries are classified as follows:

Class	UN No & Special Handling Code	Proper Shipping Name	Packing Instruction	Comments	Quantity
9	UN3481 & ELI	Lithium-ion batteries packed with equipment	PI 966 Section II	Batteries packed together with equipment but not attached to the device e.g. mobile phone + loose (spare) unattached battery, power tool with loose (spare) battery)	max. 5 kg net qty. package
9	UN3481 & ELI	Lithium-ion batteries contained in equipment	PI 967 Section II	Batteries contained in equipment, i.e. installed/integrated in the device e.g. MP3 player with integrated battery/ Mobile phone with integrated battery/laptop with integrated battery/power tool with integrated battery	5 kg net quantity per package

Lithium Metal Batteries are classified as follows:

Class	UN No & Special Handling Code	Proper Shipping Name	Packing Instruction	Comments	Quantity
9	UN3091 & ELM	Lithium metal batteries packed with equipment	PI 969 Section II	Batteries packed together with equipment but not attached to the device e.g. watch with loose battery (not installed in the watch)	max 5 kg net quantity per package
9	UN3091 & ELM	Lithium metal batteries contained in equipment	PI 970 Section II	Batteries contained in equipment, i.e. installed/integrated in the device e.g. watch with integrated battery/calculator with integrated battery	5 kg net quantity per package

All lithium-ion cells and batteries shipped by themselves UN 3480 - **Lithium-Ion Batteries** and UN 3090 - **Lithium Metal Batteries** (Section IA, IB and Section II (of the 62nd edition of the DGR) of Packing Instruction 965 and 968 are forbidden for transport as cargo on passenger aircraft and **Not Accepted on Pegasus Airlines Flights**.

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Class	UN Number	Proper Shipping Name	Comments
9	UN3480	Lithium ion batteries	Batteries (that are not packed with or installed in equipment) e.g. loose mobile phone batteries, laptop batteries or power tool batteries
9	UN3090	Lithium metal batteries	Batteries (that are not packed with or installed in equipment) e.g. replacement batteries for watches or calculators

Application of the lithium battery handling label to a consignment of lithium batteries (of any type) indicates that the Shipper has determined specific requirements have been met. Such consignments do not need to be accompanied by a dangerous goods transport document (Shipper's Declaration) and no acceptance check is required. Consignments bearing the lithium battery label must be accompanied with a document such as an Air Waybill with an indication that:

- the package contains lithium metal cells or batteries;
- the package must be handled with care and that a flammability hazard exists if the package is damaged;
- special procedures should be followed in the event the package is damaged, to include inspection and repacking if necessary;
- a telephone number for additional information; and
- when an Air Waybill is issued the applicable Packing Instruction must be stated together with the words 'not restricted'; and 'lithium-ion batteries' or 'lithium metal batteries' as applicable.

Methods to protect against short circuit include, but are not limited to, the following methods:

- Packing each battery or each battery-powered device when practicable, in fully enclosed inner packagings made of non-conductive material (such as a plastic bag);
- Separating or packing batteries in a manner to prevent contact with other batteries, devices or conductive materials (e.g. metal) in the packagings; and
- Ensuring exposed terminals or connectors are protected with non-conductive caps, nonconductive tape, or by other appropriate means.

If not impact resistant, the outer packaging must not be used as the sole means of protecting the battery terminals from damage or short-circuiting. Batteries should be securely cushioned and packed to prevent shifting which could loosen terminal caps or reorient the terminals to produce short circuits.

Terminal protection methods include but are not limited to the following:

- Securely attaching covers of sufficient strength to protect the terminals;
- Packaging the battery in a rigid plastic packaging; and
- Constructing the battery with terminals that are recessed or otherwise protected so that the terminals will not be subjected to damage if the package is dropped.

Reporting

Any spills, leaks, emissions, or accident involving lithium batteries must be reported to the appropriate authority in the country in which the accidents or incidents occurred, as required by that authority.

Entities other than Pegasus Airlines who are in possession of dangerous goods at the time a dangerous goods accident or incident occurs or at the time a dangerous goods incident is discovered to have

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occurred should follow the reporting requirements. Entities other than Pegasus Airlines who discover undeclared or mis declared dangerous goods should follow the reporting requirements. These entities may include, but not limited to, freight forwarders, customs authorities and security screening providers.

Procedures

The following general procedures should be implemented into a complete workplace safety programme:

1. Advise immediate supervisor first;
2. Identify the substances involved by reference to documentation (Shipper's Declaration) or package markings;
3. Isolate the package by removing other packages or property;
4. Isolate the area and advise emergency services as per local procedures;
5. Avoid contact with the contents of package;
6. Staff involved in such incidents should stay on site until their names are noted and should follow local emergency response procedures.

As with all dangerous goods, it is the shipper's responsibility to comply with the regulations, which includes a declaration that they have prepared the goods in accordance with the dangerous goods regulations. The Pegasus Airlines accept the legal declaration as evidence that the lithium batteries are, in fact, being shipped according to all regulations. If they are found not to be, then it is the responsibility of the regulatory authorities to take action.

7.4.7. Storage, Positioning on Board the Aircraft

Dangerous goods shall be loaded, stowed and secured on the Aircraft as required. That is, segregating the packages from each other when they contain incompatible dangerous goods, securing packages as such that their orientation will not change due to in-flight acceleration forces and will not be damaged.

7.4.8. Handling, Loading of Packages Containing Liquid Dangerous Goods (IATA DGR 9.3.3)

During the course of transport, packages bearing the package orientation "This Way Up" label must be loaded, stowed and handled at all times in accordance with such a label. Single packaging with end closures containing liquid dangerous goods must be loaded and stowed aboard the aircraft with such closures upwards notwithstanding that such single packaging may also have side closures.

7.4.9. General Loading and Securing Requirements (IATA DGR 9.3.5, IGOM 4.5.7.7, AHM 311)

When dangerous goods subject to the requirements herein are loaded in an Aircraft, Pegasus Airlines must protect the dangerous goods from being damaged, including by the movement of baggage, mail, stores or other cargo. Particular attention must be paid to the handling of packages during their preparation for transport, the type of aircraft on which they are to be carried and the method required to load that aircraft, so that accidental damage is not caused through dragging or mishandling of the packages.

Pegasus Airlines must secure dangerous goods in the Aircraft in a manner that will prevent any movement. For packages or overpacks containing radioactive materials, the securing must be

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adequate to ensure that the separation requirements of IATA DGR 10.9.3.2, 10.9.3.6 and 10.9.3.7 are met at all times.

Pieces weighing 150 kg or more, when bulk-loaded in compartments or net sections, should always be tied down, except that tie-down is not necessary on single sector flights when the compartment/net section is volumetrically full.

Particular attention must be given to restraining dangerous goods. In general, all packages containing dangerous goods must be stowed in an upright position if so indicated, and they should be restrained to prevent themselves shifting, or any crushing, tipping or damage by other load. (IATA AHM 311)

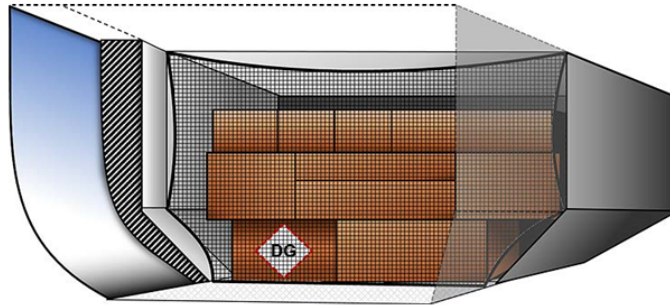
Securing of Dangerous Goods (IGOM 4.5.7.7)

- Handle dangerous goods with utmost care to prevent any damage to persons or goods
- Strictly observe all special handling instructions, labels or imprints (e.g. 'This Way Up!' or arrows showing the proper orientation of the package)
- 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
- 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 (three-quarters of the height) 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.

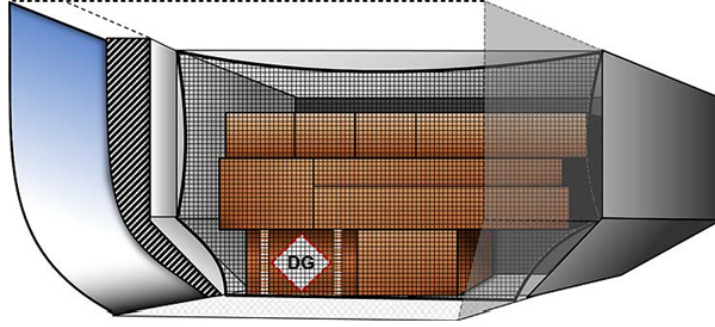
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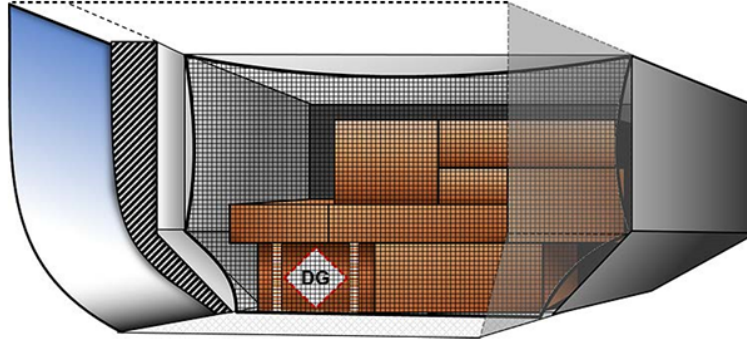
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Example 3.

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:

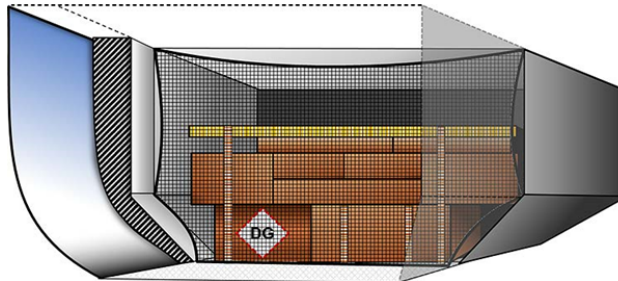
Fill the net sector or container as shown above (see Example 1), or

Put planks on top of the package (see Example 4) to make securing by tie down possible

If neither is possible, do not load the package

Example 4.

The net-sector in the bulk or a container is not volumetrically filled; tie down of all items is required



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TIE DOWN AND FASTENING PROCEDURES: All HEA, DGR, Technical Equipment, Palletized Shipments have to be tied down with rope or similar lashing material in aircraft compartment, except that tie down is not necessary on single sector flights when the compartment/net section is volumetrically full. Consignments with “Upright Position” label have to be loaded according to the arrows.

7.4.10. Inspections (IATA DGR 9.4)

7.4.10.1. Inspections for Damage or Leakage (IATA DGR 9.4, SPA.DG.105)

Pegasus Airlines will ensure that packages or overpacks containing dangerous goods must be inspected for signs of damage or leakage upon loading and unloading from the aircraft or unit load device. If evidence of damage or leakage is found, the position where the dangerous goods or unit load device was stowed on the aircraft must be inspected for damage or contamination and any hazardous contamination removed. The special responsibilities of operators regarding infectious substances are detailed in IATA DGR 9.4.2 and for radioactive materials in IATA DGR 10.9.4.

Before loading on an Aircraft, unit load devices will be inspected by the delegated Handling Agent of Pegasus Airlines and found free from any evidence of leakage from or damage to any dangerous goods contained therein.

Any package which appears to be damaged or leaking, must be removed from the Aircraft and safe disposal arranged. In the case of leakage, Pegasus Airlines will check if the remainder of the consignment is undamaged and that no other load has been contaminated. See Subsection IATA DGR 9.4 for damage to Class 6 and Class 7 packages.

7.4.10.2. Infectious Substances (IATA DGR 9.4.2)

If any person responsible for the carriage of packages containing infectious substances becomes aware of damage to or leakage from such a package, that person must:

- avoid handling the package or keep handling to a minimum;
- inspect adjacent packages for contamination and put aside any that may have been contaminated;
- inform the appropriate public health authority or veterinary authority and provide information on any other countries of transit where persons may have been exposed to danger; and
- notify the shipper and/or the consignee.

7.4.10.3. Contaminated Cargo or Baggage Handling (IATA DGR 9.4.3)

If Pegasus Airlines becomes aware that baggage or cargo not identified as containing dangerous goods has been contaminated and it is suspected that dangerous goods may be the cause of the contamination, Pegasus Airlines must take reasonable steps to identify the nature and source of contamination before proceeding with the loading of the contaminated baggage or cargo. If the contaminating substance is found or suspected to be a substance classified as dangerous goods by these Regulations, the operator must isolate the baggage or cargo and take appropriate steps to nullify any identified hazard before being transported further by air.

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7.4.10.4. Damaged or Leaking Packages (IATA DGR 9.3.6 & 9.4.4)

Pegasus Airlines will ensure that a package or over pack is not loaded onto an aircraft or into a unit load device unless the package or overpack has been inspected immediately prior to loading and found free from visible leaks or damage.

Before loading on an aircraft, unit load devices must be inspected and found free from any evidence of leakage from or damage to any dangerous goods contained therein.

Any package, which appears to be damaged or leaking, must be removed from the aircraft and safe disposal arranged. In the case of leakage, the operator must ensure the remainder of the consignment is undamaged and that no other package, baggage or cargo has been contaminated. See Subsection IATA DGR 9.4 for damage to Class 6 and Subsection IATA DGR 10.9.4 for Class 7 packages

If it is evident that a package is damaged or leaking, or if it is suspected that the package may have leaked or been damaged, access to the package should be restricted. Local safety and emergency procedures should then be followed.

When necessary, additional steps for the protection of persons, property and the environment, in accordance with the provisions established by the relevant competent authority (e.g. occupational health and safety authority, environmental agency, etc.), should be taken to overcome and minimize the consequences of such leakage or damage. The presence of GHS pictograms on a package which indicates that contents may pose a risk to persons or the environment may need to be taken into account even though the contents are not classified as dangerous goods.

7.4.11. Replacement of Labels (IATA DGR 9.3.7 & OM Part A 9.1.2.4.4)

When a member of Pegasus Airlines or the Handling Agent of Pegasus Airlines discovers that labels have become lost, detached or illegible, s/he must replace them in accordance with the information provided on the "Shipper's Declaration for Dangerous Goods". This requirement does not apply where the labels are found to be missing or illegible at time of acceptance.

7.4.12. Identification of Unit Load Devices Containing Dangerous Goods (IATA DGR 9.3.8)

Each unit load device containing dangerous goods, which require a hazard label, must display an identification tag on its exterior indicating that dangerous goods are contained within the unit load device.

The identification tag must:

- have a border of prominent red hatchings on both sides and be visible at all times;
- have minimum dimensions of 148 mm x 210 mm; and
- be legibly marked with the primary and subsidiary hazard class(es) or division(s) numbers of such dangerous goods.

The identification tag must be removed from the unit load device immediately after the dangerous goods have been unloaded.

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When placed inside a protective tag holder, the information on the identification tag must be legible and visible.

If the unit load device contains packages bearing the "Cargo Aircraft Only" label, the identification tag must indicate that the unit load device can only be loaded on a cargo aircraft. Therefore, the devices contain this label cannot be loaded on a Pegasus aircraft.

7.4.13. Stowage of Toxic and Infectious Substances

Substances of Division 2.3, Class 6 (toxic and category A infectious substances) and substances requiring a subsidiary risk "Toxic" label must not be stowed in the same compartment with:

- (a) animals.
- (b) foodstuffs
- (c) feed; or
- (d) other edible substances intended for consumption by humans or animals.

except where:

the dangerous goods are loaded in one closed unit load device and the foodstuffs or animals are loaded in another closed unit load device or,

where open unit load devices are used, the ULDs must not be stowed adjacent to each other.

7.4.13.1. Biological Substance Category B

Infectious substances assigned to Biological Substances Category B (UN 3373 / RDS) may be accepted when packed in accordance with the requirements with the packing instructions 650 and do not need a Shippers Declaration for DGR. Those examples may include Human or animal excreta, secreta, blood tissue, bodily fluids, etc. Infectious substances in Category B, UN 3373, must have the name, address and telephone number of a responsible person marked on either the package or on the Air Waybill. For more details refer to IATA DGR 3.6.2.2.3 Exceptions.



7.4.14. Guidance on The Requirements for Acceptance, Handling and Stowage

In practice a person having passed all the relevant required training shall carry out the procedures for processing dangerous goods for air transport.

By using the acceptance checklist, the packages, overpacks and freight containers shall be inspected for evidence of leakage or damage prior to loading. Leaking or damaged material must not be loaded and in addition, the area where the load was stored must be inspected for contamination. In this case Dangerous Goods Occurrence Report shall be filled and sent to the Authority.

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7.4.14.1. Acceptance of Dangerous Goods (Refer to IATA DGR 9.1.1)

Pegasus Airlines' acceptance staff must be adequately trained to assist them to identify and detect dangerous goods present as general cargo. Information about:

- (a) general descriptions that are often used for items in cargo which may contain dangerous goods; and
- (b) other indication that dangerous goods may be present (e.g. labels, marks), must be provided to cargo acceptance staff and must be readily available to such staff.

Cargo Acceptance staff should seek confirmation from shippers about the contents of any item of cargo where there are suspicions that it may contain dangerous goods, with the aim of preventing undeclared dangerous goods from being loaded on an aircraft as general cargo. Many ordinary looking items may contain dangerous goods and a list of some general descriptions which, experience has shown, are often applied to such items is found in IATA DGR Subsection 2.2.

The acceptance of DG for transportation by air will be performed by our Handling Agents on the various stations or specialized company personnel using the acceptance checklist. The DG – Advisor will check regularly these stations and will assure that the personnel is qualified, the acceptance of DG is in accordance with the Technical Instructions.

Where dangerous goods are found without labels or labelled inaccurately, the local Authority of the State, where this occurrence happened, must be notified.

Before dangerous goods are accepted for air transport an acceptance check shall be carried out using a dedicated checklist, to ensure that:

- packaging, overpacks and the relevant freight container are not damaged and/or leaking,
- that they are correctly marked and labeled and
- that the relevant dangerous goods transport documents have been completed correctly according to the current IATA Dangerous Goods Regulation and the ICAO Technical Instructions.

Acceptance of Dangerous Goods by Pegasus Airlines

Pegasus Airlines must not accept a package or overpack containing dangerous goods or a unit load device containing dangerous goods as described in IATA DGR 9.1.4 nor a freight container containing radioactive material for transport aboard an aircraft unless:

- (a) it is accompanied by two copies of the "Shipper's Declaration for Dangerous Goods"; or
- (b) the information applicable to the consignment is provided in electronic form; or
- (c) it is accompanied, where permitted, by alternative documentation.

Where a Shipper's Declaration is provided in accordance with IATA DGR 9.1.2.1(a), one copy of the declaration form must accompany the consignment to final destination and one copy must be retained by the operator at a location on the ground where it will be possible to obtain access to it within a

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reasonable period; the declaration form must be retained at this point until the goods have arrived at final destination, after which time it may be stored elsewhere.

When the information applicable to the consignment is provided in electronic form, the information must be available to the operator at all times during the transport to final destination. The data must be able to be produced as a paper document without delay. When a paper document is produced, the data must be presented as required by Section 8.

Acceptance Checklist (Refer to IATA DGR 9.1.3)

- Before a consignment consisting of a package or overpack containing dangerous goods, a freight container containing radioactive material or a unit load device containing dangerous goods as described in IATA DGR 9.1.4 is first accepted for carriage by air, the operator must, by use of a checklist, verify the following:
 - the documentation complies with the detailed requirements of IATA DGR Subsection 10.8 for radioactive material and IATA DGR Section 8 for other dangerous goods;
 - the quantity of dangerous goods stated on the Shipper's Declaration is within the limits per package on a passenger or cargo aircraft as appropriate;
 - the marks on package(s), overpack(s) or freight container(s) accord with the details stated on the accompanying Shipper's Declaration and are clearly visible;
 - where required, the letter in the packaging specification mark designating the packing group for which the design type has been successfully tested is appropriate for the dangerous goods contained within. This does not apply to overpacks where the specification marks are not visible;
 - proper shipping names, UN numbers, labels and special handling instructions appearing on the interior package(s) are clearly visible or reproduced on the outside of an overpack;
 - the labelling of the package(s), overpack(s) or freight container(s) is as required by IATA DGR 10.7.2 for radioactive material and IATA DGR 7.2 for other dangerous goods;
 - the outer packaging of a combination packaging or the single packaging is permitted by the applicable packing instruction and when visible is of the type stated on the accompanying Shipper's Declaration;
 - the package or overpack does not contain different dangerous goods which require segregation according to IATA DGR Table 9.3.A;
 - the package, overpack, freight container or unit load device is not leaking and there is no indication that its integrity has been compromised;

Notes:

- Where packages are contained in an overpack or freight container, as permitted by IATA DGR 9.1.4, the checklist should establish the correct marking and labelling of such overpacks or freight containers and not the individual packages contained in them.
- Minor discrepancies, such as the omission of dots and commas in the proper shipping name appearing on the Shipper's Declaration for Dangerous Goods or on package marks or minor variations in hazard labels which do not affect the obvious meaning of the label are not considered as errors if they do not compromise safety and should not be considered a reason for rejecting a consignment.
- ⊗

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- Although the acceptance check required in IATA DGR 9.1.3 is only required to be conducted when a consignment of dangerous goods is first accepted for carriage by air, the operator of any subsequent aircraft used as part of the same journey should verify that packages, overpacks, freight containers or unit load devices continue to meet the requirements of these Regulations in respect of marking, labelling and inspection for damage.
 - Where a dangerous goods consignment fails the acceptance check due to an error or omission by the shipper in packaging, labelling, marking or documentation, it is recommended that the operator retain on file for a minimum period of three months a copy of the Shipper's Declaration and the acceptance checklist.
- Persons conducting dangerous goods acceptance checks must have received dangerous goods training commensurate with this responsibility. Personnel who performs dangerous goods acceptance check must be trained according to the IATA Dangerous Goods Regulations (DGR) and IATA DGR Training Guidance. Acceptance checks conducted must only be conducted by a person who has successfully completed training applicable to this role from a Approved Dangerous Goods Training Organization. The copies of the DGR training certificates (at least the latest 2 certificates) must be available as evidence in training records
 - Certain items of dangerous goods are not required to follow the complete acceptance procedures listed in current IATA DGR 9.1.3.1. Table 9.1.A serves as guidance to airline personnel on which provisions apply to certain items of dangerous goods.

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IATA TABLE 9.1.A Applicable Acceptance Procedures Summary (Refer to current IATA DGR)

Lithium Battery Mark (7.1.5.5)

Statement on the Air Waybill, when Air Waybill used (8.2.3, 8.2.5 or applicable PI)

Provision of information to Pilot-in-Command (NOTOC) (9.5.1.1)

Identification of Unit Load Device - ULD (9.3.8)

IATA Shipper's Declaration for Dangerous Goods (8.1)

Formal Acceptance and Acceptance Checklist (9.1.2 & 9.1.3)

UN No	Proper shipping name and/or description						
UN 3164	Articles, pressurized, hydraulic containing non-flammable gas when meeting the requirements of Packing Instruction 208(a)	NO	NO	NO	NO	YES	N/A
UN 3164	Articles, pressurized, pneumatic containing non-flammable gas when meeting the requirements of Packing Instruction 208(a)	NO	NO	NO	NO	YES	N/A
UN 3373	Biological substance, Category B	NO	NO	NO	NO	YES	N/A
N/A	Dangerous Goods in Excepted Quantities (2.6)	NO	NO	NO	NO	YES	N/A
UN 3245	Genetically modified micro-organisms or Genetically modified organisms	NO	NO	NO	NO	YES	N/A
UN 2807	Magnetized material (not subject to an approval)	NO	NO	NO	NO	YES	N/A
⊗							
UN 3091	Lithium metal batteries contained in equipment (including lithium alloy batteries) in compliance with Section II of Packing Instruction 970 with more than 4 cells or 2 batteries	NO	NO	NO	NO	YES ¹	YES
UN 3091	Lithium metal batteries contained in equipment (including lithium alloy batteries) in compliance with Section II of Packing Instruction 970 with no more than 4 cells or 2 batteries installed in equipment	NO	NO	NO	NO	NO	NO
UN 3091	Lithium metal batteries packed with equipment (including lithium alloy batteries) in compliance with Section II of Packing Instruction 969	NO	NO	NO	NO	YES ¹	YES
⊗							
UN 3481	Lithium-ion batteries contained in equipment (including lithium polymer batteries) in compliance with Section II of Packing Instruction 967 with more than 4 cells or 2 batteries	NO	NO	NO	NO	YES ¹	YES
UN 3481	Lithium-ion batteries contained in equipment (including lithium polymer batteries) in compliance with Section II of Packing Instruction 967 with no more than 4 cells or 2 batteries installed in equipment	NO	NO	NO	NO	NO	NO
UN 3481	Lithium-ion batteries packed with equipment (including lithium polymer batteries) in compliance with Section II of Packing Instruction 966	NO	NO	NO	NO	YES ¹	YES
UN 2909	Radioactive material, excepted package - articles manufactured from depleted uranium or natural thorium or natural uranium	NO	NO	NO	NO	YES	N/A
UN 2908	Radioactive material, excepted package - empty packaging	NO	NO	NO	NO	YES	N/A
UN 2911	Radioactive material, excepted package - instruments or articles	NO	NO	NO	NO	YES	N/A
UN 2910	Radioactive material, excepted package - limited quantity of material	NO	NO	NO	NO	YES	N/A

(1): The Air Waybill statement is as shown in the applicable packing instruction.

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7.4.14.2. Loading Restrictions (IATA DGR Section 9)

Before dangerous goods are loaded on an Aircraft and after the unloading of dangerous goods from an Aircraft, packages, overpacks shall be inspected for evidence of damage or leakage. Leaking or damaged packages/overpacks shall not be loaded on an Aircraft and whenever after unloading leakage is visible the technical department shall be informed.

Furthermore, a report shall be established.

With regard to dangerous goods in the cabin of an Aircraft occupied by passengers.

Dangerous goods identified as suitable only for transport aboard cargo Aircraft shall not be carried on an Aircraft in which passengers are carried. In this context the passenger excludes crewmembers, operator's employees, and authorized representative of an authority or person with duties in respect of dangerous goods or particular shipment on board that Aircraft (e.g. animal stewards).

7.4.14.3. Stowage, Positioning Onboard the Aircraft

Dangerous goods shall be loaded, stowed and secured on the Aircraft as required. That is, segregating the packages from each other when they contain incompatible dangerous goods, securing packages as such that their orientation will not change due to in-flight acceleration forces and will neither be damaged.

Pegasus Airlines will ensure that dangerous goods are not carried in an Aircraft cabin occupied by passenger or on the flight deck, unless otherwise specified in Technical Instructions.

7.4.14.4. Provision of Information (IATA DGR 9.5)

The Commander of the Aircraft on which dangerous goods are to be carried shall be informed of those dangerous goods. This information must be in a dedicated form (the NOTOC) and must include:

The proper shipping name (the technical name(s) shown on the Shipper's Declaration is not required) and the UN number or ID number as listed in the IATA dangerous goods regulations and ICAO technical instructions for the safe transport of dangerous goods by air. When chemical oxygen generators contained in Protective Breathing Equipment (PBE) are being transported under Special Provision A144, the proper shipping name of "Oxygen generator, chemicals" must be supplemented with the statement "Air crew Protective Breathing Equipment (smoke hood) in accordance with Special Provision A144".

The class, division and subsidiary risk and in addition, in case of class 1 substance (i.e. explosives) the computability group.

The packing group as shown on the Shipper's Declaration.

For non-radioactive articles, the number of packages, the net quantity, or gross weight, if applicable, incl. the units of measurement, of each package, except that this does not apply to dangerous goods

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where the net quantity or gross weight is not required on the Shipper's Declaration for Dangerous Goods or when applicable alternative documentation and their exact loading location.

For a consignment consisting of multiple packages containing dangerous goods bearing the shipping name and UN number and ID number, only the total quantity and an indication of the largest and smallest package at each loading need to be provided.

The number of overpacks and an indication of which dangerous goods packages are contained in each overpack.

The number of all packed in one package and an indication of which dangerous goods packages are contained in each overpackage.

For radio-active articles, the number of packages, the gross weight, their transport index (indicating activity level) and their loading position.

Whether the package must be carried on Cargo Aircraft Only.

The airport where the package(s) is to be unloaded, i.e. its destination airport.

(Where applicable) an indication that the dangerous goods are being transported under a state exemption.

The dangerous goods listed in IATA Table 9.5.A need not appear on the information provided to the Pilot-in-Command.

7.4.15. Pilot-in-Command

7.4.15.1. Notification to the Captain

(IATA DGR 9.5.1.1, AMC1 SPA.DG.110 (A), IATA AHM 381, OM PART A 9.1.3.6.1. & GOM 5.6.4)

The Notification to the Captain (NOTOC) is used to inform the PIC of DGSL (dangerous goods and special loads) carried as cargo. The cargo department is responsible for providing other DGSL information in legible written, printed or digital form and transmitting it to the person charged with load planning task. The Load Planner shall produce 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 aircraft loading and supervision task. The person shall:

- Verify that other dangerous goods and special loads (DGSL) are not damaged or leaking.
- Ensure the correct positioning of DGSL as per the LIR and NOTOC.
- Report actual loading position.
- Signs the NOTOC (Where physical documents need to be signed, each signatory should do so with their own pen).
- Deliver the signed NOTOC to PIC for signature (Where physical documents need to be signed, each signatory should do so with their own pen).

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The NOTOC must be issued in adequate number of copies, in order 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 AHM381 and the current DGR.

The PIC must be provided with a notification concerning dangerous goods and any other special load (i.e. PER, AVI, HEG, HUM) onboard the aircraft in the form of a NOTOC (Notification to the Captain).

As early as practicable before departure of the aircraft, but in no case later than when the aircraft moves under its own power, Pegasus Airlines of an aircraft in which dangerous goods are to be carried must:

- Provide the Pilot-in-Command with accurate and legible written or printed information concerning dangerous goods that are to be carried as cargo; and
- 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 is to facilitate notifying emergency services and authorities of the dangerous goods on board in the event of an aircraft accident or incident.

Pegasus Airlines must specify the personnel (job title or function) to be provided this information in accordance with 7.4.17.1(b). The process of ground personnel transmitting this information to personnel with responsibilities for operational control of the aircraft also needs to be explained. Particular attention should be paid to the arrangements for ad hoc charters carrying dangerous goods where ongoing instructions to ensure the availability of the NOTOC may not be in place, e.g. through issuing appropriate instructions within the ground handling request.

Note:

- This includes information about dangerous goods loaded at a previous departure point and which are to be carried on the subsequent flight.
- Information required under IATA DGR 9.5.1.1.1(b) should be readily available to the operator's personnel whose responsibilities most closely align with the duties of the flight operations officer/flight dispatcher described in ICAO Annex 6, Part I, Chapter 4.6 (see Flight Operations Officer and also definition in Appendix A). These personnel are intended to provide the information required by 9.6.3 to facilitate emergency response.

This written information to the Pilot-in-Command must include the following (IATA DGR 9.5.1.1.3):

- the date of the flight.
- the Air Waybill number (when issued);
- the proper shipping name (see 8.1.3) (the technical, chemical group name(s) shown on the Shipper's Declaration is not required) and UN number or ID number as listed in these Regulations. When chemical oxygen generators contained in Protective Breathing Equipment (PBE) are being transported under Special Provision A144, the proper shipping name of "Oxygen generator, chemical" must be supplemented with the statement "Air crew Protective Breathing Equipment (smoke hood) in accordance with Special Provision A144";

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- d. the class or division and subsidiary hazard(s) corresponding to label(s) applied (see also IATA DGR 8.1.6.9.1, Steps 4 and 5), by numerals and in the case of Class 1, the compatibility group;
- e. the Packing Group as shown on the Shipper's Declaration;
- f. (for non-radioactive material) the number of packages, the net quantity, or gross weight if applicable, including the units of measurement, of each package, except that this does not apply to dangerous goods where the net quantity or gross weight is not required on the Shipper's Declaration for Dangerous Goods (see IATA DGR 8.1.6.9.2, Step 6), or, when applicable, alternative written documentation and their exact loading location.
 1. for a consignment consisting of multiple packages containing dangerous goods bearing the same proper shipping name and UN number or ID number, only the total quantity and an indication of the largest and smallest package at each loading location need to be provided. For consumer commodities, the information provided may be either the gross weight of each package or the average gross weight of the packages as shown on the Shipper's Declaration;
 2. the number of overpacks and an indication of which dangerous goods packages are contained in each overpack;
 3. the number of all packed in one package and an indication of which dangerous goods are contained in the package(s).
- g. (for radioactive material) the number of packages, overpacks, or freight containers, their category, their transport index, if applicable and their exact loading location;
- h. whether the package must be carried on cargo aircraft only;
- i. the airport at which the package(s) is to be unloaded; and
- j. (where applicable) an indication that the dangerous goods are being carried under a State exemption.

When dangerous goods packages are contained in an overpack, the information should show the overpack information immediately following the entries within it.

When different dangerous goods are contained in one outer packaging, the piece count may be left blank for each entry and shown only for the outer packaging. The information should show all packed items in one information source immediately following the entries within it.

Where the operator intends to make it possible for the Pilot-in-Command to provide a telephone number instead of the details about the dangerous goods on board the aircraft as specified in 7.5 (IATA DGR 9.5.1.3), the telephone number from where a copy of the information to the Pilot-in-Command can be obtained during the flight must be provided in addition to the information specified above in IATA DGR 9.5.1.1.3.

The dangerous goods listed in IATA DGR Table 9.5.A need not appear on the information provided to the Pilot-in-Command.

For UN 1845 Carbon dioxide, solid (dry ice), the information detailed above and IATA DGR 9.5.1.1.3. may be replaced by the UN number, proper shipping name, class, total quantity in each cargo compartment on the aircraft and the aerodrome at which the package(s) is to be unloaded need to be provided.

For UN 3480 (Lithium-ion batteries) and UN 3090 (Lithium metal batteries), the information required in IATA DGR 9.5.1.1.3 and above may be replaced by the UN number, proper shipping name, class, total

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quantity at each loading location, the aerodrome at which the package(s) is to be unloaded and whether the package must be carried on a cargo aircraft only. UN 3480 (Lithium-ion batteries) and UN 3090 (Lithium metal batteries) carried under a State exemption must meet all of the requirements detailed in IATA DGR 9.5.1.1.3.

This information to the Pilot-in-Command should be presented on Pegasus NOTOC Form PG-DO-FR-025 which is compatible with IATA AHM 382 or dedicated form and should not be by means of Air Waybills, "Shipper's Declaration for Dangerous Goods", invoices, etc. The Pilot-in-Command must indicate on a copy of the information to the Pilot-in-Command, or in some other way, that the information has been received.

The information to the Pilot-in-Command must also include signed confirmation, or some other indication, from the person responsible for loading the aircraft, that there was no evidence of any damage to or leakage from the packages or any leakage from the unit load devices loaded on the aircraft. (Where physical documents need to be signed, each signatory should do so with their own pen).

The information to the Pilot-in-Command must be readily available to the Pilot-in-Command during flight.

A legible copy of the written information to the Pilot-in-Command must be retained on the ground. This copy must have an indication on it or with it that the Pilot-in-Command has received the information. A copy, or the information contained in the notice to the pilot-in-command, must be readily accessible to the flight operations officer, flight dispatcher, or designated ground personnel responsible for flight operations until after the arrival of the flight.

In addition to the languages which may be required by the State of Pegasus Airlines' operation, English shall be used for the information to the Pilot-in-Command.

The staff, entitled to complete a NOTOC, must be qualified according to IATA DGR Training Guidance.

In the event of the information to the Pilot-in-Command being of such a size as to make in-flight radiotelephony transmission impracticable in an emergency situation, a summary of the information should also be provided by the operator, containing at least the quantities and class or division of dangerous goods in each cargo compartment.

Dangerous Goods Not Required to Appear on the Information to Pilot-in-Command (IATA DGR 9.5.1.1.3.4)

Note: Standard format detailed in IATA AHM 382 when using an EDP system to notify the Captains when dangerous goods and/or other special loads are included in the load may be acceptable on Pegasus flights.

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IATA Table 9.5.A-Dangerous Goods not required to appear on the Information to Pilot in Command

UN No.	ITEM	IATA Reference
UN 3164	Articles, pressurized, hydraulic containing non-flammable gas when meeting the requirements of Packing Instruction 208 (a)	Packing Instruction 208 (a)
UN 3164	Articles, pressurized, pneumatic containing non-flammable gas when meeting the requirements of Packing Instruction 208 (a)	Packing Instruction 208 (a)
UN 3373	Biological substance, Category B	Packing Instruction 650
n/a	Dangerous goods in excepted quantities (2.6)	2.6.1
UN 3245	Genetically modified micro-organisms or Genetically modified organisms	Packing Instruction 959
⊗		
UN 3481	Lithium-ion batteries contained in equipment (including lithium polymer batteries) when meeting the requirements of Section II of Packing Instruction 967	Packing Instruction 967 Section II
UN 3481	Lithium-ion batteries packed with equipment (including lithium polymer batteries) when meeting the requirements of Section II of Packing Instruction 966	Packing Instruction 966 Section II
⊗		
UN 3091	Lithium metal batteries contained in equipment (including lithium alloy batteries) when meeting the requirements of Section II of PI 970	Packing Instruction 970 Section II
UN 3091	Lithium metal batteries packed with equipment (including lithium alloy batteries) when meeting the requirements of Section II of Packing Instruction 969	Packing Instruction 969 Section II
UN 2807	Magnetized material with field strength causing a compass deflection of not more than 2° at a distance of 4.6 m. Note: Magnetized Material transported under an approval may be required to appear on the NOTOC.	Packing Instruction 953
UN 2909	Radioactive material, excepted package—articles manufactured from depleted uranium or natural thorium or natural uranium	10.5.8 (IATA DGR)
UN 2908	Radioactive material, excepted package—empty packaging	10.5.8 (IATA DGR)
UN 2911	Radioactive material, excepted package—instruments or articles	10.5.8 (IATA DGR)
UN 2910	Radioactive material, excepted package—limited quantity of material	10.5.8 (IATA DGR)

Note: Standard format detailed in IATA AHM 382 when using an EDP system to notify Captains when dangerous goods and/or other special loads are included in the load may be acceptable on Pegasus flights. Note: If you guarantee that PIC is informed of special loads (DG, HUM, PER...) through the software, you may not produce hard copy of NOTOC. It means a paper copy of NOTOC may not be handed over to PIC in the event of local conditions provide the connection between Load Control

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System and PIC's software systems are online and enables to submit the same actual and accurate Load Information data to the users at the same time.

7.4.15.2. Emergency Response Information (IATA DGR 9.5.1.2)

Pegasus Airlines must ensure that for consignments requiring a Shipper's Declaration for Dangerous Goods, appropriate information is immediately available at all times for use in emergency response to accidents and incidents involving dangerous goods in air transport. The information must be available to the Pilot-in-Command and can be provided by:

- The Emergency Response Guidance for Aircraft Incidents Involving Dangerous Goods (ICAO Doc. 9481-AN/928); or
- Any other document, which provides appropriate information concerning dangerous goods on board.

Note:

IATA DGR Subsection 4.2-List of Dangerous Goods contains the applicable Emergency Response Drill Code (see Column N) assigned to each dangerous goods entry in the ICAO Document "Emergency Response Guidance for Aircraft Incidents involving Dangerous Goods" (ICAO Doc. 9481-AN/928).

7.4.15.3. Information by the Pilot-in-Command in Case of In-Flight Emergency (IATA DGR 9.5.1.3, OM Part A 9.1.4)

If an in-flight emergency occurs and the situation permits, the commander must inform the appropriate Air Traffic Services Unit of any dangerous goods on board the aircraft. This information must include the proper shipping name and/or the UN number, the class/division, identified subsidiary risks, the compatibility group for explosives, the quantity and the location on board or a telephone number where a copy of the information provided to the commander.

(UN number or shipping name, class, division, position and quantity). Refer to IATA DGR 9.5.1.3.

For those dangerous goods for which a dangerous goods transport document is required, the Commander of an Aircraft carrying such goods shall be provided with information which can be used on board to assist in planning the response to an emergency arising in-flight involving the dangerous goods. This information can be provided by the last edition of ICAO Doc 9481 Emergency Response Guidance for Airplane Incidents Involving.

In addition, the operator shall ensure that for dangerous goods transported on Aircraft, appropriate information is immediately available at all times (24 hours per day) for use in emergency response to accidents/incidents involving those dangerous goods at a well distributed contact at the operator internally.

As Annex 18 to the Convention on International Civil Aviation – The Safe Transport of Dangerous Goods by Air and Technical Instructions for the Safe Transport of Dangerous Goods by Air (Doc 9284) - requires, Pegasus Airlines shall carry "ICAO Doc 9481-AN/928 Emergency Response Guidance For Aircraft Incidents Involving Dangerous Goods" and/or Pegasus Airlines Emergency Response Procedures on board of each Aircraft as will enable the flight crew to carry out its responsibilities with

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regard to the transport of Dangerous Goods as to the action to be taken in the event of emergencies arising involving Dangerous Goods.

