


**APPROVAL PAGE**

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## RECORD OF REVISION PAGE

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**REVISION HIGHLIGHTS**

**Revision No** : 10a  
**Revision Date** : 30.10.2020

Chapter 1.4 Managerial Continuity in Responsibilities part has been revised.

Chapter 4.4 Potentially Threatening Passengers has been revised.

Chapter 10.3 Reporting and Investigation has been revised.

Chapter 11.1 Security Audit has been revised.

Chapter 15.1 Record has been revised.

Appendix 9 has been revised.

Appendix 11 Handling Contacts revised.

Appendix 12 has been revised.

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~~**Revision Date** : 30.10.2020~~  
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Chapter 1.1 Mission , Vision and Objective has been added.

Chapter 3.2 Aircraft Security Search has been revised.

Chapter 11.1 Audit has been revised.

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- This document has been prepared by the coordination of the departments of concern, reviewed by Quality Department, approved internally by Accountable Manager and ratified by Turkish Director General of Civil Aviation (TDGCA).
- The page number, revision date and number are included in the header of each page.
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  - By the directives from Accountable Manager or TDGCA and as a result of regulatory changes or,
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    - Security Department prepares amendment draft.
    - Quality Department reviews the amendment draft and ensures that it is coordinated with all the departments to be affected due to the revision.
    - Amendment draft is presented to the Accountable Manager and then Turkish DGCA for approval.
- This document becomes effective after TDGCA approval. Therefore, effective date of the document is the date of approval of TDGCA. The approval certificate of TDGCA is inserted in all controlled copies as a first page.
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- Numbers of the pages to be added
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  - If the revision is only informative and does not affect any approved procedures, capabilities or privileges of the company (added explanations, pictures, updated graphs, etc.),
  - If the revision is dictated by the TDGCA, caused by a TDGCA issued regulation or the changed procedure has already been approved by the TDGCA.
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- Minor Revisions will be presented eventually to TDGCA:
  - Together with a major change, when a major change is necessary,
  - When no major change is necessary, once a year in yearly documentation review process.

## DEFINITIONS, EXPLANATIONS and ABBREVIATIONS

**Accompanied Hold baggage:** Baggage which is accepted for carriage in the hold of an aircraft and which is checked in by the passenger who is on board.

**Aircraft Security Check:** An inspection of the interior of an aircraft to which passengers may have had access and an inspection of the hold for the purposes of discovering suspicious objects, weapons, explosives or other dangerous devices, articles or substances.

**Aircraft Security Search:** A thorough inspection of the interior and exterior of the aircraft for the purposes of discovering suspicious objects, weapons, explosives or other dangerous devices, articles or substances.

**Airport:** Airfield which has been built to serve international air traffic, arrivals and departures and here Customs, Immigration, Public Health, animal and plant quarantine processes and similar processes are realized without any delay,

**Airport Security Plans:** Airport Security Program, Emergency Plan, Probable Course of Action Plan, Aviation Operations Security Plans used in the airport,

**Airport Security Program:** Directive which designates the supply of available personnel, vehicles, tools and equipment for the purpose of ensuring continuous, sufficient and required level of security within the airport and arranges the flow of all relevant activities,

**Air Operator Security Program/AOSP:** Corendon Airlines Security Program Manual/SPM, the AOSP typically also includes the other company manuals and procedures that provide Corendon Airlines specific details.

**Apron:** A defined area, on a land aerodrome, intended to accommodate aircraft for purpose of loading or unloading passengers, mail or cargo, fueling, parking or maintenance.

**Baggage sorting area:** Space in which checked baggage is stored pending transport to aircraft and space in which mishandled baggage may be held until forwarded, claimed or otherwise disposed of.

**Baggage Storage Area:** The area in which the baggage that undergoes security search and is referred to check-in is stored to wait until carrying to the aircraft and the area/areas in which the misdirected baggage may be kept until it is sent to the relevant place, requested by the passenger or relevant officials or disposed of by other means.

**BHS Operator:** Operators maintaining and operating the feed of baggage handling systems and 100% Baggage Screening System if included,

**Bomb Alert:** the state of alert declared for the activation of the emergency plan to be implemented by the relevant authorities against a bomb threat and declared in the event of a suspicious item on the aircraft or at any civil aviation facility,

**Bomb Threat:** True or wrong information obtained in any way, related to an explosive, another substance or tool that would endanger the aircraft on the ground or in the air or the airport, civil aviation facility or a personal area as a result of explosion,

**Catering Supplies:** Food, beverages, other dry stores and associated equipment used on board an aircraft.

**Check-in:** The process of reporting to an aircraft operator for acceptance on a particular flight.

**Closed Circuit TV System (CCTV):** System which enables monitoring on continuous record basis through the cameras for the purpose of ensuring Civil Aviation Security,

**Co-mail:** Abbreviation of aircraft operator company mail, shipped within the company's network of stations.

**Co-mat:** Abbreviation of aircraft operator company materials, shipped within the company's network of stations.

**Compliance Monitoring Program:** All those planned and systematic actions necessary to provide adequate confidence that all operations, maintenance and training activities satisfy given requirements of the standards required by the Authority, and any additional requirements defined by Corendon Airlines.

**Control Point:** Location which is established for controlling the persons, goods, vehicles prior to entering the Security restricted areas,

**Dangerous Articles:** Articles or materials that may pose substantial risk to human health, security, goods or environment and are shown in ICAO ANNEX-17 dangerous articles list or classified according to the Annex.

**Deportee Passengers:** Persons who have entered a particular Country by legal or illegal ways, but who are formally asked by the competent authorities of the said Country to leave the said Country.

**DGCA:** Directorate General of Civil Aviation

**Door Metal Detector:** The detector which is sensitive only to the metal, for the purpose of security screening at security search points or other necessary locations during the passage of passengers and personnel,

**EADUK:** Board of Training, Research and Controlling Specialists

**EADB:** Airport Training, Research and Controlling Department

**ECAC:** European Civil Aviation Conference

**Emergency Plan:** The plan that arranges the use and support of appropriate tools, equipment and personnel in any emergency situation in the airport, the coordination of cooperation with relevant authorities and organizations and is prepared according to ICAO Annex-14 ve SHY-14A,

**Explosive Detection System (EDS):** A system or combination of different technologies which has the ability to detect, and so to indicate means of an alarm, explosive material contained in baggage, irrespective of the material from which the bag is made.

**Hand-Held Metal Detector:** The detector which is sensitive only to the metal, for the purpose of local security screening at security search points or other necessary locations during the passage of passengers and personnel,

**Hand Baggage:** Baggage which is accepted to be carried inside the aircraft and the passenger who performs check-in process of the said baggage is inside the same aircraft with the baggage.

**Hold (Checked) Baggage:** Baggage checked at the check-in and intended for carriage in the hold of an aircraft.

**ISARPs:** IOSA Standards and recommended practices

**Known Consignor:** The originator of property for transportation by air and who has established business with a regulated agent or aircraft operator.

**Local Authority:** Local Authority (MIA) who is in charge of developing and implementing security measures and orders in the airports,

**Mishandled Baggage:** Baggage that has been involuntarily or inadvertently separated from passengers and/or crew, or sent to a destination other than the passenger's.

**MSHGK:** National Civil Aviation Security Board

**MSHGKGP:** National Civil Aviation Security Quality Control Program:

**MSHGP:** National Civil Aviation Security Program (MSHGP)

**National Civil Aviation Security Program/NCASP:** means the National Civil Aviation Security Program details regulations, responsibilities and acceptable means of compliance that are necessary to protect passengers, crew, ground personnel and the general public from acts of unlawful interference with civil aviation.

**Regulated Agent:** An agent, freight forwarder or any other entity who conducts business with an operator and provides security controls that are accepted or required by the appropriate authority in respect of cargo or mail.

**Private Security Unit:** Private Security Unit established pursuant to Law no. 5188,

**Sabotage:** An act or omission, intended to cause malicious or wanton destruction of property, endangering or resulting in unlawful interference with international civil aviation and its facilities.

**Security:** Safeguarding civil aviation against acts of unlawful interference. This objective is achieved by a combination of measures and material and human resources.

**Security Survey:** An evaluation of security needs including the identification of vulnerabilities which could be exploited to carry out an act of unlawful interference, and the recommendation of corrective actions.

**Security Program Manual / SPM:** Corendon Airlines Security Program Manual

**SERA:** Safety Event Reporting and Analysis, SERA is an integrated safety, risk management and regulatory compliance system designed to enable organizations to systematically manage risks associated with operations and production.

**Sterile Area:** The area in an airport which stays between the last controlling point of the passenger and cabin baggage and the aircraft,

**Screening:** The application of technical or other methods which are intended to identify and/or detect guns, explosives or other dangerous mechanisms that may be used for the realization of unlawful interference act.

**Security Controls:** Measures intended for the prevention of the entrance of prohibited articles.

**Security Prohibited Area:** Building, facility and other sections of the airport where the access is prohibited or controlled for security purposes,

**Security Restricted Area;** Areas where the access is allowed with a valid entrance document and security control,

**Sender (Consignor):** Person or company who wishes to have the goods it produces or owns by air and packs accordingly.

**Supernumerary:** A person in addition to the flight crew that is not a cabin crew member, but is on board either a cargo or passenger aircraft during commercial or non-commercial operations, and is not classified as a passenger by Corendon or the Authority. Such person is typically any of the following:

1. Assigned to the flight by Corendon as necessary for the safety of operations and has certain knowledge and abilities gained through selection and mandatory training (e.g. animal handler, dangerous goods handler, cargo attendant, security guard).
2. An inspector, auditor or observer authorized by Corendon and the State to be on board the aircraft in the performance of his or her duties (e.g. CAA flight operations inspector, IOSA auditor, LOSA observer).
3. Assigned to a passenger flight by Corendon to conduct certain customer service activities (e.g. serving beverages, conducting customer relations, selling tickets) in the cabin; not designated to perform any safety duties.
4. Any other individual that has a relationship with Corendon, is not classified as a passenger by the Authority and authorized by Corendon and the State to be on board the aircraft (e.g. courier, contract coordinator, individual with Corendon required knowledge and abilities traveling to/from a duty assignment or Corendon employee).

**Note:** Non-operating crew members, company employees and employee dependents occupying passenger seats on passenger flights are typically considered passengers for the purpose of determining the applicability of ISARPs.

**Suspect Baggage:** In 100% Baggage Screening System, the last point which the baggage that has undergone screening and separated as suspect (assumed to include explosives and/or mechanism thereof) at the end of the examination made reaches,

**Transfer Baggage:** Baggage which are transferred between two different flights.

**Transfer Passenger:** Passenger who makes direct connection between two flights,

**Transit Passenger:** Passenger who continues the flight with the same aircraft after waiting for a while in the airport landed,

**Unruly Passengers:** Persons who behave in a way to endanger the passenger and personnel order or safety, do harm to the equipment on board in the aircraft, threaten or do not observe the civil aviation regulations rules and the warnings of the crew from the moment the aircraft door is closed prior to take-off until it is re-opened after landing,

**Unaccompanied Baggage:** Baggage which is accepted to be carried onboard and the passenger who performs check-in process of the said baggage is not inside the same aircraft.

**Unclaimed Baggage:** Baggage which has arrived at an airport, but not received or claimed by any passenger.

**Unidentified Baggage:** Baggage which is not received by the passenger or the owner of which is not identified, which has or does not have a baggage tag on it,

**Unrestricted Area:** Areas in an airport which are open to general public or to which entrance is unrestricted otherwise,

**X-Ray Baggage Searching Device:** Security device which enables the interpretation of the images obtained through X-ray screening of the baggage at security search points or other places required,

When used in the SPM, the following terms and definitions have the meaning explained below:

1. **"Shall", "must", "have to"** or an action verb in the imperative sense means that the application of a rule or procedure or provision is **mandatory**.
2. **"Should"** means that the application of a procedure or provision is **recommended**.
3. **"May"** means that the application of a procedure or provision is **optional**.
4. **"Must not"** means that the prescribed action must never be done, this is **"forbidden"**.
5. **Approved:** "(by the Authority)" means documented (by the Authority) as suitable for the purpose intended.

**REFERENCES****International Rules and Regulations**

- Convention on International Civil Aviation, signed on 7 December 1944 (Chicago Convention ICAO Annex-17)
- Convention on Offences and Certain Other Acts Committed on Board Aircraft (Tokyo-1963; accession date April 22, 1975)
- Convention for the Suppression of Unlawful Seizure of Aircraft (The Lahey-1970; accession date March 31, 1973)
- Convention for the Suppression of Unlawful Acts against the Safety of Civil Aviation (Montreal-1971; accession date June 22, 1975)
- Protocol for the Suppression of Unlawful Acts of Violence at Airports Serving International Civil Aviation (February 24, 1988; Annex to the Montreal Convention)
- ICAO Document 8973
- European Civil Aviation Conference ( ECAC Document 30 )
- Bilateral Air Transport Agreements which is signed by Turkey
- IOSA Standards Manual
- If applicable, specific procedures of the states that Corendon has operations

**National Rules and Regulations**

- National Civil Aviation Security Program and its attachments
- Turkish Civil Aviation Act, No. 2920
- Province Administration Act, No. 5442, Law No 4178 on Modifications to 5442
- Law No. 4749
- Regulation on Ensuring Security and Adminstrating Services at Civil Airports, Harbors and Frontier Gates
- Instructions on Airport Entry Cards
- Law of Faults, No : 5326
- Fight with Smuggling, Law No: 5607
- Private Security Service Law No: 5188
- SHT 17.2 Civil Aviation Security Training and Certification Instructions
- SHT 17.3 Aviation Business Security Management and Organizations
- Other regulations which is published by DGCA or Airport Authority



### International and National Civil Aviation Security Legislation

The basis for aviation security is Annex 17 of the Chicago Convention of the International Civil Aviation Organization (ICAO). Annex 17 defines Standards and Recommended Practices, together known as SARPs, as follows: When consulting Annex 17, the reader will note the difference between a Standard and a Recommended Practice in part with the former being described with "shall" and the latter with "should".