All flight crew members of Pegasus Airlines will use the current ICAO Doc 9481-AN/928 - Emergency Response Guidance for Aircraft Incidents Involving Dangerous Goods and/or Pegasus Airlines Emergency Response Procedures as a guidance in the event of Emergencies arising involving Dangerous Goods in association with existing Emergency Procedures established in the Aircraft flight manual.

Note: ICAO Doc 9481-AN/928 - Emergency Response Guidance for Aircraft Incidents Involving Dangerous Goods does not cover incidents which occur while the Aircraft is on the ground, since emergency services should be available for such services.

7.4.16. Provision of Information to Passengers (IATA DGR 9.5.2)

With the aim of preventing dangerous goods which a passenger is not permitted to have from being taken aboard an aircraft in excess baggage consigned as cargo, any organization or enterprise accepting excess baggage consigned as cargo should seek confirmation from the passenger, or a person acting on behalf of the passenger, that the excess baggage does not contain dangerous goods that are not permitted and seek further confirmation about the contents of any item where there are suspicions that it may contain dangerous goods that are not permitted.

7.4.17. Provision of Information at Cargo Acceptance Areas (IATA DGR 9.5.3)

Pegasus Airlines or Pegasus Airlines' Handling Agent must ensure that sufficient notices, prominently displayed, are provided at visible location(s) at cargo acceptance points, giving information about the transport of dangerous goods to alert shippers/agents about any dangerous goods that may be contained in their cargo consignment(s). These notices must include visual examples of dangerous goods, including batteries.

7.4.18. Information to Crew Members (OM Part A 9.1.3.6.2)

Crew members shall be made aware of articles and substances, which may be carried on board in the passenger cabin for operating reasons as part of the operating equipment and in passenger hand/cabin baggage, and in checked baggage in the cargo holds.

Pegasus Airlines shall ensure that information is provided in the Cargo Operations Manual to enable crew members to carry out their responsibilities in regard to the transport of dangerous goods, including the actions to be taken in the event of emergencies arising involving dangerous goods.

Cabin crew members shall be made aware that even with the best efforts at check-in, hazardous/prohibited items may be brought on board, and if identified must be removed from the flight before departure.

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7.4.19. Information to Ground Staff

OM Part A 9.1.3.6.4

In the event of accident or incident caused by dangerous goods carried, related information is provided to enable ground staff to carry out their duties with regard to the transport of dangerous goods, including the actions to be taken in the event of incidents and accidents involving dangerous goods; and where applicable, the proper shipping name and the UN number are also provided to his Handling Agent.

Flight Dispatchers have access to the same information pertaining to dangerous goods carried as cargo on board the aircraft that is provided to the PIC and are assigned the responsibility to provide detailed information without delay about dangerous goods carried as cargo to emergency services responding to an accident or serious incident involving the Operator's aircraft.

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7.5. Aircraft Emergency Response Drills Chart (OM Part A 9.1.4.5, ICAO Doc 9481-AN/928 Table 4-1)

1. COMPLETED APPROPRIATE AIRCRAFT EMERGENCY PROCEDURES
2. CONSIDER LANDING AS SOON AS PRACTICABLE
3. USE DRILL FROM THE CHART BELOW

DRILL NO	INHERENT HAZARD	HAZARD TO AIRCRAFT	HAZARD TO OCCUPANTS	SPILL OR LEAK PROCEDURE	FIREFIGHTING PROCEDURE	ADDITIONAL CONSIDERATIONS
1	Explosion may cause structural failure	Fire and/or explosion	As indicated by the drill letter(s)	Use 100% oxygen; no smoking	All agents according to availability; use standard fire procedure	Possible abrupt loss of pressurization
2	Gas, non-flammable, pressure may create hazard in fire	Minimal	As indicated by the drill letter(s)	Use 100% oxygen; establish and maintain maximum ventilation for "A", "i" or "P" drill letter	All agents according to availability; use standard fire procedure	Possible abrupt loss of pressurization
3	Flammable liquid or solid	Fire and/or explosion	Smoke, fumes and heat, and as indicated by drill letter(s)	Use 100% oxygen; establish and maintain maximum ventilation; no smoking; minimum electrics	All agents according to availability; no water on "W" drill letter	Possible abrupt loss of pressurization
4	Spontaneously combustible or pyrophoric when exposed to air	Fire and/or explosion	Smoke, fumes and heat, and as indicated by drill letter(s)	Use 100% oxygen; establish and maintain maximum ventilation	All agents according to availability; no water on "W" drill letter	Possible abrupt loss of pressurization; minimum electrics if "F" or "H" drill letter
5	Oxidizer, may ignite other materials, may explode in heat of a fire	Fire and/or explosion, possible corrosion damage	Eye, nose and throat irritation; skin damage on contact	Use 100% oxygen; establish and maintain maximum ventilation	All agents according to availability; no water on "W" drill letter	Possible abrupt loss of pressurization
6	Toxic*, may be fatal if inhaled, ingested, or absorbed by skin	Contamination with toxic* liquid or solid	Acute toxicity, affects may be delayed	Use 100% oxygen; establish and maintain maximum ventilation; do not touch without gloves	All agents according to availability; no water on "W" drill letter	Possible abrupt loss of pressurization; minimum electrics if "F" or "H" drill letter
7	Radiation from broken/ unshielded packages	Contamination with spilled radioactive material	Exposure to radiation, and personnel contamination	Do not move contact packages; avoid contact	All agents according to availability	Call for a qualified person to meet the aircraft
8	Corrosive, fumes disabling if inhaled or in contact with skin	Possible corrosion damage	Eye, nose and throat irritation; skin damage on contact	Use 100% oxygen; establish and maintain maximum ventilation; do not touch without gloves	All agents according to availability; no water on "W" drill letter	Possible abrupt loss of pressurization; minimum electrics if "F" or "H" drill letter
9	No general inherent hazard	As indicated by the drill letter	As indicated by the drill letter	Use 100% oxygen; establish and maintain maximum ventilation if "A" drill letter	All agents according to availability	None

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1. COMPLETED APPROPRIATE AIRCRAFT EMERGENCY PROCEDURES
2. CONSIDER LANDING AS SOON AS PRACTICABLE
3. USE DRILL FROM THE CHART BELOW

DRILL NO	INHERENT HAZARD	HAZARD TO AIRCRAFT	HAZARD TO OCCUPANTS	SPILL OR LEAK PROCEDURE	FIREFIGHTING PROCEDURE	ADDITIONAL CONSIDERATIONS
10	Gas, flammable, high fire risk if any ignition source present	Fire and/or explosion	Smoke, fumes and heat, and as indicated by the drill letter	Use 100% oxygen; establish and maintain maximum ventilation; no smoking; minimum electrics	All agents according to availability	Possible abrupt loss of pressurization
11	Infectious substances may affect humans or animals if inhaled, ingested or absorbed through the mucous membrane or an open wound	Contamination with Infectious substances	Delayed infection to humans or animals	Do not touch. Minimum recirculation and ventilation in affected area	All agents according to availability. No water on "Y" drill letter	Call for a qualified person to meet the aircraft
12	Fire, heat, smoke, toxic and flammable vapour	Fire and/or explosion	Smoke, fumes, heat	Use 100% oxygen; establish and maintain maximum ventilation	All agents according to availability. Use water if available	Possible abrupt loss of pressurization; consider landing immediately

DRILL LETTER	ADDITIONAL HAZARD	DRILL LETTER	ADDITIONAL HAZARD
A	ANAESTHETIC	S	SPONTANEOUSLY COMBUSTIBLE OR PYROPHORIC
C	CORROSIVE	W	IF WET GIVES OFF TOXIC* OR FLAMMABLE GAS
E	EXPLOSIVE	X	OXIDIZER
F	FLAMMABLE	Y	DEPENDING ON THE TYPE OF INFECTIOUS SUBSTANCE, THE APPROPRIATE NATIONAL AUTHORITY MAY BE REQUIRED TO QUARANTINE INDIVIDUALS, ANIMALS, CARGO AND THE AIRCRAFT
H	HIGHLY IGNITABLE	Z	AIRCRAFT CARGO FIRE SUPPRESSION SYSTEM MAY NOT EXTINGUISH OR CONTAIN THE FIRE; CONSIDER LANDING IMMEDIATELY
I	IRRITANT / TEAR PRODUCING		
L	OTHER HAZARD LOW OR NONE		
M	MAGNETIC		
N	NOXIOUS		
P	TOXIC * (POISON)		

* Toxic has the same meaning as poison.

7.5.1. Dangerous Goods Incident and Accident Reports

(IATA DGR 9.6, AMC1 CAT.GEN.MPA.200 (E))

OM PART A 9.1.3.3 & GOM 4.1.4.2 & IOSA CGO 3.2.17 & IATA DGR 9.6, 9.6.1, 9.6.2, 9.6.4

- (a) Any type of dangerous goods accident or incident, or the finding of undeclared or mis-declared dangerous goods should be reported, irrespective of whether the dangerous goods are contained in cargo, mail, passengers' baggage or crew baggage. For the purposes of the reporting of

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undeclared and mis-declared dangerous goods found in cargo, the Technical Instructions considers this to include items of operators' stores that are classified as dangerous goods.

- (b) The first report shall be dispatched within 72 hours of the event. It may be sent by any means, including e-mail, telephone or fax. This report shall include the details that are known at that time, under the headings identified in (c). If necessary, a subsequent report shall be made as soon as possible giving all the details that were not known at the time the first report was sent. If a report has been made verbally, written confirmation shall be sent as soon as possible.
- (c) The first report and any subsequent report shall be as precise as possible and contain such of the following data that are relevant:
- (1) date of the incident or accident or the finding of undeclared or misdeclared dangerous goods,
 - (2) location, the flight number and flight date,
 - (3) description of the goods and the reference number of the Air Waybill, pouch, baggage tag, ticket, etc.,
 - (4) proper shipping name (including the technical name, if appropriate) and UN/ID number, when known,
 - (5) class or division and any subsidiary risk,
 - (6) type of packaging, and the packaging specification marking on it,
 - (7) quantity,
 - (8) name and address of the shipper, passenger, etc.,
 - (9) any other relevant details,
 - (10) suspected cause of the incident or accident,
 - (11) action taken,
 - (12) any other reporting action taken,
 - (13) name, title, address and telephone number of the person making the report.

- (a) Copies of relevant documents and any photographs taken should be attached to a report.

- (b) Dangerous goods accidents or incidents shall immediately be reported to the TR - DGCA and the state in which the accident or incident occurred, in accordance with the applicable variations under the appropriate state(s) listing in referenced IATA DGR 2.8. Any incident and accident official reports will be prepared and sent to the authority by Safety Department in compliance with **PG-EM-EK-001 Safety Management Manual and PG-EM-PR-009 Occurrence and Hazard Reporting Procedure**.

7.5.2. Reporting Undeclared or Mis-Declared Dangerous Goods

Refer to IATA DGR 9.6.2, OM Part A 9.1.3.5

Pegasus Airlines must report any occasion when undeclared or mis-declared dangerous goods are discovered in cargo or mail. Such a report must be made to the appropriate authorities of the State of the operator that is TR - DGCA for Pegasus Airlines and the State in which this occurred. Pegasus Airlines must also report any occasion when dangerous goods not permitted under IATA DGR Subsection 2.3 are discovered by Pegasus Airlines, or the Pegasus Airlines is advised by the entity

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that discovers the dangerous goods, either in the baggage or on the person of passengers or crew members. Such a report must be made to the appropriate authority of the State in which this occurred.

An initial report shall be dispatched within 72 hours of the discovery, unless exceptional circumstances prevent this.

7.5.3. Information By the Operator in The Event of An Aircraft Incident or Accident (OM Part A 9.1.3.1 & 9.1.3.2, IATA DGR 9.6.3)

In the accident or serious incident events where dangerous goods carried as cargo may be involved; In the event of an aircraft incident with dangerous goods, Pegasus Airlines must, if required to do so, provide any information required, without delay, to minimize the hazards created by any dangerous goods carried.

Pegasus Airlines aircraft carrying dangerous goods must provide information, without delay, to emergency services responding to the accident or serious incident about the dangerous goods on board, as shown on the information to the Commander. Pegasus Airlines must also provide this information to the appropriate authorities of TR-DGCA and the State in which the accident or serious incident occurred as soon as practical.

1. In the event of:

- an aircraft accident; or
 - serious incident, where dangerous goods carried as cargo may be involved, the operator of the aircraft carrying dangerous goods as cargo must provide information, without delay, to emergency services responding to the accident or serious incident about the dangerous goods on board, as shown on the information to the pilot-in-command. As soon as possible, the operator must also provide this information to the appropriate authorities of the State of the Operator and the State in which the accident or serious incident occurred.
- In the event of an aircraft incident, the operator of an aircraft carrying dangerous goods as cargo must, if requested to do so, provide information, without delay, to emergency services responding to the incident and to the appropriate authority of the State in which the incident occurred about the dangerous goods on board, as shown on the information to the pilot-in-command.
 - Pegasus Airlines must address the provisions of 1 and 2 in appropriate manuals and accident contingency plans.

Note:

The terms “accident”, “serious incident” and “incident” are defined in ICAO Annex 13.

The operator of an Aircraft which is involved in an Aircraft incident shall, on request, provide any information required to minimize the hazards created by any dangerous goods carried. Also as soon as possible, inform the appropriate authority of the State in which the Aircraft accident occurred of any dangerous goods carried.

If an in-flight emergency occurs and the situation permits, the commander must inform the appropriate Air Traffic Services Unit of any dangerous goods on board the aircraft. This information must include the proper shipping name and/or the UN number, the class/division, identified subsidiary risks, the

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compatibility group for explosives, the quantity and the location on board or a telephone number where a copy of the information provided to the commander.

(UN number or shipping name, class, division, position, and quantity). Refer to IATA DGR 9.5.1.3.

If the volume of information provided to the pilot-in-command/commander is such that it would be impracticable to transmit it in the event of an in-flight emergency, an additional summary of the information should also be provided, containing at least the quantities and class or division of the dangerous goods in each cargo compartment.

In the cases where Dangerous Goods Transport Document is required, the Commander of the aircraft carrying such goods must be provided with information, which can be used on board to assist in planning the response to an emergency arising in-flight involving the dangerous goods.

In an accident or serious incident events, Pegasus Airlines aircraft carrying dangerous goods as cargo must provide information, without delay, to emergency services responding to the accident or serious incident about the dangerous goods on board, as shown on the information to the Commander. Pegasus Airlines must also provide this information to the appropriate authorities of TR-DGCA and the State in which the accident or serious incident occurred as soon as practical.

In the event of an incident, the aircraft carrying dangerous goods as cargo must, if requested to do so, provide information, without delay, to emergency services responding to the incident and to the appropriate authority of the State in which the incident occurred about the dangerous goods on board, as shown on NOTOC.

Note: Pegasus Airlines shall ensure that for dangerous goods transported on aircraft, appropriate information is immediately available at all times (24 hours per day) for use in emergency response to accidents/incidents involving those dangerous goods at a well distributed contact at Pegasus Airlines internally.

As Annex 18 to the Convention on International Civil Aviation – The Safe Transport of Dangerous Goods by Air and Technical Instructions for the Safe Transport of Dangerous Goods by Air (Doc 9284) - requires, Pegasus Airlines shall carry “ICAO Doc 9481-AN/928 Emergency Response Guidance For Aircraft Incidents Involving Dangerous Goods” and/or Pegasus Airlines emergency response procedures on board of each Aircraft as will enable the flight crew to carry out its responsibilities with regard to the transport of Dangerous Goods as to the action to be taken in the event of emergencies arising involving Dangerous Goods.

All flight crew members of Pegasus Airlines will use the current ICAO Doc 9481-AN/928 - Emergency Response Guidance for Aircraft Incidents Involving Dangerous Goods and/or Pegasus Airlines emergency response procedures as a guidance in the event of Emergencies arising involving Dangerous Goods in association with existing emergency procedures established in the Aircraft flight manual.

Note: ICAO Doc 9481-AN/928 - Emergency Response Guidance for Aircraft Incidents Involving Dangerous Goods does not cover incidents which occur while the Aircraft is on the ground, since emergency services should be available for such services.

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7.5.4. Reporting (Dangerous Goods Accident, Incident and Occurrences)

Refer to current IATA DGR 9.6

Pegasus Airlines must report to the appropriate authority of the State of the operator any occasion when:

- (a) dangerous goods are discovered to have been carried when not loaded, segregated, separated or secured in accordance with IATA DGR 9.2 or IATA DGR 9.3; or
- (b) dangerous goods are discovered to have been carried without information having been provided to the Pilot-in-Command in accordance with 7.4.15.1 (IATA DGR 9.5.1.1)

7.5.4.1. Dangerous Goods Occurrence Report

Pegasus Airlines must report:

- dangerous goods accidents or incidents to the appropriate authority of the State of the operator and the State in which the accident or incident occurred in accordance with 7.5.1 (IATA DGR 9.6.1);
- any occasion when undeclared or mis-declared dangerous goods are discovered in cargo or mail. Such a report must be made to the appropriate authorities of the State of the operator and the State in which this occurred. An operator must also report any occasion when dangerous goods not permitted under IATA DGR Subsection 2.3 are discovered by the operator, or the operator is advised by the entity that discovers the dangerous goods, either in the baggage or on the person of passengers or crew members. Such a report must be made to the appropriate authority of the State in which this occurred in accordance with 7.5.2 (IATA DGR 9.6.2);
- accordance with 7.5.4 (IATA DGR 9.6.4) any occasion in when:
 - a) dangerous goods are discovered to have been carried when not loaded, segregated, separated or secured in accordance with IATA DGR 9.2 or 9.3; or
 - b) dangerous goods are discovered to have been carried without information having been provided to the Pilot-in-Command in accordance with IATA DGR 9.5.1.1.

An example of a standard form which is in use in many parts of the world and which may be used where the reporting format has not been specified by the appropriate authority is included at the part 12.1.1 - Dangerous Goods Occurrence Report. In addition, it is recommended that this format be used when reporting incidents to another operator.

Note:

Individual States may require other reporting formats and carriers must ensure that they follow local national protocols as appropriate.

7.5.4.2. Checklist for Dangerous Goods Incidents (OM Part A 9.1.3.4)

The General Emergency Procedures to be followed comprise the following:

- a) Advise immediate supervisor and pegasuscargo@flypgs.com and/or opspgs@wcs-turkey.com first and get professional assistance.

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- Identify the substances involved by reference to documentation (Shipper's Declaration) or package markings.
- Isolate the (damaged) package by removing other packages or property.
- Isolate the area and advise emergency services as per local procedures.
- Avoid contact with the contents of the package.
- If contents coming, contact with body or clothes:
 - Thoroughly wash off body with plenty of water;
 - Remove contaminated clothes;
 - Do not eat or smoke;
 - Keep hands away from eyes, mouth and nose;
 - Apply for medical assistance.
- Staff involved in such incidents should stay on site until their names are noted.

7.5.4.3. Removal of Contamination (IATA DGR 9.4.3, SPA.DG.105, OM Part A 9.1.2.4.12)

In the event of a spillage or leakage of dangerous goods within an aircraft, the position where the dangerous goods or ULD was stowed on the aircraft must be inspected for damage or contamination and any hazardous contamination removed. The hazard of the dangerous goods within packages concerned may be established by checking the entry on the NOTOC for that loading position or from hazard labels applied to the packages. The hazard classes and divisions of dangerous goods within a ULD may also be identified from the NOTOC or otherwise, should package labels not be visible, from the ULD tag bearing red hatchings applied to the outside of the ULD.

Persons responding in the event of damage to or leakage of dangerous goods from packages must:

- identify the hazards and wear appropriate protective clothing;
- avoid handling the package or keep handling to a minimum;
- inspect adjacent packages for contamination and put aside any that may have been contaminated;
- arrange for decontamination of the aircraft and equipment; and
- in the case of infectious material, inform the appropriate public health authority or veterinary authority, and provide information to any other countries of transit where persons may have been exposed to danger; and notify the shipper and/or the consignee.

If it is evident that a package containing radioactive material is damaged or leaking, or if it is suspected that the package may have leaked or been damaged, access to the package must be restricted and a qualified person must, as soon as possible, assess the extent of contamination and the resultant radiation level of the package. The scope of the assessment must include the package, the aircraft, the adjacent loading and unloading areas and, if necessary, all other material which has been carried in the aircraft. When necessary, additional steps for the protection of persons, property and the environment must be taken in accordance with provisions established by the relevant competent authority, to overcome and minimize the consequences of such leakage or damage.

An aeroplane which has been contaminated by radioactive materials must be immediately taken out of service and not returned until the radiation level at any accessible surface and the non-fixed contamination are not more than the values specified in the Technical Instructions. In the event of non-compliance with any limit in the Technical Instructions applicable to radiation level or contamination, the operator must ensure the shipper is informed if the non-compliance is identified during transport; take immediate steps to mitigate the consequences of the non-compliance; and communicate the non-

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compliance to the shipper and relevant competent Authority(ies), respectively, as soon as practicable and immediately whenever an emergency situation has developed or is developing.

If material is found leaking or damaged while on the aircraft arrangements shall be made for its removal by an appropriate authority or organization. In this case the remainder of the consignment shall be thoroughly inspected to ensure it is in a proper condition for transport.

In case an aircraft is involved in a contamination case, the Commander has to adhere to the following operational instructions:

- Any contamination found as result of leakage or damage of dangerous goods is removed without delay; and
- An aircraft, which has been contaminated by radioactive materials is immediately taken out of service and not returned until the radiation level at any accessible surface and the nonfixed contamination are not more than the values specified in the Technical Instructions.

7.5.4.4. Deviation Between Documentation and Packages or Non-Compliance of Documentation and/or Packages with IATA-DGR

The shipment is to be kept on hold and stored in a safe area until the incident is completely clarified. After acceptance when dangerous goods hazard and handling labels or marks are found to be missing, illegible or detached from shipments such labels or marks are to be replaced in accordance with the information provided on the DGD (Shipper's Declaration for Dangerous Goods). Copies of Air waybill, DGD (Shipper's Declaration for Dangerous Goods) and DGR Acceptance Check Sheet and pictures of the package(s) involved must be kept on file (on request, they shall be provided to the person responsible for investigation). The shipment will be released by the investigator.

7.5.5. Retention of Documents (ORO.MLR.115 (B)(4), SPA.DG.110 (F), IATA DGR 9.8)

At least one copy of the documents or information, appropriate to the transport by air of a dangerous goods consignment (including consignments that fail their acceptance check), is retained for a minimum period of three months after the flight on which the dangerous goods were transported. As a minimum, the documents which must be retained are the Shipper's Declaration for Dangerous Goods and other applicable transport documents, the acceptance checklist (when this is in a form which requires completion), the identification of the person who performed the acceptance check and the written information to the Pilot-in-Command. These documents or the information must be made available to the appropriate national authority upon request.

Note: Where the documents or information are kept electronically or in a computer system, they should be capable of being reproduced in a printed manner

Note: The operator should indicate where the documents appropriate to the transport by air of a consignment of dangerous goods are to be retained, e.g. within a flight file, or within the files of a Handling Agent(s), etc. If this to be carried out by a Handling Agent, procedures need to be in place, particularly for ad hoc charters.

For each package or overpack containing dangerous goods or freight container containing radioactive material or unit load device containing dangerous goods as described in IATA DGR 9.1.4 that was not accepted by Pegasus Airlines, due to an error or omission by the shipper in packaging,

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labelling, marking or documentation, a copy of the documentation as well as the checklist (when this is in a form which requires completion), and the identification of the person who performed the acceptance check should be retained for a minimum period of three months after the completion of the acceptance checklist.

Pegasus Airlines, as soon as practicable prior to departure of an Aircraft in which dangerous goods are to be carried, must provide the pilot in command with accurate and legible written information concerning dangerous goods which specifies at least the following:

This information to the pilot in command should be presented on a NOTOC form or by another form by the forwarder and should not be by means of Air Waybills, Shipper's Declaration for Dangerous Goods, invoices, etc. When written information is provided, the pilot-in-command must indicate on a copy of it, or in some other way, that the information has been received.

The information to the pilot-in-command must also include confirmation that there is no evidence that any damaged or leaking packages have been loaded on the Aircraft.

The written information to the pilot in command must be readily available to him during flight.

A legible copy of the written information to the pilot in command must be retained on the ground at a readily accessible location until after the flight to which the written information refers is finalized.

In addition to the languages which may be required by the State of Pegasus Airlines' operation, English should be used for the written information to the pilot in command.

Besides certain dangerous goods carried as cargo are not required

7.5.5.1. Load Distribution Message (LDM)

Load Message

Recommended that, Member shall:

1. Use the Standard format for manual and automatically composed load message.
2. Abolish the load message on point-to-point flight as well as on the last leg of multi sector flight, except for wide-bodied freighter aircraft.

Note 1: The load message is sent primarily to enable the transit station to know in advance the load which continues on the same aircraft

Note 2: If load information is needed for point-to-point flights or for its last sector of multi-sector flights see AHM 583 or AHM 587.

3. The message is composed of four parts. (AHM 584)

LDM: Priority indicator QK

Addresses : Always to be to send destinations departments, OCC (ISTOWPC) and GCC (ISTFPPC)

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Signature : Message Originator, date / time group
Text : Message Identifier LDM

Flight Number, Scheduled UTC date of departure out of its originating station, oblique followed by two numeric which are included of the flight number, Aircraft registration preceded by a full stop, Version of aircraft preceded by a full stop, Number of crew.

One digit for cockpit crew, oblique, one digit for cabin crew

Destination. Airport of disembarkation of passengers and / or unloading of dead load. Use new line, preceded by hyphen. NIL, if there is no traffic load to this destination. NIL is printed and preceded by a full stop. Number of passengers, per weight category. Adults/children/infants preceded by a full stop.

Note: If there is dead load to this destination but no passengers, zeros must be filled in. Total dead load. 1-5 digits preceded by a full stop and letter T. Load in compartments and / or positions of unitized load. 1-2 digits compartment/unitized load designator, oblique, 1-5 digits weight of dead load, preceded by a full stop. This element repeated for each compartment containing dead load for this destination.

Seat occupying passengers including PAD's. Element identifier PAX, preceded by a full stop and followed by an oblique and seat information.

PAD, seats occupied by outgoing PAD's per class including LMC. Element Identifier PAD preceded by a full stop, followed by an oblique and seat information. All PAD's are included in PAX distribution.

Supplementary Information Identifier SI, (free text) i.e. for weapon, buggy, buggy with DAA, own WCHR, WCHR with DAA total baggage pieces, Transfer and transit baggage pieces/loading positions/destination if needed as below.

A load message has to be always sent.

. Example : LDM

PC157/17.TCAMP.189Y.2/4

- SAW.40/45/08/03.T/2500.1/1000.3/1500.PAX/093.PAD/000.AVI/1/35

SI SAW .B/89/2500.C/0/0.M/0/0

05 PCS ADA TRS BAG IN H1

12 WEA LDD H1 GZTSAW

01 DAA LDD H1

1st line flight number PC157 / date 17 / registration TCAMP / cabin configuration Y189 / crew version 2/4

2nd line load to SAW: 40 male / 45 female / 8 children / 3 infants / total deadload (T) 2500 kg / 1000 kg loaded CMPT 1 / 1500 kg loaded in CMPT 3, total passengers (without infants) 093.,

3rd line PAD (without infants), special load live animal 35 kg (AVI) loaded in CMPT 1 supplementary information (SI) actual net weight of baggage (B), cargo (C), equipment (E), mail (M) / weight (BAG), 5 pieces of transfer baggage for ATH ,12 weapon in Hold 1, 1 Delivery at Aircraft in Hold 1

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7.5.6. Training (ORO.GEN.110 (J), IATA DGR 9.7, IATA DGR CBTA)

7.5.6.1. Dangerous Goods Training Requirements

Personnel are competent to perform any function for which they are responsible prior to performing any of these functions. This must be achieved through training and assessment commensurate with the functions for which they are responsible. Such training must include:

- general familiarization training—personnel must be trained to be familiar with the general provisions;
- function specific training—personnel must be trained to competently perform the function for which they are responsible; and
- safety training—personnel must be trained on how to recognise the hazards presented by dangerous goods, on the safe handling of dangerous goods and on emergency response procedures.

Note: General information on the provisions for dangerous goods carried by passengers and crew (see IATA DGR 2.3) should be included in training courses, as appropriate.

Personnel who have received training but who are assigned to new functions must be assessed to determine their competence in respect of their new function. If competency is not demonstrated, appropriate additional training must be provided.

A written test must be undertaken following dangerous goods training according to IATA DGR requirements. Confirmation or certification is required for successful completion of the examination after having attended the training.

Dangerous goods initial and recurrent training are required by the regulations:

(a) Initial training must be provided prior to a person performing their functions related to the transport of cargo or managing passenger and baggage. Effectively and unless otherwise required by the national authorities, it refers to the first time a trainee receives dangerous goods instructions according to their function or a new function if gaps have been identified.

(b) Recurrent training must be provided within 24 months of previous training to ensure knowledge is current. 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 month of that previous training.

The ground service personnel must be trained to perform the assigned functions competently regardless of their job title.

Compared to entities with large operations, personnel in smaller companies may be assigned to perform tasks across multiple functions, such as performing dangerous goods acceptance, and loading and securing dangerous goods on board an aircraft. The training provided to these personnel must address all of these functions so that they can perform competently in all assigned areas.

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Personnel must receive recurrent training and assessment within 24 months of previous training and assessment to ensure that competency has been maintained. However, if recurrent training and assessment is completed within the final three months of validity of the previous training and assessment, the period of validity extends from the month on which the recurrent training and assessment was completed until 24 months from the expiry month of that previous training and assessment.

For example, a person attends an initial course finishing on 14 April 2019; their training validity therefore expires 30 April 2021. They may attend recurrent training any time between 1 February and 30 April 2021 and their next recurrent training date will remain 30 April 2023. If, however they complete recurrent training in January 2021, then as this is more than 3 months prior to the end of April then their training expiry date becomes 31 January 2023.

Dangerous goods training programmes for Pegasus Airlines' personnel must be subjected to review and approval by the appropriate Authority of the State of the Pegasus Airlines.

Training and assessment records must be retained by the employer for a minimum period of 36 months from the most recent training and assessment completion month and must be made available upon request to the employee or appropriate national authority.

Dangerous goods training programmes for all categories of staff, other than operators, should be reviewed and approved as determined by the appropriate national Authority.

The Dangerous goods training programme must cover regarding the current IATA DGR current edition and is controlled by the Ground Operations Training Leadership in order to remain relevant and current. Personnel must be trained in the requirements commensurate with their responsibilities.

During the DGR training presentations update process, training is carried out over the current IATA DGR / **DG Training Guidance (CBTA)** Books. (Ref: PG-YE-EK-001 Ground Operations Training Manual)

The examples in this part may be used for designing the training and assessment programs. However, the tasks and sub-tasks, and the level of proficiency shown here are only recommendations. Additional training and assessment may be required for personnel assigned with additional responsibilities, and less training and assessment may be needed for personnel assigned with fewer responsibilities than those presented in these lists. Furthermore, some employers may divide the job functions differently, and as a result, they will have a different training specification.

Ultimately the employer is responsible for ensuring employees are competent to perform the functions they are assigned to and must therefore ensure that training programs are designed to accomplish this. Dangerous goods training programs are subject to appropriate national authority approval in accordance with national regulations, policies and procedures.

Performing a dangerous goods task may require different levels of knowledge, skills and attitude, depending on the complexity of the specific task and the operational environment. A level of proficiency should be developed to determine how critical the employee's knowledge, skills and attitude are for the successful completion of a task. Therefore, to determine the relevant level of proficiency of an employee's competency factors, the employer should consider the complexity of tasks and context, the

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range of work (routine, predictability, and dependencies) and the level of autonomy of the employee in performing the tasks.

Proficiency can be divided into four levels, introductory, basic, intermediate and advance, and applied to individual tasks involved in the function(s) that an employee is assigned to.

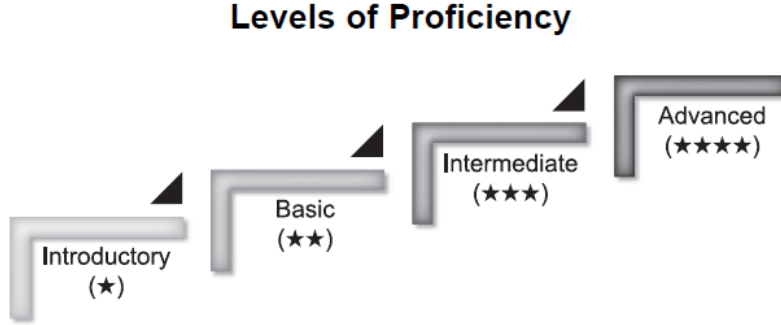
Introductory (★): covers general knowledge or understanding of basic concepts and techniques.

Basic (★★): delivers competency that is sufficient for an individual to carry out simple work activities, most of it routine and predictable. Guidance or assistance from an expert may be required from time to time.

Intermediate (★★★): comprises of complex or critical activities, in a non-routine context, which enables a person to work autonomously and solve problems without special assistance.

Advanced (★★★★): covers complex technical and professional activities in a wide variety of contexts, which allows the personnel to provide advice. Dangerous goods training course instructors should have acquired this level of proficiency on the tasks or functions that they will instruct prior to delivering such course(s).

Levels of Proficiency



According to current IATA DGR Competency-based Training and Assessment Approach:

➤ 7.1 Function: Personnel Responsible for Preparing Dangerous Goods Consignments

Training and assessment for personnel preparing dangerous goods consignments for transport may be tailored to address only those classes, divisions or even UN numbers that they prepare for transport. Training and assessment may also be limited to address only the specific tasks personnel perform. For example, where personnel are only responsible for the packing, marking and labelling of packages and overpacks, training and assessment may be tailored to address just those tasks. The following are tasks that these personnel typically perform and for which training and assessment would therefore be required.

➤ 7.2 Function: Personnel Responsible for Processing or Accepting Goods Presented as General Cargo

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Personnel responsible for processing goods presented as general cargo must be competent to perform tasks aimed at preventing undeclared dangerous goods from being accepted into air transport and loaded on an aircraft. They may work for freight forwarders, ground handling agents or operators. Personnel would need to have relevant knowledge to competently perform these tasks. They may need additional knowledge and be capable of performing at a more advanced skill level depending on the actual function/tasks assigned. The following are tasks that these personnel typically perform and for which training and assessment would therefore be required.

➤ 7.3 Function: Personnel Responsible for Processing or Accepting Dangerous Goods Consignments

Personnel responsible for processing or accepting dangerous goods consignments must be competent to perform tasks aimed at verifying and validating that the dangerous goods being offered for transport comply with the applicable provisions of the regulations and are in a suitable condition for air transport. They may work for freight forwarders, Ground handling agents or operators. Personnel would need to have relevant knowledge to competently perform these tasks. The following are tasks that these personnel typically perform and for which training and assessment would therefore be required.

➤ 7.4 Function: Personnel Responsible for Handling Cargo in a Warehouse, Loading and Unloading Unit Load Devices and Loading and Unloading Aircraft Cargo Compartments

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

➤ 7.5 Function: Personnel Responsible for Accepting Passenger and Crew Baggage, Managing Aircraft Boarding Areas and other Functions Involving Direct Passenger Contact at an Airport

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

➤ 7.6 Function: Personnel Responsible for the Planning of Aircraft Loading

Related to dangerous goods that would typically be performed and for which training and assessment would therefore be required by personnel responsible for planning of the distribution of the load (baggage, mail and cargo) that will be loaded into the aircraft cargo compartments.

➤ 7.7 Function: Flight Crew

➤ 7.8 Function: Flight Operations Officers and Flight Dispatchers

➤ 7.9 Function: Cabin Crew

➤ 7.10 Function: Personnel Responsible for the Screening of Passengers and Crew and their Baggage, Cargo and Mail

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Personnel responsible for the screening passengers and crew and their baggage, cargo and mail would typically perform and for which training and assessment would therefore be required.

7.6. Transport of Weapons, Munitions of War and Munitions of Sport Weapons (CAT.GEN.MPA.155 &160, GM1 CAT.GEN.MPA.155 & 160, OM Part A 9.2)

7.6.1. General

It is forbidden to carry weapons, munitions of war, and munitions of sport weapons except with the express exemption of the national authority and of the authorities of countries of destination and of departure.

In the case that they are exempted, they shall be carried in the Aircraft in a place that is inaccessible to passengers during flight and, in the case of firearms, are unloaded.

Sporting weapons may be carried by two means on Pegasus flights;

- Sporting weapon and its ammunitions belonging the passenger as checked baggage,
- Sporting weapon as bulk cargo

Pegasus Airlines shall only transport weapons of war or munitions of war by air if an approval to do so has been granted by TR-DGCA and all States whose airspace is intended to be used for the flight.

Where an approval has been granted, weapons of war and munitions of war are:

- stowed in the aircraft in a place that is inaccessible to passengers during flight; and
- in the case of firearms, unloaded.

Before a flight begins, the commander is notified of the details and location on board the aircraft of any weapons of war and munitions of war intended to be carried.

Where weapons of war or munitions of war are also dangerous goods by definition (e.g. torpedoes, bombs, etc.), Transport of dangerous goods also applies. *Refer to OM Part A chapter 9.*

For additional procedures and exceptions refer to;

- PG-UI-EK-001 OM Part A
8.2.2.18.4.1.1. CARRIAGE OF ARMED INDIVIDUALS AND WEAPONS,
8.2.2.18.4.1.2. IN-FLIGHT SECURITY GUARDS
8.2.2.18.4.1.3. MILITARY PERSONNEL, POLICE AND LAW ENFORCEMENT OFFICERS,
- PG-GU-EK-001 AIR CARRIER SECURITY PROGRAMME

7.6.1.1. Carriage Sporting Weapons or Ammunition

(OM Part A 9.2.2, GM1 CAT.GEN.MPA.160)

Pegasus Airlines takes measures below to ensure that any sporting weapons intended to be carried by air are reported to the operator.

- Pegasus Airlines accepting the carriage of sporting weapons ensures that they are:
 - stowed in the aircraft in a place that is inaccessible to passengers during flight; and

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2. in the case of firearms or other weapons that can contain ammunition, unloaded.

- (b) Sporting weapons may be carried by two means on Pegasus flights;
1. Sporting weapon and its ammunitions belonging the passenger as checked baggage,
 2. Sporting weapon as bulk cargo

Note: Rifles such as sporting purposed hunting rifles without ammunition are not categories as DGR according to IATA and no need a NOTOC but taken into account and documented as a special cargo.

There is no internationally agreed definition of sporting weapons. In general, it may be any weapon that is not a weapon of war or munitions of war. Sporting weapons include hunting knives, bows and other similar articles. An antique weapon, which at one time may have been a weapon of war or munitions of war, such as a musket, may now be regarded as a sporting weapon.

A firearm is any gun, rifle or pistol that fires a projectile.

The following firearms are generally regarded as being sporting weapons:

- 1) those designed for shooting game, birds and other animals;
- 2) those used for target shooting, clay-pigeon shooting and competition shooting, providing the weapons are not those on standard issue to military forces; and
- 3) airguns, dart guns, starting pistols, etc.

A firearm, which is not a weapon of war or munitions of war, should be treated as a sporting weapon for the purposes of its carriage on an aircraft.

Pegasus Airlines takes all reasonable measures to ensure that he will be informed about any intended transportation of any sporting weapons or ammunition by one of his aircraft.

Sporting rifles, shotguns and pistols belonging to accompanying passengers for their own use, and any other kind of small arms may not be carried aboard the Aircraft except as checked baggage stowed in one of the belly compartments, unloaded and suitably packed.

7.6.1.1.1. Accepting the Carriage of Sporting Weapons (OM Part A 9.2.2.1)

When accepting the carriage of sporting weapons, the company shall ensure that they are:

- a) Stowed in the Aircraft in a place which is inaccessible to passengers during flight unless the Authority has determined that compliance is impracticable and has accepted that other procedures might apply.
- b) Unloaded, in the case of firearms or other weapons that can contain ammunition. Special containers for firearms may be offered for sale to passengers not having suitably packed their rifles/shotguns. These containers should be made of light but tough styropor, with an inside foam rubber padding, thus preventing any damage to the rifle.
- c) Ammunition of sporting weapons may be carried in passenger's checked baggage only if it corresponds to the latest Technical Instructions for the Safe Transport of Dangerous Goods by Air (ICAO Doc 9284/-AN/905), including the Supplement and any Addendum, approved and published by decision of the council of the ICAO 9284.

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- d) The transport of cartridges for sporting weapons is only allowed if they are for the personal use of the accompanying person, they are securely boxed and in quantities not exceeding 5 kg gross mass.

Before the flight the Commander must be notified by the operator/Ground Operations of details of weapons or ammunition intended to be carried on board, including its location.

It is to be noted that sporting weapons and ammunition for such weapons may be carried without an approval from an authority, provided that they are properly packed and stowed in a place on the Aircraft which is inaccessible to any passenger during flight and are unloaded. All measures shall be taken that the operator is aware of the intended carriage/shipment of sporting weapons and/or ammunition.

With the agreement of the authorities involved, sporting weapons may be carried other than in an inaccessible location on an Aircraft if it has been accepted (e.g. for the sporting weapons of Olympic athletes). They shall in any event be reported to the operator.

7.6.1.2. Weapons of War or Munitions of War

In all cases the Commander must be notified before a flight if weapons of war or munitions are to be carried on the Aircraft.

In exceptional circumstances armed individuals, such as law enforcement officers may be allowed to keep the weapon and ammunition prior boarding. They however have to unload the weapon and keep the ammunition in their custody and should hand over the weapon(s) to the Commander when entering the Aircraft. Or in special cases, after securing the to be detained persons for which they are in charge.

Passengers and crew members are not permitted to carry firearms in the cabin or on the flight deck except those crew members assigned as Security Officer to the respective flight.

Police officers on escort duty shall hand over their unloaded weapons to a crew member to be stored for the duration of flight on the flight deck. The ammunition shall be carried by the police officers in the cabin.

After arrival the weapons shall be returned at the Aircraft before the passengers disembarked.

For further details please refer to PG-GU-EK-001 AIR CARRIER SECURITY PROGRAMME.

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8 MISHANDLING (IATA AHM)

8.1. General

The speedy and efficient resolution of discrepancies is important to maintain customer satisfaction. Staff should be sympathetic and courteous when dealing with cargo agents, freight forwarders and shippers, if mishandling has occurred. All telexes are to be sent in IMP Code Format. If E-mail is used a full description of the missing cargo should be addressed to origin station and pegasuscargo@flypgs.com and/or opspgs@wcs-turkey.com, Pegasus Airlines Cargo Department SAWCMPC & CHACSPC and Handling Agents involved to resolve the missing cargo.

8.1.1. Missing Cargo

When the manifest cargo is not received at destination stations,

- check to see if there were any telex advices or e-mail advising that the freight was offloaded or short shipped,
- check all offices at the airport which might have received the missing cargo.
- If any station receives cargo, which is not manifested,
- the cargo should be examined in order to obtain the AWB number, airport of origin and destination, total pieces and package weight.
- Pegasus Airlines cargo should be informed by telex or E-mail of this so that Pegasus Airlines Cargo can check and advise where the cargo belongs to and which consignment to resolve the issue.

8.1.2. Missing Air Waybill

If any shipment is missing the AWB, the station missing the AWB should immediately;

- Contact Pegasus Airlines Cargo and/or WCS via e-mail or Telephone/Fax or SITA SAWCMPC & CHACSPC & CHAPCXS & HDQWS7X & CHA42XS in order for Pegasus Airlines Cargo and/or WCS to have a duplicate/copy of the AWB sent to destination station according to local customs procedures, which should be stated on the message to Pegasus Airlines Cargo and/or WCS for resolving the issue.
- If the station is SAW, Pegasus Cargo and/or WCS staff should provide a copy of AWB from the shipper / freight forwarder and send to the station
- Contact cabin crew of flight to check Cargo Document Acceptance Form
- Contact the person who signed the form to solve the problem.

8.1.3. Missing Cargo Manifest

If any shipment is missing the cargo manifest, the station missing the cargo manifest should immediately;

Contact Pegasus Airlines Cargo and/or WCS via e-mail or Telephone/Fax or SITA SAWCMPC & CHACSPC & CHAPCXS & HDQWS7X & CHA42XS in order for Pegasus Airlines Cargo and/or WCS to have a duplicate/copy of the cargo manifest sent to destination station according to local customs

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procedures which should be stated on the message to Pegasus Airlines Cargo and/or WCS for resolving the issue.

8.1.4. Damaged Cargo

Refer to IATA AHM 320

Whenever a shipment of cargo is received in a damaged condition, the Handling Agents will fill out their own cargo damage report in full. Exact details of the damage and what action has been taken to prevent further/loss must be shown. It is very important for all details to be advised in their report in order to have a file prepared when a cargo claim arises.

When cargo is found to be damaged, following action must be taken;

- To assess the extent of the damage,
- To assess the possible effects of the damage on;
 - the safety of the proposed flight,
 - the safety of handling staff,
 - the shipment itself, including the other loads if they are fit to continue or not,
- if necessary, for safety issues to remove the damaged item from the aircraft.
- record details of the damage so that proper notification can be given to the Cargo / Station manager/representative and/or the Aircraft Captain. These personnel should provide the necessary instructions of how to move forward.
- Take a photo if possible.

Wet, damaged, burst, deformed signs of pilferage cargo etc. shall either not be accepted and re-wrapped/taped in accordance with Pegasus Airlines rules and regulations. For each damage Basic Damage Report has to be filled and send to pegasuscargo@flypgs.com and/or opspgs@wcs-turkey.com accordingly.

To avoid cargo hold doors and cargo floor damages in compliance with Pegasus Airlines procedures for safety reasons, shipments with sharp edges, metal frame or pallet, damaged, formless, inadequate boxes and inappropriate special loads shall NOT BE ACCEPTED. In case of and be informed to the agents that Pegasus Airlines will not accept these shipments. In case it is sent, shipment will not be transferred to final destination by Pegasus flights and this will cause penalties in the transit.

CAUTION: Sharp edges and metal frame or pallet (neither cabin nor under the plane), damaged, formless, inadequate boxes and inappropriate special loads shall not be accepted on Pegasus Airlines flights. These kind of unsafe shipments or consignments with insufficient packages create serious damages on aircraft hold floor, cargo door and to other shipments / baggage easily which may cause AOG aircraft and swaps during the loading, offloading and flight easily. In order to prevent these delays, damages, unsafe conditions and claims please pay attention to pack your shipments with sufficient material that secures and protects the content.

8.1.4.1. Damaged Cargo Not Fit for Journey:

If damaged cargo is *not* fit to continue its journey:

- remove the packages to a safe place;
- remove from the normal storage area;
- amend documents as necessary:

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- Loadsheet,
- Loading Instruction/Report,
- Cargo Manifest,
- Air Waybill;
- complete an IRP form immediately so that information can be actioned to the shipper, consignee and your company head office.

8.1.4.2. Transit

When cargo is found to be damaged while in transit on the same aircraft, inform the Cargo / Station manager/ representative and/or the Aircraft Captain. These personnel should provide the necessary instructions.

8.1.4.3. Handling of Pilfered Cargo

Refer to IATA AHM 321

If a shipment of cargo has been pilfered or pilferage is suspected, follow the procedures below:

- inform the Cargo / Station manager/representative/ security officials in accordance with carrier's local instructions;
- inform by message the airport of departure and intermediate stations, as necessary. This may enable immediate investigations to take place;
- complete the Damage Report Form

Note: The "Details" box should be completed to include as much information regarding the pilferage or suspect pilferage. This may assist in establishing responsibility for pilferage.

8.1.5. Delivery to Consignee

Prior to collection of the damaged shipment, the consignee (or his agent) should inspect the damage and agree that the extent of damage/loss is accurately reflected on the Handling Agents damage report for further claims issues.

8.1.6. Repacking En-Route

If the shipment requires repacking, if the damage was not due to Pegasus Airlines, then all costs are bared by the shipper, Pegasus Airlines will not absorb any costs for re-packing shipments unless POSITIVE proof exists that Pegasus Airlines is responsible for the damage.

8.1.7. Non-Delivered Shipment

If a shipment has not been delivered within 14 days after shipment arrived, the local handling company shall complete their own non-delivery report. If shipments are not delivered or otherwise disposed within 1 month of arrival date, it will be abandoned to the local customs authorities. Shipper will be responsible for the cargo costs etc. If the shipper requires return or other means, it will be at the cost for all charges to the shipper.

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8.1.8. Negative Results

If the items cannot be found in 21 days after the cargo missing date, the destination station will report the negative result to Pegasus Airlines Cargo Management by telex to SAWCMPC & CHACSPC & CHAPCXS or via e-mail to pegasuscargo@flypgs.com and/or opspgs@wcs-turkey.com, origin station handling and send all documents related to the missing cargo.

8.1.9. Delayed Perishable Cargo

If the shipment is delayed in possession of Pegasus Airlines, is unclaimed or refused at destination, or for any reasons is threatened with deterioration, Pegasus Airlines / Representative may take steps to protect Pegasus Airlines and other interested parties, including but not limited to the destruction or abandonment of all or part of the shipment and all costs will be that of the shipper of the shipment involved.

Disposal of the shipment will be done according to approval and conditions of the local customs authorities at destination station.

8.1.10. Flight Arrival Cargo Irregularity

If a shipment is received from an unknown flight, the Handling Agent at destination will advise to origin and Pegasus Airlines cargo management SAWCMPC & CHACSPC & CHAPCXS & HDQWS7X & CHA42XS or via e-mail to pegasuscargo@flypgs.com and/or opspgs@wcs-turkey.com of the excess pieces for further details of how to proceed.

Pegasus Cargo and/or WCS Staff should:

- Check the AWB number to see which shipment it belongs to.
- Ask for the shipment to be sent back to SAW.
- Inform the agent / consignee / shipper.
- Send the piece to the correct station and inform the Handling Agent.

8.1.11. Incorrect Routing

If a shipment is misrouted due to shipper or cargo agent all charges will be paid by the shipper for re-forwarding of the cargo. If error was by Pegasus Airlines, then it will be re-forwarded on the cost of Pegasus Airlines or handling company depending on who made the error.

8.1.12. Cargo Charges Correction

If the charges on the AWB have to be changed after cargo is at destination, the Handling Agent will advise Pegasus Airlines Cargo and/or WCS (SAWCMPC & CHACSPC & CHAPCXS & HDQWS7X & CHA42XS) immediately so that the charges can be confirmed for change after Pegasus Airlines talks to the shipper or his agent and a telex or e-mail will follow for the correction of charges.

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8.2. Cargo Claims (IATA Cargo Services Conference (CSC))

8.2.1. Claims Definition

A claim can be defined as a written request by the customer (or his representative) for compensation for an irregularity which has arisen during the Contract of carriage, resulting in damage, delay or loss to the customer's property.

All claims documents and requests will be forwarded to WCS and/or Pegasus Airlines Cargo Headquarters for review and decision, payment via e-mail to pegasuscargosales@flypgs.com & salespgs@wcs-turkey.com & opspgs@wcs-turkey.com. No one else is authorized to settle a claim on behalf of Pegasus Airlines Cargo.

Claims can be filed by any of the parties' shipper or his cargo agent, to avoid duplicate payments due to the origin and destination making claims for the same cargo, Pegasus Airlines Cargo and/or WCS will ensure that each AWB has its own file and CLAIM NUMBER, so if payment is made a duplication will be avoided.

The claim number will be needed for Pegasus Airlines Cargo and/or WCS for claims to be reviewed by the insurance company.

Claim settlement will be based on the relevant documents (whether general cargo, or live animals, perishables, etc.) going to Pegasus Airlines Cargo and/or WCS and its insurance company and will abide by the IATA claims time period.

8.2.2. Claimants Obligations

Time Limits - under the terms of the Air Waybill a party entitled to claim must notify Pegasus Airlines Cargo and/or WCS in writing of the intent to claim within certain time limits, otherwise the claim would be rejected. Unless a written complaint is made within the time limits specified no action may be brought against the Carrier.

8.2.2.1. Category of Claim Written Notice Requirement

A receipt by the person entitled to delivery of the cargo without complaint shall be primary evidence that the cargo has been delivered in good condition and in accordance with the contract of carriage.

- Time limit for notification period – 14 days from the date of arrival of the Aircraft or damage to the cargo.
- Claim for delayed cargo – Should be within 21 days.
- Loss of complete shipment – 120 days from date of issue of the Air Waybill
- Loss of package from number – 120 days from date of issue of the Air Waybill
- Loss of contents from a package(s) – 14 days from the date of receipt of the cargo by the consignee
- Damage to all or part of a shipment – 14 days from the date of receipt of the cargo by the consignee
- Any Claims for damages notified after 24 months will NOT be accepted.

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Note: In addition to the written notice requirements all rights of claim emanating from the contract of carriage are extinguished unless legal proceedings are commenced within one year from the date on which carriage stopped.

Proof of Value - All claimants are under obligation to mitigate their losses and provide documentary evidence in support of all amounts claimed.

8.2.3. Damage Claim Handling Procedure

The person entitled to delivery must make a complaint to the carrier in writing within 14 days.

Visible damage to the cargo.

Of other damage to the cargo (condition and delivery signed receipt must be sent to Pegasus Airlines Cargo department and/or WCS).

8.2.3.1. Administration

Internal Documents - each of the parties named on the Air Waybill is entitled to receive a copy of that document. Any other internal documentation raised during the course of carriage is confidential and must never be given to claimants and/or third parties. In the event of any doubt, contact Pegasus Airlines Cargo Department and/or WCS for advice via e-mail to pegasuscargosales@flypgs.com & salespgs@wcs-turkey.com & opspgs@wcs-turkey.com.

The minimum Information required by Pegasus Airlines Cargo Department and/or WCS - any enquiry of Pegasus Airlines Cargo Department concerning claims will always quote the Air Waybill number and date of transit. Without these minimum details Pegasus Airlines Cargo Department will not be able to action enquiries.

A cargo claim control number must be issued prior to processing a claim. The claim number is controlled by the Cargo Department at Pegasus Airlines and/or WCS. This control number must be used as a reference number for all correspondence regarding the claim process.

8.2.3.2. Cargo Claims Requirements

This list is illustrative, not exhaustive. The documentation needed to process a claim to some extent can only be determined by the nature of the claim:

- Notification should be within 14 days
- Claim form/letter by the Customer/Claimant.
- Documentary evidence of non-payment by third party.
- Copy of Air Waybill (must be submitted with all claims in a legible condition)
- Copy Transfer Manifest (if received from or transferred to another carrier, if applicable)
- Signed Delivery Receipt (must be submitted with all claims)
- Copy of the Cargo Spot and tracing records (must be submitted with all claims)
- Export/Import Cargo Manifest (must be submitted with all claims)
- Live Animals / Dangerous Goods Check List (as applicable)
- Irregularity / Damage Report

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- Shippers Original Invoice
- Packing List
- Subrogation Receipt (if applicable)
- Repair quotation
- Copy of House Waybill (if a consolidation)
- Condemnation Certificate from Health Authorities required when perishables have been destroyed by Health authorities. The certificate must indicate reason of destruction.
- An English translation of file documents - THIS IS A MUST.
- Copies of all telexes & emails (correspondences) exchanged relating to the shipment on which the claim is being made.

FOR PERSONAL EFFECTS/HOUSEHOLD GOODS, etc.

A packing list specifying: nature of goods, date of purchase and value.

8.2.3.3. Records

Records must be held at the station for 5 years.

8.2.3.4. Process for Cargo Claim Handling

Whenever a cargo claim is received from a claimant:

- Open a claim file and give the claim file a progressive cargo claim number. The cargo claim file number should include the following:
- Progressive file serial number;
- Flight number, date, year;
- Originating station (three letter code).

Add to the file the following initial documents:

- Air Waybill,
- manifest;
- signed delivery receipt;
- cargo damage report (when necessary);
- irregularity report (when necessary);
- cargo tracing report, emails, telexes etc.
- transfer manifest etc. (when necessary).

If necessary, ask the claimant for additional information or documentation. Each claim must specify the type of claim made by the claimant, i.e., description of damage, loss or delay and the amount claimed giving in detail any economical loss the claimant has suffered as a result. Supporting documentation must include:

- During the cargo claims process, the cargo claims officer should consider:
- Did irregularity in fact happen?
- Where did it happen?
- For what reason?
- Was it caused by negligence by Pegasus Airlines Cargo and/or WCS or the Handling Agent?

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- Was it the shipper's negligence or the fault of the shipper's or consignee's agent?
- Was it the negligence of another airline from which the shipment was transferred?
- Did the irregularity occur whilst the consignment was in the custody of Pegasus Airlines Cargo and/or WCS or our Handling Agents?
- Was it in the custody of customs?
- Was the irregularity noted before, at, or after delivery?
- Does the burden of proof lie with Pegasus Airlines Cargo and/or WCS or with the claimant?
- If the investigation reveals that Pegasus Airlines Cargo and/or WCS is not liable for the claim, reject it by responding to the claimant with the necessary explanation of why the claim was rejected.
- If the investigation proves that Pegasus Airlines Cargo and/or WCS is liable, the claimant is entitled to claim and within the prescribed time frame continue the claim process.

8.2.4. Claim Settlement Factors

The claims should be settled at the lowest amount possible, as the following should be considered;

- Check the Cargo Damage Reports are not exaggerated,
- Do not authorize for a new replacement,
- Request the claimant to obtain a quote for repair to unit or part if possible,

It is the shipper's responsibility for ensuring adequate packing to prevent damage to the contents.

If packing is insufficient the claim should be rejected,

Always settle the claim at the lowest amount possible,

Indirect costs due to claim will not be accepted by the carrier,

An allowance of 10% yearly depreciation should be made for cargo based on date of invoice,

No action will be made if a claim complaint is not taken,

Claims for pilferage of goods should always be settled by reference to invoice and packing list specifying the actual cost of goods,

Freight charges as the condition of carriage, the carrier is not liable to refund freight charges, or other charges if the shipment is delayed, lost or damaged,

We only settle claims according to 19 SDR/KG according to the regulations,

Claims are only negotiable if Pegasus Airlines Cargo and/or WCS is responsible for the claims and third-party handling Pegasus Airlines cargo services in the network who is at fault will be held responsible for the claim settlement amount.

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9 LOADING PRINCIPLES AND DIMENSIONS OF FLEET (WEIGHT & BALANCE MANUAL B737-800 & A320/321)

9.1. General

One of the most important safety factors is to operate the Aircraft in a correct manner and an essential part of this operation is loading the Aircraft.

Loading an Aircraft may seem to be a routine task, but one must bear in mind that the Aircraft is very sensitive to the weight carried and its distribution on the Aircraft.

Moreover, the Aircraft structure may be damaged by shipments if it is incorrectly loaded or secured in the Aircraft compartments.

Proper loading is important for various different reasons, of which the first and foremost is flight safety. Therefore, one must realize that the Aircraft load must be distributed properly to create a correct balance. All the weight cannot be loaded at one end or the other; otherwise the Aircraft will not be able to take-off. Similarly, the Aircraft will be unable to take-off if it is loaded with more weight than it can safely carry.

Efficiency and economical operations are also important for correct Aircraft loading. Freight must be loaded and segregated in a manner which will allow expedited handling at enroute and destination terminals. This will lead to tremendous saving in costs and hours.

9.2. Loading

(IOSA CGO 1.6.4) Ref. OM Part A Chapter 8.1.8.5

If standard mass values for checked baggage are used and a significant number of passengers check in baggage that is expected to exceed the standard baggage mass, the Duty Officer must determine the actual mass of such baggage by weighing or by adding an adequate mass increment.

The Flight Dispatcher shall ensure that the Commander is advised when a non-standard method has been used for determining the mass of the load and that this method is stated in the mass and balance documentation.

Pegasus stations and handling companies must ensure that the loading of aircraft is performed under the supervision of qualified personnel.

Pegasus Airlines will use the load and trim sheet form for the Commander to determine by inspection that the load and its distribution are such that the mass and balance limits of the aircraft are not exceeded.

This form will also be used for determining the INFLIGHT CENTRE OF GRAVITY according to the actual weight in flight.

The person supervising the loading of the aircraft must confirm by signature that the load and its distribution are in accordance with the mass and balance documentation. When it is not possible for

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the supervising person to sign Load & Trim Sheet, PG-PN-FR-038 Load Form shall be used. (Where physical documents need to be signed, each signatory should do so with their own pen).

The following considerations are used in the planning process:

- Aircraft prepared for service
- Fuel load and distribution
- Aircraft equipment, catering, EIC, crew etc.
- Planned deadload
- Expected passenger load and distribution
- Aircraft manufacturers defined, and company imposed, limitations
- Pegasus Airlines' business rules (ideal cg targets for fuel efficiency etc), special requirements, restrictions, limitations
- Special load including IATA Dangerous Goods Regulations etc.

Loading of all Pegasus Aircraft shall preferably be made from each cargo hold at the same time. Pegasus Airlines fleet is all bulk load and no ULD's are available. Max weight per piece is 160 kg for bulk load.

If this is not possible then the aft cargo may be loaded first provided the below conditions do not exist. The Commander should advise the handling company's responsible officer when these conditions exist so that the forward cargo can be loaded first to avoid tipping.

Before loading, the hold shall be visually inspected for damage and emptiness that can affect the load capacity.

A qualified individual shall supervise the loading of the aircraft and provide a signed confirmation to say:

- The aircraft has been loaded as instructed—including any special load instructions
- The condition of locks and restraints has not affected the load capacity
- The bulk load is correctly secured and locks and nets are in use
- Visible dangerous goods packages were inspected prior to loading
- Special loads, including dangerous goods have been stowed and secured according to regulations and Pegasus Airlines procedures
- The holds are free of any foreign objects
- Any deviations are noted and reported

9.2.1. Load Planning

There are several sources from which information must be taken to determine what freight will be loaded. First, reference should be made to the Operations Plan instructions. The Operations Plan will indicate which destination traffic is to be loaded and in what priority. It may also give a quantity limitation to one or more destinations.

Occasionally, it will give loading instructions for one or more specific shipments on hand. At this point, consistent with the Operations Plan instructions, all perishable freight, live animals, and free-stray shipments should automatically be set up to load.

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Another source of reference for determining which freight is to be loaded is the Sales Priority.

This Priority reflects specific shipments to which the WCS Sales Department wishes to give priority over all other freight. To the extent that these shipments fall within the Operation Plan instructions, they should be loaded.

Lastly, a review of the freight on hand will be made to select that freight which will comprise the load.

The total amount to be loaded will, of course, be limited to the weight or space available on the Aircraft and any limitations specified in the Operations Plan.

- Planning
- Assemble all data relating to load (originating and en route stations).
- Plan load for total flight ensuring:
- Hold maximums are not exceeded.
- Balance condition is within safety limits.
- Plan uplift/discharge load for ready accessibility.
- Plan special loads according to restrictions, maximum quantities, and separation and segregation requirements.
- To consider the center of gravity parameters affecting fuel consumption.
- Need close coordination with load planning section.

9.2.2. Loading Distribution

Purposes:

- Most economical utilization of space.
- Safe and smooth handling of Aircraft loading. Safe transportation of all items of load.
- Load distribution must be done by making sure that the Weight & Balance of the Aircraft are within the given limits.
- All items are loaded in accordance with the regulations.
- Safe and smooth handling can be expected at the down-line stations.

Principles:

- Cargo and mail to one station should be grouped together as far as possible.
- Within one compartment, the load must be segregated in the successive order of destinations so as to facilitate smooth unloading operation at intermediate stations.
- Pegasus Airlines Aircrafts should be loaded as follows:
 - Crew baggage and company mail shall be loaded in Hold-1.

For any further information refer to GOM and Weight and Balance Manual.

9.3. Unloading

Unloading of all Pegasus Aircraft shall be made from the Aft Cargo Hold first. Alternatively, each cargo holds may be unloaded at the same time.

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9.4. Cargo Compartment - Load Limits

9.4.1. B737/800 Maximum Allowable Weights

Three basic structural limitations that must be observed when loading payload are compartment, linear loading, and floor loading limitations. Maximum allowable compartment weights and maximum allowable linear and floor loading are provided in the following table:

MAXIMUM ALLOWABLE WEIGHT						
COMPARTMENT	TOTAL WEIGHT		FLOOR LOADING			
	LB	KG	LB/IN.	KG/IN.	LB/SQ FT	KG/SQ FT
Main Cabin			41.4[a]	18.8[a]	100	45.3
Forward Cargo Hold	7846[b]	3558[b]				
B.A. 198 to B.A. 240	1218	552	29	13.1	150	68
B.A. 240 to B.A. 297	741	336	13	5.8	150	68
B.A. 297 to B.A. 500	5887[b]	2670[b]	29.0[b]	13.1[b]	150	68
Aft Cargo Hold	8904[b]	4037[b]				
B.A. 731 to B.A. 1004	7644[b]	3467[b]	28.0[b]	12.7[b]	150	68
B.A. 1004 to B.A. 1061	570	258	10	4.5	150	68
B.A. 1061 to B.A. 1160	690	312	7	3.1	150	68

- The main cabin floor loading includes the weight of passengers, passenger seats, and passenger carry-on baggage stowed under the seats.
- Weights shown are without a STC cargo loading system installed. If a STC cargo loading system is installed, see the weight limitation placard in the cargo hold or the STC holder for data.

Maximum acceptable weight of HEA on Pegasus Airlines flights is 160 kg per piece unless there is a restriction according to the destination/Aircraft. Only 3 pieces of HEA can be loaded on per Aircraft.

Note: All requests for HEA must be approved by; pegasuscargo@flypgs.com & opspgs@wcs-turkey.com

9.4.1.1. Cargo Door Dimensions and Allowable Package Sizes

This section provides dimensions of the maximum package sizes which will pass through the forward cargo door opening. Individual tables are presented for two types of packages; "Heavy Packages Lift Assisted" and "Light Packages Hand Manoeuvred".

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“Heavy Packages Lift Assisted” refers to packages which require the use of a forklift or other loading device to manoeuvre them through the door. The maximum length is restricted by the inward curve of the lower cargo sidewall liner opposite the door. The table assumes the packages cannot be elevated to clear this interference.

“Light Packages Hand Manoeuvred” refers to packages which may be elevated to clear the inward curve of the cargo sidewall liner opposite the door.

Package sizes are approximate. Tilting, twisting, bending and/or rotating packages through door openings will allow additional lengths in many cases, but should be determined for each situation. A trial loading is recommended for packages with dimensions close to the maximum dimensions indicated in the tables.

The height dimensions do not include allowances for items increasing package height such as forklift tine thicknesses, pallet depths, skid tub heights, etc. Any such devices must be accounted for in the total height.

Tie downs are required for any bulk cargo with a shape and/or density that could cause it to become a hazard, damage aircraft structure, or cause a large change in the aircraft C.G. as a result of the cargo shifting under operational loads (e.g. dense or piercing items that could become projectiles). Refer to WBM CHP-SEC 1-68-00x for tie down information.

The table for maximum acceptable dimensions is as below.

Aircraft Type	Width	Length	Height
B738	115cm	220 cm	70cm
A320	115cm	145cm	100cm
A321	115cm	220cm	100cm

According to the dimension limitations below, no load, shall neither be accepted nor loaded on our Aircrafts.

Pegasus Group Head of - Cargo will also inform you if the prescribed shall be exceeded under exceptional circumstances. For technical shipments, Pegasus cargo has no size limit. The limits will be confirmed by Pegasus Cargo Department regarding the aircraft type and hold dimension restrictions.

9.4.2. Airbus Fleet (A320/321) Maximum Allowable Weights

The maximum acceptable weight of HEA on Pegasus Airlines flights is 160 kg per piece unless there is a restriction according to the destination/Aircraft. Only 3 pieces of HEA can be loaded on per Aircraft. For technical shipments, Pegasus cargo has no size limit. The limits will be confirmed by Pegasus Cargo Department regarding the aircraft type and hold dimension restrictions.

Note: All requests for HEA must be approved by; pegasuscargo@flypgs.com & opspgs@wcs-turkey.com

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9.4.2.1. Cargo Door Dimensions and Allowable Package Sizes

All the shipments that will be carried on our flights should not have a length of not more than 145 cm for A320, 220 cm for B737-800 & A321 and height more than 70 cm for B737-800, 100 cm for A320 & A321 due to loading problems and delays as the limits are exceeded. The table for maximum acceptable dimensions is as above.

According to dimension limitations above, no load, shall neither be accepted nor loaded on our Aircrafts.

Pegasus Group Head of - Cargo will also inform you if prescribed shall be exceeded under exceptional circumstances. The same shall also be applied from your side in the event if the limitation shall exceed by sending an email to: pegasuscargo@flypgs.com & opspgs@wcs-turkey.com for confirmation.

A321 Maximum Cargo Load

Max. Load Capacity	A321neo ACF
Fwd cargo compartment	5670 kg*
Aft cargo compartment	5670 kg*
Bulk cargo compartment no.5	800 kg
TOTAL cargo load capacities FWD + AFT + BULK no. 5	12140 kg

Table without ACTs

* No change compared to A321/A321N (NO MaxPax)

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10 SAFETY MANAGEMENT SYSTEM (SMS MANUAL)

Please refer to the current PG-EM-EK-001 SMS Manual and **PG-EM-PR-009 Occurrence And Hazard Reporting Procedure** :

The SMM is the key instrument for communicating the approach to safety for the whole of the organization. This manual, documents all aspects of safety management, including the safety policy, objectives, procedures and individual safety responsibilities.

The manual complies with all the applicable regulations and with the terms and conditions of the Pegasus Air Operators Certificate (AOC). The SMM will be issued in an electronic format which will allow for easy access to all personnel.

The content of the SMM is presented in a form that can be used without difficulty and observes human factors principles. This manual contains written information that supports the human-system interface (the interaction of the person with the supporting systems in the workplace).

Management Commitment and Responsibility - (SMM 1.2)

ICAO Doc. 9859 4.Ed. Chapter 9.3.4, 9.3.5

Safety holds the key to the Company's future and affects all its activities. The Company's management is committed to its SMS, provides leadership to the programme and demonstrates through everyday actions, the commitment to safety and its priority in the achievements of the organization's safety objectives. The processes in place in SMS include the active involvement of all management personnel, who, through planning and review, continue to promote efforts for continued improvement in safety and safety performance. The key focus is the safe operations of airworthy aircraft.

The Pegasus Safety Policy is annually reviewed by the Safety Review Board to ensure it remains relevant and appropriate and revised if it is deemed necessary. In case the safety policy is revised, it will be ensured that all personnel is kept up to date by sharing information through the distribution list specified in Safety Policy Follow-Up Form numbered PG-EM-FR-038.

Our Safety Policy is communicated at the beginning of each year by e-mail to all employees.

Pegasus Corporate Safety Strategy (PG-EM-PO-003) – (SMM 1.3)

Pegasus recognizes that SMS is a dynamic process and remains committed to continuous safety improvement. On this basis, Pegasus has developed a 3-year safety strategy; this strategy will identify focus areas and set strategic goals for each of these areas.

Pegasus Airlines Corporate Safety Strategy covers the 3 year period and will be updated on a yearly basis, as required, to cover subsequent 3 year periods. The strategy provides a roadmap on how to achieve our overall safety objectives while concurrently maintaining and improving on our high standards of safety performance.

The Chief Safety and Emergency Response Management Officer (Safety Manager) will maintain a Safety Strategy Report. The report will assign responsibilities for implementation, specify goals or other performance measures, assess any risks associated with any changes contained in the strategy.

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The goals of the Safety Strategy are monitored in SRB Meetings

❖ SMS Tools (SMM 2.2)

Integrated Quality and Safety Management System (IQSMS) software is used in Pegasus Airlines for reporting, hazard/risk identification, risk management and auditing. IQSMS is a comprehensive and integrated set of tools to support safety management and compliance monitoring activities, covering functions from accident/incident reporting, analysis and investigation through to auditing and corrective action tracking.

AirFASE is an FDM software outsourced from Teledyne Controls. All flight data are analysed by AirFASE software. AirFASE is capable of analysing raw data automatically. It checks if any raw data are transmitted to Wireless Base Station. If there are data to analyse then, AirFASE automatically receives the data and processes.

CEFA FAS (Flight Animation System) Aviation, enhances pilot training and flight safety, developing world-leading 3D animation software and services. It can be recreated flights with high detail and accuracy based on data from aircraft flight recorders.

SPARC (Safety Performance Analysis Results of Captains) is a software to inform pilots about their personalized safety performance on various FDM events.

Jeppesen Concert software programme allows for detailed monitoring and control of crew fatigue risk, from the holistic level, down to individual flights even into development of fatigue prevention and mitigation. Concert has the ability of ongoing scanning of each base, rank and fleet for limit violation and identify new trends in crew fatigue risk.

QDMS is the software through which all IMS activities (Document Management, Internal Audit, Action Management, Corrective Actions, etc.) are managed. All company documents can be accessed via QDMS.

The Document management system provides the following activities:

- Preparation of a new document,
- Definition of changes and up-to-date revision status,
- Review, revision and reapproval of documents,
- Related parties' approvals for documents prior to publication,
- Legibility and acknowledgment of documents with accurate information,
- Defined external documents,
- Avoiding the use of abrogated documents by archiving them,
- Authorization of all employees to access up-to-date documents,
- Specification of storage periods and disposal methods for records.

IATA Global Aviation Data Management (GADM) programme is a data management platform which integrates all sources of operational data received from various channels. These include IATA-unique programmes, which all feed into a common, interlinked database structure.

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IATA's Global Aviation Data Management (GADM) department produces safety information that can be used by industry to improve safety performance and operational efficiency. The Incident Data Exchange (IDX) programme is IATA's safety incident data management and analysis programme and one of the sources of the Global Aviation Data Management (GADM). Incident Data Exchange (IDX) consists of a world-wide aggregated de-identified database of incident reports, including flight operations, cabin safety, ground safety, engineering and maintenance and security occurrences.

The Incident Data eXchange (IDX) is IATA's safety and security incident data management programme. Safety and Security information is shown on key performance indicators to benchmark our performance and establish safety performance targets in accordance with ICAO requirements for Safety Management Systems. With the IDX programme, critical trends are highlighted on a regional and global scale, allowing for comparative evaluation, operational challenges at specific airports are anticipated, critical incident trends are determined whilst setting targets for improvement.

(IATA AHM 650 / 4)

Aircraft ground damage results in significant unplanned costs and disruption to the industry. The IDX aims to reduce ground damage events through gathering, analyzing and sharing global data with members, industry partners and taskforces who can provide mitigation strategies for damage reduction. Through the compilation of Participants' data, the use of statistical analysis, trends and contributing factors will be identified, to allow for the development and assessment of effective mitigation actions. In addition, a baseline for global ground damage performance will be established, upon which future comparisons can be made on a global, regional and/or individual basis. This information will be shared with the applicable IATA ground operations groups, with the mandate to identify and implement changes to measurably reduce ground damage. The IDX data are submitted in the specific standardized format and IDX submission guideline is also available. Any company that wishes to become a participant to IDX or would like further information, may contact IATA at GADM@iata.org

IDX offers a secure password protected platform and provides participants with a seamless experience to view their own safety and security data benchmarked against global aggregated data.

The IDX infrastructure has been designed to accommodate operators of varying scale, and the site provides users with three core areas to self-manage activity associated with programme participation:

- User Management
- Data Consumption
- Data Contribution and Quality Oversight
-

The IDX portal is accessible for users from IDX registered Operators and other industry stakeholders, with valid membership, and who have been granted GADM User roles.

To provide data is the responsibility of the Cargo Management and should be submitted monthly.

Ref: IATA IDX Programme Guidance – GADM-M09

Flight Data eXchange (FDX) is one of Global Aviation Data Management Programmes encompassing an aggregated de-identified database of flight data. The purpose of the FDX programme is to provide with a comparative overview to highlight areas of flight safety concern, with benchmarking available at a global, regional and airport level. It identifies commercial flight safety issues comparatively for standard aviation risk areas.

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❖ Just Culture (SMM 2.3)

“Just Culture” means a culture in which front-line operators or other persons are not punished for actions, omissions or decisions taken by them that are commensurate with their experience and training, but in which gross negligence, wilful violations and destructive acts are not tolerated.

To foster a safe working environment Pegasus Airlines has approved the implementation of a “Just Culture”. A “Just Culture” fosters an atmosphere of trust in which people are encouraged, even rewarded, for providing essential safety related information, but in which they are also clear about where the line must be drawn between acceptable and unacceptable behavior. A “Just Culture” does the following:

- Eliminates the notion that blame is a useful concept. The root cause for error will never be identified if the only goal is to find someone to blame. Holding individuals responsible for their actions is different than laying blame.
- Defines clear lines between acceptable and unacceptable performance. Once the lines have been drawn, individuals need to know what is expected of them and understand that they will be held responsible for their performance.
- In cases of non-compliance, provides clear guidelines about what should happen. We often fail to determine the reason for the non-compliance. Before sanctions are applied, it is imperative that the reason(s) for the non-compliance be identified. Only then can appropriate action be taken.

The ideal safety culture is where staff and systems work supportively and constructively together in an environment in which discovered errors are recognized and utilized in a positive and constructive way with a no-blame culture as background. Therefore, the adopted culture is intended to encourage an open reporting culture based on learning from experiences and failures and seeking to handle all deviations in relation to a "Just Culture" for all involved. A "Just culture" ensures that human error is recognized as “normal and non-repetitive”. This culture seeks to resolve and improve on all contributing factors while still maintaining a clear distinction between human error, negligent conduct, reckless conduct, and intentional violations.

Our "Just Culture" is a combination of four complimentary cultures:

- An “Informative” culture, which requires the management of all systems to have a positive knowledge view concerning human, technical, organizational and environmental factors which impact/contribute to the organization, allowing for errors to occur.
- A “Flexible” culture opens for changes based on “learning from experiences” and a solid safety culture with priorities on safety.
- A “Reporting” culture based on an open organizational climate where all involved are encouraged to report all occurrences deviating from known standards and requirements, hazards and errors without any retribution.
- A “Learning” culture willing to perform proactive and corrective actions, and take appropriate action and decisions based on conclusions from relevant information, and willing to implement major reforms where deemed necessary.

To maintain a safe operation, all staff need a positive questioning attitude, and be resistant to complacency and be committed to excellence. Bear in mind that Safe Operation does not mean Risk

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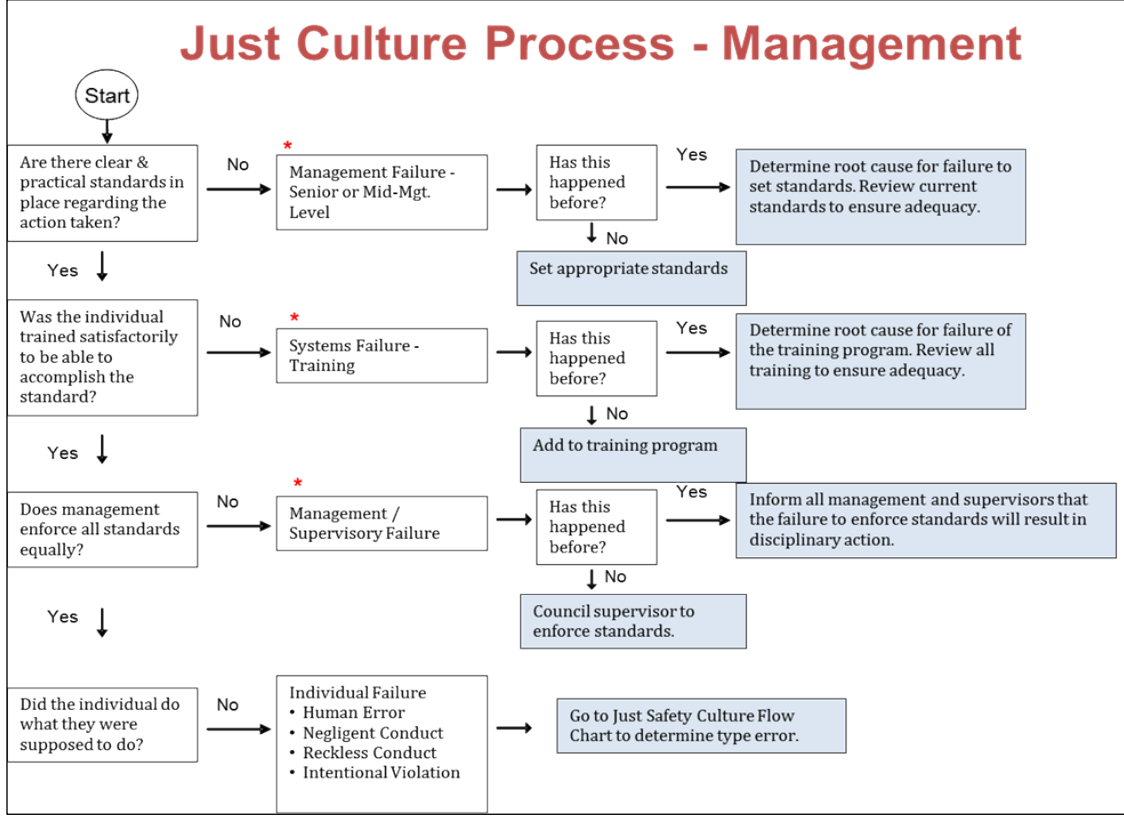
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Free. The "Just Culture" is intended to emphasize responsibility and a corporate self-regulatory attitude in all safety related matters. It relies on the organization, corporate structure and all staff involved to allow active identification of safety related issues and to ensure proper action is taken.

The Process of the "Just Culture" is explained in Figure 1 Below.



* Indicates a System's Failure. Managers and supervisors must evaluate what part of the system failed and what corrective and preventative action is required. Corrective and preventative action shall be documented for management review.

Management and supervisors are responsible for setting clear and practical standards. While you cannot be expected to set standards for all behaviour, setting basic standards and general guidelines regarding what you expect from employees is essential. Failure to set standards is a management failure, not an individual failure.