**INTERNATIONAL ORGANISATIONS****ICAO (International Civil Aviation Organization)**

The International Civil Aviation Organization (ICAO) was established by the Convention on International Civil Aviation, signed at Chicago, on 7<sup>th</sup> December 1944 (Chicago Convention). Its Contracting States have agreed on certain principles and arrangements in order that international civil aviation may be developed in a safe and orderly manner. ICAO consists of 188 Contracting States. The ICAO is entrusted with the unification of rules in international civil aviation transport, inter alia, by drawing up annexes that have been appended to the Chicago Convention.

**EU (European Union)**

The European Union (EU) was established by the Treaty on European Union, done at Maastricht on 7<sup>th</sup> February 1992 and is founded on the European Communities, supplemented by the policies and forms of cooperation established by this Treaty. The European Community was created by the Treaty establishing the European Community, done at Rome on 25<sup>th</sup> March 1957. The European Union consists of 25 Member States.

**ECAC**

The European Civil Aviation Conference (ECAC) was founded in 1955 as an intergovernmental organization. Its objective is to promote the continued development of a safe, efficient and sustainable European air transport system. ECAC consists of 41 European States.

**The Purpose of the Various Conventions**

Pursuant to the provisions of Article 37 of the Chicago Convention, International Standards and Recommended Practices on Security were adopted by the ICAO Council on 22<sup>nd</sup> March 1974, and designated as Annex 17 to the Convention with the title "Standards and Recommended Practices - Security - Safeguarding International Civil Aviation against Acts of Unlawful Interference".

ECAC adopted a policy statement in the field of civil aviation security, called ECAC Doc. 30. It contains recommendations and guidance material in the field of civil aviation security. Chicago Convention 1944: The Convention expresses three basic principles:

1. The idea that States must be able to participate in air transport on the basis of equality;
2. The acknowledgement of the complete and exclusive sovereignty of States above their own territory;
3. The development of civil aviation in a safe and orderly manner

Article 38 of the Convention provides that any State which finds it impracticable to comply with the standards and/or recommendations laid down in the Convention and Annexes must give notice of this to the ICAO whilst stating the articles it has failed to comply with and the reason for non-compliance.

**Tokyo Convention 1963:**

Convention on Offences and Certain Other Acts Committed on Board Aircraft. The Convention has the following objects:

1. To establish which penal law applies where the action is conducted in a lawless area;
2. To establish what the rights and obligations of the aircraft commander are;
3. To establish what the rights and obligations are of the States where the aircraft, with on board a person guilty of punishable conduct, lands.

### **The Hague Convention 1970:**

Convention for the Suppression of Unlawful Seizure of Aircraft.

The Convention applies where:

1. The unlawful seizure and ancillary acts must occur during the flight;
2. There must have been some (threat of) use of violence;
3. the acts must result in the unlawful seizure of aircraft, at least be regarded as an attempt to do so

### **Montreal Convention 1971:**

Convention for the Suppression of Unlawful Acts against the Safety of Civil Aviation. The Convention applies as long as the aircraft is in service, which may be defined as the moment at which the activities with respect to a specific flight commence until 24 hours after landing.

Protocol supplementing the Montreal Convention 1988:

Concerns a supplement to Article 1 of the Montreal Convention:

1. Any person commits a criminal offence if he unlawfully and intentionally, whether or not using any device, substance or weapon;
2. Commits an act of violence against a person on an airport serving international civil aviation, where this causes or is likely to cause serious injury or death;
3. Destroys or seriously damages the facilities of an airport serving international civil aviation or aircraft not in service located thereon or disrupts the services of the airport;
4. If such an act endangers or is likely to endanger security on the airport.

Convention on the Marking of Plastic Explosives for the Purpose of Identification:

Convention obliges States to make measures to prohibit and prevent the fabrication of unmarked explosives (plastic explosives containing no means/substance of recognition) on their territory, and in addition to take preventive and/or prohibitive measures to counteract the import and export of unmarked explosives from and to their own country.

### **ICAO Annex 17:**

Provides that every Member State must have a national civil aviation security programme.

### **EU Regulation 300/2008**

This Regulation establishes common rules to protect civil aviation against acts of unlawful interference that jeopardize the security of civil aviation. It also provides the basis for a common interpretation of Annex 17 to the Chicago Convention on International Civil Aviation

### **ECAC DOC 30:**

Incorporates the most recent recommendations in the field of security.

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## 1. GENERAL

This program has been accomplished according to the standards of Regulations (EC) No. 300/2008, (EU) No. 2015/1998 including its subsequent amendments and Commission Decision C (2015)8005 including its subsequent amendments. Corendon Airlines provides directions on security measures required comply with regulatory requirements. All personnel involved in servicing the aircraft and having access to the aircraft while it is on the ground are also covered by this program.

Corendon Airlines is a scheduled / non-scheduled carrier, operating a fleet with Boeing aircraft on behalf of tour operators. The Head Office of the Corendon Airlines is based at: **Güzeloluk Mah. 1879 Sok. No: 148 07200 Antalya/TURKIYE**

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Since Corendon Airlines Security Management as always highly values your feedback and suggestions, please send your comments to "[guvenlikD@corendon-airlines.com](mailto:guvenlikD@corendon-airlines.com)".

### Main purposes of this Manual are:

Security Program;With the approval of the Directorate General of Civil Aviation, Corendon Airlines security applications have been prepared by the Security Manager to ensure compliance with the requirements of MSHGP(NCASP), ICAO, ECAC and IATA security standards.Also It is important that Corendon Airlines security operations be compliant to the specific requirements of each State serviced by Corendon Airlines. ICAO Annex 17, Standard 3.3.1 does not obligate States to require a separate and distinct State-specific AOSP/SPM if an existing AOSP/SPM, approved by the State of the Operator, is acceptable.

- To define Security Management System of Corendon Airlines and ensure management, control of functions and activities associated in accordance with this system.
- To prevent unlawful interference directed at civil aviation that may affect passengers, flight crews, and flight equipment.
- To perform safe and secure flight operations.
- To provide awareness of Corendon Airlines Security Management System for all of our employees and the contracted companies.
- To determine duty and responsibilities of all management staff and other personnel related to security issues.
- To review all procedures of the countries which we perform operations and achieve necessary implementations.