Appropriate training to accomplish standards is essential. While you cannot be expected to train common sense standards you need to provide guidelines to employees in what the organization expects them to do in situations where there are no clear written standards. Failure to provide training is not an individual failure but a failure in the training system.

Managers and supervisors must enforce the standards. Inconsistency in the enforcement of standards is a management/supervisory failure, not an individual failure.

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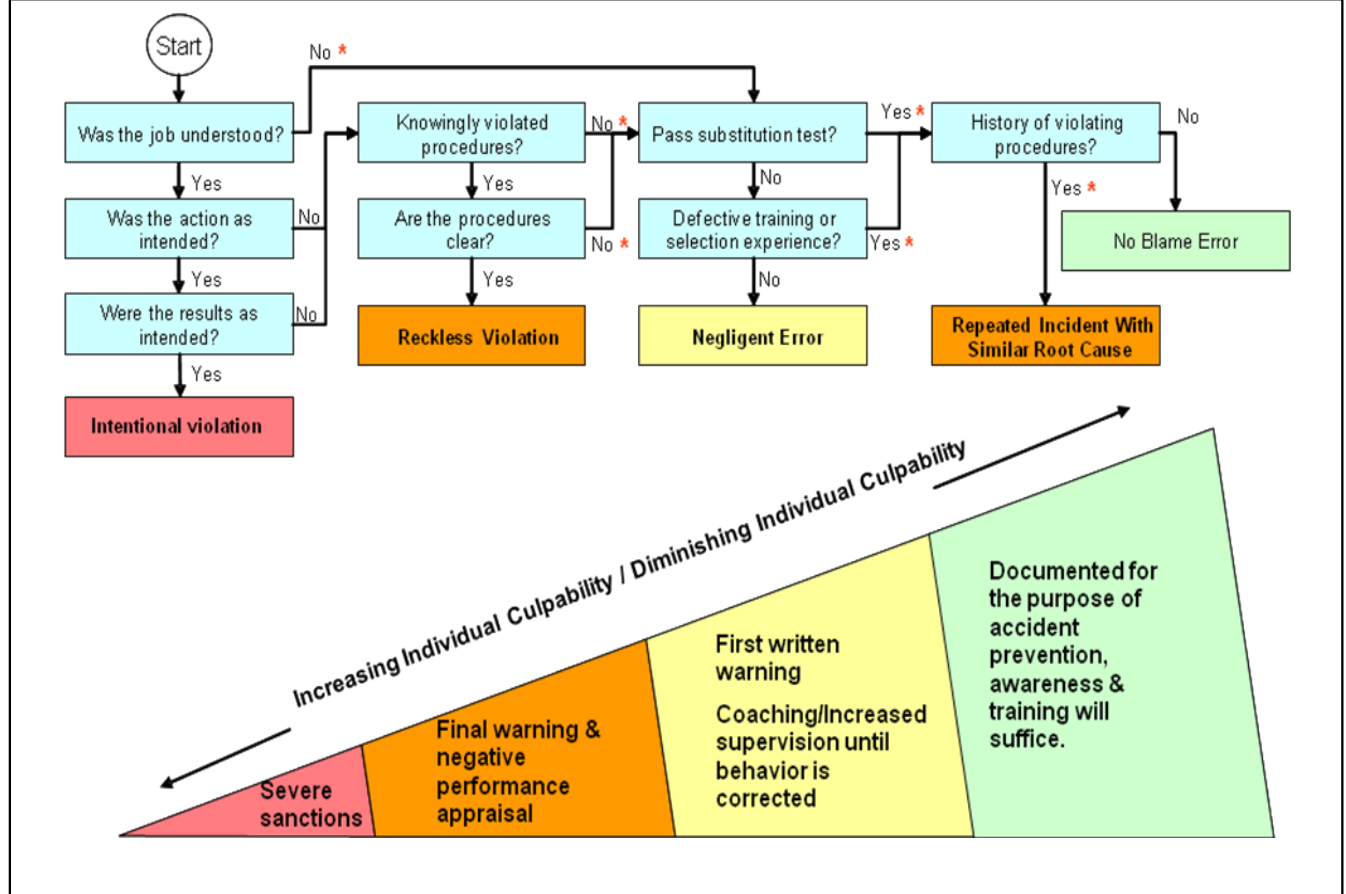
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When standards are clear, training appropriate, and supervisors enforce the standards we expect individuals to do the right thing. When they don't, we need to know what type of error was made before we can take the appropriate corrective action.

The “Just Culture” Flow Chart in Figure 2 is used to determine individual error.



Substitution Test: Ask “Would a reasonable sample of the organization have done the same thing or made the same error?”

* Indicates a System’s Induced Error. Managers and supervisors must evaluate what part of the system failed in order to determine what corrective and preventative action is required. Corrective and preventative action shall be documented for management review.

PG-EM-FR-006 Just Culture Process Form is used for evaluating the occurrence in the course of the safety occurrence meeting (SOM). If any error, violation, or negligence related to the occurrence and in the event of an occurrence leading to an investigation is identified in the SOM meeting, the Just Culture Process Form is used.

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❖ Human Factor Principles (SMM 2.4)

People can be both a source and a solution of safety risks by contributing to an accident or incident through variable performance due to human limitations, anticipating and taking appropriate actions to avoid a hazardous situation and solving problems, making decisions and taking actions to mitigate risks. Therefore, the consideration of human factors is an integral part of safety management, necessary to understand, identify and mitigate risks as well as to optimize the human contributions to organizational safety.

Pegasus Airlines SMS is aware that human factors can contribute to an incident and an accident. Accordingly, the human factors principles are taken into consideration with the following implementations.

Employees are encouraged to report what has critical importance to obtain information (Non-Punitive Policy).

Safety investigations are carried out to identify the causes of errors in a positive and constructive way with a no-blame culture (Just Culture). Employees are cognizant that they should report any safety concern and error without hesitation, and they are aware of the procedures and policies used to carry out safety investigations.

Pegasus Airlines conducts safety investigations taking into account the human factor principles that may have caused or contributed to an event.

LOSA is an organizational tool used to identify threats to aviation safety, minimize the risks such threats may generate and implement measures to manage human error in operational contexts. Pegasus aims to increase safety and operational human performance by better understanding the human factors in flight operations with LOSA observations.

Human Factors issues have been considered and being addressed as part of the change management process.

Human Factors are considered as part of the development of risk controls.

For detail refer to SMM (PG-EM-EK-001) 2.4

❖ Pegasus Airlines Occurrence Classification and Taxonomy (SMM 2.5)

Pegasus Airlines uses the ICAO ADREP taxonomy for accident, incident hazard reporting (AMC1 ORO.GEN.160), classification, investigation, evaluation and analysis in order to ensure international adoption of these standard descriptors by taking advantage of safety information benchmarking. The objective is to enhance significantly the value of aviation safety information by facilitating the sharing and exchange of safety information.

The ADREP taxonomy is a set of terms used by ICAO to categorize aircraft accidents and incidents and allow safety trend analysis on these categories. The ADREP taxonomy is part of the ICAO accident reporting system and is tracked via the link below;

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<https://www.icao.int/safety/airnavigation/AIG/Pages/ADREP-Taxonomies.aspx>.

The Commercial Aviation Safety Team (CAST) / ICAO Common Taxonomy Team (CICTT) is charged with developing common taxonomies and definitions for aviation accident and incident reporting systems. CCIT guidelines are used for classification of safety data and information. Detailed information may be found in link <http://www.intlaviationstandards.org>.

For detail refer to (PG-EM-EK-001) SMM 2.5

❖ Pegasus Operational Risk Areas – (PORAs) - (SMM 2.6)

Based on the Pegasus Airlines Safety Strategy Priorities, Pegasus Airlines identifies eight Operational Risk Areas to aviation safety which may be called Significant 8. The main risk areas are listed as Pegasus Operational Risk Areas (PORAs). All personnel involved in the operation must first know the risk areas of Pegasus Airlines and act with sufficient awareness of the tasks associated with their duties according to the risk areas below.

Each department within Pegasus Airlines is responsible for developing, maintaining and monitoring their own SPIs in accordance with PORAs.

Identification of these risk areas have been accomplished via analysing the sources below:

- Operational experience,
- Feedback from the front line through the focus group meetings, recurrent trainings, etc.
- Analysis of company hazard/risk identification sources,
- Assessment of below published documents:
 - Global operational safety risks (ICAO Global Aviation Safety Plan – GASP)
 - Regional operational safety risks (ICAO European Regional Aviation Safety Plan - EUR RASP, European Plan for Aviation Safety – EPAS)
 - National operational safety risks (Turkish DGCA State Safety Plan and analysis)
 - Annual Safety Reviews of EASA and Safety Report of IATA

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Pegasus Operational Risk Areas (PORAs)	ICAO GASP 2020 -2022 (High-risk categories of occurrences)	EASA EPAS 2019-2023 (Safety Risk Areas)	EASA ASR 2018 (2013-2017 Key Risk Areas)	EASA ASR 2019 (Key Risk Areas)	EUR RASP 2019–2023	IATA Safety Report 2019
Controlled Flight Into Terrain	Controlled Flight Into Terrain	Aircraft Upset in Flight	Aircraft Upset	Aircraft Upset (Loss of Control)	Aircraft Upset in Flight	Loss of Control In-flight (LOC-I)
Runway Excursion	Loss of Control In-flight	Runway Safety	Runway Excursion	Runway Excursion	Runway Safety	Controlled Flight Into Terrain (CFIT)
Runway Incursion	Mid-Air Collision	Airborne Conflict	Injuries/Damages	Security	Airborne Conflict	Runway Safety
Loss of Control – In Flight	Runway Excursion	Ground Safety	Security	Runway Collision	Ground Safety	
Mid Air Collision	Runway Incursion	Terrain Collision	Runway Collision	Airborne Collision	Terrain Collision	
Fire/Smoke (non-impact)		Aircraft Environment	Airborne Collision	Injuries/Damage	Aircraft Environment	
Ground Collision			Aircraft Environment	Aircraft Environment		
Ground Handling			Ground Collision	Ground Collision		
			Taxiway Excursion			

Resources:

ICAO GASP 2020 -2022, ICAO Global Aviation Safety Plan Doc 10004, 2020 — 2022 Edition

EASA EPAS 2019-2023, EASA European Plan for Aviation Safety, 22 November 2018

EASA ASR 2018, EASA Annual Safety Review, 17 August 2018

EASA ASR 2019, EASA Annual Safety Review, 31 July 2019

EUR RASP 2019–2023, EUR Regional Aviation Safety Plan

IATA Safety Report, Safety Report 2019, Issued April 2020, Edition 56

The company identifies eight Pegasus Operational Risk Areas (PORAs), as indicated in Table 1, to enhance aviation safety by using the ICAO ADREP taxonomy to group events including precursor categories for statistical analysis and trending. PORAs are monitored by Event Risk Assessment methodology which is based on initial assessment of the reports via IQSMS in conjunction with meaningful Safety Performance Indicators (SPIs) and the stated organizational safety objectives with their associated SPIs and FDM PORA pre-cursors. The monitoring of these SPI's and Safety Objectives will allow the Chief Safety and Emergency Response Management Office to identify weaknesses or strengths in the preventive and recovery barriers. Pegasus Airlines PORAs are reviewed once a year by the Chief Safety and Emergency Response Management Office using IQSMS reports, SPIs and safety objectives and are presented to SRB members at the first SRB of the year.

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The establishment of Safety Objectives and associated Safety Performance Indicators are not limited to PORAs. Each Operational Department is responsible for establishing additional Safety Objectives according to safety risks in their area and considering operational factors. From these further SPIs are selected to measure performance against those objectives.

For detail refer to (PG-EM-EK-001) SMM 2.6

10.1. Non-Punitive Policy (SMM 1.4)

ICAO Doc. 9859 3 Ed. Chapter 2.6.15

The reporting of accidents, incidents or events/errors is an essential element of SMS and is therefore non-punitive. All personnel must and can feel confident that they can disclose any such information without fear and retribution. Additionally, all information concerning safety is made freely available to personnel within Pegasus Airlines.

As such, we fully endorse non-punitive accident, incident or event/error reporting within Pegasus Airlines which develops and fosters a culture of trust and honesty.

It is understood and accepted that willful violations of established policies, processes, procedures, regulatory requirements, regulations and/or gross negligence are not tolerated.

10.2. Flight Safety Analysis Programme (FSAP) - (SMM 2.7)

Pegasus Airlines has a formal Flight Safety Analysis Programme to aid collection and analysis of operational information and data for the purpose of identifying hazards and supporting the risk management process in order to prevent accidents or incidents associated with aircraft operations.

Review and Analysis of Air Safety Reports (ASRs) (SMM 2.7.2.4)

Reporting, investigation and analysis of incidents are highly effective means of the SMS. The fundamental purpose of the Pegasus Airlines Safety Incident Reporting System is to establish circumstances that lead to a sequence of events and to use such data as basis for an effective SMS.

Integrated Quality and Safety Management System (IQSMS) software is used in Pegasus Airlines for reporting, auditing, hazard/risk identification.

All Pegasus family members can access the **IQSMS** via the company intranet page and application which can be installed on **any mobile devices**. The **IQSMS** ensures the generation and retention of all records necessary to document and support operational requirements.

In the confidential reporting system, the aim is to protect the identity of the reporter. This is one way of ensuring that the voluntary reporting systems are non-punitive. Confidentiality is usually achieved by deidentification, and any identifying information about the reporter is known only to "gatekeepers" in order to allow for follow-up or "fill in voids" in the reported event(s).

For more details refer to SMM 4.2.1 OCCURRENCE AND HAZARD REPORTING

10.2.1. Responsibilities

The Chief Safety and Emergency Response Management Officer (Safety Manager), oversees the implementation of all activities and processes associated with the FSAP.

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The Chief Safety and Emergency Response Management Officer (Safety Manager) is also responsible for the maintenance of the flight safety database which, via the Safety Review Board (SRB), provides data to assist operational managers in their role of ensuring safe and secure operations and aiding continual improvement. Such data might include an up-to-date status of operational performance against stated performance measures. (SPIs, SPTs).

Detailed responsibilities:

PROGRAM ELEMENT	RESPONSIBILITY
Investigation of operational accidents, incidents and irregularities	Safety department with cooperation of Safety Advisors
Liaison with regulatory and investigative authorities	SMS Manager
Hazard/risk identification and risk management	Related Nominated persons and Safety advisors
Collection and analysis of flight data and information	FDM Senior Manager
Review and analysis of flight safety e-reports	Safety Advisors
Review and analysis of flight Confidential e-reports	Chief Safety and Emergency Response Management Officer (Safety Manager), FDM Senior Manager, SMS Manager and SMS Leader
Generation of operational safety performance statistics	SMS Manager

For more details refer to SMM part 2.7.

10.3. Contracted Activities (SMS 2.8) (AMC1 ORO.GEN.205)

Pegasus Airlines may decide to contract certain activities to external organizations.

A written agreement shall exist between Pegasus Airlines and the contracted organization clearly defining the contracted activities, the applicable requirements, the safety related services and quality to be provided.

Pegasus Airlines will ensure that the contracted organization has the necessary authorization or approval when required and commands the resources and competence to undertake the task.

When contracting or purchasing any services or products as part of its operations, Pegasus Airlines shall review the following regarding safety issues;

- Contracted organization or service providers have mature SMS to ensure the requirements that affect the safety of operations are being fulfilled.

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- Contracted organization or service provider's accessibility to the Pegasus Airlines Safety Policy and Pegasus SMM,
- Safety hazards associated with the contracted organization or purchased services or products are considered by the Pegasus Airlines' risk management system. The Risk Assessment results should be shared with the contracted organization or service providers when it is deemed necessary.

Pegasus Airlines shall ensure personnel of external service providers are trained and competent to perform SMS duties. For details refer to COM 10.16 & SMM 6.6 EXTERNAL SERVICE PROVIDER TRAINING.

Pegasus Airlines is responsible for ensuring outsourced operational functions are conducted in a manner that meets its own operational safety and security requirements. Contracted organizations are monitored, as required, by the Pegasus Compliance Monitoring Department to verify continued compliance, ensuring the operational safety and security needs of the company are being fulfilled.

10.4. Safety Objectives (SMM 2.9)

ICAO Doc. 9859 4.Ed. Chapter 4.2

Safety objectives are brief high-level statements of safety achievement or desired outcome to be accomplished by the PGS SMS. Pegasus Airlines primary safety objective is to provide safe and secure air transport for all passengers and crew, free from accidents and serious incidents. Safety objectives are developed from PGS Airlines top safety risks and are taken into consideration during the subsequent development of safety performance indicators and targets.

Pegasus Airlines determines its safety objectives before the first Safety Review Board Meeting of each year. Each operational departments including ATO sets its objectives according to the risk area and considering relevant operational factors which are linked to the safety performance indicators. Subsequently, the determined safety objectives are validated at the meetings organized by the Safety Department with the participation of the relevant operational departments. Safety objectives are designed to be challenging, which, in turn, enhances the effectiveness of the risk management system. When safety objectives are established, they are published in PG-EM-FR-019 Safety Performance Indicators and Safety Objectives Form. The objectives are followed up by the Safety Department to measure safety performances. When necessary, the objectives are reviewed during the SRB meeting in order to decide on periodic resource allocation and a revision can be made if necessary, depending on the results achieved.

• Safety Performance Indicators

Safety performance indicators (SPIs) are a measure of the safety performance. SPIs should be easy to measure and be linked to the safety objectives that have been established by the PGS SMS.

Setting the SPIs supports the safety objectives as an element of the Safety Assurance component of the SMS framework.

The use of SPIs is an effective method to determine whether desired safety outcomes are being achieved, and to focus attention on the performance of the organization in managing operational risks and maintaining compliance with relevant regulatory requirements.

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SPIs may be set in almost any operations or maintenance area. Some possible examples include:

1. Flight operations (e.g., takeoff and landing tail strikes, unsatisfactory line or training evaluations);
2. Operational control (e.g., flight diversions due to fuel);
3. Engineering and maintenance (HIL ratio, in-flight engine shutdowns, aircraft component/equipment failures);
4. Cabin operations (inadvertent slide deployments);
5. Ground handling (aircraft damages due to vehicles or equipment);
6. Cargo operations (dangerous goods spills);
7. Operational security (unauthorized interference or access events).

A SPI is any measured or monitored trend, event rate, absolute or cumulative number, related to a safety occurrence. SPIs are created through statistical analysis of data gathered from the various safety reporting system, FDM, training data and audits. By setting SPIs, we can track and compare our operational performance against objectives. SPIs are monitored in SAG Meetings.

PG-EM-FR-019 Safety Performance Indicators and Safety Objectives Form are used for safety objectives and SPIs.

• Types of Safety Performance Indicators:

Lagging SPIs – Lagging or reactive indicators are most commonly used to assess the effectiveness of safety policy, procedures and practices. Under certain conditions, they can be used for benchmarking against similar organizations or industry trends. The investigation of accidents, serious incidents and other operational occurrences are examples lagging or of reactive indicators.

In all cases, an event must occur to trigger the measurement of the indicator, non-routine operational occurrence and irregularities are examples of reactive indicators. This methodology involves the analysis of past outcomes or events. Hazards are identified through investigation of safety occurrences. Incidents and accidents are clear indicators of system deficiencies and therefore, can be used to determine the hazards that either contributed to the event or are latent.

The Safety Manager will describe, risk assess and prioritize all occurrence reports on a weekly basis, with associated trend monitoring in the form of charts. Key safety risks are identified and are subject to review and ongoing monitoring. The Safety Manager produces action & warning limits to individual event trends to indicate abnormal statistical deviations. This can be the catalyst for remedial management action.

Leading SPIs – Leading or proactive indicators are most useful as a precursor to safety degradation for early management reaction. Mandatory and voluntary reporting systems, safety audits, scientific research and safety surveys are examples of proactive indicators. In most cases, proactive indicators are present where minor triggering events, with little or no consequence, are present. They are good pointers to latent system failures and weaknesses.

This methodology involves the analysis of existing or real-time situations, which is the primary task of the safety assurance function with its audits, evaluations, employee reporting, and associated analysis and assessment processes. This involves actively seeking hazards in the existing processes. A risk

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management strategy includes identifying hazards before they materialize into incidents or accidents and taking the necessary actions to reduce identified safety risks. The process of proactive safety management includes the routine review and analysis of mandatory and voluntary reports, FDM data, safety audits, safety surveys, routine audits and inspections, risk assessment, new destinations, outsourcing operational functions, etc.

Predictive SPIs – Predictive indicators are those derived from normal operations, where no trigger occurrence may have taken place. Predictive indicators include hazard reporting, analysis of normal operational feedback and observations, and identification of adverse trends in the FDM data analysis. Analysis of reports for Industry forums may also provide the basis for predictive risk metrics. This methodology involves data gathering in order to identify possible negative future outcomes or events, analyzing system processes and the environment to identify potential future hazards and initiating mitigating actions.

• Alert Level Setting

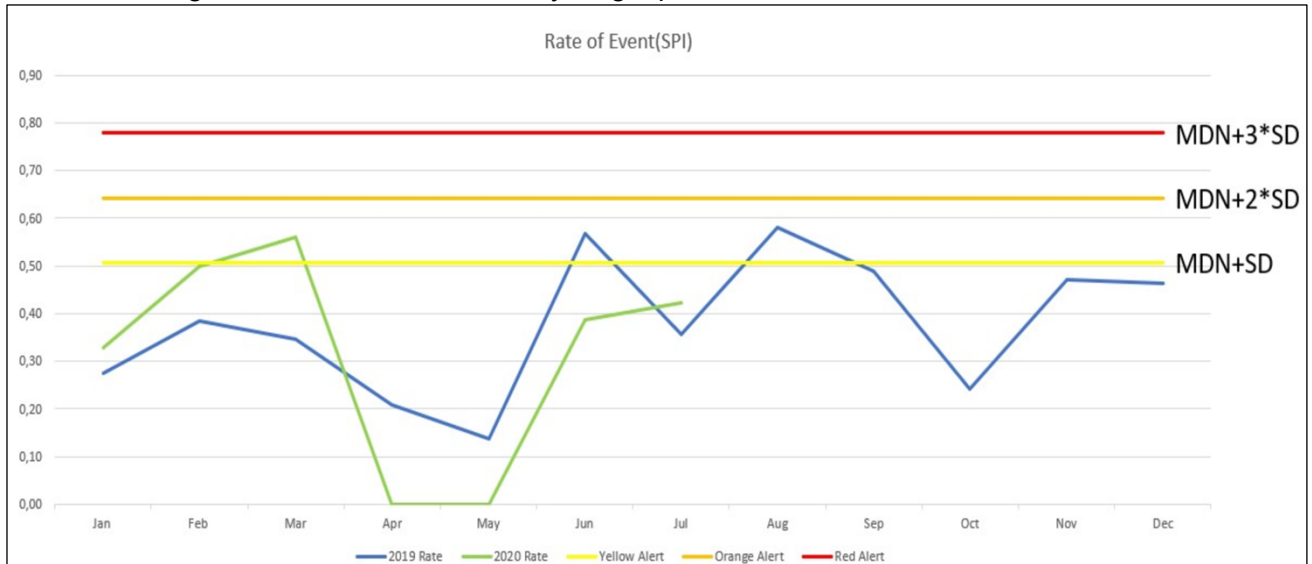
The alert level is calculated for each SPIs using median average (MDN) and standard deviation (SD) of the previous year's data. The three alert lines are MDN + SD (yellow), MDN + 2*SD (amber) and MDN + 3*SD (red). Also the alert level for negative trending such as go-around due to unstable approach is monitored by using the same calculation/method.

Note: Colours are represented in ALOSP and SPI Control Chart.

• Alert Level Trigger

An alert (abnormal/unacceptable trend) is indicated if any of the conditions below are met for the current monitoring period (current year):

1. Passing MDN +/- SD level for three consecutive months
2. Passing MDN +/- 2*SD level for two consecutive months
3. Passing MDN +/- 3*SD level for any single point



When an alert is triggered, trigger values serve to start an evaluation, decision, adjustment or remedial action related to the particular indicator. These actions may include detailed analysis and root cause analysis of the relevant exceedance. Following evaluation of the alert status, safety risk assessment

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may be undertaken and mitigating actions should be determined to decrease/increase the number/rate of the indicator to an acceptable level of safety performance.

- **Target Level Setting (Planned Improvement)**

The target level setting may be less structured than the alert level setting, e.g. a target whether the new (current year) monitoring period's average rate is to be better than, say the preceding period's average value.

- **Alert and Target Levels — Validity Period**

Alert and target levels should be reviewed/reset for each new monitoring period, based on the equivalent preceding period's average rate and SD, as applicable. The output from Pegasus's safety data collection and analysis system is presented to the Safety Review Board (SRB) by the Safety Manager. A data trending chart shall be used to track outcomes. Outcome occurrences should normally be tracked as occurrence rates rather than absolute numbers.

Safety performance targets are monitored in SAG Meetings. When targets are not achieved and/or alert levels are breached, the corrective or follow-up action is taken by the related department and monitored by Safety Department by trend monitoring, auditing and reporting. Target and alert levels may be revised or necessary preventive actions taken (i.e. procedure changes).

Default alert levels and necessary actions for safety targets are as follows;

95% - 100% Success Rate: Green Colour – No action is necessary

75% - 94% Success Rate: Yellow Colour – No action is necessary, but it is discussed in SAG Meetings.

50% - 74% Success Rate: Orange Colour – Action is assigned to relevant department via QDMS.

0% - 49% Success Rate: Red Colour – RCA, action is assigned to relevant department via QDMS.

In conjunction with such indicators, alert as well as desired improvement target levels should be set for each indicator, where applicable. These will then serve as markers to define what is an abnormal/unacceptable occurrence rate as well as the desired target (improvement) rate for the indicator. With such defined alert and target settings, it becomes apparent that a qualitative/quantitative performance outcome can be derived at the end of any given period.

10.5. Safety Advisor (SMM 3.4.3.12)

Safety Advisors have been assigned as SMS and SRM Advisors separately or as a single person within the organization. All of them will be referred to as Safety Advisors in the SMM.

Safety Advisors are chosen among the personnel Flight Operations, Cabin Operations, Flight Academy, OCC, Cargo, Ground Operations, Technic Department and they have overall responsibility for the safety functions in their area of responsibility. Safety Advisors regularly report to the Nominated Person/Responsible Manager and Chief Safety and Emergency Response Management Officer (Safety Manager) to guarantee and assure the safety of all processes, procedures and implementations including safety risk management activities in accordance with company safety policy and objectives. He/she acts as liaison personnel Safety Department for all safety issues.

Safety Advisors complete Safety Management Systems and Safety Risk Management Trainings. Refer to SMM manual Chapter 6.3.5 Safety Training for Safety Advisors for further details. They are familiar

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with ICAO and EASA-OPS documents relating to safety, and T-DGCA procedures. Strong discussion skills, analysis/synthesis capabilities, and good safety and risk-based perspective and approach to all operational issues are also required.

Safety Advisors are responsible for the following activities:

- Assists and ensures the Nominated Person/Responsible Manager about compliance that all operational measures and procedures are conducted in accordance with safety policy and regulations.
- Defines Safety Performance Indicators/Targets according to company significant risks and safety policy.
- Conducts Safety Issue Risk Assessment (SIRA) process related to the department by using all-hazard/risk identification methods and sources and gathering risk-related data from internal or external resources.
- Manages department reports with the supervision of the safety department by following up safety-related reports and analysing them to identify root causes and to take action for avoiding hazards.
- Monitors new implementations and changes to identify or predict hazards and emerging threats.
- Participates in SAG/FSAG/Flight Operations Safety Review and FDM Meeting and any required safety related meetings as representative of department.
- Establishes proper communication (safety promotion) methods with unit operational personnel (bulletin, flyer, video, poster, meeting, survey etc.) with supervision of safety department and coordinate safety communication with third parties/contractors. In this context, in case of changes in third parties/contractors, it informs the Safety Department in order to ensure that it is up-to-date in various applications and systems.
- Monitors and assures that proper hazard control actions have been taken for department related issues.
- Assists and takes part in related safety investigations with Safety Department and he/she has the responsibility to conduct safety investigations of own department.
- Conducts department related Management of Change studies with department managers and attends MOC studies of other departments when required.
- Evaluates and advises Nominated Person/Responsible Manager for actions of safety recommendations of investigations and occurrences.
- Follows any discipline related document and procedure updates with amendments.
- Coordination of the reporting required cases to IATA IDX and TR-DGCA.

10.6. Safety Review Board Meetings (SMM 6.7.6)

The Safety Review Board (SRB) in Pegasus Airlines is a committee that considers strategic safety functions. The board is chaired by the Accountable Executive and is composed of heads of Operational departments (Technic, Ground Operations, Flight Operations and Cabin Operations), Compliance Monitoring, Commercial, Finance, Security, Internal Audit, Flight Academy, Information Technologies and Human Resources departments.

Relevant managers and consultants on the subject to be brought up in SRB can also participate Chief Safety and Emergency Response Management Officer (Safety Manager) participates in SRB in an advisory capacity only.

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The meeting minutes are shared with all the participants. The decisions specified in the meeting minutes are assigned to responsible persons/departments via e-mail. In the next meeting, the previous meeting decisions are followed up on the Previous Meeting Decision page of the presentation.

SRB ensures that appropriate resources are allocated to achieve the established safety performance of the Company and provide strategic direction to Safety Action Group. These meetings are conducted four times a year with the attendance of SRB members and Accountable Executive. Safety Manager informs board about the risk assessment that is done by the company for the last three months. SRB monitors:

- safety performance against the organization's safety policy and objectives;
- the effectiveness of the SMS;
- timely response in implementing necessary safety risk control actions.
- overall effectiveness of safety risk mitigation strategies.
- the effectiveness of the safety supervision of contracted operations.
- effectiveness of the organization's safety management processes which support:

- 1) the declared organizational priority of safety management; and
- 2) promotion of safety across the organization.

SRB meeting agenda typically includes:

- Safety Policy Review
- Organizational structure,
- Reporting lines, authorities, responsibilities.

Departmental Reports.

- Action Items
SRB, SAG, ERP, Audit Corrective Actions and Corporate Safety Strategy Actions.
- Departmental Executive Summary
Current Safety Issues, Safety Events, Departmental Resources, Operational Feedback
- Audits and Incidents/Accidents Investigation
External/Internal Investigations and Audits
- Safety Performance Indicators
Departmental SPI's.
- Top 3 Events
- Service Providers Activity Performance Statement
- Progress Updates
New Regulations, Legislation and Latest Safety Promotions.
- Any other business (AOB)

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10.7. Safety Action Group Meetings (SMM 6.7.4)

The Safety Action Group (SAG) reports to and takes strategic direction from SRB. Chief Safety and Emergency Response Management Office conducts SAG Meetings monthly with managers from operational areas and deputies may also attending the meetings if managers are not available. The SAG is tactical and deals with implementation issues to execute the strategic directives of SRB. A monthly review for the risk assessment is conducted during SAG meetings.

Representatives from Safety, Technical, Flight Operations, Ground Operations, Cabin Operations, Cargo, Security, OCC and Flight Academy departments take part in SAG. Representatives from Human Resources, Internal Audit and Performance departments also take part in SAG when necessary. These representatives are called SAG Members. Their names are presented in SAG presentations as SAG Members List and reviewed in each SAG meeting. In addition to the duties in SAG meetings, SAG Members are also responsible for the day-to-day activities of items listed below for their departments.

The meeting minutes are shared with all the participants. The decisions specified in the meeting minutes are assigned to responsible persons/departments via e-mail. In the next meeting, the previous meeting decisions are followed up on the Previous Meeting Decision page of the presentation.

SAG:

- monitor operational safety performance within their functional areas of the organization and ensure that appropriate SRM activities are carried out,
- review available safety data and identify the implementation of appropriate safety risk control strategies and ensure employee feedback is provided,
- assess the safety impact related to the introduction of operational changes or new technologies,
- coordinate the implementation of any actions related to safety risk controls and ensure that actions are taken promptly and within agreed timescales,
- review the effectiveness of specific safety risk controls,
- review the effectiveness of previous safety recommendations and safety promotion.

SAG meeting agenda typically includes:

- Review of SAG Member List
- Previous Meeting Decisions
- SRB Decisions
only the items that need actions or strategic directions are brought to the agenda.
- Safety Objectives / Safety Performance Targets (SPTs) and Safety Performance Indicators (SPIs)
Departmental SPI's.
- Action Items
- Hazard Library

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- New hazards that have been introduced or discovered in the workplace.
- 3rd Parties – External Service Provider Report
 - Top 3 Events
 - Audits and Incidents/Accidents Investigation
External/Internal Investigations and Audits
 - Safety Issue Risk Assessment Studies
 - Risk Analysis Studies
 - Summary of Safety Activities Attended by SAG Members
 - New Regulation, Legislation and Publication (SHGM, ICAO, IATA, EASA)
Changes in regulatory policy or civil aviation legislation.
 - Safety Promotion

10.8. All Personnel (SMM 3.4.4)

All personnel are responsible for working safely and maintaining a safe work environment. Personnel are required to conduct themselves in a manner that is consistent with the Company safety rules and policies. All personnel are also responsible for safety performance of the SMS.

10.9. Safety Bulletins (SMM 6.2)

From time to time it may become necessary to inform flight and/or ground crews of critical safety information. Written communication is utilized to forward the safety-critical information. Depending upon the importance of the information, Safety Bulletins and e-mail can be used. Flight Operations, Ground Operations, Cargo, Cabin Operations, and Technical Departments may publish bulletins for safety concerns, critical information, case studies, and lessons learned from past experiences and changes.

Cargo Department may publish Read and Signs and Bulletins for safety concerns. Safety Bulletins are published on QDMS and/or Online Library.

10.10. Safety Risk Management (SMM 4)

ICAO Doc. 9859 AN/460 4.Ed. Chapter 2.5, AMC1 ORO.GEN.200(a)(3)

Safety Risk Management Process

The process and methods adopted comply with the guidance material created by key aviation organizations and regulators (e.g. EASA, ICAO) and utilize some aviation industry best practices, such as the European ERCS (European Risk Classification Scheme) standard for Event Risk Classification.

The approach we adopt is scientifically more robust than current industry methods typically are, because of the introduction of the Strength of Knowledge concept, which becomes an important

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parameter in risk assessment ¹. The process is in line with the international ISO 31000 standard on risk management, which is fully compatible with the ICAO Annex 19 and ICAO SMM (Safety Management Manual – Doc 9859) and relevant SHY-SMS. The risk management process is followed through as indicated in Figure below.

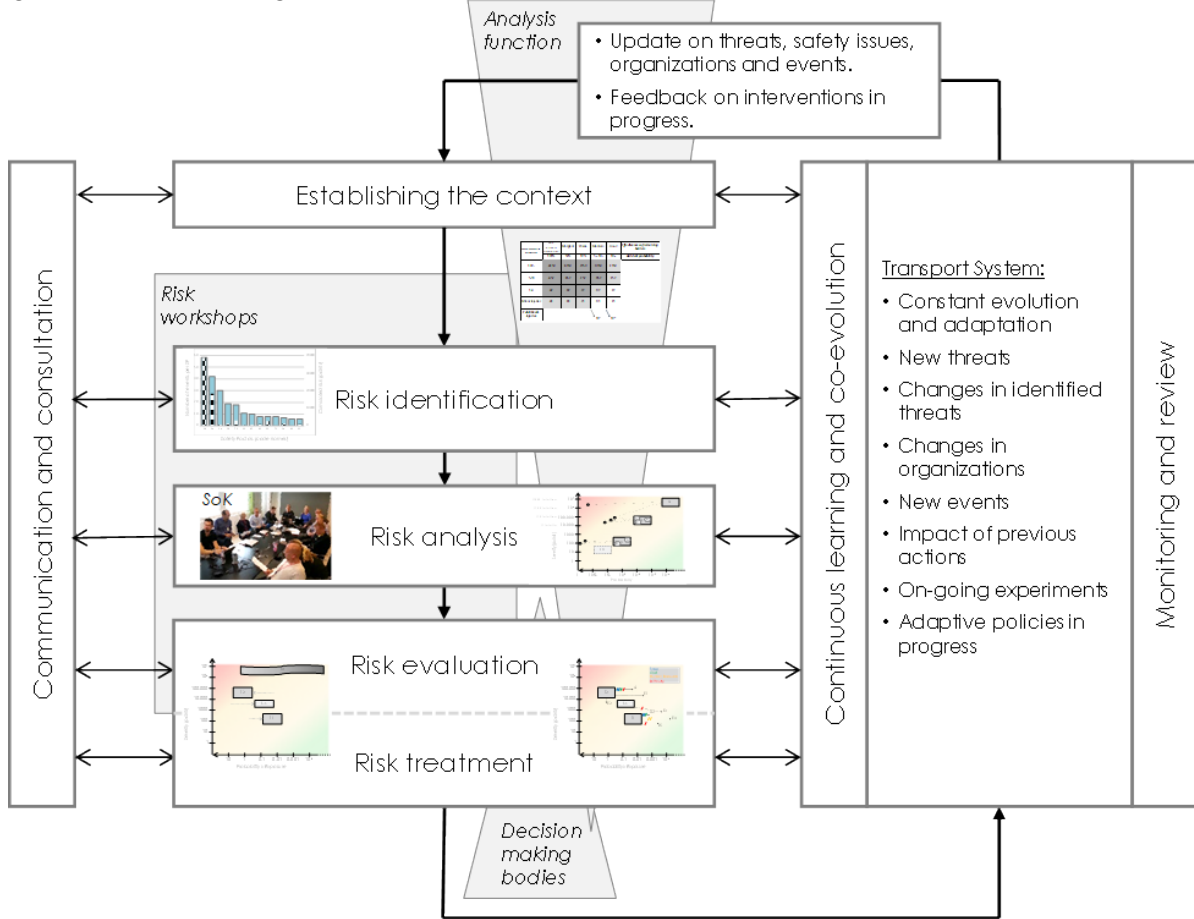


Figure 1. Detailed ISO 31000 Risk Management process ²

The complete Pegasus Airlines risk management process is described in Figure 2 below.

The key steps of the process are:

- Hazard/Risk Identification
- Event Risk Assessment (ERA)
- Analysis & Synthesis of the aggregated Safety Data
- Detailed definition of Safety Issues
- Safety Issue Risk Assessment
- Risk Picture and Risk Register
- Risk Evaluation and Decision Making
- Risk Treatment/Mitigation

¹ Aven 2013, Aven & Krohn 2014

² (Nisula 2018)

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A detailed description of the methods is provided in subsequent subtitles, followed by the organizational aspects related to the process.

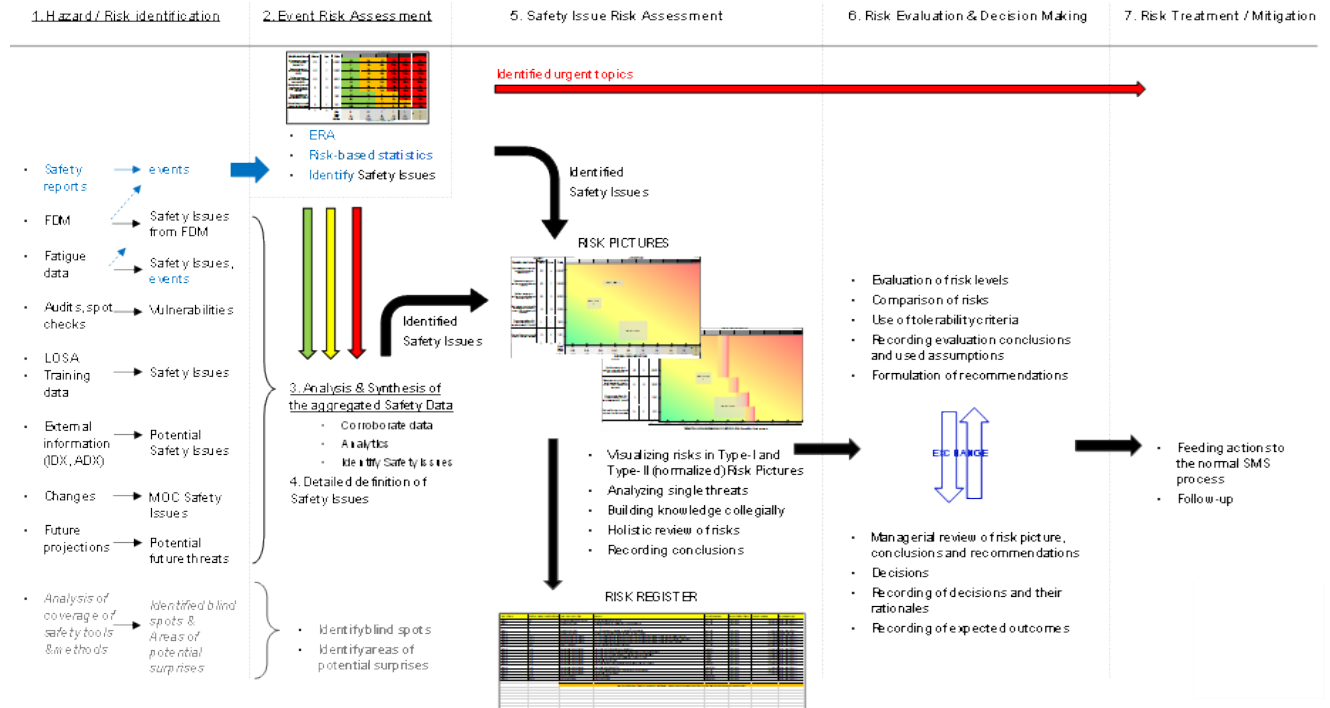


Figure 2. Overview of the Pegasus risk management process

The following subtitles focuses on the methods used by Pegasus Airlines in managing their operational risks.