- To perform operations in accordance with national and international regulations.

### **Preparation and Review of Security Program**

The Security Department is responsible for the updating, development, implementation and continuity of the Security Program.

After the Security Program Manual is reviewed and updated by Security Manager, it is signed and dated by the Accountable Manager. After that, Quality Department sends the Security Program Manual to Turkish Directorate General of Civil Aviation/DGCA for its approval. After its approval by DGCA, it comes into force and then it is applicable to Corendon Airlines and its external service providers/contractors. Relevant contractors and external service providers shall act in accordance with this Security Program Manual.

The Security Program is reviewed annually and revised if deemed necessary. If an emergency update is required, it is revised without waiting for one year to expire.

### **Main purposes of the Security Management System are:**

- Senior Management and Corporate Commitment
- Resource Management
- Threat Assessment and Risk Management (Detailed info can be found in SMS Manual)
- Management of Emergencies and incidence (Detailed info can be found in Emergency Response Plan)
- Management and reporting of Incidents
- Quality Control and Quality Assurance System
- Aviation Security Program

## 1.1 Mission , Vision and Target

**Mission :** To overcome the distance problem for our customers and make a difference in their lives, contribute to tourism industry with safe ,secure and efficient flight operations within the framework of the specified standards.

**Vision:** To become a global airline by increasing the market diversity and our brand awareness , prioritizing safety and security on a global scale.

**Target :** To improve security culture within company and reflect it to flight operation sufficiently. Below targets are defined ;

- To provide the necessary personnel training by following the constantly changing national and international regulations
- To co-operate with all suppliers to ensure security
- To encourage awareness of and alertness to security risks by all personnel
- To promote the role that employees play in identifying, eliminating, reducing or otherwise managing security risks
- To allow the necessary time and make the necessary effort to comply with security measures, even when under operational time constraints or external pressure
- To promote willingness to accept responsibility, be proactive and make decisions autonomously in the event of security breaches or incidents
- To report incidents or any suspicious activity that might be security-related
- Foster critical thinking regarding security and interest in finding potential security vulnerabilities and solutions
- To handle security-sensitive information with care in accordance with data security

**Yildiray Karaer**  
**Accountable Manager**

Rev/ Date : 00/12.04.202

## 1.2 Security Policy

Corendon Airlines develops and implements processes to prevent acts of unlawful interference that may occur on the ground or during the flight and establishes security objectives and security performance standards. While implementing the processes, Corendon Airlines provides review of the policy, if deemed necessary, to ensure continuing relevance to the organizational needs and the requirements of security performance standards.

### CORENDON AIRLINES SECURITY POLICY

Corendon Airlines is committed to set up and continuously develop a security management system in order to meet evolving standards of aviation industry and satisfy expectations of their customers by secure, safe, cost effective and efficient flight operations.

Our principles to reach this aim are as follows;

- To provide resources necessary for the successful implementation of policy,
- To give the highest priority to safety and security,
- To comply with the requirements of Turkish DGCA and other relevant national and international Authorities,
- To promote security awareness and establish a security culture,
- To establish security objectives and performance standards,
- To review the policy periodically to ensure organizational continuity,
- To adopt best practices in the industry for Security Management,
- To ensure continuous review and improvement of SeMS (Security Management System) and Security Culture,
- To develop objectives for the measurement of security performance,
- To define the duties and responsibilities of senior executives relevant to operational security,
- To believe in just culture and encourage personnel to report errors / incidents freely,
- To promote a reporting system that encourages the reporting of human factor and/or deliberate non-compliance actions,
- To support the communication processes that ensure a free flow of information throughout the organization,
- To be aware of new developments and share our knowledge,
- To co-operate with all personnel, partners and Authorities.

Yildiray KARAER  
On Behalf of Corendon Airlines Personnel

Rev. No/Date: 06/ 01 Aug 2020

### 1.3 Management Commitment

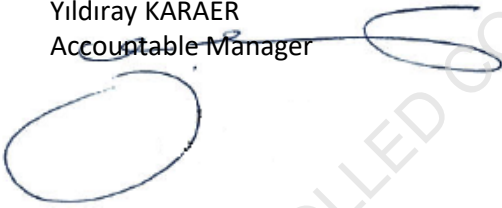
Corendon Airlines is committed to the most secure flight operating standards. It is therefore imperative that we have promoted reporting of all incidents, occurrences, and acts of unlawful interferences that compromise the secure conduct of our operations on the ground or in flight.

Corendon Airlines will not take any disciplinary action against any staff who discloses an occurrence or incident involving security.

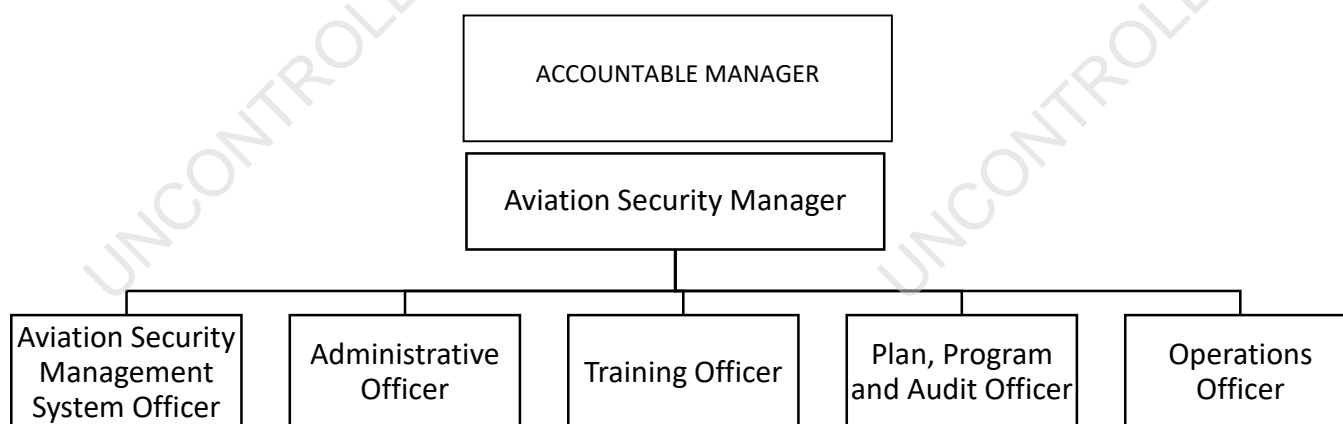
The primary responsibility for security belongs the Security Manager, however, that security is everyone's concern.

We have published our Security Manual to manage effectively our Security System and issues. I expect all managers and personnel to support our system by working together and understand that our company is strengthened by making security excellence an integral part of all activities.

Yildiray KARAER  
Accountable Manager

A handwritten signature in blue ink, consisting of a large, stylized 'Y' and 'K' followed by a horizontal line.

#### 1.4 Security Department Organizational Chart



Rev/No: 05/12 Jul 2018

\* For the assignments of the organizational chart, refer to Human Resources Department or see the assignment list in digital library.

#### 1.5 Responsibilities

##### Accountable Manager

He shall ensure the existence of the necessary facilities, workspace, equipment and supporting services to satisfy operational requirements of Security Program.

He has overall responsibility and accountability on behalf of the Corendon Airlines for implementation and maintenance of the Security Management System throughout the organization.

He has overall responsibility and accountability to determine acceptable level of security risks.

He has overall responsibility and accountability for ensuring operations is conducted in accordance with conditions and restrictions of the Air Operator Certificate, and in compliance with applicable regulations and standards of the Corendon Airlines.

##### Aviation Security Manager

He is responsible to perform Security Management System.

Security Manager has authorization for arbitrament of all security related processes that effects operations with the coordination of Accountable Manager.

He has direct access to related Authority and Accountable Manager and he is authorized for independent reporting.

He is responsible for the development, implementation, maintenance and control of the Security Program according to national and international regulations.

He has responsibility for liaison with applicable aviation security authorities and other relevant external entities.

He is responsible to monitor contracted companies.

He is responsible to perform activities to provide awareness of security within the company.

He is responsible to identify the additional measures to be taken, planned and implemented by making risk analysis and threat assessments.

### **Administrative Officer**

He/she is responsible for administrative activities, corresponding and keeping related records.

### **Training Officer**

He/she is responsible to prepare security programs in accordance with SHT 17.2 and other related regulations for all staff and ensures these trainings are performed completely. For improving of security intelligence within the company, he/she prepares some studies.

### **Plan, Programme and Audit Officer**

He/she is responsible to prepare company security and other related plans in accordance with NCASP and keep them revise the related plans according to findings, making audits periodically and improve the system.

### **Operations Officer**

He/she is responsible to observe activities in all routes if they are compatible with Company Security procedures which flight operations are being conducted.

### **Aviation Security Management System Officer**

He/she is responsible to follow the security trainings that includes initial and recurrent training which shall be in accordance with requirements of the National Civil Aviation Security Program. To prevent unlawful acts directed at civil aviation that may affect passengers, flight crews and flight equipment and follow up and regulate all the security processes with coordination and cooperation of all operational staffs at main base and other operational locations.

\*For detailed information of related duties, refer to Job Descriptions which stated in Company Digital Library.

### **All Management and Non-Management Personnel**

All management and non-management personnel are responsible for working securely and maintaining a secure work environment. Personnel are required to conduct themselves in a manner that is consistent with the company security rules and policies. This principle is informed to all Corendon employees by security trainings, bulletins or other communication systems. To fulfill this requirement, each personnel must:

- Attend all required meetings,
- Review applicable security regulations and policies,
- Be familiar with their working area,
- Participate in security trainings,
- Regularly review their area of responsibility for hazards,

- Provide subcontractors to perform their duties in accordance with our company procedures and policies,
- Write a report to the SMS or Security Manager when they identify a hazard,
- In their work area, report all accidents and incidents to the SMS or Security Manager.

Security Manager is responsible to review above conditions is achieved.

### Managerial Continuity:

\* For managerial continuity, please see the Human Resource Procedure .

### 1.6 Communication Systems

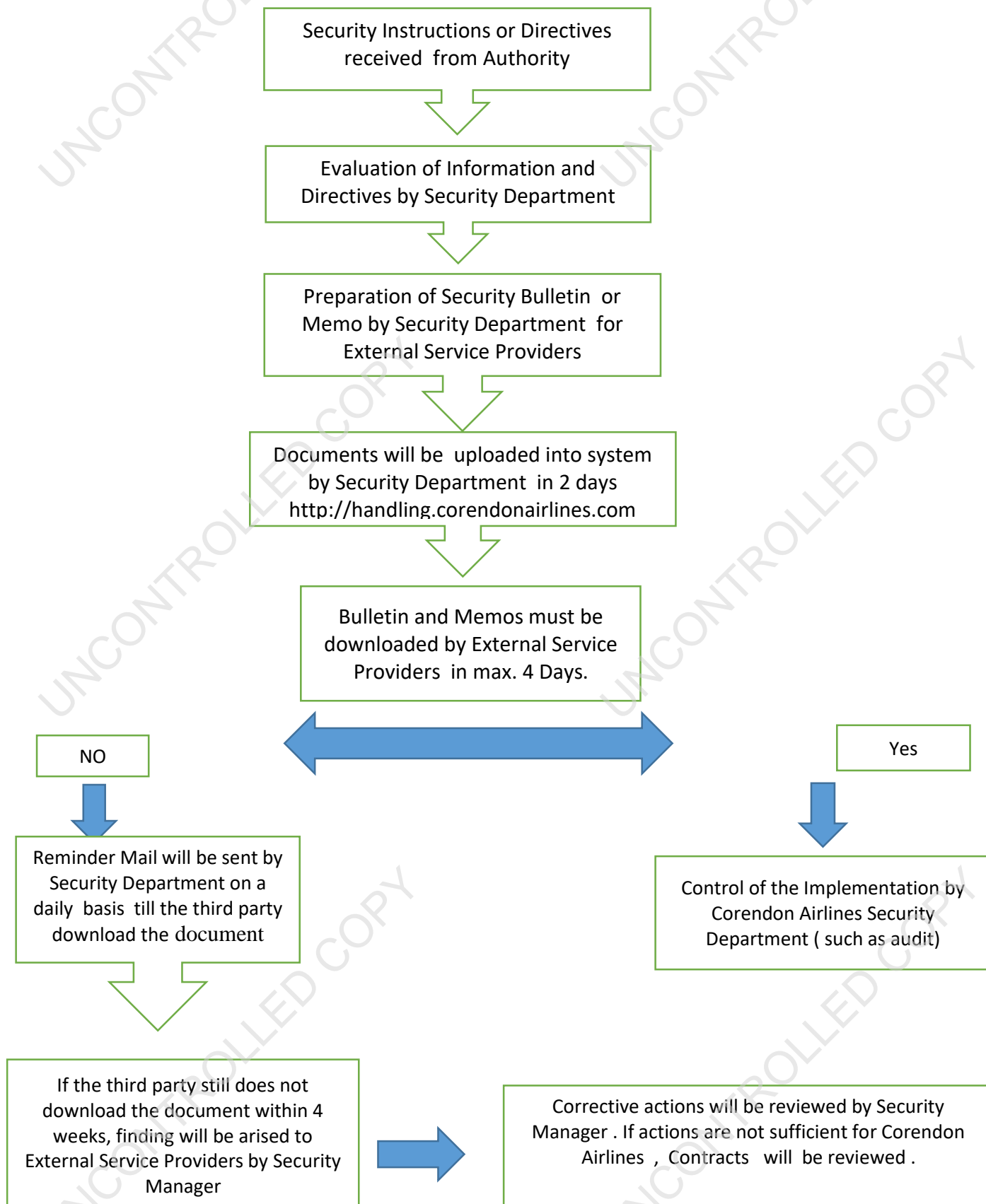
Corendon Airlines have different internal / external communication systems that enable an exchange of information with its own staff or subcontractors relevant to operational security throughout the management system and in all locations where operations are conducted. Main target of those systems are efficient means of ensuring all personnel with a "need to know" are made aware of new or amended security information in a timely manner. Those systems are such as;