10.10.1. Definitions (SMM 4.1)

Risk Management is defined as the identification, analysis, elimination, and/or control to an acceptable level, those risks that can threaten the people, assets or earning capacity of an enterprise. The Safety Risk Management process seeks to identify, analyse, assess and control the risks incurred in airline operations so that the highest standard of safety can be achieved. It must be accepted that absolute safety is unachievable, but reasonable safety can be achieved across the spectrum of the operation.

Safety risk management is a core activity of SMS and supports the management of safety and contributes to other, indirectly related organizational processes.

Risk is the uncertainty about and the severity of the consequences of an activity with respect to something that humans value.

Undesired Operational State (UOS) is a stage in the escalation of an accident scenario where the accident will occur, unless an active recovery measure is available and is successfully used. It is the point where we lose the control over a hazard.

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Threat is a condition, object or activity that may cause the Company to lose control over a hazard.

Loss can be seen as a risk which has materialized. An accident would be a typical loss. Losses are also the outcomes that one tries to avoid through risk management.

Safety Event is any operational event which could be considered to have safety implications, irrespective of whether it reaches the defined thresholds for becoming an incident or an accident in the official sense.

Safety Occurrence: Any event which is or could be significant in the context of aviation safety, and which must be reported under a national mandatory occurrence reporting system, or under a voluntary occurrence reporting system, or, in the case of less severe occurrences, because the reporter believes that they could have safety significance.

In the context of safety events, losses and risk, it is important to highlight the difference between actual and potential outcomes. The **actual outcomes** of an event are the tangible outcomes of the event in the real world as the event unfolded. The **potential outcomes** refer to the outcomes that could have resulted in if the event had escalated and become an accident (or an incident). For example, in a near-collision between two large passenger aircraft the actual outcome is "nothing", but the potential outcome is a midair collision with several hundred fatalities. The term potential outcome is often used in the context of a specific scenario.

The definition of **hazard** can be based on the following Society for Risk Analysis (SRA) glossary definitions:

- **Harm** is physical or psychological injury or damage
- **Damage** is loss of something desirable.
- **Risk source** is an element (action, sub-activity, component, system, event, etc.) which alone or in combination with other elements has the potential to give rise to some specified (typically undesirable) consequences.
- **Hazard** is a risk source where the potential consequences relate to harm.

For example, a strong gusty wind is a **hazard**. Inflammable fuel is another hazard. A **safety issue** is defined as a specific concern about a certain type of accident risk in a specific context. It can be seen as a hazard or a combination of hazards in a specific defined context. An operator may consider its operation to a specific airport a safety issue due to specific hazards associated with that operation (frequent strong gusty crosswind, frequent bird activity, short runway, etc.). Typically, a safety issue may be identified due to one or more safety events.

For example, fatigue reports emerging repeatedly from a specific route may lead to the identification of the related safety issue. A **scenario** is a more detailed description of how a specific accident type can develop within a given safety issue. A single safety issue may contain several scenarios. Incorrect loading of an aircraft may be identified as a safety issue.

That safety issue could contain several scenarios:

- a) loss of control due to unfastened cargo moving during the flight;
- b) loss of control due to overweight;
- c) loss of control due to center of gravity out of limits.

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Usually, a scenario is the level at which risk can be assessed, i.e. one cannot perform risk assessment on a hazard.

Safety issues and scenarios can also be called threats. In other words, the meaning given to threat in is slightly more specific than that of hazard. The term threat can be useful as for different people the term “risk” could mean both the “situation or event where something of human value is at stake and where the outcome is uncertain” and the magnitude of the risk.

Severity refers to the *magnitude of loss (damage, harm, etc.)*. In the context of risk assessment, severity usually refers to a scenario (of loss) which is possible, but which has not yet materialized. Therefore, in this context the focus is on a **potential severity** associated with the scenario.

A risk picture is a visual presentation where several risks are presented simultaneously so that their characteristics and importance can be compared. Ideally, a risk picture helps to gain an overall understanding of safety and risks within a certain system or operation and thereby supports prioritization and decision making. Based on the above definition of the term threat, the risk picture could also be called “picture of threats”.

The International Organization for Standardization (ISO) has also published a standard in risk management “ISO 31000 Risk management – Principles and guidelines” (ISO 2009). In comparison to the above SRA glossary definitions, the ISO standard contains the following definitions:

- **Risk identification** is the process of finding, recognizing and describing risks based on historical data, theoretical analysis, expert opinions, etc.
- **Risk analysis** is the process to comprehend the nature of risk and to determine the level of risk. It includes risk estimation, and provides the basis for **risk evaluation**, which is the process of comparing the results of risk analysis with risk criteria to determine whether the risk and/or its magnitude is acceptable or tolerable.
- The term **risk assessment** can be used to describe the overall process of risk identification, risk analysis and risk evaluation.
- The process to modify risk is called **Risk Mitigation/Treatment**.
- Individual measures modifying risk are called (risk) **Controls**. Earlier literature uses terms such as (risk/safety) barrier, defence or safeguard³. “Control” is an action put in place to limit the potential for harm should a hazard be released. These may also be physical or procedural.
- **Consequence** is the **outcome of an event** affecting objectives.
- **Likelihood** is the *chance of an unsafe event or condition might occur*.

Risk Workshop is a monthly meeting which is performed for strategic and operational risks of the company. For the detailed information refer to SMM 6.7.3 Risk Workshop.

Reactive: This methodology involves analysis of past outcomes or events. Hazards are identified through investigation of safety occurrences. Incidents and accidents are clear indicators of system deficiencies and therefore can be used to determine the hazards that either contributed to the event or are latent.

Reactive – Investigation of past events, reporting past events/occurrences. This process can be referred to as a Lagging Indicators.

³ Reason 1990, Maurino et al. 1995, Hollnagel 2004.

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Proactive: This methodology involves collecting safety data of lower consequence events or process performance and analysing the safety information or frequency of occurrence to determine if a hazard could lead to an accident or incident. Safety information for proactive hazard/risk identification primarily comes from Flight Data Monitoring (FDM) programmes, safety reporting, brainstorming during safety training, associated analysis and assessment processes and involves analysis of existing or real-time situations which is the primary job of safety assurance function with its audits and evaluations.

Proactive – Reporting near misses, identifying existing hazards and safety risks before they occur by analyzing activities, FDM, safety surveys, training data, audits and observations (Line Operations Safety Audit). These processes can all be regarded as Leading Indicators.

Predictive: This methodology involves data gathering to identify possible negative future outcomes or events, analysing system processes and the environment to identify potential future hazards and initiating mitigating actions. The core of predictive analysis relies on capturing relationships between variables from past occurrences and exploiting them to predict the unknown outcome. Some systems allow users to model different scenarios of risks or opportunities with different outcomes. This enables decision makers to assess the decisions they can make in the face of different unknown circumstances and to evaluate how they can effectively allocate limited resources to areas where the highest risks or best opportunities exist.

Predictive – Advanced data analysis to predict hazards and emerging safety risks, FDM, voluntary hazard observation reporting and change process management.

10.10.2. Hazard / Risk Identification Process (SMM 4.2)

The purpose of hazard/risk identification is to identify the threats in the operation, so that they can be subsequently risk assessed. The Pegasus Airlines SMS features several distinct hazard identification sources, which are listed below.

Some of these sources describe individual safety events (e.g, Flight Safety Reports, Cabin Safety Reports, etc.), while other sources produce relevant safety information at a more generic level (i.e. safety audits, statistical results from FDM, etc.)

Some sources produce safety information typically in the form of statistics but also contain individual safety events, which can be extracted as necessary:

- FDM data
- Fatigue Risk Management System

There are also sources of hazard identification which are not primarily using in-house safety data. Typically, information from outside the airline can be used to predict emerging problems or issues that other organizations have identified.

The objective is to transform the raw safety data into risk information that can be practically used. For individual events, the first step is to perform an Event Risk Assessment (ERA).

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Most of the other hazard identification sources produce information which can enter the analysis and synthesis stage directly (for details please refer to SMM 4.4). Analysis can then be performed at a higher level of data sophistication, using:

- Statistics and other findings from individual safety data sources
- Risk-based statistics resulting from an ERA
- Corroboration of results from different sources

Such analysis enables the identification of risks. These risks are defined as “Safety Issues” which can subsequently be presented and assessed in the Pegasus Airlines Risk Picture.

The Pegasus Airlines SMS utilizes the following Hazard/Risk Identification Sources to collect safety data:

1. Safety reports (flight crew, cabin crew, ground, maintenance, etc.)

- All Safety Reports undergo the ERA **via IQSMS**. Further treatment of the specific report is determined by the outcome of the ERA.

2. FDM

- FDM statistical results
- All crews involved in significant FDM events will need to submit an **Safety reports**, these events will be subject to ERA.
- FDM is also used to validate events reported through Safety Reports

3. Fatigue data

- Statistical results
- Significant Fatigue events will be subject to ERA

4. Audits, Spot Checks

- Findings highlight vulnerabilities, such as non-compliance with safety regulations or implementation issues.
- These can provide inputs to Risk Assessments

5. LOSA (Line Operations Safety Audit)

- Both statistical and audit-style results

6. Training data

- Feedback from training can highlight vulnerabilities.
- Feedback from recurrent training performance supports risk assessments (e.g. through the tracking of pilot core competencies)

7. IDX, FDX and other external sources

- Provide benchmarks.
- Highlight risks identified outside the airline. These can be considered as potential future risks also at Pegasus Airlines

Acknowledging that the future is not necessarily identical to the past, it is necessary to identify future risks which emerge from the changing operational environment. These changes may be either

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conscious decisions taken at Pegasus Airlines (e.g. opening a new route) or related to the external environment.

The following two processes are in place to identify future risks which would not be detectable in the collected Safety Data:

- A Management of Change (MOC) method covering changes initiated by Pegasus Airlines (Please refer to SMM 5.3 Management of Change (MOC)).
- A Future Risks Identification Process which covers risks related to the changes in the operational environment, not initiated by Pegasus Airlines itself.

Changes in the operational environment may introduce risks which cannot be predicted from the collected safety data, which is only reflecting the past. The future risks identification method addresses this gap. It is carried out continually in the following way:

- The Risk Workshop has an agenda item to brainstorm and discuss potential changes which could introduce new risks or changes into the current risks. The results are recorded in the minutes
- Highlighted items are worked on further during weekly meetings. The focus is on how the change could impact the operation, which existing risks could change, and which new risks could emerge
- If the matter is large enough not to be finalized during the weekly meetings, a specific team is tasked to build up the Risk Assessment.
- The identified impacts are visualized in the Risk Picture and the rationale and assumptions are recorded
- The results are presented and approved in the Risk Workshop.

Cyber Threats

The civil aviation operation environment is changing rapidly and significantly, with the deployment of new advanced technologies and communication systems, shifting from manual processes to more efficient automated processes, communications, and storage, in order to enhance security and facilitation. In this context, Pegasus Airlines is certified with the standard of ISO/IEC 27000 Information security management systems.

Appropriate measures have been developed to protect critical technology systems and data from unlawful interference and are implemented within the company in accordance with risk management principles. For more information refer to PG-GU-EK-001 Air Carrier Security Program (ACSP) Manual Chapter 19.

10.10.2.1. Occurrence and Hazard Reporting (SMM 4.2.1, PG-EM-PR-009)

Please refer to PG-EM-PR-009 Occurrence and Hazard Reporting Procedure for more information about the report management process, mandatory and voluntary occurrence reporting, list of events to be reported and report forms in the IQSMS reporting module.

Integrated Quality and Safety Management System (IQSMS) software is used in Pegasus Airlines for reporting, hazard/risk identification, risk management and auditing. IQSMS is a comprehensive and integrated set of tools to support safety management and compliance monitoring activities, covering

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functions from accident/incident reporting, analysis and investigation through to auditing and corrective action tracking.

All Pegasus employees can access the IQSMS via company intranet page, web page and application which can be installed on a mobile device. IQSMS ensures the generation and retention of all records necessary to document and support operational requirements.

There are three main modules in IQSMS as Reporting, Risk Management and Quality Management. All modules are feeding a common database with standardized event classifications. This way, a predictive approach for the identification of possible overall company risks by means of risk assessment and classification is guaranteed.

The IQSMS Reporting Module covers the entire reporting process for flight, cabin and ground operations, training, maintenance, occupational health and safety as well as any other reporting process.

Customized report forms are based on the requirements of the regulatory authority, or Pegasus Airlines' internal reporting mechanisms. The content of report type and illustrations of report forms can be found in Appendix I. Occurrence reports are the primary means for organizing, managing and distributing information relating to events of interest to operation. This includes the ability to monitor the health of the organization, through identification of occurrence trends. The IQSMS includes a combination of reactive, proactive and predictive methods of safety data collection via its online reporting tool.

Reports submitted through IQSMS are approved within 7 days within the company. After the report is approved from the system by the administrator, an automatic email notification is sent to the reporter. Reports processed through the IQSMS should be closed within 30 days by the administrator. With this feature, the IQSMS provides feedback to the reporter within 30 days. The Administrator can postpone the closing date of the report by explaining the reason when it deems necessary. Also, the reporter can follow-up the report status on the IQSMS main menu. For IQSMS reports that are overdue, all users who are included in the management of the report receive an automatic alert email that the report is overdue via IQSMS. Similarly, before the reports are overdue, the IQSMS system reminds the users that the report will be overdue soon.

Safety-related occurrences and hazard reports may not always come through IQSMS. Although employees are encouraged to report through the reporting system used, safety issues are also received via verbal communication or e-mail.

Safety-related issues can be reported using verbal communication and e-mail channels through the following contact list.

Name	Position	E-Mail
Murat TUNAY	Chief Safety and Emergency Response Management Officer	murat.tunay@flypgs.com
Tulga YIGITER	FDM Senior Manager	tulga.yigiter@flypgs.com
SAFETY OFFICE E-MAIL: SAFETY@FLYPGS.COM		

Effective incident reporting systems can be organized in many ways. There are, however, three main types that characterize the majority of systems used by aviation administration. They are referred to as mandatory, voluntary and confidential reporting systems.

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10.10.2.1.1. Mandatory Reporting System (PG-EM-PR-009/5.1.1)

In the mandatory system, people are required to report any safety-related event which endangers or which, if not corrected or addressed, could endanger an aircraft, its occupants or any other person via an accident or serious incident. This necessitates procedures which are detailed by regulation, outlining who shall report and what shall be reported, otherwise the mandatory system could not be enforced. Our Mandatory Occurrence Reporting System is aimed to facilitate the collection of details of occurrences.

Pegasus Airlines obeys Turkish DGCA regulations (SHT-OLAY) and 965/2012 EASA Air Ops Regulation- ORO.GEN.160. Pegasus personnel shall report any safety-related occurrences within 48 hours of becoming aware of the occurrence to the company, unless exceptional circumstances prevent this. Following notification of an occurrence, by the administrator who manages the report, evaluates whether it falls within the scope of MOR.

Pegasus Airlines shall report occurrences which may represent a significant risk to aviation safety and which are classified in Appendix II no later than 72 hours through the TR-DGCA mandatory occurrence reporting system.

The primary objective of these reports is to collect data with which to appraise risk. These reports are monitored for any hazard information they contain.

Dangerous goods accidents or incidents will be reported to the TR - DGCA together with the state in which the accident or incident occurred, in accordance with the applicable variations under the appropriate state(s) listing as referenced IATA DGR 2.8. Any incident and accident official reports will immediately be prepared and sent to the authority by Chief Safety and Emergency Response Management Office. The investigation process will be conducted in a logical way by collecting and analysing factual information in order to identify root causes, and the contributing and human factors identified as a part of the investigation by the Chief Safety and Emergency Response Management Office. (See investigation details – SMM Chapter 4.2.6 Investigations).

10.10.2.1.2. Voluntary Reporting System (PG-EM-PR-009/5.1.2)

In the voluntary system, flight crew, ground personnel, maintenance personnel and others involved in aviation are invited (rather than required) to report hazards, discrepancies or deficiencies in which they were involved or observed in a timely manner. Any occurrence that may not be captured by the mandatory reporting system and other safety-related information which is perceived by the reporter as an actual or potential hazard to aviation safety should be reported.

Our Voluntary Occurrence Reporting System seeks to facilitate the collection of details of occurrences that may not be captured by the mandatory reporting system and other safety-related information which is perceived by the reporter as an actual or potential hazard to aviation safety.

In voluntary occurrence reporting systems, confidentiality can be achieved by de-identification. This is often accomplished by not sharing any identifying information. One such system returns to the user the identifying part of the reporting form. Because of this confidentiality, voluntary systems tend to be more successful than mandatory systems in collecting human factor related information. Voluntary reporting

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forms are available such as the irregularity/recommendation form and confidential form. After evaluating the Chief Safety and Emergency Response Management Office replies to the reporter either verbally or via a written conclusion.

10.10.2.1.2.1. Confidential Reporting System (PG-EM-PR-009/5.1.3)

In the confidential reporting system, the aim is to protect the identity of the reporter. This is one way of ensuring that voluntary reporting systems are non-punitive. Confidentiality is usually achieved by de-identification, and any identifying information about the reporter is known only to "gatekeepers" in order to allow for follow-up or to "fill in voids" in the reported event(s). Confidential incident reporting systems facilitate the disclosure of hazards leading to human error, without fear of retribution or embarrassment, and to enable broader acquisition of information on hazards. Confidential Report Form is available in IQSMS, and it can only be seen by Chief Safety and Emergency Response Management Officer (Safety Manager), FDM Senior Manager, SMS Manager and SMS Leader. They take the necessary actions for the report submitted. Feedback to the reporter is provided via IQSMS or email, any means available.

10.10.2.2. Safety Surveys (SMM 4.2.2)

There are many areas of aviation activity which only rarely come under detailed review as the result of an accident or incident investigation, while others are never subject to such review. It should not be assumed, however, that these areas are of no significance for accident prevention purposes. For example, the handling peculiarities of an aircraft type in certain circumstances may not be well documented in aircraft manuals and as a result could present the crew with a situation they had not been trained to expect.

Surveys of operations and facilities can provide management with an indication of the levels of safety and efficiency within its organization. Understanding the systemic hazards and inherent risks associated with everyday activities allows an organization to minimize unsafe acts and respond proactively by improving the processes, conditions and other systemic issues that lead to unsafe acts. In attempting to determine the underlying hazards in a system, such surveys are usually independent of routine inspections by authorities or company management.

Safety surveys examine procedures or processes related to a specific operation. Safety surveys may involve the use of checklists, questionnaires and informal confidential interviews. Safety surveys generally provide qualitative information. This may require validation via data collection to determine if corrective action is required. Nonetheless, surveys may provide an inexpensive and valuable source of safety information.

The Chief Safety and Emergency Response Management Office conducts safety surveys at least once in three years to evaluate the safety culture of the Company. The survey, using the questionnaire in this section, reveals three major aspects of the Company and how it behaves:

- The difference (if any) in the way managers and workers see the culture
- Targets for resources (any 1 or 2 answers)
- A benchmark to measure any changes to procedures against a later survey

Several separate results are obtained from a safety culture survey:

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1. A benchmark safety culture score to compare with similar companies world-wide.
2. A means of comparing the views of management with those of staff regarding the Company's safety culture.
3. A means of evaluating the results of any changes made to the Company's safety management system when a follow-up survey is carried out.
4. Identification of areas concern indicated by "1" and "2" responses which can assist in the allocation of safety resources.
5. A means of comparing safety culture of different departments and operational bases.

In a positive safety culture, there is a sense of shared responsibilities towards achieving the organization's safety objectives. Accountability for safety is promoted and everyone is continuously striving to preserve and enhance safety. People are willing and able to adapt when facing safety issues and are also willing to communicate safety issues.

A positive safety culture relies on a high degree of trust and respect between the workforce and management. This is why the safety culture survey needs to be applied and responded by whole Pegasus Airlines employees.

An effective SMS empowers a positive safety culture and a positive safety culture empowers an effective SMS.

The safety survey is responded on the Company intranet page or on the internet. **If necessary**, Ground Operation personnel of Ramp Operation fills the PG-EM-FR-022 Safety Survey Form which has a simplified question set to increase the participation rate and accessibility. Specific safety surveys related to the components of the safety management system can be conducted if needed. The questions are reviewed before each safety survey and can be revised according to ICAO, EASA, IATA and company focus areas and developments.

Safety Survey can be outsourced and conducted by an authorized company. Application and evaluation methods may vary depending on the company process.

The higher the values on questions, the better the safety culture rating. Evaluation of the safety survey is done in accordance with ICAO standards. There are five Safety Culture maturity levels according to Hudson (P. Hudson, Implementing a safety culture in a major multi-national, Safety Science, 2007)

- Level 1 (Pathological): Who cares as long as we're not caught?
- Level 2 (Reactive): Safety is important; we do a lot every time we have an accident.
- Level 3 (Calculative): We have systems in place to manage all hazards.
- Level 4 (Proactive): We work on the problems that we still find.
- Level 5 (Generative): Safety is how we do business around here.

It is expected that organizations active in the aviation industry have safety cultures that range between the reactive and proactive levels. The following definitions have been developed by Montijn and de Hong for the three intermediate levels (Montijn, H. de Jong, Safety Culture in Air Transport: Definition, Characteristics, Indicators and Classification Scheme, NLR Memorandum ATSF-2006-150, 2006).

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Reactive

In a reactive safety culture, safety is generally regarded as a burden that is imposed by the Authorities. Action is taken only to satisfy the regulations, or after a safety event and often consists of identifying and punishing the responsible person(s). Only in the case of significant events does it become a topic of communication and actions are taken to prevent recurrence.

Managers perceive that the majority of accidents are solely caused by the unsafe behaviour of front-line staff. Unsafe behaviour is often accepted by such staff as a means the job done.

Calculative

In a calculative safety culture, safety is considered as a factor that has to be accounted for. Safety is taken into account in the management's decision making, but in itself safety is not a core value. Managers recognize that a wide range of factors cause accidents and the root causes often originate from management decisions.

A safety reporting system is installed to meet legal requirements and is only used for gathering information. There is a general awareness of the safety risks induced by the operation, and the organization is willing to take action if these become too large. There are situations in which unsafe behaviour is accepted to get the job done, but in general there is a mutual expectation of safe behaviour.

Proactive

In a proactive safety culture, safety is considered as a core value. Safety plays an important role in decision making at management level as well as in day-to-day operations. The safety reporting system is not only used for detecting significant safety issues, but also for detecting issues with less or no obvious impact on safety.

The operations are regularly assessed, and safety actions are evaluated after implementation. After a safety event, the main objective of management is to prevent recurrence. There is a general awareness of the safety risks associated with the operation, and action is taken to reduce them as much as possible.

Safety survey is responded to within a maximum of two months and draft safety survey evaluation report is prepared within one month. Draft safety survey evaluation report and recommendations are communicated and reviewed with each department post holders and managers with via meetings. The Final report is published within three months following the completion of the survey Identified findings and actions are included in the final report. Actions are assigned to relevant departments via the QDMS.

10.10.2.3.Safety Audits and Spot Checks (SMM 4.2.3)

As a structured review of the company systems and procedures, the Chief Safety and Emergency Response Management Office conducts safety audits to identify the hazards for all processes pertaining to its activities and to evaluate whether the risk control measures that were taken to minimize risk are effective.

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The administration of audits is in principle filed by means of IQSMS. IQSMS is the approved software to handle the administrative work regarding the audit planning, administration of audit questions, conducting audits, scheduling findings, and corrective actions and information management regarding audits. The audit checklists are created electronically and are updated in the IQSMS system. During the audit, IQSMS system is used to fill checklists. A standard template is available on IQSMS and it shall be used to submit the findings to the auditee. This form will ensure the life cycle of an audit. The main purpose of this report is to convey to the postholder's, department functional heads and the management of outsourced functions (auditee) for whom the audit is conducted, the findings, conclusions and judgment of the auditor/audit team.

An audit plan is created and followed using PG-KU-FR-002 numbered form. Safety audit plan is published as Annex III of Compliance Monitoring Program. Planned audits in the Safety Audit Plan can be postponed for a maximum of 3 months. Safety audits are carried out with the participation of an auditor responsible for the relevant operational department who is based within the Chief Safety and Emergency Response Management Office and Compliance Monitoring Department. Actions taken regarding the detected findings or observations are followed through the **IQSMS Quality Module**.

SMS related questions are incorporated into Compliance Monitoring Audit Checklists and safety audits are conducted as a part of compliance monitoring audits. Compliance Monitoring Department perform audits on behalf of Chief Safety and Emergency Response Management Office. The annual audit plan is prepared according to PG-KU-EK-002 Compliance Monitoring Program and on the results of risk assessments using PG-KU-PR-007 Risk Based Oversight Procedure. If there is a finding related to safety, Compliance Monitoring Department sends the audit report to Chief Safety and Emergency Response Management Office.

Refer to PG-KU-EK-002 "Compliance Monitoring Program" for further details about the determination of the principles and procedures of the Compliance Monitoring System and Technical Quality auditing and inspection methods carried out internally and externally on Pegasus Airlines.

Refer to PG-KU-PR-002 "Correction Corrective Action Procedure" for further details about the management of the audit findings and observations.

Refer to PG-KU-PR-003 "Compliance Monitoring Auditor Selection, Training and Authorization Procedure" for further details about the standards used to define the quality auditor's selection, training, and authorization requirements.

Chief Safety and Emergency Response Management Office also conducts safety spot checks for operational departments when necessary.

10.10.2.4. Safety Information Exchange (SMM 4.2.4)

Safety information exchange or gathering from external sources is used for hazard identification. Representatives from Safety Department attend various internal and external meetings to exchange safety information and to examine ways to improve safety and to avoid incidents and accidents. They take part in TR-DGCA, UOIT (National IRM), TOSHID Meetings externally and Reliability, Weekly Flight Operations Meetings, Weekly Operation Meetings and Weekly Executive Meetings internally.

Representatives from Safety Department regularly participate in industry forums / meetings / conferences to provide the exchange of safety information. Some of these are below;

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Runway Safety Meetings,
TR-DGCA - UK Workshops
EASA - European Operators FDM (EOFDM) Working Group Meetings
Airbus Flight Safety Conference,
Safety Forum,
SKYbrary Eurocontrol Conference,
Air Convention,
EASA FDM Conference,
EASA Safety in Aviation Forum,
EASA Annual Safety Conference,
EASA SAFE 360 Conference,
IATA Issue Review Meeting (IRM),
Flight Safety Foundation International Air Safety Summit (IASS),
IATA Safety and Flight Operations Conference
PEER Support Conference,
FRMS Conference,
CGE Risk Management Network Event

Chief Safety and Emergency Response Management Office monitor various external safety publications. EASA Safety Information Bulletins are automatically sent to the Chief Safety and Emergency Response Management Office mail address when they are published.

Chief Safety and Emergency Response Management Office also gets into touch with Airport Chief Safety and Emergency Response Management Offices to collect safety data and to share experience.

EVAIR reporting process is used to receive feedback including a detailed analysis regarding the safety concerns, occurrences and incidents by the Chief Safety and Emergency Response Management Office. EVAIR was developed to enable a proactive approach to ATM and Air Navigation Service (ANS) safety. The incident reporting, data collection and feedback processes rely on ongoing effective collaboration between airlines and their associations (IATA, ERAA, IACA, ELFA), Air Navigation Service Provides (ANSPs) and EUROCONTROL. In this process, EUROCONTROL facilitates dialogue and the exchange of data between airlines and ANSPs; it shares information and makes it available for stakeholders to support a preventive and proactive approach to safety in the form of active feedback, quick fixes for problems and the sharing of lessons learned.

External resources can be used through membership to provide safety information exchange and to improve safety. For this purpose, Pegasus is a member of the Flight Safety Foundation and IATA Global Aviation Data Management (GADM) programme (IDX and FDX).

Safety data from external customer or subcontractor organizations are collected by relevant departments for hazard/risk identification. SMS coordination or integration with them is under responsibility of each relevant department. The procedures for managing these safety data are documented in their manuals (i.e. GOM) where applicable.

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10.10.2.5. Flight Data Monitoring System (SMS 4.2.5)

ICAO Doc. 9859 1.Ed. Chapter 16.3, SHT-FDM
AMC and GM to Part-ORO – Subpart AOC – GM1 ORO.AOC.130

Please refer to PG-EM-EK-001 SMM Part 4.2.5

10.10.2.6. Investigation (SMM 4.2.6)

ICAO Annex-13, SHY-13

Effective safety management systems depend on the investigation and analysis of safety issues. The safety value of an accident, a hazard or an incident is largely proportional to the quality of the investigative effort.

The process for the investigation of accidents and serious incidents is an important element of flight risk analysis and includes:

- Qualified personnel to conduct investigations (commensurate with operation size);
- Procedures for the conduct of investigations;
- A process for reporting investigative results;
- A system for implementing any corrective or remedial action;
- An interface with relevant external investigative authorities (when applicable);
- A process for the dissemination of information derived from investigations

The sole object of the investigation of an accident or incident carried out by Pegasus Airlines is the prevention of accidents and incidents by finding the root cause(s) of the error, accident, incident. Investigations will NOT be carried out to single out, punish or blame personnel.

Occurrences that are classified as accidents or serious incidents may require independent investigations by the Transport Safety Investigation Center. In the event of accidents or serious incidents, the Company has the capability to respond to an investigation in accordance with provision contained in ICAO Annex-13. The State Investigator determines what reports, documents or interviews he/she may require from company personnel. Chief Safety and Emergency Response Management Officer (Safety Manager) facilitates the State Investigator.

10.10.2.6.1. Initiation Process of Safety Investigation (SMM 4.2.6.1)

A safety investigation is in principle triggered by a notification (report) submitted through the safety reporting system.

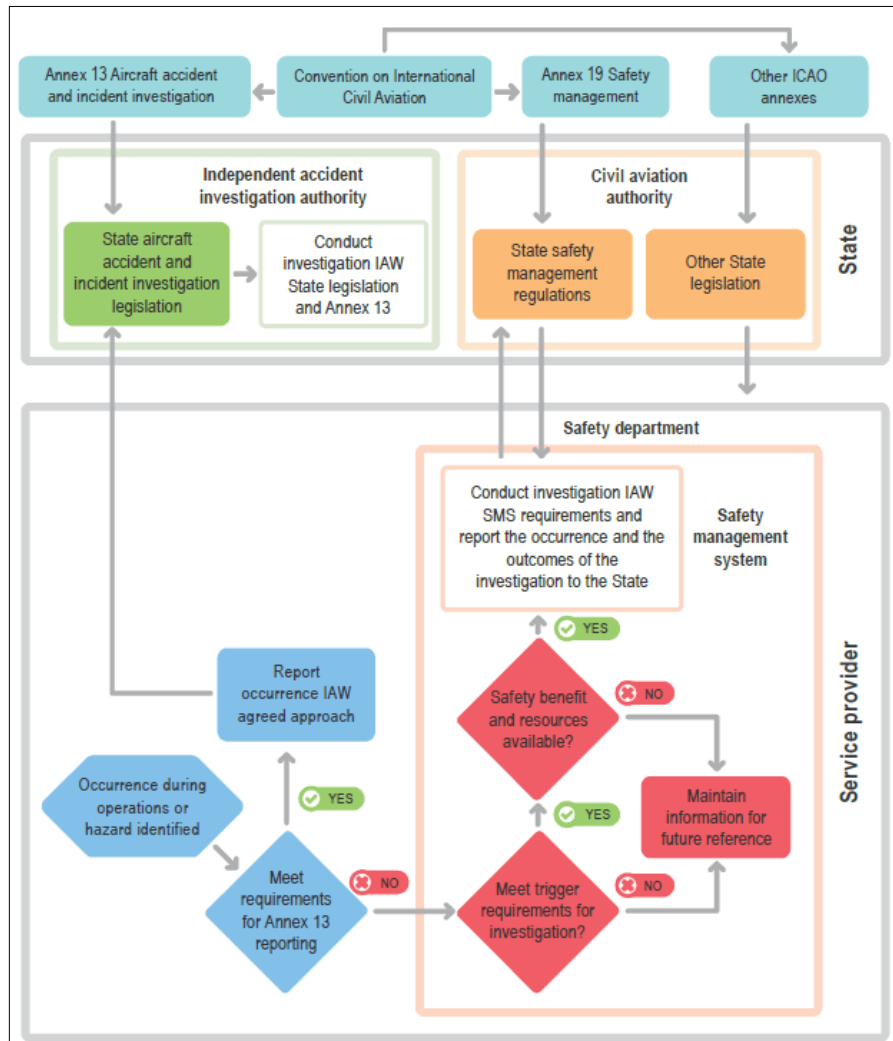
The chart below outlining “the safety investigation decision process and the distinction between when a service provider safety investigation should take place and when an investigation under Annex 13 provisions” is adopted and implemented in Pegasus Airlines as stated in the ICAO DOC 9859.

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10.10.2.6.2. General Principles of Safety Investigation (SMM 4.2.6.2)

Investigations typically result in a report that describes the factors that contributed to the event, which is then made available to responsible senior operational management to permit them to evaluate and implement appropriate corrective or remedial action designed to eliminate hazards or mitigate unacceptable risk. To ensure awareness among operational personnel, information derived from investigations is disseminated to relevant areas throughout the organisation. An investigation should be closed within 6 months. During the investigation processes mainly carried out by State Investigator under the provisions of Annex-13, this time period can be extended since the internal investigation process has a strong legal connection with State and the Chief Safety and Emergency Response Management Office is the facilitator of State Investigator.

Immediately following an accident and/or a serious incident, it is the responsibility of the Chief Safety and Emergency Response Management Officer (Safety Manager) to obtain from all relevant areas of Pegasus Airlines, and such other companies as necessary, all documentation relating to the aircraft,

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flight, passengers, crew and cargo. The documentation is sealed and held in the Chief Safety and Emergency Response Management Office until required by the Investigation Authority.

The accident investigation authority has independence in the conduct of the investigation and has unrestricted authority over its conduct, consistent with the provisions of ICAO Annex-13.

The need for removal of the recorders from the aircraft in the case of an investigation from the aircraft is determined by the investigating authority with due regard to the seriousness of an occurrence and the circumstances, including the impact on the operation.

In the case of an accident and/or a serious incident, the flight crew coordinates deactivation of the flight recorders with convenient technical staff immediately after completion of the flight and inform the OCC that the recording of the flight recorders should be preserved.

In case of any accident or serious incident, Chief Safety and Emergency Response Management Office reports within 48 hours both to the Turkish DGCA and Transport Safety Investigation Center.

In the absence of the Ministry of Transport or an investigation team, Pegasus Airlines prepares the full final report as soon as possible in accordance with the SHY-13.

Participation in the investigation confers entitlement to participate in all aspects of the investigator-in-charge, in particular to; visit the scene of the accident, examine the wreckage, obtain witness information and suggest areas of questioning, have full access to all relevant evidence as soon as possible, receive copies of all pertinent documents, participate in read-outs of recorded media, participate in off-scene investigative activities such as component examinations, technical briefings, tests and simulations, participate in investigation progress meetings These include deliberations related to analysis, findings, causes and safety recommendations and making submissions in respect of the various elements of the investigation.

Incidents other than serious incidents or accidents are investigated by the appropriate department(s). Investigation reports are sent to Chief Safety and Emergency Response Management Officer (Safety Manager) who is responsible for ensuring that each incident has been adequately investigated.

During investigation, the people involved in the event will be interviewed as soon as possible after the event. The investigation includes, establishing timelines of key events, including the actions of the people involved, review of any policies and procedures related to the activities, review of any decisions made related to the event, identifying any risk controls that were in place that should have prevented the event occurring and reviewing safety data for any previous or similar events.

Investigation Reports indicate a probable cause(s) and what action has been taken to prevent a future occurrence of a similar incident, in particular where a specific hazard has been identified.

It is particularly important that human factors involved in the occurrence of incidents are identified. Investigations are closed by the investigation owners.

In the event of accidents or serious incidents, Pegasus Airlines publishes a preliminary report and a final report (documented through the form numbered PG-EM-FR-031). Content of the final report includes the following sections:

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Title: The Final Report begins with a title comprising: Name of the operator; manufacturer, model, nationality and registration marks of the aircraft; place and date of the accident or incident.

Synopsis: Following the title is a synopsis describing briefly all relevant information: This involves notification of accident to national and foreign authorities; identification of the accident investigation authority and accredited representation; organization of the investigation; authority releasing the report and date of publication; and concluding with a brief résumé of the circumstances leading to the accident.

Body: The body of the Final Report comprises the following main headings:

1. Factual information
2. Analysis
3. Conclusions
4. Safety recommendations

Each heading consisting of a number of sub-headings as outlined in the following.

Appendices: Include as appropriate.

1. Factual Information

1.1 History of the flight: A brief narrative giving the following information:

- Flight number, type of operation, last point of departure, time of departure (local time or UTC), point of intended landing.
- Flight preparation, description of the flight and events leading to the accident, including reconstruction of the significant portion of the flight path, if appropriate
- Location (latitude, longitude, elevation), time of the accident (local time or UTC), whether day or night.

1.2 Injuries to persons: Completion of the following (in numbers):

Injuries	Crew	Passengers	Others
Fatal			
Serious			
Minor			
None			

1.3 Damage to aircraft: Brief statement of the damage sustained by aircraft in the accident (destroyed, substantially damaged, slightly damaged, no damage).

1.4 Other damage: Brief description of damage sustained by objects other than the aircraft.

1.5 Personnel information:

- a. Pertinent information concerning each of the flight crew members including age, validity of licences, ratings, mandatory checks, flying experience (total and on type) and relevant information on duty time.
- b. Brief statement of qualifications and experience of other crew members.
- c. Pertinent information regarding other personnel, such as air traffic services, maintenance, etc., when relevant.

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1.6 Aircraft information:

- Brief statement on airworthiness and maintenance of the aircraft (indication of deficiencies known prior to and during the flight to be included, if having any bearing on the accident).
- Brief statement on performance, if relevant, and whether the mass and centre of gravity were within the prescribed limits during the phase of operation related to the accident. (If not and if of any bearing on the accident give details.)
- Type of fuel used.

1.7 Meteorological information:

- Brief statement on the meteorological conditions appropriate to the circumstances including both forecast and actual conditions, and the availability of meteorological information to the crew.
- Natural light conditions at the time of the accident (sunlight, moonlight, twilight, etc.).

1.8 Aids to navigation: Pertinent information on navigation aids available, including landing aids such as ILS, MLS, NDB, PAR, VOR, visual ground aids, etc., and their effectiveness at the time.

1.9 Communications: Pertinent information on aeronautical mobile and fixed service communications and their effectiveness.

1.10 Aerodrome information: Pertinent information associated with the aerodrome, its facilities and condition, or with the take-off or landing area if other than an aerodrome.

1.11 Flight recorders: Location of the flight recorder installations in the aircraft, their condition on recovery and pertinent data available therefrom.

1.12 Wreckage and impact information: General information on the site of the accident and the distribution pattern of the wreckage; detected material failures or component malfunctions. Details concerning the location and state of the different pieces of the wreckage are not normally required unless it is necessary to indicate a break-up of the aircraft prior to impact. Diagrams, charts and photographs may be included in this section or attached in the Appendices.

1.13 Medical and pathological information: Brief description of the results of the investigation undertaken and pertinent data available therefrom. Note. — Medical information related to flight crew licences should be included in 1.5 —Personnel information.

1.14 Fire: If fire occurred, information on the nature of the occurrence, and of the firefighting equipment used and its effectiveness.

1.15 Survival aspects: Brief description of search, evacuation and rescue, location of crew and passengers in relation to injuries sustained, failure of structures such as seats and seatbelt attachments.

1.16 Tests and research: Brief statements regarding the results of tests and research.

1.17 Organizational and management information:

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Pertinent information concerning the organizations and their management involved in influencing the operation of the aircraft. The organizations include, for example, the operator; the air traffic services, airway, aerodrome and weather service agencies; and the regulatory authority. The information could include, but not be limited to, organizational structure and functions, resources, economic status, management policies and practices, and regulatory framework.

1.18 Additional information: Relevant information not already included in 1.1 to 1.17.

1.19 Useful or effective investigation techniques. When useful or effective investigation techniques have been used during the investigation, briefly indicate the reason for using these techniques and refer here to the main features as well as describing the results under the appropriate sub-headings 1.1 to 1.18.

2. Analysis

Analyse, as appropriate, only the information documented in 1. — Factual information and which is relevant to the determination of conclusions and causes.

Root cause analysis is a part of the Analysis section and it is necessary for the process of identifying the main and contributing factors as part of the investigation. Root cause analysis form numbered PG-KU-FR-014) is utilized in this phase of the investigation.

3. Conclusions

List the findings and causes (determined as main and contributing factors) established in the investigation. The list of causes should include both the immediate and the deeper systemic causes.

An example of contributing factors include:

- Human factor issues.
- Bad or incorrect procedures or data.
- Management interferences.
- Family or health issues.
- Lack of appropriate training.
- Language problems.
- Bad or unclear shift handovers.
- Bad, faulty or lack of equipment or tooling.
- Outside weather conditions or environment conditions
- Company or non-company related stress.
- Bad, faulty or lack of aircraft equipment.
- Difficult aircraft system or trouble shooting.

Lack of support from supervisor or colleagues.

4. Safety Recommendations

As appropriate, briefly state any recommendations made for the purpose of accident prevention and any resultant corrective action.

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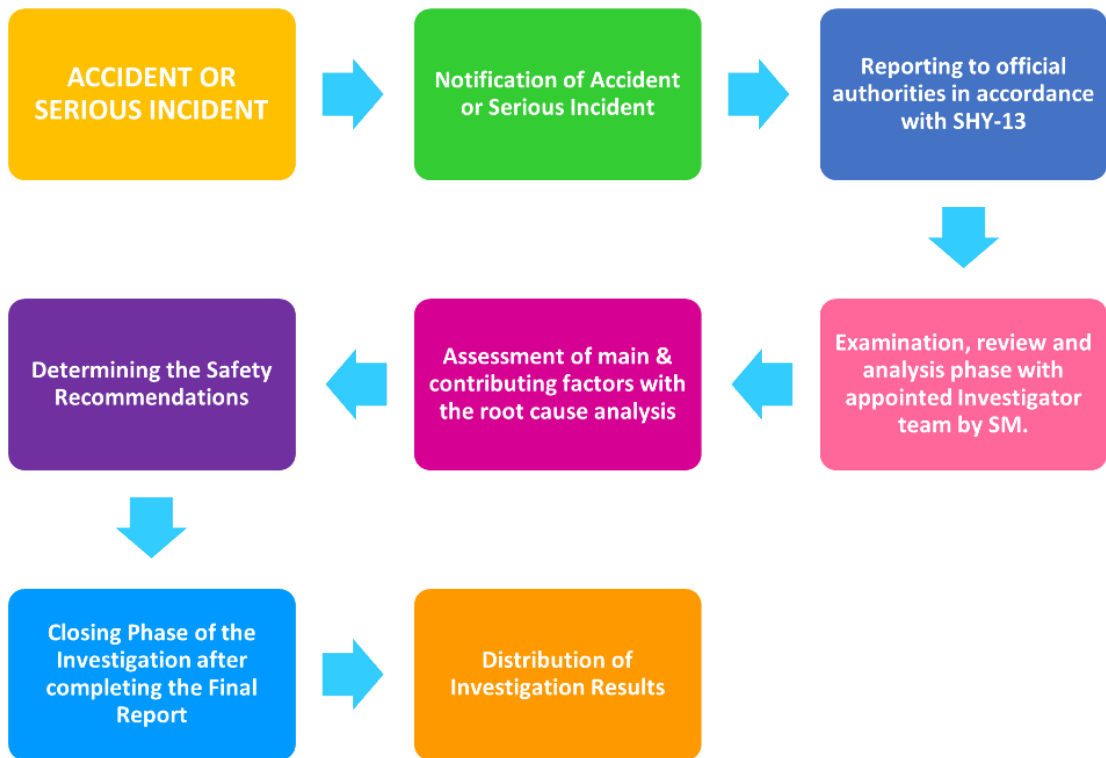
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Appendices: Include, as appropriate, any other pertinent information considered necessary for the understanding of the report.

Other than the section of safety recommendations part of Final report, safety recommendations can be made any time during the investigation. Safety recommendations describe the safety problems and provide justification for the recommended safety actions. A safety recommendation identifies what actions to take but leave scope for the authorities responsible for the matters in question to determine how to accomplish the objective of the recommendation. The safety recommendations made during the investigation, as well as the preventive actions taken in response to these recommendations, are presented in the safety recommendations part of the Final Report.

Overall Investigation Process



10.10.2.6.3. Investigation of Irregularities or Other Non-Routine Operational Occurrences (SMM 4.2.6.3)

Investigation of operational irregularities is considered a reactive hazard identification activity. Minor events, irregularities and occurrences occur often during normal operations, many times without noticeable consequences. Identifying and investigating certain irregular and non-routine operational occurrences can reveal system weaknesses or deficiencies that, if left unchecked, could eventually lead to an accident or serious incident. The internal monitoring process permits the identification and capture of information associated with internal activities and events that could be considered precursors of an accident. Such events are then investigated to identify undesirable trends and determine contributory factors.

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The monitoring process is typically not limited to occurrences, but also includes a regular review of operational threats and errors that manifest themselves during normal operations. Monitoring of normal operations can produce data that further serve to identify operational weaknesses and, in turn, aid the organisation in developing system solutions. As with the investigation of accidents and serious incidents, the investigation of minor internal occurrences results in a report that is communicated to relevant operational managers for analysis and the possible development of corrective or preventive action.

10.10.2.6.4. Trigger Criteria for Initiation of an Investigation (SMM 4.2.6.4)

An authorized person can formally raise a request for an investigation based on the following guidelines:

- A significant lapse in safety standards and/or control which has or may jeopardized airworthiness, safety, personnel or equipment.
- An injury to personnel during working hours.
- Failure to follow proper approved instructions, procedures or standards.
- An accident or incident to aircraft, personnel or equipment.
- A confidential report provided by Pegasus Airlines staff, other operators staff and/or contracted agencies.

Not all occurrences or hazards can or should be investigated; the decision to conduct an investigation and its depth should depend on the actual or potential consequences of the occurrence or hazard. Occurrences and hazards considered to have a high-risk potential are more likely to be investigated and should be investigated in greater depth than those with lower risk potential. What to investigate and the scope of the investigation is a managemental decision-making process. In this process below mentioned criteria is considered:

- a. the severity or potential severity of the outcome
- b. regulatory or organizational requirements to carry out an investigation;
- c. safety value to be gained;
- d. opportunity for safety action to be taken;
- e. risks associated with not investigating;
- f. contribution to targeted safety programmes;
- g. identified trends;
- h. training benefit; and
- i. resources availability.

10.10.2.6.5. Nomination of Investigation Team (SMM 4.2.6.5)

Once an investigation has been instigated, personnel involved in carrying out the investigation is informed.

Chief Safety and Emergency Response Management Officer (Safety Manager) may also decide to select the investigation team directly. Safety investigation team must ensure the following:

- Details of the investigation remain within the investigation team.
- No personal involvement with staff concerned in the investigation.
- No conclusions or assumptions are formed prior to completing the investigation.
- All possible information is verified, confirmed and documented.

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The size of the investigation team and the expertise profile of its members depend on the nature and severity of the occurrence being investigated. The investigating team may require the assistance of other specialists. The selected team members have the general knowledge, skills and character traits, which should include integrity, objectivity, logical thinking, pragmatism, and lateral thinking.

10.10.2.6.6. Conducting Investigation Interviews (SMM 4.2.6.6)

During an investigation, auditors/investigators may be required to carry out interviews with involved staff. These interviews provide crucial information regarding the investigation and therefore interviews must be carried out using, but not limited to, the following guidelines:

- Auditors/investigators must provide a private and comfortable atmosphere to the interviewee during the interview.
- At least two auditors/investigators carry out the interview at all times.
- Auditors/investigators must explain the reason for the interview to the interviewee and provide him/her with supporting documents if required.
- Auditors/investigators must explain the reasons and objectives of a Safety investigation to the interviewee.
- Auditors/investigators must ensure that they remain calm, polite and allow the interviewee to talk freely.
- Auditors/investigators must never touch, shout, swear or become abusive during the interview.
- Auditors/investigators must ensure that the words used by the interviewee are documented. The signature of the interviewee will be required on the statement sheet once the investigation is completed.
- Auditors/investigators must ensure that all significant and supporting facts have been reviewed/questioned during the investigation.
- Auditors/investigators must ensure that details of the investigation remain within the investigation team.
- Auditors/investigators must ensure that he/she is not personally involved with the interviewee and must request Chief Safety and Emergency Response Management Officer (Safety Manager) to relieve him/her from any further involvement with the investigation should any personal link be established.
- Auditors/investigators must ensure that no conclusions or assumptions are formed prior to completing the investigation.
- Chief Safety and Emergency Response Management Officer (Safety Manager) is kept informed of all developments of during the investigation.
- All possible information is verified, confirmed and documented.
- Investigation confidentiality is maintained.
- Auditors/investigators must ensure that any other contributing factors that may have played a roll have been considered during the investigation.

10.10.3. Event Risk Assessment (ERA) (SMM 4.3)

All Pegasus Flight Safety Reports are subject to an Event Risk Assessment (ERA). The ERA delivers two outputs:

- A notion of urgency for further analysis / action based on the report

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- A risk index

The former of the two outputs above translates into a triage between:

- **Red:** the event had very high risk. Therefore, action must be taken immediately to make sure a similar risk does not still exist and threaten the safety of the on-going operation.
- **Amber:** due to the moderate risk level of the event, it is considered important that further analysis is performed, building more knowledge and checking whether other safety data shows similarities with some aspects of the experienced event. There is no immediate urgency for this further analysis.
- **Green:** the event will contribute to statistical analysis but does not give reason for further analysis at the level of the individual report.

Risk indices facilitate the statistical safety analysis performed in SMM under 4.4 section below.

ERA is carried out using Pegasus Airlines customized risk matrix, based on the ERCS matrix and a dedicated database where values are entered and registered. The customized version of the matrix ensures a better fit with the Pegasus Airlines operation, while remaining compatible with the standard ERCS.

The Pegasus Airlines ERA follows the logic of the European standard ECRS method, which is largely based on the ARMS method (ARMS 2010). Acknowledging the high number of safety reports to process, the ERA method is customized to Pegasus Airlines to ensure both consistent results and a high-performance level in terms of ensuring that all received Air Safety Reports are risk assessed in a timely fashion.

The customized ERA matrix is presented in Figure 3 below. Compared to the ERCS matrix, precision has been added in the severity scale, and to provide higher consistency of probability estimates, some categories have been combined in the probability ranges where more precise assessment is in practice not realistic. Calculation of resulting risk indices is identical to the original ERCS matrix.

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SEVERITY				CLASSIFICATION					
Potential Accident Outcome	Reference Value	Score	Points						risk materialized
Extreme catastrophic accident with significant potential fatalities (200+)	500	X	5000000	X/6	X/4	X/3	X/2	X/1	X/0
				5	500	5,000	50,000	500,000	5,000,000
Catastrophic accident with significant potential for fatalities (100-200)	150	C	1500000	C/6	C/4	C/3	C/2	C/1	C/0
				2	150	1,500	15,000	150,000	1,500,000
Significant accident with significant potential for fatalities and injuries (19-100)	100	S	500000	S/6	S/4	S/3	S/2	S/1	S/0
				0.5	50	500	5,000	50,000	500,000
Major accident with potential for some fatalities/life changing injuries (2-19) or major aircraft destroyed	10	M	100000	M/6	M/4	M/3	M/2	M/1	M/0
				0.1	10	100	1,000	10,000	100,000
Single Individual fatality/life changing severe injury or extreme damage (A/C write off)	1	I	10000	I/6	I/4	I/3	I/2	I/1	I/0
				0.01	1	10	100	1,000	10,000
Minor and Serious Injury (not life changing); significant damages	0.1	E	1000	E/6	E/4	E/3	E/2	E/1	E/0
				1E-03	0.1	1	10	100	1,000
	0	A	0	A/0					
			Score	6+	4-5	3	2	1	0
			Barrier Score	11+	7-10	5-6	3-4	0-2	0
			Ref Value	1.E-06	1.E-04	1.E-03	1.E-02	1.E-01	1
LIKELIHOOD OF ACCIDENT OUTCOME									

SMM - Figure 3. Pegasus Airlines customized ERA matrix

The necessary higher level of urgency for acting on high-risk safety events has been implemented by enlarging the red and amber zones towards the left in selected areas. This reflects Pegasus Airlines' increased risk aversion as compared to the original ERCS.

In order to ensure speed and accuracy in the ERA process, ERA results can be entered in two alternative ways: either using the matrix or entering the severity and probability values directly in a dedicated database. The database records, for each event:

- A unique event identification code
- Title
- One-sentence description of the event
- Reference scenario(s)
- Severity value (in points, in line with the matrix)
- Probability value (as a number, in line with the matrix)

Based on these entries, the database calculates the resulting risk index and color.

For a more precise numerical result, the analyst can choose on a case-by-case basis to enter values directly in the database. For example, if the exact number of potential fatalities is known (e.g. 22), entering the value of $22 \times 10,000p = 220,000p$ is more precise than the matrix value which uses the average values within each severity range (e.g. for 22 fatalities the value 50 would be used, giving 500,000p).

Any event whose potential safety impact is below the score E in the matrix (1000p) is considered to belong to the **lowest** score A (zero points, green color).

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ERA barrier score is also used for determination of ERA probability value.

Barrier number	Barrier	Barrier weight
1	'Aircraft, equipment and infrastructure design', includes maintenance and correction, operation support, the prevention of problems related to technical factors that could lead to an accident.	5
2	'Tactical planning', includes organisational and individual planning prior to the flight or other operational activity that supports the reduction of the causes and contributors to accidents.	2
3	'Regulations, procedures, processes', includes effective, understandable and available regulations, procedures and processes that are complied with (with the exclusion of the use of procedures for recovery barriers).	3
4	'Situational awareness and action', includes human vigilance for operational threats which ensures identification of operational hazards and effective action to prevent an accident.	2
5	'Warning systems operation and action' that could prevent an accident and which are fit for purpose, functioning, operational and are complied with.	3
6	'Late recovery from a potential accident situation'	1
7	'Protections', when an event has occurred, the level of the outcome is mitigated or prevents the escalation of the occurrence by intangible barriers or providence	1
8	'Low energy occurrence' scores the same as 'Protections', but for low-energy key risk areas only (ground damage, excursions, injuries). 'Not applicable' for all other key risk areas.	1

SMM - Figure 4. Pegasus Airlines ERA barrier score ⁴

10.10.4. Analysis and Synthesis of The Aggregated Safety Data (SMM 4.4)

The safety data sources described above are used individually and collectively in order to facilitate valuable observations of the risks faced in the operation. Both raw data and intermediate analysis results (e.g. statistics) are corroborated by comparing the different sources. This step of the risk management process enables:

- Combining several weak signals into a significant finding.
- Confirming an issue detected in one source by the different perspectives provided by other sources.
- Adding depth to an identified problem
- Detecting overlaps of distinct problems, creating a multiplied problem (e.g. combination of a complex approach procedure and an inexperienced crew).

⁴ Commission Delegated Regulation (EU) 2020/2034 of 6 October 2020 supplementing Regulation (EU) No 376/2014 of the European Parliament and of the Council as regards the common European risk classification scheme (Text with EEA relevance)

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Analysis may also be supported by a number of Safety Performance Indicators, which can act as alerts on specific safety topics.

Identified risks, threats and hazards which are not able to be collected via safety data shall be analyzed with Risk Analysis Form PG-EM-FR-049. During risk analysis, SMEs are responsible to define if there is a safety issue arised. Defined safety issues shall be assessed with SIRA tool. All the Risk Analysis studies should be logged to Pegasus Airlines Risk Register.

The final outcome of this step is the identification of Safety Issues. These are descriptions of how hazards may combine in the operation of Pegasus Airlines to create specific safety threats. Unlike events (which are historical), Safety Issues are risks in the current and future operation of Pegasus Airlines, that need to be managed.

10.10.5. Definitions of Safety Issue (SMM 4.5)

Each safety issue is defined in detail before it is used to provide the basis for a risk assessment.

The usual definition includes:

- Description of the Safety Issue
- Short title
- Applicable aircraft types, routes, locations, flight phases etc. descriptions
- The time period for which the risk assessment is made
- Underlying hazards
- Links to other Safety Issues

One or more detailed **scenarios** under the Safety Issue are then described. The risk assessment is performed at the level of a scenario.

Some safety issues do not link with a specific scenario but rather describe a degraded state where safety margins are reduced.

The definition of the Safety Issue establishes the basis for risk assessing it and placing it in the Risk Picture and Risk Register.

10.10.6. Safety Issue Risk Assessment (SIRA) - (SMM 4.6)

A safety Issue which has been identified and defined is require a further risk assessment which is called Safety Issue Risk Assessment (SIRA).

The assessment consists of allocating three values:

- Probability value (or range)
- Severity value (or range)
- Notion of Strength of Knowledge (SoK)

To support the next steps in the process (risk evaluation and decision making), it is important that these three dimensions can be visualized together with the risk.

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The task of the expert group managing the risk picture is to build knowledge as regards each new risk and analyze that knowledge. In addition to the information available to these experts, several methods are used, depending on the type of risk:

- The ARMS (Airline Risk Management Solutions) SIRA tool, helps to quantify the probability (ARMS 2010).
- The barrier model created for the ERCS (European Risk Classification Score) method, can also be used in this context to estimate the probability (despite its original context of events)

SIRA tool template is customized by Safety Department and published as PG-EM-FR-039 numbered form by QDMS to all company.

As a result of the knowledge-building and the analysis, a new risk is placed into the risk picture and all the knowledge and assumptions around it are recorded appropriately in the risk register.

The main advantage of the risk picture becomes evident during risk evaluation when all risks are visualized at the same time.

Pegasus airlines safety risk assessment process is defined as a systematic approach to managing risks, including the necessary organizational structures, accountabilities, policies and procedures.

According to the Pegasus Airlines safety risk assessment process, nominated persons are responsible for risk management and mitigating process. Safety Manager is responsible for monitoring and the assurance of the safety risk assessment process and applicability of safety risk controls.

10.10.7. Risk Picture and Risk Register (SMM 4.7)

Pegasus Airlines is using a Risk Picture in which the scales are continuous and not divided in categories, as in matrices. This allows the presenting of a risk as a rectangle where both the probability and the severity are estimated ranges instead of single values. The more uncertainty there is about the values, the bigger the rectangles will be. This is an important way to reflect the Strength of Knowledge associated with a given risk. Additionally, risks which have some fundamental uncertainty may be color-coded to highlight the low Strength of Knowledge (SoK). According to current risk management science a low SoK reflects more uncertainty and therefore risks with a low SoK should receive more attention than risks with a high SoK ⁵. The use of a risk picture has many advantages compared to using a simple risk matrix which have well-known intrinsic problems ⁶.

The Pegasus Airlines Risk Picture is presented in Figure 5 below. For consistency and logic, it is based on the same frame as the ERA, even if more granularity is now present on the probability scale to accommodate all kinds of Safety Issues.

In addition to the various risk elements (threats, scenarios), it is possible to indicate blind spots and zones of potential surprises in the risk picture.

The transition zones where risks become unacceptable are highlighted in the Risk Picture.

⁵ Aven 2013

⁶ Duijm 2015, Nisula 2018, pp. 133-137

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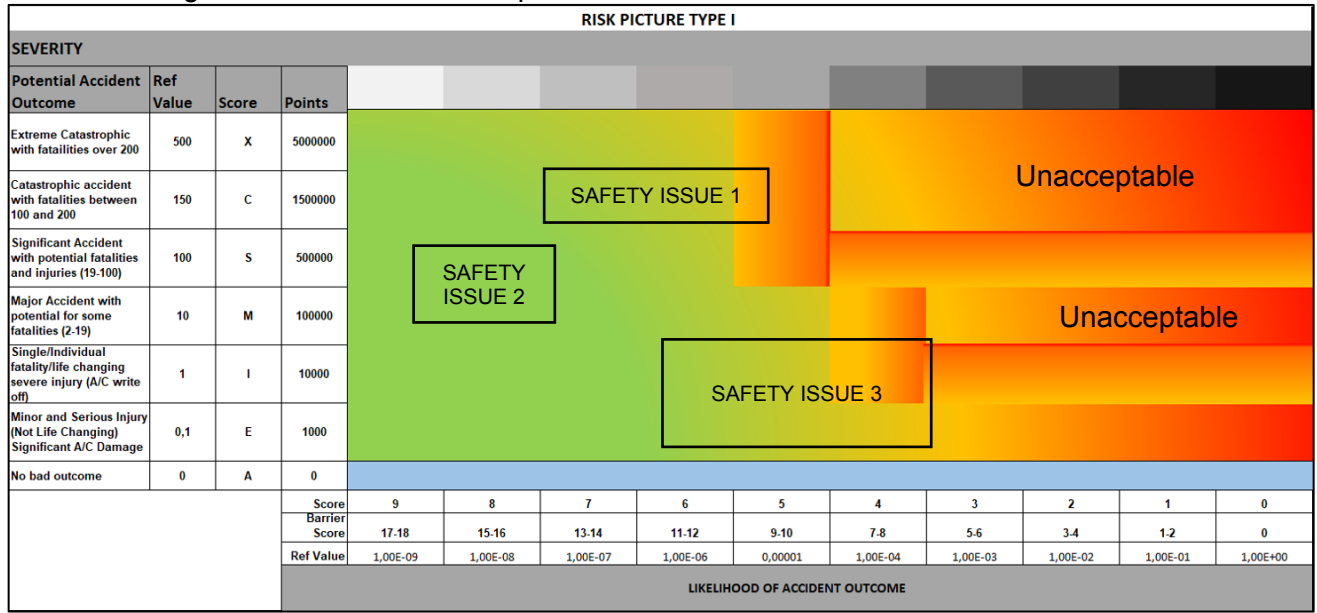
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The importance of the Strength of Knowledge (SoK) can also be visualized in the picture below. The Safety Issue 3 is at the inner limit of the not-acceptable zone and this is driven by its high SoK and therefore large rectangle in the picture. If the SoK was higher, the rectangle would be smaller and the risk would be in the acceptable zone. As a result, it can be seen that the SoK has a true impact on the risk assessment result, risks with low SoK get upgraded to a higher risk level and get more attention, which is exactly what is logical and desirable.

In the risk picture and normalized risk picture tables below, it is seen the placements of sample safety issues calculated by quantitative data. The evaluation of safety issue 1, 2 and 3 and the treatment/mitigation assessment are explained below.



SMM - Figure 5. Pegasus Airline risk picture with transition zones

For each risk, decision makers can see if the exposed flights are too risky. In addition, decision makers have the opportunity to better evaluate the tolerance related to that risk by being able to see the strength of knowledge. However, it should be noted that if the risks have a different exposure, comparison of the risks cannot be made with the risk picture. For the comparison of risks, **the normalized risk picture** described below is used.

The Normalized Risk Picture

Some risks may be present only on some rare flights while some other risks may be present on each flight of the airline. This gives these two risks a different exposure.

In order to compare different Safety Issues with different exposure rates, it is necessary to make another version of the Risk Picture, where the probability scale is replaced with a scale indicating what the probability of a given scenario is within a given time. Top-level comparison and prioritization of risks can only be done using the normalized Risk Picture, which is also called a Type-II risk picture ⁷.

⁷ Nisula 2018

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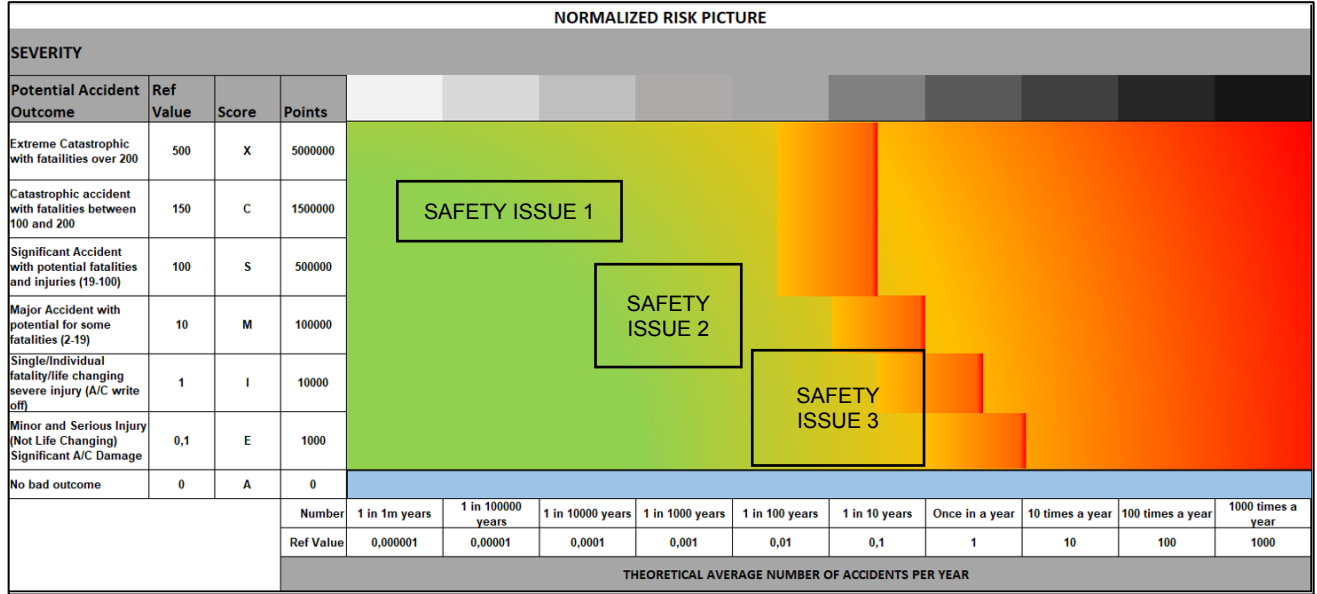
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In addition, with the analysis method in normalized risk picture, quantitative data is used for risk evaluation as well as for risk assessment.

The transition zones between acceptable and unacceptable risks are again highlighted in the picture, as shown in Figure 6 below. The normalized risk picture helps judge whether the risks are acceptable, taking into account the volume of the operation behind each risk. Looking only at the normalized risk picture could in some cases “dilute” a very high-risk part of the operation if the number of flights is very low. Therefore, each risk must also be acceptable before the exposure is taken into account (i.e. in the first risk picture).



SMM - Figure 6. Pegasus Airlines normalized risk picture

To summarize, risks are now comparable with each other, along with the normalized risk picture table. Decision makers can easily evaluate the position of each risk (acceptability limits and vs. other risks) and similar to the assessment method in the first risk picture, they have the opportunity to better evaluate the tolerance related to that risk by being able to see the strength of knowledge.

Risk Register

The risk register is a structured written record of all the risks in the risk picture with the full detail of the associated knowledge and assumptions. It also allows keeping track of the ongoing actions. Pegasus Airlines has a formal risk registering and logging process. All the risk assessments that are identified by the company are logged to the risk register database which is maintained by Safety Department. The risk register is maintained in Pegasus Airlines digital file folder. Access to this folder is limited only for designated personnel.

Risk Register file is presented and reviewed at the Risk Workshop, SAG and SRB meetings. During these meetings new items and updates are discussed, analysed and amended. New and emerging risks are highlighted by the Safety Manager for importing to the Risk Register.

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10.10.8. Risk Evaluation, Acceptance and Decision Making (SMM 4.8)

Risk evaluation is about the acceptability of the risks. Contrary to some older methods, the current understanding is that risk acceptability cannot be based solely on simple hard limits⁸. Looking at the risk picture in a holistic way, one can identify the different alternatives that exist for taking action within the constraints of the existing resources. Decision-making is then not only about identifying the unacceptable risk levels but also about how to best use those resources to reduce the risk level across the whole operation, i.e. to compare the different alternatives for action⁹.

The risk picture provides a holistic view to all the risks and allows comparing the risks with each other. For example, if a new risk position itself at a lower risk level than some existing risks which have been deemed acceptable, then the new risk is logically acceptable as well. There are two zones marked in the risk picture close to the high-risk-corner; the first one, positioned at the corner, is the zone where risks would normally be considered not acceptable (see Figure 5). The limits around this zone are not thin lines but rather transition zones and judgment needs to be used in deciding when risks touching this transition zone are acceptable and when not. The strength of knowledge plays a role here as well. The second zone which is below the first one at lower severity levels is a zone of concern and should be an avoided zone. In some cases, however, due to the lower severity levels, somewhat higher probability levels may be acceptable than for the first zone.

The high-severity-low probability corner is the so-called Black Swan corner where risks - if they materialize - will have a very high impact. When using older methods, these risks are often neglected due to their very low probabilities. This is exactly the danger of Black Swans. There are so many low probability scenarios with high impact that over time one or more of them will quite likely materialize. Therefore, it is a good practice to make such risks visible in the risk picture, so that they are not neglected.

Management of change (MOC) risks and identified potential future risks are presented in the risk picture in the same way as all the other risks.

The reasoning around the risks in the risk picture is recorded in the risk register (and as applicable in the meeting minutes). The expert group dealing with the risk picture makes conclusions and recommendations both at the level of individual risks and at the level of the whole operational risk picture.

In order for the decision makers to make a better evaluation, alternative actions that may be taken and the direction of risk reduction may be presented. Recommendations for each alternative action may be formulated in order to be more understandable and shown in the risk picture.

Evaluation of risk is done holistically by checking where the risk is located in both risk pictures to assess risk acceptability.

Step-1: Examine any new risks in the Type-I risk picture.

⁸ Paté-Cornell 2002

⁹ Aven 2008

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- Consider exposed flights, supported with quantitative data if available, to see whether the risk is too high. This is based on the location of the risk within the Risk Picture.
- If the SoK (Strength of Knowledge) of risk is low, show less tolerance during evaluation. This is particularly relevant when the risk is located on a border zone between acceptable and unacceptable.

Step-2: Analyze the Type-II (normalized) risk picture

- Use the exposure rates of each safety issue to normalize their yearly occurrence probability. Use company flight data to support this step. Risks are now comparable.
- Evaluate the acceptability of each risk, considering risk location compared to acceptability limits and older risks (which can be used as benchmarks).
- If the SoK (Strength of Knowledge) of risk is low, show less tolerance during evaluation. This is particularly relevant when the risk is located on a border zone between acceptable and unacceptable.

No unacceptable risks can be tolerated. Any risk in the unacceptable zones in either risk picture is unacceptable.

Step-3: Identify alternatives for risk treatment

- Identify alternatives for risk treatment, covering at least all risks which are judged unacceptable.
- Study the risk picture and the alternatives holistically. Formulate recommendations which address all unacceptable risks and optimize the overall risk reduction achievable with the available resource. Both the risk reduction potential and total cost (time, difficulty, resource, cost, etc.) of each alternative intervention is considered. Risk Workshop recommends a combination of intervention alternatives.
- Some parts of the operation may need to be stopped, if they lead to unacceptable risk levels, and no suitable risk treatment can be identified.
- The Risk Picture is monitored at Risk Workshops over time and recommendations are adapted as necessary.

Step-4: Take decisions on risk treatment

- The recommendations are presented to the Safety Review Board, which takes the final decisions on risk treatment actions.

The process is continual. Risks evolve and are reassessed as necessary.

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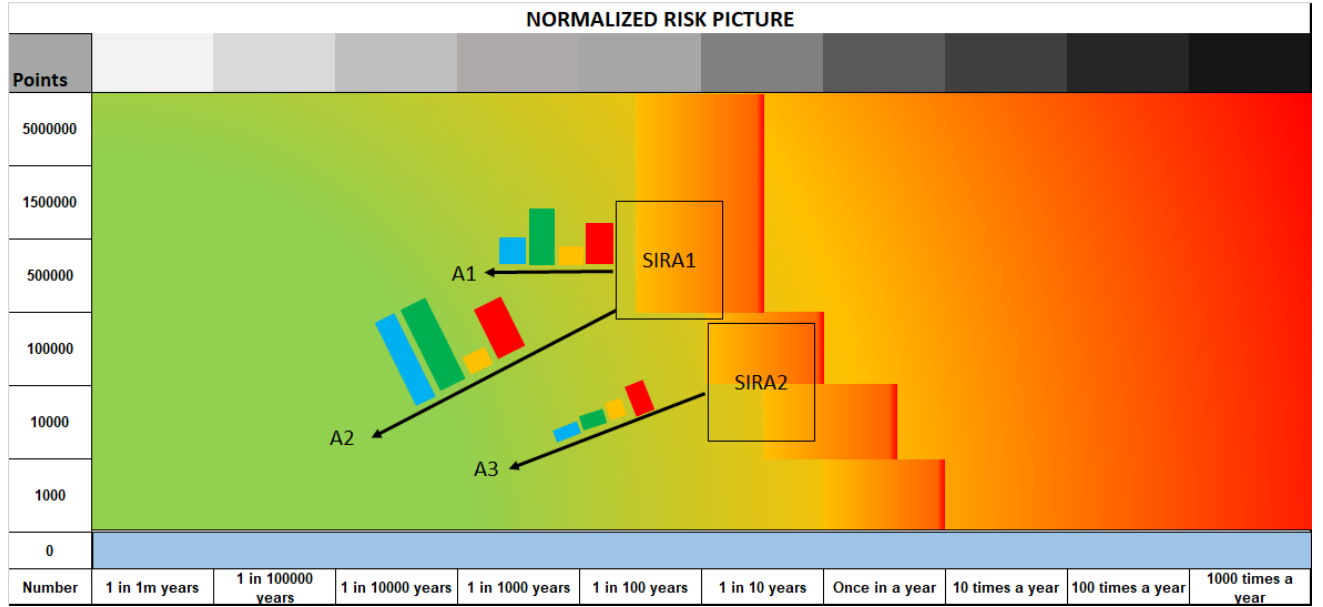
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SMM - Figure 7. Risk Evaluation and mitigation alternatives

The recommendations are given to the Safety Review Board (SRB) which will have to take the final decisions. A key point is to ensure that a proper level of knowledge around the risks passes on to the decision makers so that decisions are well grounded. Decisions could be made on typical safety actions (e.g. operational restrictions, training) but also on adaptive solutions where an initial solution is adapted over time based on the real-life feedback (e.g. different solutions are tested in different locations and the one which works best is then generalized). Presence of the Chief Safety and Emergency Response Management Officer (Safety Manager) ensures that a proper level of knowledge around the risks passes on to the decision makers so that decisions are well grounded.

10.10.9. Risk Mitigation / Treatment (SMM 4.9)

Safety risks are managed to an acceptable level by mitigating the safety risk through the application of appropriate safety risk controls. This should be balanced against the time and difficulty of taking action to reduce or eliminate the safety risk. The level of safety risk can be lowered by reducing the severity of the potential consequences, reducing the probability of occurrence or by reducing exposure to that safety risk. It is easier and more common to reduce the probability than it is to reduce the severity of that safety risk

In general terms, risk can be reduced by applying one of several basic philosophies:

Avoidance: The operation or activity is cancelled or avoided because the safety risk exceeds the benefits of continuing the activity, thereby eliminating the safety risk entirely.

Reduction: The frequency of the operation or activity is reduced, or action is taken to reduce the magnitude of the consequences of the safety risk.

Segregation: Action is taken to isolate the effects of the consequences of the safety risk or build in redundancy to protect against them.

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A safety risk mitigation strategy may involve one of the approaches described above or may include multiple approaches. It is important to consider the full range of possible control measures to find an optimal solution. The effectiveness of each alternative strategy must be evaluated before a decision is made. Each proposed safety risk mitigation alternative should be examined from the following perspectives:

- Effectiveness. The extent to which the alternatives reduce or eliminate the safety risks. Effectiveness can be determined in terms of the technical, training and regulatory defences that can reduce or eliminate safety risks.
- Practicality. The extent to which mitigation can be implemented and how appropriate it is in terms of available technology, financial and administrative resources, legislation, political will, operational realities, etc.
- Acceptability. The extent to which the alternative is acceptable to those people that will be expected to apply it.
- Enforceability. The extent to which compliance with new rules, regulations or operating procedures can be monitored.
- Durability. The extent to which the mitigation will be sustainable and effective.
- Residual safety risks. The degree of safety risk that remains subsequent to the implementation of the initial mitigation and which may necessitate additional safety risk control measures.
- Unintended consequences. The introduction of new hazards and related safety risks associated with the implementation of any mitigation alternative.
- Time. Time required for the implementation of the safety risk mitigation alternative.

10.10.10. Organizational Implementation of The Process (SMM 4.10)

This chapter describes the roles and responsibilities for the organizational implementation of the risk management process at Pegasus Airlines operational departments including ATO, that has been illustrated above.

Risk Identification

The Safety Manager (assisted by the Chief Safety and Emergency Response Management Office) takes care of the practical risk identification work. The safety team seeks expertise as necessary from different departments, e.g. flight operations and maintenance.

The first step is the collection, analysis and categorization/classification of all safety data from various sources. Safety reports go through the ERA before moving to the detailed definition of the safety issues.

On one hand, the Chief Safety and Emergency Response Management Office maintains a continuous activity to process the incoming data, to carry out the ERAs and the update and analyze the statistics. On the other hand, the safety data and statistics are discussed in the daily, weekly and monthly safety meetings (Flight Operation Safety Review and FDM Meeting, Safety Action Group Meeting and Risk Workshop), with the participation of experts.

Event Risk Assessment (ERA)

ERA is carried out by the Chief Safety and Emergency Response Management Office when necessary, using the expertise in other departments.

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The bulk of the ERA work is undertaken by individual safety team members. Particularly difficult cases can be reviewed in the daily safety review meetings. Events which are scored on the red ERA zone are immediately discussed in the daily safety review meetings where further action is defined.

Events which are scored on the amber ERA zone are reviewed in the weekly safety meetings.

Analysis and Synthesis of the aggregated safety data

Safety analysis and analytics are created and managed by the Safety Department. The daily, weekly and monthly meetings will provide the occasion to formalize potential Safety Issues which can then be proposed to the Risk Workshop.

Definition of Safety Issues

The formal definition of a Safety Issues is carried out in the regular meetings – especially in the weekly safety meetings. The safety issues and their definitions are then approved at the Risk Workshop.

Safety Issue Risk Assessment, Risk Picture and Risk Register

The monthly safety meetings will be conducted as a Risk Workshops, where the attendees manage the new and already-existing risks, using the Risk Picture, the Risk Register and any other necessary methods.

The composition of the group varies in time to ensure the necessary expertise vs. the issues on the agenda.

A Safety Issue Risk Assessment (SIRA) includes Subject Matter Experts (SMEs) from each relevant department. It is the responsibility of the Safety Advisors to invite SMEs from each relevant department and coordinate the SIRA.

Risk Evaluation, Acceptance and Decision Making

The participants of the Risk Workshops carry out the risk evaluation and make recommendations for actions to the Safety Review Board. This includes creating different alternative actions and building a solid rationale on what should be done and why.

Nominated Persons, in accordance with Air Operations ORO.AOC.135, are those senior managers charged with statutory responsibilities for the conduct of safe operations and maintenance activities. Reporting directly to the Accountable Executive, each Nominated Person is responsible for all of the activities in their department and to act and make decisions on behalf of the Accountable Executive to ensure safe, compliant and cost-effective operations and maintenance functions.

Safety responsibilities including the authority to make decisions regarding risk tolerability and ensuring operations are conducted in accordance with applicable regulations and standards are specified as follows;

NP Flight Operations - Chief Flight Operations Officer - Has the authority to make decisions regarding risk tolerability with respect to the safety of flight operations.

NP Crew Training- Chief Flight Academy Officer &Head of Training - Has the authority to make decisions regarding risk tolerability with respect to the safety of crew training.

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NP Continuing Airworthiness - Executive Vice Presidency (EVP) - Technic - Has the authority to make decisions regarding risk tolerability with respect to the safety of maintenance and engineering.

NP Ground Operations- Executive Vice Presidency (EVP) - Ground Operations - Has the authority to make decisions regarding risk tolerability with respect to the safety of ground operations.

Final decisions are taken at the Safety Review Board (SRB).

The Risk Workshops keep following up past actions and the evaluation of the Risk Picture.

The Safety Manager is a member of both the Risk Workshops and the SRB in order to make sure that the background knowledge and rationales behind the recommendations get properly transmitted to the SRB. On the other hand, the expertise role of the Risk Workshops is protected by keeping the decision makers within the SRB rather than the Risk Workshops.

Risk Mitigation/Treatment

The risk mitigation part is an integral part of the Pegasus Airlines SMS and is defined in Pegasus Airlines SMM 4.9. & COM 10.10.9. The Safety Action Groups, under the oversight of the Safety Review Board and Nominated Persons (as well as the Accountable Executive) are in key role in managing all safety-related actions.

10.10.11. Limitations And Continuous Improvement (SMM 4.11)

Every safety data source has its strengths and weaknesses. Any combination of safety tools will always be imperfect in the sense that there may be blind spots. As a part of a robust risk management process it is important to be aware of these blind spots and to try to address these within the limits of what is feasible. In some cases, the blind spots themselves could be introduced as risks in the risk picture.

Finally, a classic risk management programme neglects very-low-probability scenarios (due to the focus on probability). In real life some of the very-low-probability scenarios do materialize causing a surprise. Pegasus Airlines addresses this problem by maintaining categories of potential surprises within the risk register and develops countermeasures to these. As an example, the Evidence Based Training programme helps flight crews cope with unanticipated surprising situations even if the specific surprise scenario has never been covered as such during training.