- **Company Intranet Site:** A corporate website for all operational documents is one of the methods of dissemination of security and safety information. A username and a password are needed for access to company intranet side via internet.
- **Security Bulletins:** Bulletins are published to the related departments as response acknowledging receipt and implementation of required actions.
- **Documentation System:** Corendon Airlines manuals and procedures are the formal system of coordinating and communicating the policies, procedures and significant guidance necessary to ensure the Corendon Airlines mission is carried out in a consistent and integrated manner. Documentation system is managed by Documentation Unit which is under Quality Department. All internal and external documents are controlled by Documentation Unit. For more information about the documentation system, refer to Documentation Procedures.
- **SERA Reporting System:** Any subject related to safety / security can be reported via SERA to SMS department. This operational reporting system encourages and facilitates all personnel to report security and safety incidents and threats, identify deficiencies and raise security / safety concerns iaw Corendon Airlines no blame policy.
- **E-mails:** E-mails for all operational needs, new documentation or regulation are one of the methods of dissemination of security and safety.
- **Meetings:** In periodically arranged or spot meetings, subjects related to safety and security declared to related personnel.

Department of Security ensures that the flow of information is provided through [guvenlikD@corendon-airlines.com](mailto:guvenlikD@corendon-airlines.com) and <http://handling.corendonairlines.com> addresses for announcements, suggestions, requests and reporting. Also, Security department may use following methods to communicate each other.

- Coordination Sheets and meetings
- E-mails, telephone
- Company Intranet System for providing seamless communication and collaboration among the security staff.
- Documentation System for the documents and their revisions.

### 1.6.1 Dissemination of Security Information to External Service Providers Procedure





Corendon Airlines provides for the rapid dissemination of Directives and instructions via Bulletins, memos and all other security documents with a system of Operating Instructions to External Service Provider which are prioritized in order to govern the implementation process. External Service Providers/Contractors such as Security Providers are required to;

- comply with the standards of Corendon Airlines and the national/local regulatory requirements; and
- keep applicable documents up to date and destroy/delete old versions of them when they have received latest versions

## 1. 6.2 Meetings

### 1.6.2.1 Security Department Meetings

Corendon Airlines Security Management monitors and assesses its SEMS processes in order to maintain or continually improve the overall effectiveness of the SEMS. Monitoring and assessing the effectiveness of SEMS is the primary function of Security Management personnel including Security Manager that are familiar with the workings and objectives of the SEMS.

Also Corendon Airlines maintains a constant review of the level and nature of security threats to civil aviation and to itself. Security threats to civil aviation and Security arising issues are being reviewed in these meetings. Aviation Security Department evaluate all Security procedures, threats, risks, vulnerabilities and weaknesses in its operation. Appropriate response measures will be developed at the end of the meetings mentioned above. The decisions follow up will be performed via SERA system.

#### 1.6.2.1.1 Security Management Internal Meeting

Security Departments meets periodically to share all information related to security issues (audits reports, mails, security threats etc) in order to ensure awareness of security issues.

#### 1.6.2.1.2 Security Review Committee Meeting

Security Review Committee meets periodically to review the security performance in operations and chaired by Security Manager for the purpose of ensuring:

- Senior management oversight of security in operations.
- Continual improvement of the security management system
- Security threats are being identified and controlled,
- The promotion of security awareness.

Corendon Airlines Security Review Committee Meeting consists of the following Departments' member(s)

- Accountable Manager
- Ass. Accountable Manager
- Cabin Management
- Compliance Monitoring Management
- Flight Operations Management
- Safety Management
- Groundoperation
- Security Management
- Training Management
- Human Resource Management
- Maintenance Management

- OCC Management

As principle, meeting will be hold together with Management Review Meeting . As seperate meeting minutes will be issued by Security Manager.

Participation of the above mentioned departments member(s) is mandatory. In case of any official absence of the relevant Department Managers or his/her officially announced Deputy or the Department Representative shall join the meeting. If a need arises, other managers and or personnel might be invited to the meeting.

Any emergency situation Security Manager provide the information to Accountable Manager directly and take the immedite action to prevent the threat . Also Security Manager will provide the information to Security Committee about the emergency situation at the same time.

### **1.6.2.2 Meetings Attended by Aviation Security Department**

#### **1.6.2.2.1 Management Rewiev Meeting**

This meeting is conducted by Quality Department. For more details please refer to Compliance Monitoring Manuel.

#### **1.6.2.2.2 Safety Reivew Board Meeting**

Safety Manager is responsible make this meeting and the manage scope . Security manager or Security Manager 's deputy has to attent this meeting for discuss all Safety issues. For more details please refer to Safety Management System Manuel.

#### **1.6.2.2.3 Safety Action Group Meeting**

Aviation Security staff has to attent this meeting to disscuss all safety issues . Al For more details please refer to Safety Management System Manuel.

## 2. AIRPORT SECURITY

To supply necessary security measures in relevant airports; we perform our operations in accordance with National Civil Aviation Security Program and other regulations which published by the relevant authorities and we work in coordination with the third parties of this airport.

We shall beware to the below items in all airports that we perform operations:

- Security controls applied to passengers, crew, baggage, cargo, mail and catering stores and supplies,
- The protection and control of access to airside, security restricted areas, other sensitive airport areas and facilities;
- The efficient use of security equipment

### 2.1 Airport Areas

At airports the following areas shall be established:

- landside;
- airside;
- security restricted areas
- Critical parts of security restricted areas.

### 2.2 Airside Security

Most effective security measures are performed on split line between airside and landside of airport. Physical barriers shall be inserted the access to airside areas and apron at airports in order to prevent unauthorized entry.

Security of taxiways, runways, aprons and area which in aircrafts are provided between them and public areas by installing physical barriers.

Aprons and other parking areas shall be adequately illuminated, and, in particular, the lighting provided shall illuminate vulnerable areas of the airport.

The number of entering roads to airports shall be designed as minimum degree due to provide to control and in order to prevent unauthorized entry. The road and entries shall be restricted at each airport to take security and control measures on the purpose of unauthorized and unemployed person entry.