Managing both the blind spots and the surprises is highlighted as an integral part of the process in Figure 2.

Pegasus Airlines compliance monitoring department ensure the periodic check of the Safety Risk Management Process (as a part of the SMS), assessing its implementation vs. the documentation and its continuing fitness for purpose. External audits by competent authorities and third parties will also contribute to the regular checking of the integrity of the implemented process.

Areas of particular attention include: consistency and calibration of event risk assessments, adequacy of knowledge building for safety issues and related records, management interference in experts' assessments and recommendations, changing or downplaying results of risk assessments, proper follow-up of actions and resulting risk reduction, continuous learning about all process stages.

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At least every two years, it is necessary to ask how the process should evolve. Again, an external view can be helpful in this task. Some of the potential areas, where improvement can be searched include adding more safety data sources, running most FDM events automatically through ERA, acquiring software to support various steps in the process.

10.10.12. IQSMS Risk Module (SMM 4.12)

Registered risks in IQSMS Risk Module are reviewed to validate the effectiveness of safety risk controls regularly according to review date by the owner of the risks. When the reminder warning about risk review date is taken by risk owner via IQSMS.

10.10.13. SMS Documentation – Safety Library (SMM 4.13)

ICAO Doc. 9859 AN/474 3.Ed. Chapter 5.3 / ICAO Doc. 9859 4.Ed. Chapter 9.8.3

Hazards are constantly identified through reactive, proactive and predictive sources and underlying methods of safety information collection. Following collection and identification, hazard information is assessed in terms of consequences, and priorities and responsibilities regarding mitigation responses and strategies. Corrective and preventive actions are generated in response to hazard/risk identification. All this information, including hazards, consequences, priorities, responsibilities and strategies are collected into the “safety library” of the organization. The product of the “safety library” is not only the preservation of the corporate safety memory, but the safety library becomes a source of safety knowledge to be used as reference for organizational safety decision making. The safety knowledge incorporated in the “safety library” provides feedback and control reference against which to measure hazard analysis and consequence management, as well as the efficiency of the sources or methods of safety information collection. It also provides material for safety trend analyses, as well as for safety education purposes (safety bulletins, reports, training, seminars and the like).

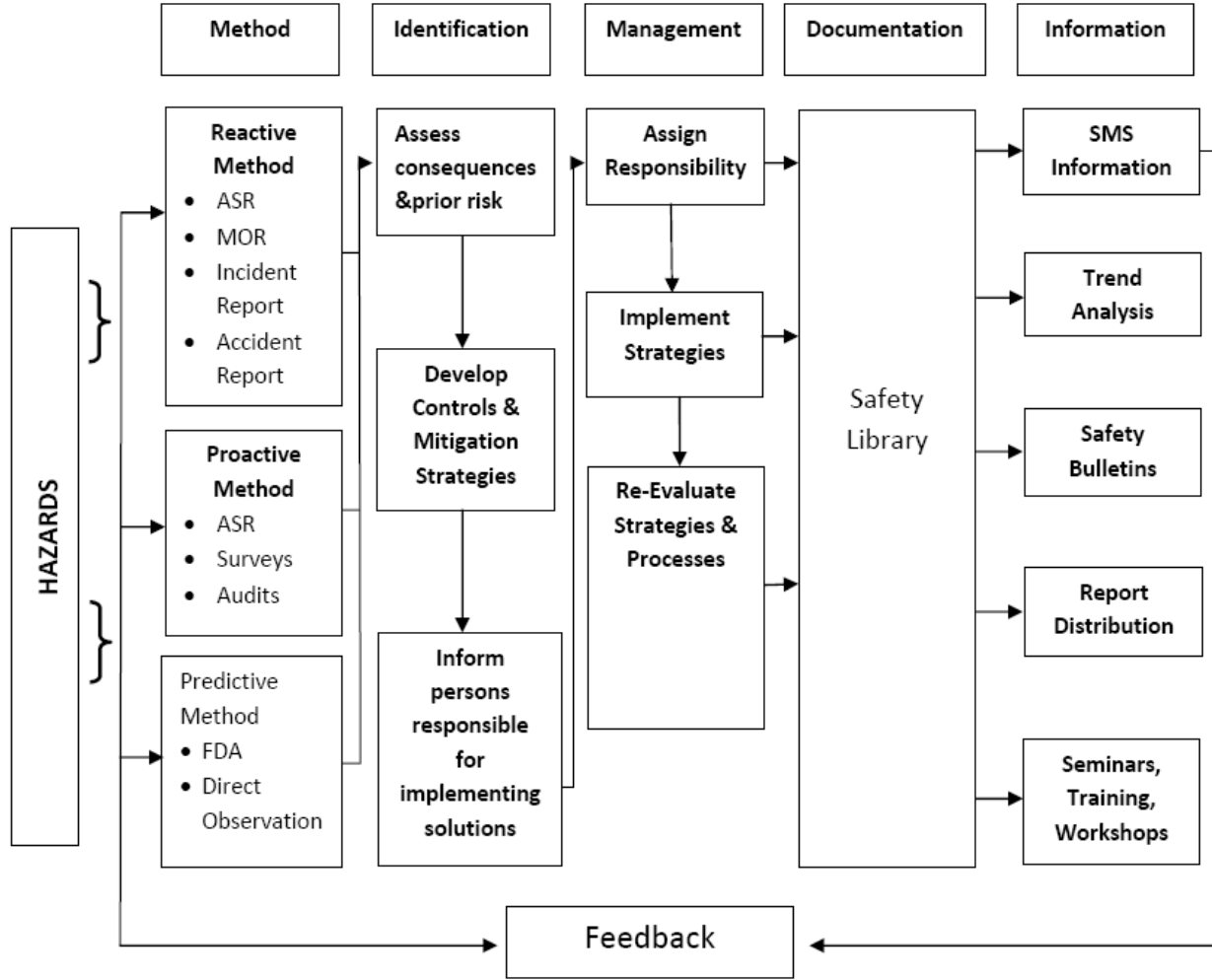
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IQSMS System and SIRA provides the control processes necessary to ensure appropriate, identification, legibility, storage, protection, archiving and retrieval of the ASRs, audit and risk assessment records. Other safety records and documentation are kept in electronic format. Safety documentation and records are preserved for minimum 3 years.

Risk Management studies are documented through IQSMS Risk Module and SIRA.

10.11. Safety Assurance (SMM 5)

ICAO Doc. 9859 4.Ed. Chapter 9.5

Safety risk management requires feedback on safety performance to complete the safety management cycle. Through monitoring and feedback, SMS performance is evaluated and any necessary changes are made. In addition, safety assurance provides stakeholders an indication of the level of safety performance of the system.

Assurance can simply be defined as “something that gives confidence”. The safety risk management process in the SMS starts with the organization obtaining a good understanding of its operational processes and the environments in which it operates; progresses through hazard/risk identification,

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safety risk assessment and safety risk mitigation, and culminates in development and implementation of appropriate safety risk controls. Once controls for the safety risks of the harms are designed, deemed to be capable of controlling safety risks, and put into operation, safety assurance takes over safety risk management.

Pegasus Airlines continually monitors its operations and the environment to assure that it recognizes changes in the operational environment that could signal the emergence of new and unmitigated hazards, and for degradation in operational processes, facilities, equipment conditions, or human performance that could reduce the effectiveness of existing safety risk controls. This would signal the need to return to the safety risk management process to review and, if necessary, revise existing safety risk controls or develop new ones.

There are many processes developed to evaluate the effectiveness, that is, the degree to which a planned effect is achieved. This chapter explains the methods used in safety effectiveness in Pegasus Airlines.

Previously registered risks in **IQSMS** Risk Module are reviewed to validate the effectiveness of safety risk controls regularly according to review date by the owner of the risks. Reviewed risks are imported to Pegasus Airlines risk register in Safety Risk Management Filemaster if the risks still exist.

Nonexisting risks can be retired with the approval of Nominated/Responsible Persons. Reasons should be recorded to retire the risk from risk register.

10.11.1. Safety Performance Monitoring and Measurement (SMM 5.1)

The primary task of safety assurance is control. This is achieved through safety performance monitoring and measurement, the process by which the safety performance of the organization is verified in comparison with the safety policy and approved safety objectives. Safety assurance control is conducted by monitoring and measuring the outcomes of activities that operational personnel must engage in for the delivery of services by the organization. Performance measures are set in operational departments in accordance with safety objectives and monitored in Safety Action Group Meetings. When targets are not achieved and/or alert levels are breached, the corrective or follow-up action is taken by related department and monitored by Chief Safety and Emergency Response Management Office by trend monitoring, auditing and reporting.

Information for safety performance and monitoring comes from various sources, including auditing and evaluation, investigations, monitoring of day-to-day activities, and input from employees. These sources contribute to validating the effectiveness of safety risk controls. Information sources for safety performance monitoring and measurement including but not limited to:

- Safety audits
- Safety surveys
- Safety reporting systems
- Safety studies
- Safety reviews
- Safety trends
- Internal safety investigations

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Audits focus on the integrity of the organization's SMS and periodically assess the status of safety risk controls. As with other requirements, the auditing requirements are left at a functional level, allowing for a broad range of complexity. While audits are "external" to the units involved in activities directly related to the provision of services, they are still "internal" to the organization. Audits are not intended to be in-depth audits of the technical processes but rather they are intended to provide assurance of the safety management functions, activities and resources of line units. Audits are used to ensure that the structure of the SMS is sound in terms of staffing, compliance with approved procedures and instructions, levels of competency and training to operate equipment and facilities and maintain required levels of performance, etc.

Safety surveys examine particular elements or procedures of a specific operation, such as problem areas or bottlenecks in daily operations, perceptions and opinions of operational personnel and areas of dissent or confusion. Since surveys are subjective, verification may be needed before corrective action can be taken. Surveys may provide an inexpensive source of significant safety information.

Safety reporting systems are essential elements in hazard/risk identification. In Pegasus Airlines' safety reporting system, the reports are easy to make, there are no disciplinary actions as a result of the reports, the reports are confidential; and feedback is rapid, accessible and informative.

Safety studies are rather large analyses encompassing broad safety concerns. Some pervasive safety issues can best be understood through an examination in the broadest possible context. Safety studies are a source of information on generic safety concerns and/or systemic safety deficiencies.

Safety reviews are conducted during introduction and deployment of new technologies, change or implementation of procedures, or in situations of a structural change in operations. Safety reviews are a fundamental component of the management of change. They have a clearly defined objective that is linked to the change under consideration. For example, an airport is considering implementing airport surface detection equipment (ASDE). Therefore, the objective of the safety review would be to assess the safety risks associated with implementing an ASDE at XYZ airport by evaluating the appropriateness and effectiveness of the safety management activities related to the project. Safety reviews are conducted by Chief Safety and Emergency Response Management Office or SAG members and look for effective performance of the following safety management activities under the proposed changes:

- hazard/risk identification and safety risk assessment/mitigation;
- safety measurement;
- management accountabilities;
- operational personnel skills;
- technical systems; and
- abnormal operations.

Safety trends are the results of various safety information (e.g. lightning strike rate, FDM event rate etc.). Acceptable Level of Safety Performance (ALOSP) is calculated for each of them using median average (MDN) and standard deviation (SD) of the previous year data. The three alert lines are MDN + SD (yellow), MDN + 2*SD (amber) and MDN + 3*SD (red). Also, alert level for negative trending such as go-around due to unstable approach is monitored by using with the same calculation/method. If an event rate has high variation in various seasons (e.g. high rate of lightning strikes in winter months and

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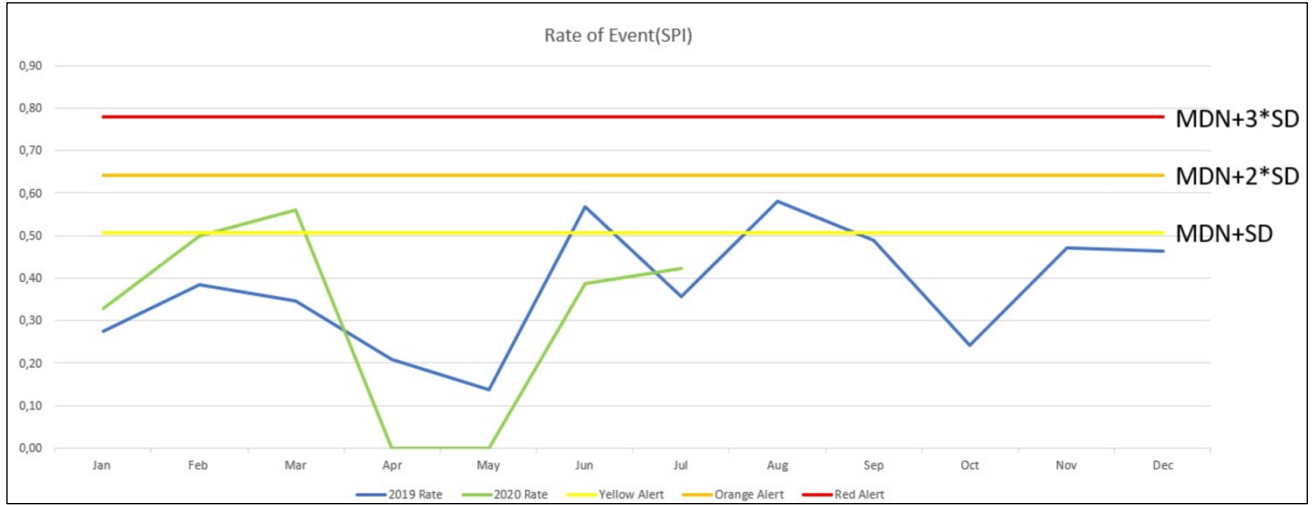
low rate of lightning strikes in summer months), instead of using the previous year data, data of the same months of previous 4 years is used.

Note: Colours are represented in ALOSP and SPI Control Chart.

• Alert Level Trigger

An alert (abnormal/unacceptable trend) is indicated if any of the conditions below are met for the current monitoring period (current year):

1. Passing MDN +/- SD level for three consecutive months
2. Passing MDN +/- 2*SD level for two consecutive months
3. Passing MDN +/- 3*SD level for any single point



When an alert is triggered, trigger values serve to start an evaluation, decision, adjustment or remedial action related to the particular indicator. These actions may include detailed analysis and root cause analysis of the relevant exceedance. Following evaluation of the alert status, safety risk assessment may be done and mitigating actions should be determined to decrease/increase the number/rate of the indicator to acceptable level of safety performance.

Internal safety investigations include occurrences or events that are not required to be investigated or reported to the authority. Examples of occurrences or events that fall within the scope of internal safety investigations include: in-flight turbulence (flight operations); frequency congestion (ATC); material failure (maintenance), and ramp vehicle operations (aerodrome).

10.11.2. Safety Assessment & Oversight (SMM 5.2)

The most common and effective way of determining the presence of unsafe conditions in the company is to conduct periodic and structured audits and assessments. The results for these audits and assessments are used to evaluate company safety level.

Monitoring the compliance of all audits carried out within the scope of the audit plan by the Compliance Monitoring and Chief Safety and Emergency Response Management Office Department, detailed in SMM section 4.2.3, aims to provide confidence in Pegasus Airlines' corporate goals. The final outcome

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of this step is the identification of safety and security issues emerging from related audits. Safety and security issues are risks in the current and future operation of Pegasus Airlines, that need to be managed. In this context, each important issue and Level 1 finding is presented at the Safety Action Group Meeting by Compliance Monitoring and Chief Safety and Emergency Response Management Office. In this way, all relevant participants are informed at SAG meetings about important audit outputs to evaluate whether a risk assessment, further investigation, and review on Safety Review Board/Management Review are necessary.

Level 1 Finding / Safety Related Concern / significant issue: National / international laws and / or civil aviation regulations and / or Pegasus Airlines is an important inadequacy or flaw that is contrary to the procedures, which reduces the safety and security standards, and can seriously affect the flight and ground safety and security directly. Continuation of operation / activity is not allowed if Level 1 nonconformity is detected. For more information please refer to PG-KU-EK-001 Compliance Monitoring Manual.

The oversight of safety is done through various management meetings.

10.11.3. Management of Change (MOC) (SMM 5.3)

ICAO Doc. 9859 4.Ed. Chapter 9.5.5, AMC2 ORO.GEN.200(a)(5)

A major change in the operation, planned by Pegasus airlines is always risk analysed. From the methodology point of view, the change is treated as a potential Safety Issue and processes in the same way as all Safety Issues.

The steps include:

1. Establishing a full description of the planned change
2. Identification of the team to carry out the MOC
3. Collecting information and building knowledge on the related matters
4. Identifying the safety impact as new Safety Issues or as changes in existing Safety Issues, or both
5. Documenting the rationale and assumptions
6. Placing the identified Safety Issues in the Risk Picture.
7. Reviewing the MOC in the Risk Workshop
8. Updating the MOC at a given frequency

Management of Change is a structured approach for ensuring that changes are thoroughly and smoothly implemented and that the lasting benefits of change are achieved in the organization. The change in question could range from a simple process change to major changes in policy or strategy needed if the organization is to achieve its potential.

The management of change process is used for all safety related changes including Human Factors issues and considers the accumulation of multiple changes. It is initiated in a planned, timely and consistent manner and includes follow up action that the change was implemented safely.

In the organization, changes are made in response to specific problems or opportunities that the organization is facing internally or externally.

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Management of change studies in Pegasus Airlines are carried out according to the "Management of Change Procedure" numbered PG-EM-PR-001. For MOC studies, PG-EM-FR-043 numbered form can be used as a template.

For the purposes of SMS, a change that requires an MOC study is defined as below:

- Whenever there are pertinent changes to existing aviation safety-related facilities or equipment, or there are new aviation safety-related facilities or equipment.
- Whenever there are pertinent changes to existing aviation operations or processes, or there are new aviation safety-related operations or processes.
- Whenever there are pertinent changes external to the organization such as regulatory/industry standards, best practices or technology.

Once a change requiring an MOC is perceived; Chief Safety and Emergency Response Management Officer (Safety Manager) is informed for aviation safety-related issues. The change co-ordinator is responsible for management of the change is chosen by the respective senior manager of responsible department. The change co-ordinator leads to perform MOC procedure which is explained in PG-EM-PR-001 - Management of Change.

New Destination Risk Management Study

New Destination Risk Management Studies are part of the MOC and carried out with the following process in our company;

1. Starting New Destination Risk Management Study: the process after being informed by Commercial Department about a new destination/route request. If airport visit is not possible or required Remote New Destination Checklist is requested by Safety and Risk Management Specialist. If the airports involved already have scheduled flights operated by the Company, review of current study will be conducted and published as revision.
2. Choosing Subject Matter Experts: Safety and Risk Management Specialist chooses Subject Matter Experts (SMEs) from departments below for them to identify and analyse the risks by requesting to fill **Remote New Destination Checklist (PG-EM-FR-026)** before/without visiting the airport;
 - a. Flight Operations
 - b. Ground Operations
 - c. Technic
 - d. Security
 - e. Cargo (If there will be cargo operation)
 - f. Cabin Operation
 - g. Safety
 - h. Legal

SMEs choose other SMEs from their departments if they are unavailable. Observers from various departments may also be chosen for them to be informed.

3. Data Entry: SMEs enter the data on checklist with highlighted summary and provide it to Safety and Risk Management Specialist for final safety review.

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4. Safety Review: Safety and Risk Management Specialist, SMS Manager and/or Flight Safety Manager review the finalized document and determine the risks.
5. Risk Assessment: SIRA methodology is applied to each determined risk.
6. Preliminary report including checklist and identified risk(s) is published by Safety and Risk Management Specialist to relevant units and Commercial Department by continuing the process.
7. Airport Visit: Safety and Risk Management Specialist asks SMEs if airport visit is necessary via e-mail and SMEs decide it by communicating via e-mail or any means. If necessary, airport on-site visit is planned to identify blind spots risks. Required representatives from departments attend airport on-site visit.

The followings are taken into account in the decision-making process for the airport visit;

- Whether an operation has been carried out before,
- Receiving feedback from other operators,
- Checking whether airport facilities meet high standards,
- Review of security standards,
- Ensure the external service providers availability

8. After visiting the airport: SMEs fill **PG-EM-FR-001 New Destination Checklist** if and when an airport visit is accomplished and send it to Safety and Risk Management Specialist. The related documents on airport and the used checklist are combined with preliminary report. After the risk management study is over, if there is an uncompleted operational necessity listed in the checklist and if it does not cause a risk, it will be monitored by the related SME to be informed to Safety and Risk Management Specialist once it is completed. If the need to revise the checklist arises, SMEs notify Safety and Risk Management Specialist.

Risks related to identified hazards and threats are specified in the explanation section of the checklist.

9. Risk Mitigation: Refer to COM part 10.8.9 or SMS Manual 4.9.
10. Announcement to Operational Personnel: SMEs announce the related risks of the airport to the operational personnel of their departments.
11. First Flight: TRIs are planned to complete first flight and their feedbacks are collected by Flight Operations SME. and if necessary, SME revises related checklist items and requests Safety and Risk Management Specialist reopens and revises the study.

10.11.4. Continuous Improvement of the SMS (SMM 5.4)

ICAO Doc. 9859 4.Ed. Chapter 9.5.6, AMC1 ORO.GEN.200(a)(3)

Continuous improvement in safety is a “core value”. This is accomplished by measuring safety performance and implementing necessary changes.

Continuous improvement of SMS thus aims at determining the immediate causes of below standard performance and their implications in the operation of SMS, and rectifying situations involving below

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standard performance identified through safety assurance activities. Continuous improvement is achieved through evaluations SPIs and SPTs, internal and external audits and applies to:

- Proactive evaluation of facilities, equipment, documentation and procedures, for example, through internal evaluations.
- Proactive evaluation of an individual's performance, to verify the fulfilment of that individual's safety responsibilities, for example, through periodic competency checks (form of evaluation/audit); and
- Reactive evaluations to verify the effectiveness of the system for control and mitigation of safety risks, for example, through internal and external audits.

In addition, the Company ensures the following to continually improve the safety level:

- Adjust the acceptable level of safety performance yearly to show improvements in dealing with trends.
- Conduct safety risk assessments on all operational departments to minimize risks associated within the operations.
- Conduct safety surveys to provide an indicator of the safety culture.
- Increase the submission of hazard reports.
- Increase the number of actions raised from safety meetings.
- Reduce the number of non-compliances with standard procedures as measured by observation.
- Increase compliance with the safety processes including reporting, classification, root cause investigation, and implementation of corrective actions.

Management reviews: examine whether the safety objectives are being achieved by the organization and are an opportunity to look at all the available safety performance information to identify overall trends.

It is important that senior management review the effectiveness of the SMS. This is carried out via SAG, SRB Meetings and Risk Workshop.

10.12. Safety Promotion and Communication (SMM 6)

ICAO Doc. 9859 4.Ed. Chapter 9.6, AMC2 ORO.GEN.200(a)(5)

10.12.1. Safety Promotion (SMM 6.1)

Safety promotion involves the communication of information and the dissemination of information and data to all personnel. Pegasus Airlines SMS includes a means for promulgation and dissemination of information and data for the continuing education and interest of operational and other associated personnel. The process ensures a method of dissemination commensurate with the size of the operation.

Company personnel who contribute to safety outside the scope of their routine duties may be given an appreciation certificate with the signature of Accountable Executive and Chief Safety and Emergency Response Management Officer (Safety Manager). The assessment of these contributions is undertaken and approved by Chief Safety and Emergency Response Management Officer (Safety Manager). The rewarded personnel are announced and listed on the Company intranet page.

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Company personnel who contribute to safety outside the scope of their routine duties may be given safety appreciation certificate. The process for personnel who are entitled to receive the safety appreciation certificate is as follows:

1. The requests of the safety appreciation certificate are submitted to Chief Safety and Emergency Response Management Office.
2. If any submitted name is evaluated worthy to get certificate, those names are shared with Human Resources Department to be informed.
3. The safety appreciation certificate is given to the personnel with the signature of Accountable Executive and Chief Safety and Emergency Response Management Officer (Safety Manager).
4. A copy of the certificate is forwarded to Human Resources Department by Chief Safety and Emergency Response Management Office to be kept in the file of the relevant personnel.
5. The rewarded personnel names are listed on Company intranet page.

10.12.2. Safety Communication (GOM 6.8.13.2 & SMM 6.2)

Pegasus Airlines communicates SMS objectives and procedures to all operational personnel, and SMS is visible in all aspects of the operations. The Chief Safety and Emergency Response Management Officer (Safety Manager) communicates the performance of the organization's SMS program through bulletins and briefings. The Chief Safety and Emergency Response Management Officer (Safety Manager) also ensures that lessons learnt from investigations and case histories or experiences, both internally and from other organizations, are distributed widely. Communication flows between the Chief Safety and Emergency Response Management Office and operational personnel throughout the organization. The safety performance will be more efficient if operational personnel are actively encouraged to identify and report hazards. Safety communication therefore aims to:

- ensure that all staff are fully aware of the SMS;
- convey safety-critical information, especially relating to assessed risks and analysed hazards;
- explains why particular actions are taken
- explain why safety procedures are introduced or changed; and
- convey necessary information.

Pegasus Airlines applies a communication system with personnel on safety issues using media such as SMM, safety bulletins, reporting system, safety survey, safety posters, meetings, direct personal contact, company intranet page and e-mail messages.

Safety communication is two-way; while the Pegasus Airlines reporting system actively encourages all employees to bring their safety concerns, potential hazards and improvement recommendations to the attention of the management, on the other hand, feedback is provided by the relevant departments on what actions have been taken regarding the submitted reports.

E-mails or verbal communication are used for collecting safety data from the external customer or subcontractor organizations. These data are analyzed if there is a hazard and managed by the relevant department.

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Any information regarding a new implementation or amended safety procedure is announced to the relevant employees through the QDMS. SMM and safety policy are available on the QDMS for review by all personnel.

From time to time, it may become necessary to inform flight and/or ground crews of critical safety information. Written communication is utilized to forward the safety-critical information. Depending upon the importance of the information, Safety Bulletins and e-mail can be used. Flight Operations, Ground Operations, Cargo, Cabin Operations, and Technical Departments may publish bulletins for safety concerns, critical information, case studies, and lessons learned from past experiences and changes. As well as the lessons learnt from the FDM programme flight safety-related issues which are considered to be important are promulgated to the flight crew as a short message with the title "PGS SAFETY CAUTION"

The FDM report, which contains the statistical information obtained from the FDM program and the information about the top 10 events at a high level, is announced to the flight crews monthly via the safety bulletin and mail.

The Chief Safety and Emergency Response Management Office hangs safety posters to draw attention to important safety issues in areas accessible to flight, maintenance, ground, and headquarters personnel.

Pegasus Airlines' communication methods involve easy-to-use methods that focus on communication at all levels, making it easier for employees to report hazards and concerns. Specific communication methods include;

Communication Method	Content	Target Group	Responsible	Period
Reporting Module - IQSMS	Operational and Safety Information Flow	All Personnel	Operational Departments	Routinely
Safety Review Board Meetings (Quarter Review)	Monitor Safety Performance	Management	CSEO (Safety Manager)	Quarterly
Safety Action Group Meetings	Review the Effectiveness of Safety Recommendations	Management	CSEO (Safety Manager)	Every Month
Risk Workshop	Risk Evaluation and Make Recommendations	Flight Ops. Flight Academy Chief Safety and Emergency Response Management Office	Chief Safety and Emergency Response Management Office	Every Month
Weekly Safety Review Meeting	Review of safety issues	Safety Advisor	SMS Manager	Every Week

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	Monitoring of safety risk assessments			
Daily Safety Review Meeting	Review IQSMS reports to identify new hazards	Operational Departments	Safety Advisors	Daily
Fatigue Safety Action Group Meetings	Develop, Implement and Monitor Effective FRMS	Management	CSEO (Safety Manager)	Quarterly
Flight Operations Safety Review and FDM Meetings	Improve Flight Safety	Management Chief Flight Instructors	FDM Senior Manager	Every Month
Chief Safety and Emergency Response Management Office and Compliance Monitoring Department Coordination Meetings	Operational safety issues	Chief Safety and Emergency Response Management Office Compliance Monitoring Department	CSEO (Safety Manager) Compliance Monitoring Manager	Weekly
Accountable Executive Communication Regularly Meetings	Review operational and safety issues	Accountable Executive	CSEO (Safety Manager) Chief Operation Officer (COO) CFOO (Nominated Person of Flight Operations) CFAO (Nominated Person of Crew Training)	Weekly
Accountable Executive Communication Regularly Meetings	Review operational and safety issues	Accountable Executive	Senior Vice President - Ground Operations (Nominated Person of Ground Operations) Senior Vice President - Technic (Nominated Person of Continuous Air Worthiness)	Monthly

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			Senior Vice President- Cabin	
Phone, E-Mail	- More Information about Occurrences - Information about Safety Improvements - Information about SPARC Performance	All Departments Third Parties/Contractors	Caller and Sender	As Required
Electronic Flight Bag (EFB)	Safety Publications	Flight Crew	Chief Safety and Emergency Response Management Office	As Required
Safety Bulletin	Safety Information	All Personnel	Operational Departments Chief Safety and Emergency Response Management Office	As Required
Monthly FDM Reports	Statistical Information about Flight Safety Occurrences	Flight Crew	Chief Safety and Emergency Response Management Office	Every Month
Safety Survey	Information about Safety Culture	All Personnel	Chief Safety and Emergency Response Management Office	Every 2 years
Company Intranet Page (PIN)	Safety Information about Activities Organization Information Raise Safety Awareness	All Departments	Chief Safety and Emergency Response Management Office	Routinely
Safety Posters	Safety Information	Operational Departments	Chief Safety and Emergency Response Management Office	As Required
Pilot Well-Being Leaflet	Information about Pilot Well-Being	Flight Crew	Chief Safety and Emergency Response Management Office	As Required

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Instant Message (JETSMS)	Flight Safety Information	Flight Crew	Chief Safety and Emergency Response Management Office	As Required
Safety Appreciation Certificate	- Appreciate the relevant Personnel - Encourage Reporting of Occurrence	All Personnel	Chief Safety and Emergency Response Management Office	As Required
Safety Policy Roll-Up	Raise Awareness about Safety Policy	All Personnel	Chief Safety and Emergency Response Management Office	As Required
Manuals	Operational and Safety Information	All Personnel	All Departments	-
QDMS	Distribution of Document Revisions	All Personnel	All Departments	-
Safety Message of Accountable Executive	- Information about Safety Improvements - Raise Awareness on Positive Safety Culture - Safety Expectations - Safety Policy and Commitment	All Personnel	Accountable Executive	As Required
Welcoming Safety Letter of Accountable Executive	- Information about Safety Improvements - Raise Awareness on Positive Safety Culture - Safety Expectations - Safety Policy and Commitment	All Personnel	Accountable Executive	Routinely
Recurrent Trainings	- Safety Risk Areas - FDM Statistics - Occurrences	Flight Crew	Chief Safety and Emergency Response Management Office	As Required

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	Future Improvements and Safety Projects			
TR-DGCA Meetings/Visits	Review of SMS	Safety Management	CSEO (Safety Manager)	As Required
Other Airlines Visit	Safety Information Exchange	-	Chief Safety and Emergency Response Management Office	As Required
Conferences, Seminars, Meetings, Workshops	- Safety Information Exchange - Networking - Implementations - Improvements	-	Chief Safety and Emergency Response Management Office	As Required
National Industry Meetings	- Safety Expectations - Networking - Safety Implementations - Improvements	-	Chief Safety and Emergency Response Management Office	As Required
Ground Ops. Monthly Safety Performance Report	Promote Safety Awareness Statistical Data	Ground Operations Personnel Management	Nominated Person Ground Operations	Every Month
Communication Channel with Contracted Agencies	Sharing the ERP Manual for handling agencies Sharing Safety Policy and SMM Ensure or provide SMS Training	Contracted Agencies	Safety Management Operational Departments	-

Manuals or various documents deemed necessary to be shared with External Service providers are shared via in-house software called Document Library. In this context, Pegasus SMM and Safety Policy are shared with External Service Provider and/or Contracted Agencies via Document Library: <https://document.flypgs.com/>

The Chief Safety and Emergency Response Management Office is responsible for keeping the Pegasus SMM, Safety policy and, if any, other safety documents up to date in the document library. In case a document is uploaded or updated, an automatic notification mail is sent to the e-mail addresses defined in the system of the External Service Providers authorized to read/review that document/s. If deemed necessary, the statistics of how many people read these distributed documents and

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information about who did not read them can be retrieved from the system, and a reminder e-mail is sent to those who do not read them.

For this process, which contributes to effective safety communication with third parties, a list of External Service Providers of operational departments has been prepared. Safety Advisors or the related department responsible are responsible for keeping the external service providers and their contact information defined in the system up-to-date and informing the Chief Safety and Emergency Response Management Office in case of changes.

10.13. Training and Education (SMM 6.3)

ICAO Doc. 9859 4.Ed. 9.6.4

SMS training is an element of the Safety Promotion component of SMS framework. All the rules and guidelines established in the SMS have a limited benefit without training. Without positive reinforcement, even the best written SMS would not be effective.

The Chief Safety and Emergency Response Management Officer (Safety Manager) is responsible for ensuring that there is a suitable safety training programme in place. All personnel receive safety training as appropriate for their safety responsibilities and SMS duties. The Chief Safety and Emergency Response Management Office provides current information and training related to safety issues relevant to the specific operations and operational units. The provision of appropriate training to all staff, regardless of their level in the organization, is an indication of management's commitment to an effective SMS.

Safety training programme include initial and recurrent safety trainings to maintain competencies as planned face-to-face or E-Learning.

Initial SMS training content includes but not limited to an overview of the organization's safety policy, goals and objectives, organizational safety roles and responsibilities, SMS principles related to safety risk management, safety assurance, safety promotion and modules that address the following:

- Safety reporting systems,
- Event investigation and analysis techniques,
- Hazard/Risk identification, risk assessment and risk mitigation,
- Safety management support (including evaluation and audit programmes)
- Audit principles and methodology
- Communication techniques,
- A validation process that measures the effectiveness of training,
- Initial and recurrent training requirements
- SMS implementation, analysis and continual improvement,
- Organizational SMS processes and procedures
- Emergency response preparedness.
- Human Factors

Recurrent safety training focus on changes to the SMS policies, processes and procedures, and specific safety issues relevant to the organization or lessons learned.

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10.13.1. SMS E-Learning Training (SMM 6.3.1)

Initial SMS E-Learning training is assigned to all Pegasus personnel to be completed within one month after employment by Pegasus Academy Department. A reminder mail is sent automatically via Enocta every 5 day until the deadline.

Recurrent SMS E-learning training is assigned to Pegasus personnel every 3 years except **Accountable Executive, Management Personnel**, Cockpit and Cabin Crew. Recurrent SMS E-learning training is assigned to Operational personnel (Technic, OCC, Ground Ops) every 2 years.

The effectiveness of safety trainings is measured with an electronic exam and training evaluation forms. The passing grade is 70 percent. If the trainee fails, the exam is repeated up to 3 times. If the results of all three exams are unsuccessful, the trainee requires to start the Training presentation is reviewed each year and if necessary revised by Chief Safety and Emergency Response Management Office. Each month, Pegasus Academy department share the rate of uncompleted safety trainings and training evaluation forms with Chief Safety and Emergency Response Management Office. The list of personnel who have not completed SMS e-learning training is shared with the department managers every **6 months**.

The training content is:

- Organizational safety policy, goals and objectives,
- Organizational safety roles and responsibilities related to safety,
- Basic safety risk management principles,
- Safety reporting systems,
- Organizational SMS processes and procedures
- Safety management support (including evaluation and audit programmes)
- A validation process that measures the effectiveness of training,
- Lines of communication for dissemination of safety information,
- Initial and recurrent training requirements
- Emergency response preparedness.
- Human Factors

10.13.2. Safety Training for Operational Personnel (SMM 6.3.2)

In addition to the training subjects outlined above, personnel engaged directly in operations (Cockpit Crew, Cabin Operation, Ground Operations, Technic, OCC and Cargo Operation personnel) require more specific Safety Management System training for Operational Personnel with respect to:

- Specific procedures for reporting accidents, incidents and hazards,
- Unique hazards facing operational personnel,
- Seasonal safety hazards and procedures (winter operations, etc.), and
- Company safety record, including areas of systemic weaknesses,
- Specific safety initiatives, such as FDM programme or LOSA programme,
- Safety meetings,
- Specific emergency response procedures.
- Human Factors

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- Organizational SMS processes and procedures

Initial and recurrent Face-to-face safety trainings for Cockpit and Cabin Crew operational personnel are scheduled by Flight Academy Department and given by authorized instructor. Recurrent trainings are given every year.

Initial and recurrent face-to-face safety trainings for Ground Ops, OCC and Technic departments which manage their own schedules are given by authorized instructor. Recurrent trainings are given every 3 years.

Authorized instructor should have SMS training certificate, training of trainer certificate and face-to-face safety training related to training presentation of each operational department given by Chief Safety and Emergency Response Management Office in order to be authorized by Chief Safety and Emergency Response Management Office. Training presentations are reviewed each year and if necessary revised by them and approved by Chief Safety and Emergency Response Management Office.

The effectiveness of safety trainings is measured with an electronic exam and training evaluation forms. The passing grade is 70 percent except Cockpit crew. If the trainee fails, the exam is repeated up to 3 times. If the results of all three exams are unsuccessful, the trainee requires to start the course from the beginning.

Face-to-face cockpit crew safety training is given by Chief Safety and Emergency Response Management Office personnel and effectiveness of these safety trainings is measured by an electronic exam and training evaluation forms. The passing grade is 80 percent.

Training records and evaluation forms are kept by relevant department. Each month, departments share the rate of uncompleted safety trainings and training evaluation forms with Chief Safety and Emergency Response Management Office.

ADDITIONAL SAFETY TRAININGS

It is important that all personnel involved in the operation should know the operational risk areas of our company and act at a sufficient level of awareness into their duties. In order to increase this awareness, distant learning is prepared about PORAs and assigned to cockpit and cabin crew periodically.

Additionally, in order to make the CRM training of flight crews more effective, case study documents (PG-EM-KE-00002 & PG-EM-KE-00004) prepared with a human factor perspective, based on the events experienced in the company, are shared with the flight crews. These documents will be updated in every six months to cover emerging events.

10.13.3. Safety Training for Management Personnel (SMM 6.3.3)

It is essential that the Management personnel (Nominated Persons and Authorized Persons) understands the principles on which SMS is based. Training ensures that Management personnel are familiar with principles of SMS and their responsibilities for safety. The safety training programme includes a session designed specifically for management personnel for his/her initial and recurrent

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training every 3 years. Scheduling and training records management of safety trainings for the management personnel are carried out by Chief Safety and Emergency Response Management Office.

Initial SMS e-learning training is assigned and followed by Pegasus Academy department via E-nocta software automatically. Initial and recurrent face to face safety trainings are planned as internal or external training and followed by Chief Safety and Emergency Response Management Office every 3 years. Internal training presentation is reviewed each year and if necessary revised by Chief Safety and Emergency Response Management Office.

The training content is;

- Organizational safety policy, goals and objectives,
- Organizational safety roles and responsibilities related to safety,
- Basic safety risk management principles,
- Safety reporting systems,
- Organizational SMS processes and procedures
- Safety management support (including evaluation and audit programmes)
- A validation process that measures the effectiveness of training,
- Lines of communication for dissemination of safety information,
- Initial and recurrent training requirements
- National and organizational safety requirements
- Allocation of resources
- SMS promotion
- Safety Performance Targets and alert levels.
- Emergency response preparedness.
- Human Factors

10.13.4. Safety Training for Accountable Executive (SMM 6.3.4)

The safety training programme includes a session designed specifically for the Accountable Executive for his/her initial and recurrent training every 3 years. This training is at a high level providing the Accountable Executive with an understanding of SMS and its relationship to the organization's overall strategy.

Scheduling and training records management of safety trainings for the Accountable Executive is carried out by Chief Safety and Emergency Response Management Office.

Initial SMS e-learning training is assigned and followed by Pegasus Academy department via Enocta software automatically.

Initial and recurrent face to face SMS training for Accountable Executive are planned as internal or external training and followed by Chief Safety and Emergency Response Management Office every 3 years. Internal training presentation is reviewed each year and if necessary revised by Chief Safety and Emergency Response Management Office.

The content is;

- Organizational safety policy, goals and objectives, (management commitment)
- Organizational safety roles and responsibilities related to safety,
- Basic safety risk management principles,

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- Safety reporting systems,
- Organizational SMS processes and procedures
- Safety management support (including evaluation and audit programs)
- A validation process that measures the effectiveness of training,
- Lines of communication for dissemination of safety information,
- Initial and recurrent training requirements
- National and organizational safety requirements
- Allocation of resources
- SMS promotion; promotion of a positive safety culture
- Safety objective, SPTs and alert levels
- Disciplinary policy
- Emergency response preparedness
- Human Factors

10.13.5. Safety Training for Safety Advisors (SMM 6.3.5)

The safety training programme includes a session designed specifically for Safety Advisors. Safety Advisors receive below initial and recurrent training face to face as internal or external training. Recurrent trainings are planned every 3 years for Safety Management System Training.

- Safety Management System Training
- Risk Management Training
- Root Cause Analyses Training
- Accident/Incident Investigation Training
- Human Factors Training

10.13.6. Safety Training for Chief Safety and Emergency Response Management Office Personnel (SMM 6.3.6)

The safety training programme includes a session designed specifically for Chief Safety and Emergency Response Management Office Personnel. Chief Safety and Emergency Response Management Office personnel shall receive below safety trainings as appropriate for their safety responsibilities and SMS duties as internal or external training.

Chief Safety and Emergency Response Management Office personnel with FDM responsibilities may receive non-mandatory simulation training and accompany pilots in cockpit in real flights to improve their flight operations knowledge.

Chief Safety and Emergency Response Management Office Personnel training requirements are defined in job descriptions and PG-EM-FR-020 form is used to follow-up trainings of Chief Safety and Emergency Response Management Office personnel. Safety Management System recurrent trainings are planned every 3 years.

10.14. Human Factors (SMM 6.4)

Human Factors training is assigned to all Company Personnel and followed by Human Resources Department via Enocta software automatically. Initial E-Learning trainings are assigned to all personnel to be completed within one month after employment. A reminder mail is sent automatically via Enocta

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every 5 day until the deadline. Each month, Human Resources Department shares the rate of uncompleted safety trainings and training evaluation reports with Chief Safety and Emergency Response Management Office.

The effectiveness of safety trainings is measured with electronic exam. The passing grade is 80 percent. If the trainee fails, the exam is repeated up to 3 times. If the results of all three exams are unsuccessful, the trainee requires to start the course from the beginning.

In addition, annual "Aviation Safety Culture, Human Factors and Awareness" training is given by CRM instructors to the company management level and the participants of all departments (operational and non-operational) within the company. These trainings are reviewed on an annual basis, keeping up with the basic principles of CRM, and updating the emerging CRM threats in global aviation and the issues that need improvement within the company. In these trainings, which are planned to increase the company safety culture, CRM elements are covered by including the following subjects;

- Human factors in aviation,
- General instructions on CRM principles and objectives,
- Human performance and limitations,
- Threat and error management,
- Decision making,
- Effective communication and coordination inside and outside the flight crew compartment,
- Effective communication and coordination with other operational personnel and ground services,
- Operator's safety culture and company culture,
- Standard operating procedures (SOPs),
- Organizational factors.

10.15. Training Needs Analysis (SMM 6.5)

Training needs analysis is necessary to ensure there is a clear understanding of the operation, the safety duties of the personnel and the available training. Training needs assessment is made to ensure that personnel are trained and competent to perform their SMS duties.

Training needs assessment is held before the budget period and the purpose of the training need assessment is to;

- Review training records,
- Review training contents,
- Identify training needs appropriate to each individual's involvement in the SMS.

According to the assessment, training needs are determined and added to the training budget.

10.16. External Service Provider Training (SMM 6.6)

The safety training programme includes a session designed specifically for external service providers personnel. They shall receive initial and recurrent safety trainings as appropriate for their safety responsibilities and SMS duties. Recurrent trainings are assigned every 3 years. **External service**

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provider safety trainings are monitored by the related department responsible via external audit checklists.

The scope and content of such training would typically take into account the following:

- Training required for personnel that would perform the same operational function within the operator's organization;
- Individual personnel function(s) as related to the operator's SMS;
- Exposure and/or involvement of the provider's personnel to the operational environment;
- SMS elements the service provider already has in place.

Based on a risk assessment and considering the above factors, Pegasus may conclude that SMS training is not required for personnel of providers that perform certain operational functions.

Pegasus considers any of the following options as means for ensuring personnel of service providers complete training that satisfies the requirements of its own Safety Training:

1. If a service provider has an SMS, accept the service provider's Safety training;
2. If a service provider has an SMS, specify training in addition to that of the service provider (i.e. gap training) as applicable to ensure Pegasus's own Safety Training requirements are satisfied;
3. Have applicable personnel of service providers complete the Pegasus's own SMS training;
4. Deliver specific SMS training to personnel of service providers (e.g. hazard recognition, use of the operational safety reporting system, insider threat).

If it needs, Chief Safety and Emergency Response Management Office can also meet these requirements through external experts to deliver Safety Management Training presentations and assigned e-learning Safety Management System training to staff on a periodic basis.

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11 EMERGENCY SITUATIONS IN CARGO OPERATIONS

11.1. Emergency Guidelines

In the event a package/cargo containing a material is damaged or a substance escapes from its confines (spill, evaporation, vaporization, combustion, escape of gas, liquid or solid, etc.) the national competent authority must be notified immediately after the occurrence of the incident. Pending the competent authority's arrival at the scene, certain steps, as described below, should be taken. Although each incident is unique, and some of the following steps may not apply or other actions may be called for in a particular emergency situation, the actions listed here provide guidelines for appropriate preliminary emergency response.

Upon receiving information that an incident involving a Pegasus Airline's Aircraft occurred, check the accuracy and to collect occurrence information.

To inform the Cargo Operation Manager, 7/24 SAW WCS Operations.

- To keep and maintain records about the occurred accident-incidents.
- To separate operations as normal operations and emergency operations and nominate staff for both cases.

CARGO DEPARTMENT EMERGENCY CONTACT LIST

Contact List (Working Days and Off-Days):

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(Also refer to PG-EM-FR-023, PG-GU-EK-001 ACSP 3.4.2)

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* In case of Public Health Emergency, Medical Advisor will be added.

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Name	Surname	Title	Number	E-mail
Mr. Tayfun	Bora	Aviation Security Group Manager	+90 533 953 74 79	tayfun.bora@flypgs.com
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11.2. Emergency Response Procedures

Ground Operations Manual – PG-DO-EK-001 GOM 4.1.4

It is the responsibility of supervision to ensure that all safety related events are immediately reported to Pegasus Airlines, the PIC, authorized technical personnel and applicable authorities as per local requirements.

All records of such accidents and incidents must be retained at least 3 years. Station Emergency Response Procedure (PG-EM-PR-002) shall be adhered to. Communication shall be established via Local Notification Form (PG-EM-FR-011/ Local Notification List from PG-MK-FR-001 etc.) data, which is available on Pegasus electronic library doc.lib.

The first contact point for emergencies is Pegasus Airlines Operations Control Center Office (HQ):
Mobile: +90 535 045 64 48

General Essentials (OM PART A 11.6.1)

In emergency situations duties and responsibilities shall be carried out according to the rules as detailed in PG-EM-EK-002 Emergency Response Manual depending on the causes and nature of emergency.

The Crisis Management Center shall start work immediately for Accidents / Incidents, hijacking, bomb alert and for other emergency situations, upon receiving such information, in accordance with Crisis Management Plan where duties are detailed.

For further details refer to current PG-EM-EK-002 Emergency Response Manual.

11.2.1. First Actions (PG-EM-EK-002 Emergency Response Manual – ERM 4.17)

The following actions are to be carried out in the event of an emergency in accordance with Pegasus Airlines Emergency Response Manual, Pegasus Airlines Station Emergency Response Procedure (PG-EM-PR-002), related Local Notification Form (PG-EM-FR-011) and/or the Ground Service Provider's procedures and local regulations.

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Coordination;

- The Pegasus Airlines Emergency Manager is the responsible airline authority for the local Emergency Response. His office location is in many instances not identical with the station where the accident occurred. It will take him hours to arrive at the impacted station. The Emergency Coordinator coordinates all emergency-related airline activities on a local level.
- At stations without staff of Pegasus Airlines, Supervision Companies or Handling Agents will have to substitute Pegasus Airlines personnel in the first hours following an emergency until the Pegasus Airlines GO Team will arrive from Head Office and relieve the local organization of its emergency handling responsibilities.
- The required resources have to come in a first phase from your own local staff as well as from other local organizations. (From partner airlines, airport authorities, handling agents, mental health professionals etc.)
- Support teams from Pegasus Airlines Headquarter, possibly also from neighboring stations, will complement your local Emergency Response Organization as soon as possible and will assist you in securing the normal day-to-day operations including the handling of special flights.

Communications And Duties;

- Emergency Response Manual (PG-EM-EK-002), Station Emergency Response Procedure (PG-EM-PR-002) and Station Emergency Response Duties Form (PG-EM-FR030) are distributed to external entities via Document Library; therefore, revised information regarding the document is sent automatically as mail and recipients can access the documents via Document Library at any time. Document reading status of stations is checked in Ground Handling Service Provider Audits.
- Emergency Coordinator, Airline Field Representative, Meeters and Greeters Reception Center, Uninjured Passenger Reception Center duties and responsibilities are described in Station Emergency Response Procedure (PG-EM-PR-002) and Station Emergency Response Duties Form (PG-EM-FR-030). As soon as any Emergency Situation is acknowledged to ensure to file the requirements of Station Emergency Response Duties Form (PG-EM-FR-030).
- The following actions are to be carried out in the event of an emergency in accordance with Pegasus Airlines Emergency Response Manual (PG-EM-EK-002), Station Emergency Response Procedure (PG-EM-PR-002), related Local Notification List Form and/or the Ground Service Provider's procedures and local regulations.
- Local Notification List Form is the core element of the safety communication between stations and Headquarter. These lists are updated by Network Area Auditors in Ground Operations Department. Also at least 5 International stations are called from Headquarter in monthly basis to check and ensure that the correct contact information is available. LNL forms are published and keep up to date in QDMS. LNL forms are checked on a quarterly basis with random checks by the safety department. Station Local Emergency Response Plans and Local Notification Lists are checked in Ground Handling Service Provider Audits.

During a crisis,

- There is no time to study his own role within the Emergency Response Organization. There is no time to get acquainted with the airport's crisis handling infrastructure.
- There is no time to discuss and agree on duties and responsibilities with his own staff.
- There is no time for introduction visits to authorities and leaders of crisis centres.
- The individual involvement and familiarization in the planning stage is therefore as much the key to successful crisis management as is organizational preparation.

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- The protection of data, persons, offices, family and crew hotel locations must be considered at all times. Shredders have to be used for sensitive documents no longer needed; guards to be hired for protection of buildings and offices; offices and personal computers locked during absences from work places.

Communication:

- With Pegasus:
 - Notify Pegasus
 - Establish a Crisis Control Center
 - Provide regular situation reports
 - Maintain the flow of communications/actions
 - Identify and assemble translators
- With the airport and other authorities:
 - Liaise with airport emergency services and local authorities
 - Prepare the location and facilities to be used
- With the Ground Service Provider (GSP):
 - Inform GSP staff
 - Conduct an initial briefing
- With the Passengers, Crew and Victims: provide regular updates (Under Pegasus coordination).
- With the Relatives: provide regular updates (Under Pegasus coordination).
- With the media: Provide regular updates (Pegasus will manage it)

General Requirements:

- Deploy the of the emergency response team.
- Provide liaison staff at the emergency location.
- Provide initial financial assistance to passengers as agreed with Pegasus.

Passengers and Crew:

- Assist with the collection of information from passengers, crew and victims.
- Provide assistance and secured private facility for passengers.
- Provide assistance and secured private facility for crew members.
- Assist in repatriation and/or onward travel.

Cargo, Baggage and Mail:

- Assist with the inventory of cargo, baggage and mail carried on the aircraft.
- Safeguard the baggage, cargo and mail from loss or damage and arrange for secure storage.

Documentation:

- Establish station emergency data sheet/forms contacts, grid maps, facility information sheets.
- Maintain current emergency contact information of Pegasus, Handling Company and local authorities.
- Collect, preserve, secure and restrict all documentation pertaining to the emergency and make available to Pegasus.
- Support the verification of the passenger list. Maintain a log of events and action taken.
- Maintain detailed expense documentation relating to services provided during an emergency.

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Relatives:

1. Assist with the collection of information from family members.
2. Provide assistance and secured private facility to family members.
3. Assist with reuniting passengers and family members.

Facilities:

1. Provide emergency response facilities for airline permanent and deployed staff.
2. Assist in the arrival, set-up and operations of the Pegasus Go team.
3. Determine appropriate support services that may be required for continuing emergency operations.
4. Arrange for security at all carriers' premises at the airport.

11.2.1.1. Field Representative (PG-EM-EK-002 ERM 4.17.1)

It should be borne in mind that most of the duties outlined below can only be effectively carried out in co-operation with local Authorities and Agencies.

If circumstances are such that leadership is required, it should be assumed with tact. Co-operation between all parties is the keynote at the scene of an accident.

At the Scene of The Accident

Immediately on arrival at the accident scene, the Field Representative will concern himself with the following:

Fire Risk- the grave risk of fire near a crashed aircraft necessitates extreme caution, especially in rescue and salvage work. Even if the fire has been extinguished, the following measures must be enforced to prevent further outbreaks:

NO SMOKING

NO OPEN FLAMES

NO NAILED SHOES

BEWARE OF SPARKS GENERATED BY METAL TOOLS STRIKING STONY GROUND

Accordingly, the Field Representative will satisfy himself that all the above precautions are being observed. However, it may be necessary to use oxy acetylene or similar cutting equipment for rescue purposes. This risk must be accepted.

Rescue- the Field Representative will render such assistance and offer such advice as may be necessary to save life. Rescue trapped persons, clear the way for medical personnel and supplies, and prevent further damage to the aircraft, and the property of third parties.

Administrative Duties

Secure police, military or other guards for the scene of the accident, including previous points of contact between aircraft and ground or objects, the aircraft itself and any part of the wreckage separated from it, in order to preserve as far as possible traces of value for the investigation. Due regard should be given to protection of personal effects and Company belongings from souvenir hunters, looters, etc. If necessary, organize a search for scattered objects.

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Establish a reliable communications link with the Accident Coordinator. This communications link shall be so established that the Field Representative may at any time, receive messages from the Accident Coordinator. The latter must be informed without delay regarding the possibilities of communication, such telephone number, cable address or other means of contact.

Compile the necessary information for the preparation of the Preliminary Accident Message and pass this information without delay to the Accident Coordinator.

Arrange in close cooperation with the competent medical authorities and the relatives of any victims for identification and transportation of bodies. Obtain the necessary death certificates.

Arrange for -salvage and-custody of mail, diplomatic mail, freight, baggage and personal effects of passengers and crew, and all documentation relating thereto. Cooperate with Representatives of the Insurance Underwriters when they arrive.

For further details refer to current PG-EM-EK-002 Emergency Response Manual.

11.2.2. Handling Company Responsibilities (PG-EM-EK-002 ERM 7.2)

The efficiency of the entire operation will rest on the adequacy of communication and effective liaison. This will be achieved by establishing an Incident Control Centre (ICC) as the local command centre by the Handling Company, on behalf of the airline, to co-ordinate the local response to the incident. In the immediate aftermath of an incident an Initial ICC will be established at the airport of emergency or accident or, if off-airport, at temporary premises acquired near the scene of the accident e.g. in a village hall, hotel, local government offices, private house or commercial premises. In this scenario the ICC will require temporary communications provided by the local telephone company because mobile phone communications are insecure, and more likely to be affected by a system overload, so much so that the Emergency Authorities could possibly black out the networks. When surviving passengers are moved away from the scene of the accident to hotel accommodation, a Secondary ICC will be established close to where the survivors and relatives are located. When the Support Teams arrive, they will be based and accommodated nearby and will assume control of the Secondary ICC. In summary they are responsible for implementing the necessary activities until the Go-team arrives at the site. They also render assistance to the Go-team.

For further details refer to current PG-EM-EK-002 Emergency Response Manual.

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12 APPENDIX - APPLICABLE FORMS

12.1. Dangerous Goods Report (IQSMS Module)

Dangerous Goods Information	
Details	
Proper shipping name (including technical name) :	Methyl methacrylate monomer, stabilized
UN/ID no. (when known) :	UN1247
Class/Division (when known) :	3
Subsidiary hazard(s) :	
Packing Group :	
category (class 7 only) :	
Type of Packaging :	Fibreboard box
Packaging specification marking :	353
No. of packages :	1
Quantity (or transport index, if applicable) :	
Reference no. of Air Waybill :	
Reference no. of courier pouch, baggage tag or passenger ticket :	
Shipper, agent, passenger, etc.	
name and address of shipper, agent, passenger, etc.	Drevo Otoplastic GmbH - GERMANY
Other relevant information	
Other relevant information (including suspect cause, an action taken) :	
Reporter	
Company/dept. code :	RAMP CGO
Telephone no. :	
Witness address :	

Report Text

Please provide all relevant information to the event

Report Text / Rapor Açıklama :	Dear All, Upon departure flight of PC600 DOH on 28 Jan 2023 UN1247 "Methyl methacrylate monomer, stabilized" which is dangerous goods was not loaded because it was indicated as a "FORBIDDEN" in DOC9284. But this shipment should have been according to IATA DGR current edition "Passenger and Cargo Aircraft".

As a general instruction, please inform our Safety department what happened, give details why it happened and in case you have any safety recommendations, please provide

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12.1.1. IATA Dangerous Goods Occurrence Report

Refer to current IATA DGR Manual: An example of an accident and incident reporting form—Dangerous Goods Occurrence Report is included at the back of the IATA DGR Regulations.

DANGEROUS GOODS OCCURRENCE REPORT

See the Notes on the next page of this form. Those boxes where the heading is in *italics* need only be completed if applicable.

Mark type of occurrence: Accident ☐ Incident ☐ Other Occurrence ☐

1. Operator:	2. Date of occurrence:	3. Local time of occurrence:
4. Flight date:	5. Flight no.:	
6. Departure airport:	7. Destination airport:	
8. Aircraft type:	9. Aircraft registration:	
10. Location of occurrence:	11. Origin of the goods:	
12. Description of the occurrence, including details of injury, damage, etc. (If necessary continue on the next page):		
13. Proper shipping name (including the technical name):		
14. UNID no. (when known):		
15. Class/division (when known):	16. Subsidiary hazard(s):	17. Packing group:
18. Category, (class 7 only):		
19. Type of packaging:	20. Packaging specification:	21. No. of packages:
22. Quantity (or transport index, if applicable):		
23. Reference no. of Air Waybill:		
24. Reference no. of courier pouch, baggage tag, or passenger ticket:		
25. Name and address of shipper, agent, passenger, etc.:		
26. Other relevant information (including suspected cause, any action taken):		
27. Name and title of person making report:		28. Telephone no.:
29. Company/dept. code, E-mail or InfoMail code:		30. Reporter ref.:
31. Address:		32. Date/Signature:

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Description of the occurrence (continuation):

Note:

- Any type of dangerous goods occurrence must be reported, irrespective of whether the dangerous goods are contained in cargo, mail or baggage.
- A dangerous goods accident is an occurrence associated with and related to the transport of dangerous goods which results in fatal or serious injury to a person or major property damage. For this purpose, a serious injury is an injury which is sustained by a person in an accident and which:
(a) requires hospitalisation for more than 48 hours, commencing from the time the injury was received; (b) involves a fracture of any bones (except small fractures of fingers, toes, or nose); (c) involves lacerations which cause severe haemorrhage, nerve, muscle or tendon damage; (d) involves injury to any internal organ; (e) involves second or third degree burns; or any burns affecting more than 5% of the body surface; or (f) involves verified exposure to infectious substances or injurious radiation. A dangerous goods accident may also be an aircraft accident; in which case the normal procedure for dangerous goods accidents must be followed.
- A dangerous goods incident is an occurrence associated with a dangerous goods accident, associated with and related to the transport of dangerous goods, not necessarily occurring on board an aircraft, which results in injury to a person, property damage, fire, breakage, spillage, leakage of fluid or radiation or other evidence that the integrity of the packaging has not been maintained. An occurrence relating to the transport of dangerous goods which seriously jeopardises the aircraft or its occupants may be deemed to constitute a dangerous goods incident.
- This form may also be used to report any occasion when undeclared or misdeclared dangerous goods are discovered in cargo or when baggage containing dangerous goods which passengers are not permitted to take on board aircraft.
- An initial report should be dispatched within 72 hours of the occurrence, unless exceptional circumstances prevent this. The initial report may be made by any means but a written report should be sent as soon as possible, even if all the information is not available.
- Completed reports are normally sent to the competent authority.
- Copies of all relevant documents should be included with the report.
- Providing it is safe to do so, all dangerous goods, packagings, documents etc. relating to the occurrence must be retained until after the initial report has been made.
- Requirements and procedures differ from state to state, it is recommended that the local competent authority be contacted in order to clarify the exact procedures to be followed in the event of a dangerous goods incident or accident.

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12.2. Shippers Declaration for Dangerous Goods (IATA DGR)

Refer to current IATA DGR Manual 8.1 Shipper's Declaration for Dangerous Goods & 10.8.1

SHIPPER'S DECLARATION FOR DANGEROUS GOODS



Shipper		Air Waybill No. _____				
		Page ____ of ____ Pages				
		Shipper's Reference No. _____ (optional)				
Consignee						
Two completed and signed copies of this Declaration must be handed to the operator.		WARNING				
TRANSPORT DETAILS		Failure to comply in all respects with the applicable Dangerous Goods Regulations may be in breach of the applicable law, subject to legal penalties.				
This shipment is within the limitations prescribed for: (delete non-applicable)		Airport of Departure (optional):				
PASSENGER AIRCRAFT ☒ CARGO AIRCRAFT ☒						
Airport of Destination (optional):		Shipper's Name: (delete non-applicable)				
		XXXXXXXXXXXX				
NATURE AND QUANTITY OF DANGEROUS GOODS						
Dangerous Goods Identification						
UN or ID No.	Proper Shipping Name	Class or Division (subsidiary hazard)	Packing Group	Quantity and Type of Packing	Packing Inst.	Authorization
Additional Handling Information						
I hereby declare that the contents of this consignment are fully and accurately described above by the proper shipping name, and are classified, packaged, marked and labelled/placarded, and are in all respects in proper condition for transport according to applicable international and national governmental regulations. I declare that all of the applicable air transport requirements have been met.				Name of Signatory _____ Date _____ Signature (See warning above)		

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12.3. Dangerous Goods Check List for Non-Radioactive Shipments (IATA DGR)

Refer to current IATA DGR Manual. <https://www.iata.org/en/programs/cargo/dgr/download/>

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DANGEROUS GOODS CHECKLIST FOR A NON-RADIOACTIVE SHIPMENT

The recommended checklist appearing on the following pages is intended to verify shipments at origin. Copies of the checklist can be obtained from:

Website: <http://www.iata.org/whatwedo/cargo/dgr/Pages/download.aspx>

Never accept or refuse a shipment before all items have been checked.

Is the following information correct for each entry?

SHIPPER'S DECLARATION FOR DANGEROUS GOODS (DGD)

Air Waybill No.:	Origin:	Destination:

	YES	NO*	N/A
1. Two copies in English and in the IATA format including the air certification statement. This question may be indicated as not applicable "N/A" only when the Shipper's Declaration data is submitted electronically [8.0.2.1, 8.1.1, 8.1.2, 8.1.6.12].....	☐	☐	☐
2. Full name and address of Shipper and Consignee [8.1.6.1, 8.1.6.2].....	☐	☐	☐
3. If the Air Waybill number is not shown, enter it. [8.1.6.3].....	☐	☐	☐
4. The number of pages shown. This question may be indicated as not applicable "N/A" only when the Shipper's Declaration data is submitted electronically [8.1.6.4].....	☐	☐	☐
5. The non-applicable Aircraft Type deleted or not shown [8.1.5.2 and 8.1.6.5].....	☐	☐	☐
6. If full name of Airport or City of Departure or Destination is not shown, enter it. [8.1.6.6 and 8.1.6.7].....	☐	☐	☐
7. The word "Radioactive" deleted or not shown [8.1.2.1 and 8.1.6.8].....	☐	☐	☐
Identification			
8. UN or ID number(s), preceded by prefix [8.1.6.9.1, Step 1].....	☐	☐	☐
9. Proper Shipping Name and the technical name in brackets for entries with ★ [8.1.6.9.1, Step 2].....	☐	☐	☐
10. Class or Division and for Class 1, the Compatibility [8.1.6.9.1, Step 3].....	☐	☐	☐
11. Subsidiary hazard, in brackets, immediately following Class or Division [8.1.6.9.1, Step 4].....	☐	☐	☐
12. Packing Group [8.1.6.9.1, Step 5].....	☐	☐	☐
Quantity and Type of Packing			
13. Number and Type of Packages [8.1.6.9.1, Step 6].....	☐	☐	☐
14. Quantity and unit of measure (net mass followed by "G", as applicable) within per package limit [8.1.6.9.2, Step 6].....	☐	☐	☐
15. For Class 1 (Explosives), the net quantity supplemented with the net explosive mass followed by unit of measurement [8.1.6.9.2, Step 6].....	☐	☐	☐
16. When different dangerous goods are packed in one outer packaging, the following rules are complied with:			
16.1 - Compatible according to Table 9.3.A.....	☐	☐	☐
16.2 - Conditions met for UN packages containing Division 6.2 [5.0.2.11(c)].....	☐	☐	☐
16.3 - Wording "All packed in one (type of packaging)" [8.1.6.9.2, Step 6(f)].....	☐	☐	☐
16.4 - Calculation of "Q" value which must not exceed 1 [5.0.2.11 (g) & (h); 2.7.5.6; 8.1.6.9.2, Step 6(g)].....	☐	☐	☐
17. Overpack			
17.1 - Compatible according to Table 9.3.A.....	☐	☐	☐
17.2 - Wording "Overpack Used" [8.1.6.9.2, Step 7].....	☐	☐	☐
17.3 - If more than one overpack is used, identification marks shown and total quantity of dangerous goods [8.1.6.9.2, Step 7].....	☐	☐	☐
Packing Instructions			
18. Packing Instruction Number [8.1.6.9.3, Step 8].....	☐	☐	☐
19. For lithium batteries in compliance with Section IB, "IB" follows the packing instruction [8.1.6.9.3, Step 8].....	☐	☐	☐
Authorizations			
20. Check all verifiable special provisions. The Special Provision Number A1, A2, A4, A5, A51, A81, A88, A99, A130, A176, A190, A191, A201, A202, A211, A212, A224, A225, A331 if used [8.1.6.9.4, Step 9].....	☐	☐	☐
21. Indication that governmental authorization is attached, including a copy in English and additional approvals for other items under [8.1.6.9.4, Step 9].....	☐	☐	☐
Additional Handling Information			
22. Additional handling information shown for self-reactive and related substances of Division 4.1 and organic peroxides of Division 5.2, or samples thereof, PBE, infectious and controlled substances, fireworks (UN0336 & UN0337) and viscous flammable liquids [8.1.6.11].....	☐	☐	☐
23. Name of Signatory and Date indicated and Signature of Shipper [8.1.6.13, 8.1.6.14 and 8.1.6.15].....	☐	☐	☐
24. Amendment or alteration signed by Shipper [8.1.2.6].....	☐	☐	☐

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Prepared By

Senior Quality/SMS Specialist

Checked By

EYS Onay Ekibi
Group Head of - Cargo
Sales and Network Planning Group Director
Chief Commercial Officer

Approved By

CEO



Kargo

CARGO OPERATIONS MANUAL

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AIR WAYBILL-HANDLING INFORMATION

	YES	NO*	N/A
25. The statement: "Dangerous goods as per associated Shipper's Declaration" or "Dangerous Goods as per associated DGD" [8.2.1(a)]	☐	☐	
26. "Cargo Aircraft Only" or "CAO", if applicable [8.2.1(b)]	☐	☐	☐
27. Where non-dangerous goods are included, the number of pieces of dangerous goods shown [8.2.2]	☐	☐	☐

PACKAGE(S) AND OVERPACKS

28. Packaging free from damage and leakage [9.1.3 (i)]	☐	☐	
29. Packaging conforms with packing instruction	☐	☐	☐
30. Same number and type of packagings and overpacks delivered as shown on DGD [9.1.3]	☐	☐	

Marks

31. UN Specification Packaging, marked according to 6.0.4 and 6.0.5:			
31.1 - Symbol and Specification Code [6.0.4.2.1 (a), (b)]	☐	☐	☐
31.2 - X, Y or Z meets or exceeds Packing Group/Packing Instruction requirements [6.0.4.2.1 (c)]	☐	☐	☐
31.3 - Gross Weight within limits (Solids, Inner Packagings or IBCs [SP A179, 6.0.4.2.1 (d)]	☐	☐	☐
31.4 - Plastic drums, jerrycans and IBCs within permitted period of use [5.0.2.15]	☐	☐	☐
31.5 - Infectious substance package mark [6.5.3.1]	☐	☐	☐
32. UN or ID number(s), preceded by prefix [7.1.4.1(a)]	☐	☐	
33. The Proper Shipping Name(s) including technical name where applicable [7.1.4.1(b)]	☐	☐	
34. The full name and address of Shipper and Consignee [7.1.4.1(c)]	☐	☐	
35. For consignments of more than one package of all classes (except Class 8000 and Class 7) the net quantity, or gross weight followed by "G", as applicable, unless contents are identical, marked on the packages [7.1.4.1(c)]	☐	☐	☐
36. Carbon Dioxide, Solid (Dry Ice), the net weight marked on the packages [7.1.4.1(d)]	☐	☐	☐
37. The Name and Telephone Number of a responsible person for Division 6.2 Infectious Substances shipment [7.1.4.1(e)]	☐	☐	☐
38. The Special Marking requirements shown on Packing Instruction 202 [7.1.4.1(f)]	☐	☐	☐
39. Limited Quantities mark [7.1.4.2]	☐	☐	☐
40. Environmentally Hazardous Substance mark [7.1.5.3]	☐	☐	☐
41. Lithium Battery mark for Section II [7.1.5.5]	☐	☐	☐

Labelling

42. The label(s) identifying the Primary hazard, as per 4.2, Column D properly affixed [7.2.3.1; 7.2.6]	☐	☐	
43. The label(s) identifying the Subsidiary hazard, as per 4.2, Column D properly affixed [7.2.3.1; 7.2.6.2.3]	☐	☐	☐
44. "Cargo Aircraft Only" label [7.2.3.1; 7.2.6.3]	☐	☐	☐
45. "Orientation" labels on two opposite sides, if applicable [7.2.4.4]	☐	☐	☐
46. "Cryogenic Liquid" label, if applicable as per 4.2, Column D [7.2.4.3]	☐	☐	☐
47. "Keep Away From Heat" label, if applicable as per 4.2, Column D [7.2.4.5]	☐	☐	☐
48. Any irrelevant marks and labels removed or obliterated [7.1.1; 7.2.1]	☐	☐	☐

For Overpacks

49. Packaging use marks and hazard and handling labels, as required must be clearly visible or reproduced on the outside of the overpack [7.1.7.1, 7.1.7.2, 7.2.7]	☐	☐	☐
50. The word "Overpack" marked if marks and labels are not visible on packages within the overpack [7.1.7.1]	☐	☐	☐
51. If more than one overpack is used, identification marks shown and total quantity of dangerous goods [7.1.7.3]	☐	☐	☐

GENERAL

52. State and Operator variations complied with [2.8]	☐	☐	☐
53. Cargo Aircraft Only shipments, a cargo aircraft operates on all sectors	☐	☐	☐

Comments:

Checked by:

Place:

Signature:

Date:

Time:

* IF ANY BOX IS CHECKED "NO", DO NOT ACCEPT THE SHIPMENT AND GIVE A DUPLICATE COPY OF THIS COMPLETED FORM TO THE SHIPPER.

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Prepared By	Checked By	Approved By
Senior Quality/SMS Specialist	EYS Onay Ekibi Group Head of - Cargo Sales and Network Planning Group Director Chief Commercial Officer	CEO



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12.4. Dangerous Goods Check List for Dry Ice (IATA DGR)

Refer to current IATA DGR Manual. <https://www.iata.org/en/programs/cargo/dgr/download/>

2023 ACCEPTANCE CHECKLIST FOR DRY ICE (Carbon Dioxide, solid) (For use when a Shipper's Declaration for Dangerous Goods is not required)

A checklist is required for all shipments of dangerous goods (9.1.4) to enable proper acceptance checks to be made. The following example checklist is provided to assist shippers and carriers with the acceptance of dry ice when packaged on its own or with non-dangerous goods.

Copies of the checklist can be obtained from:

Website: <http://www.iata.org/whatwedo/cargo/dgr/Pages/download.aspx>

Is the following information correct for each entry?

DOCUMENTATION

Air Waybill No.:	Origin:	Destination:

YES NO* N/A
The "Nature and Quantity of Goods" box of the Air Waybill or a separate transport documentation contains the following information [8.2.3]

1. "UN1845" ☐ ☐
2. The words "Carbon dioxide, solid" or "Dry ice" ☐ ☐
3. Number of packages (unless these are the only packages within the consignment) ☐ ☐
4. The net weight of dry ice in kilograms ☐ ☐

State and Operator Variations

5. State and operator variations complied with [2.8] ☐ ☐ ☐

Note: The following questions do not apply where dry ice, or packages containing dry ice, is offered in a ULD.

Quantity

6. The quantity of dry ice per package is 200 kg or less [4.2] ☐ ☐

PACKAGES AND OVERPACK

7. Same number of packages shown on the Air Waybill ☐ ☐
8. Packages free from damage to packaging ☐ ☐
9. The packaging complies with Packing Instruction 954 and the package is vented to permit the release of gas ☐ ☐

Marks & Labels

10. "UN1845" marking [7.1.4.1(a)] ☐ ☐
11. The words "Carbon dioxide, solid" or "Dry ice" [7.1.4.1(a)] ☐ ☐
12. Full name and address of the shipper and consignee [7.1.4.1(b)] ☐ ☐

Note: The name and address of the shipper and consignee marked on the package may differ from that on the AWB.

13. The net weight of dry ice within each package [7.1.4.1(d)] ☐ ☐
14. Class 9 label properly affixed [7.2.3.9, 7.2.6] ☐ ☐
15. Irrelevant marks and labels removed or obliterated [7.1.1(b); 7.2.1(a)] ☐ ☐ ☐

For Overpacks

16. Packaging Use marks and hazard and handling labels, as required must be clearly visible or reproduced on the outside of the overpack [7.1.7.1, 7.2.7] ☐ ☐ ☐
17. The word "Overpack" marked if marks and labels are not visible on packages within the overpack [7.1.7.1] ☐ ☐ ☐
18. The total net weight of carbon dioxide, solid (dry ice) in the overpack [7.1.7.1] ☐ ☐ ☐

Comments:

.....

Checked by:

Place: Signature:

Date: Time:

*** IF ANY BOX IS CHECKED "NO", DO NOT ACCEPT THE SHIPMENT AND GIVE A DUPLICATE COPY OF THIS COMPLETED FORM TO THE SHIPPER.**

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12.5. Live Animals Acceptance Check List (IATA LAR)

Refer to current IATA LAR Manual or <https://www.iata.org/live-animals/>

IATA Live Animal Acceptance Checklist

Air Waybill No.: _____ Origin: _____ Destination: _____

Species/Animal Type: _____ Container Requirement number: _____

Notes:

1. Prepare form in duplicate.
2. If goods are rejected, hand the original of this form to the Duty Officer and show the shipper's and agent's name below.
3. Never reject a shipment until all items have been checked.
4. If goods are accepted, attach the original of this form to the air waybill. The duplicate must be placed on the appropriate file.
5. Answer "not applicable" only where an "N/A" box is provided.
6. If any question is answered "NO", do not accept the shipment and give the duplicate copy of this form back to the shipper or agent together with the consignment.

General Acceptance

	YES	NO*	N/A
1. Have advance arrangements been made with all the operator(s) participating in the carriage of the live animal(s).....	☐	☐	
2. When laboratory animals, such as monkeys, which may carry diseases, communicable to human are being shipped, has the operator(s) been advised in order to make the necessary arrangements.....	☐	☐	☐
3. Have advance arrangements been made at the airport of destination, i.e. for quarantine and delivery?.....	☐	☐	
4. In the event of attendants accompanying the animal(s), have advance arrangements been made with all the operators concerned?.....	☐	☐	☐
5. Does the shipment comply with current regulations in force at transit stations?.....	☐	☐	☐
6. Where applicable, have operator/governmental exceptions been complied with?.....	☐	☐	☐

Air Waybill

7. Are the live animals the only entries on the air waybill?.....	☐	☐	
8. Are all flight numbers for which bookings are held for the entire routing indicated?.....	☐	☐	
9. Is the 24 hour emergency telephone number shown in the "Handling Information" box?.....	☐	☐	
10. Is the quantity of animals in the consignment, as well as their common names, which must as far as possible correspond with that listed in the IATA Live Animals Regulations, shown in the "Nature and quantity of goods" box?.....	☐	☐	☐
11. Are all relevant permits, including CITES where necessary, licences and certificates required for export, transshipment and import, securely attached to the air waybill and copies of those required affixed to the container?.....	☐	☐	☐

Shipper's Certificate

12. Is it completed in full and in duplicate?.....	☐	☐
13. Does the description and quantity of animals agree with the information on the air waybill?.....	☐	☐
14. Is it signed by the shipper or their authorised agent? (Check that this is not an IATA cargo agent, consolidator, forwarder or indirect operator.).....	☐	☐

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Container

15. Does it comply with the specific container requirement(s) as detailed in the IATA Live Animals Regulations?
- (a) Is the size suitable for the particular type of animal? ☐ YES ☐ NO* ☐ N/A
- (b) Does it provide for sufficient ventilation? ☐ YES ☐ NO* ☐ N/A
- (c) Is the construction adequate? ☐ YES ☐ NO* ☐ N/A
- (d) Does it contain adequate handholds/lifting devices to facilitate handling and to prevent the handler from coming into close proximity of the animal(s)? ☐ YES ☐ NO* ☐ N/A
- (e) Is it leak and escape proof? ☐ YES ☐ NO* ☐ N/A
- (f) Is the container clean? ☐ YES ☐ NO* ☐ N/A
- (g) Does it contain sufficient absorbent material? (Check that this is not straw as some countries prohibit the importation of straw.) ☐ YES ☐ NO* ☐ N/A
- (h) Does the container have suitable feeding/watering facilities? ☐ YES ☐ NO* ☐ N/A

Labelling and Marking

16. Is the consignee's name, full address as per the air waybill, and 24-hour contact phone number shown on each container? ☐ YES ☐ NO* ☐ N/A
17. Is the correct number of "Live Animals" and "This Way Up" labels attached to each container? ☐ YES ☐ NO* ☐ N/A
18. Has each "Live Animals" label been completed, i.e. reflected the correct contents? ☐ YES ☐ NO* ☐ N/A
19. For live animals which can inflict a poisonous bite/sting, is the container marked in bold letters "POISONOUS"? ☐ YES ☐ NO* ☐ N/A
20. For Specific Pathogen Free (SPF) animals for laboratory use, are "Laboratory Animals" and "This Way Up" labels attached to each container? ☐ YES ☐ NO* ☐ N/A
21. When the animal has been tranquillised, have details been affixed to the container, i.e. time given, type of sedation, dosage and estimated duration? ☐ YES ☐ NO* ☐ N/A

Feeding and Watering

22. If it is required that the animal(s) must be fed/watered en route, have arrangements been made by the shipper with the operator? ☐ YES ☐ NO* ☐ N/A
23. Are feeding instructions affixed to the container and are supplies (if required) attached to the outer top side of the container? ☐ YES ☐ NO* ☐ N/A
24. Has the shipper provided the food or bedding (if provided) for the animal(s) in accordance with the regulations of the country(ies) of transit or importation? ☐ YES ☐ NO* ☐ N/A

Comments:

Checked by: Name (Block Letter)

Place:

Signature:

Date:

AT (STATION):

Time:

SHIPPER/AGENT:

* IF ANY QUESTION IS ANSWERED WITH "NO", DO NOT ACCEPT THE SHIPMENT AND GIVE THE DUPLICATE COPY OF THIS FORM BACK TO THE SHIPPER OR AGENT TOGETHER WITH THE CONSIGNMENT.

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12.6. Cargo Document Acceptance Form

	CARGO DOCUMENT ACCEPTANCE FORM	
AWB NO		
DATE / NUMBER OF FLIGHT	FROM (Origin Airport)	TO (Destination Airport)
DELIVERED BY CARGO HANDLING (Origin Airport)	RECEIVED BY RAMP HANDLING (Origin Airport)	DELIVERED BY RAMP / OPS HANDLING (Destination Airport)
AGENT NAME / SURNAME	AGENT NAME / SURNAME	AGENT NAME / SURNAME
Agent Signature	Agent Signature	Agent Signature
	RECEIVED BY PURSER / AM / SURNAME	DELIVERED BY CARGO HANDLING (Destination Airport)
	AGENT NAME / SURNAME	AGENT NAME / SURNAME
	Agent Signature	Agent Signature

PG-KA-FR-006 / 2 / 22.11.2019

- Original (for cargo handling of origin airport)
- Copy 1 (for ramp handling of origin airport)
- Copy 2 (for purser of flight)
- Copy 3 (for ramp handling of destination airport)
- Copy 4 (for cargo handling of destination airport)

Important Note: One copy of the Cargo Document Acceptance Form has to be retained for at least 4 weeks.

Prepared By	Checked By	Approved By
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