Just authorized person can be entered to maneuvering area of the airport. Safety lanes which in perimeter wire fence are built for the use of maintenance staff, security staff and rescue vehicles. Perimeter wire fence are built around of the area in order to prevent unauthorized entry to airside.

Each Airline Company is responsible for security of their own parked aircraft. Airline Company's preventive measures must be appropriate with airport security measures. All staff requiring access to security restricted areas shall be subjected to a background check.

All staff requiring access to security restricted areas shall receive regular training in aviation security including the risks to security and be instructed to report to the relevant authority any incident which may pose a threat to aviation security.

Airport identification cards shall be issued to all personnel working in the airport or visiting it frequently, (including airport and air carrier employees and employees of other organizations). The airport identification card shall carry the name and photograph of the bearer. It shall be valid for a limited period only. The relevant authority shall determine when a permanent airport identification card shall be issued to frequent visitors. The airport identification card shall be worn in a visible place, at all times while its holder is on duty.

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.

Airport identification cards and vehicle passes shall be checked at all airside and security restricted area checkpoints.

People which is determined by Airport Security Commission are exempted from security control in the related airport.

### 2.3 Landside Security

Security measures of the landside should be flexible and be parallel to the potential threat because possible measures will be put in force in accordance with the importance of the threat.

Entrance of landside restricted and provided specific roads and entrance point. Also entrance from landside to passenger terminal and other parts of airport shall be under control. Some restricted and controls shall be applied to prevent unauthorized entries.

### 2.4. Terminal Areas

Surveillance shall be maintained over all terminal areas accessible to the public. Terminals shall be patrolled and passengers and other persons kept under surveillance by security staff.

The roads that entrance from terminal to airside are designed as minimum.

### 2.5. Other Public Areas

The means of controlling access to public areas which are close to aircraft movement areas, (spectator terraces, airport hotels and car parks), shall be provided. Other public areas which shall require supervision are, but are not limited to; facilities which are always located landside including patron and other public parking areas, terminal and public access roadways, rental car facilities, taxi and ground transportation staging areas, and any on-airport hotel facilities.

Arrangements shall also be made to ensure that such public areas may be closed at short notice in the event of an increase in threat. Security staff shall patrol these areas when open to the public.

### 3. Aircraft Security

In order to ensure the presence of any prohibited substances aircraft is subjected to aircraft security control or aircraft security search prior departure. The purpose of these controls are; in addition to security measures that are implemented by local security officers, to prevent passengers, crew and aircraft from unlawful interferences.

#### 3.1. General

- Parked aircraft's doors may be sealed when there is no one around aircraft in accordance with the risk level. Security Manager shall decide in which airports sealing process will be applied.
- Aircraft, which will be stay in hangar for a while, shall be security searched before getting into hangar.
- Before the aircraft getting out from the hangar, a security search shall be done to make sure there is no danger item is left in Aircraft.
- During the process of A/C is in hangar, a staff from Maintenance or Engineer, shall search the aircraft also.
- Ground staff cannot abandon aircraft before the bridge or stairs removed.
- Aircraft is not in service . the aircraft shall be subjected to an 'aircraft security search' immediately before or immediately after being taken into a security restricted area for a flight.
- Aircraft may be searched before being taken into a security restricted area but shall be secured or guarded from the commencement of the search until departure; if searched after entry into a security restricted area it shall be secured or guarded from the commencement of the search until departure by ground staff.
- Aircraft is in service, during turn-around, or transit stops, shall be subjected to an 'aircraft security search' immediately after passenger disembarkation or as late as possible before passenger boarding and baggage/cargo loading as appropriate.
- If number of baggage isn't same between contour and ramp side, passenger-baggage match shall be done.
- All aircraft security searches and aircraft security search shall be conducted once all service providers. Other than those involved in the security function, have left the aircraft and sterility shall be maintained until and throughout the boarding process and pre-departure.
- A walk-around security search shall be made prior to placing an airplane, which has been unattended, into service.
- When there is evidence of tampering, or when considered necessary by Corendon, a visual inspection can be made of cargo, passenger, and during flight

#### 3.2. Aircraft Security Search

We follow the principles of an "Aircraft Security Search" stated in the Regulations (EC) No. 300/2008, (EU) No. 2015/1998 and their implementing legislation.

Before departure, an aircraft is subjected to an aircraft security search in order to ensure that no prohibited articles are present on board.

1. An aircraft may be exempted from an aircraft security search if it arrives into a critical part from a Member State or from a third country listed in Attachment 3-B of Regulation (EC) No. 2015/1998.
2. An aircraft is at all times subjected to an aircraft security search whenever there is reason to believe that unauthorized persons may have had access to it. (See Chapter 3.1.1.1. of Regulation (EU) No. 2015/1998)

3. An aircraft arriving into, or departing from, a part other than a critical part is subjected to an aircraft security search at any time before departure, as late as possible before passenger boarding and baggage/cargo loading as appropriate.

If we are not positive that the aircraft is located in a critical part, it will be assumed that the aircraft is in a part other than a critical part and the aircraft has to be subjected to an aircraft security search.

4. An aircraft in transit may be exempted from an aircraft security search. If it arrives from a third country not listed in Attachment 3-B of Regulation (EU) No. 2015/1998 and one or more passengers disembark the aircraft, we will make use of the following exceptional rule:

- (a) reconciliation of all remaining passengers and all baggage / items, and
- (b) Verification that none of the articles were left in any of the overhead bins and seat pockets by the disembarking passengers.

5. An aircraft that was accessible in a part other than a critical part and is then moved into a critical part is subject to an aircraft security search at any time before departure. If the search is carried out before moving the aircraft into a critical part, the areas of the aircraft searched are to be either sealed, locked or under constant monitoring by persons responsible and trained for protecting aircraft until the aircraft arrives in the critical part.

6. An aircraft security search consists of an examination of the areas listed in Attachment 3 – A. (see 3.1 of Regulation (EU) No. 2015/1998 Performance of an aircraft security search)

7. The examination of the areas needs to be done by a hand search. A visual check may be used as an alternative method for the examination of those areas that are absolutely empty.

8. Explosive detection dogs may be used as a supplementary method of examination.

9. Explosive trace detection (ETD) equipment may be used as a supplementary method of examination.

10. During the examination of the areas in the cabin of the aircraft, no passengers are allowed to be on board, unless the aircraft is in transit. Where an aircraft is in transit, the aircraft security search may be performed whilst passengers remain on board provided that:

- (a) The passengers are in possession of their cabin baggage when the examination is performed, and
- (b) The passengers are under supervision in order to prevent movement through the aircraft when the search is being performed.

11. Where an aircraft is in a critical part, the aircraft security search may be performed whilst service providers are on board the aircraft.

12. Where an aircraft is in a part other than a critical part, the aircraft security search may be performed whilst service providers are on board the aircraft provided that the service providers and their items carried are under supervision by the air carrier or by staff members of one of our subcontractors and the articles carried by them have been checked in accordance with the Regulations (EC) No. 300/2008, (EU) No. 2015/1998 and their implementing legislation.

### **Performance of Aircraft Security Search**

The procedure performed by our company complies with Regulation (EU) No. 2015/1998 including its subsequent amendments and Decision C (2015)8005 including its subsequent amendments .

The Aircraft Security Search List is the list of areas of an aircraft to be examined - The aircraft security search performed by our company consists of the following areas, when they are accessible without the use of tools, keys, stairs or other aids, and without breaking seals:

- overhead bins
- cupboards and storage compartments, including crew storage area

- toilet compartments
- galley areas
- seat pockets
- areas under seats, between seats and between the seat and the wall
- flight deck (if left unattended)
- aircraft hold
- items contained within the hold
- aircraft service panels and service hatches
- wheel wells
- lifejacket pouches (between 5 – 10 % )

**Note :** All Life Jacket Pouches' and Holders' Check Before First Flight of the Day of the Aircraft and 5% of Their Check at Random Before All Other Flights"

The areas listed above are searched by hand. A visual check is used as an alternative method in empty areas only.

### Outside the aircraft:

- Aircraft hold, items contained within the aircraft hold, aircraft service panels and hatches, wheel wells are examined in order to detect foreign objects.
- In transit flights, aircraft hold is protected in order to prevent unauthorized access and foreign objects to be placed, to ensure the integrity of cargo, baggage which has been subject to passenger-baggage matching.

Pre-flight searches shall be undertaken before baggage and cargo have been loaded.

The documents stating the security search shall be kept for the duration of the flight or for the least 24 hours, whichever is longer.

This record must contain the flight number, destination, origin of the previous flight, an indication whether or not an aircraft security search was completed, date and time that the aircraft security search was completed, the name and signature of the person responsible for the performance of the aircraft security search.

All aircrafts has its own security search form and these forms are loaded to the related aircrafts.

Searches are also designed to ensure that there are no "bomb warnings" such as those, which have on occasion been written on toilet mirrors or on notes discovered on aircraft in flight.

### 3.3 Post-Flight Searches

The following areas shall be searched after a flight:

- a. passenger cabin
- b. toilets
- c. galley

Post flight searches are to ensure that passengers who have disembarked have left nothing on board which will hazard the aircraft and need not, therefore, include the flight deck, cargo hold and external areas, as passengers will have had no access to those parts of the aircraft.



### 3.4 En-Route Stops

If an aircraft stops en-route and no passengers leave the aircraft, no search is necessary, provided that while it is on the ground access is limited to persons authorized and supervised by Corendon Airlines Staff or the handling agent, where appropriate to ensure no unauthorized items are introduced.

### 3.5 Flight Crew Responsibilities

Flight Crew shall check the following areas in the cockpit and surrounding areas.

- a. All stowage for smoke goggles, masks, headsets, technical log, ships library and waste containers in the cockpit area
- b. Areas in front of rudder pedals, pedestal, systems panel and radio racks
- c. Cockpit seats, beneath seats and all pockets and lifebelt stowage
- d. Check personal baggage and navigation bag.
- e. Suspicious items would include anything which is unrecognized, foreign to the aircraft, or which would not normally be where found.
- f. Having completed the above check, the flight crew shall monitor access to the area until doors are closed. Only authorized personnel shall be admitted to this area.
- g. These are Ground Handling, Engineering/Technical, and Catering, Loading and cleaning personnel completing their duties necessary to dispatch the flight.
- h. On close-up the operating Flight Crew shall double-check the forward cabin area on cargo aircraft.
- i. The Ships Papers bag should be included in this check. Parcels, etc. are not to be accepted without authorized Stores Shipping or Cargo Airway Bills attached there to.
- j. PIC is responsible for the implementation of aircraft security search.

### 3.6 Cabin Crew Responsibilities

Cabin Crew shall carry out the following supplementary checks:

- a. Check toilet areas and ensure only authorized requisites are carried.
- b. Check galley areas, particularly stowage, fridges and ovens to establish only authorized items supplied.
- c. Check hat-racks/overhead bins for authorized equipment, emergency equipment and in-flight service items.
- d. Check all seats to ensure joints in and between seats are "clean", seat backs and under seat area are clean, and life jacket pouches do not contain prohibited articles.
- e. Check the Documents Bag and cash floats to ensure only official documents contained.
- f. Check personal baggage and equipment for any unrecognized or foreign objects.
- g. Check coat spaces for any unrecognized or foreign objects.
- h. Check storage bins and rubbish bins for foreign objects.

On completion of the above, cabin crew shall monitor personnel movement in cabin/toilets until the flight is closed up for departure. Unidentified hand baggage or parcels must not be accepted and shall be offloaded immediately.

### 3.7 Protection of Aircraft

Our company protects our parked aircraft from unauthorized interference. Regardless of where an aircraft is parked at an airport, it shall be protected against unauthorized access by:



- a) Ensuring that persons seeking to gain unauthorized access are challenged promptly; or
- b) Having its external doors closed. Where the aircraft is in a critical part, external doors that are not accessible from the ground shall be considered closed if access aids have been removed and placed sufficiently far from the aircraft as to reasonably prevent access; or
- c) Having electronic means which will immediately detect unauthorized access.
- d) Having an electronic airport identification card access system at all doors leading directly to the passenger boarding bridge, adjacent to an open aircraft door, which only allows access for persons who are trained in accordance with point 11.2.3.7 of the Annex of Regulation (EU) No. 2015/1998. Such persons must ensure that unauthorized access is prevented, during their use of the door.

Above listed points do not apply to an aircraft parked in a hangar that is locked or otherwise protected from unauthorized access.

Measures to prevent unauthorized access to Corendon Airlines Aircraft include;

- If possible, Parking aircraft in a well-lit area;
- When possible, parking aircraft in an observable area;
- If possible, Parking aircraft away from fences or buildings that might provide easier access;
- For aircraft parked remotely from a loading bridge:
- Closing all exterior doors and exterior hatches of the aircraft;
- Removing all stairs;
- Ensuring no portable stairs, lift devices or passenger transfer vehicles are in the immediate vicinity of the aircraft.
- For aircraft parked overnight, depending on the perceived risk at the location, applying a tamper-evident seal to all exterior doors or verifying the identity of all people who access the aircraft to ensure a legitimate reason for accessing the aircraft.

### **3.7.1 AIRCRAFT SEALING:**

Corendon Airlines may seal the aircraft during the overnight or layover. Sealing implementation perform stated below circumstances;

- a. Required by Airport Security Authorities,
- b. VIP flights,
- c. Received threat or suspicion condition,
- d. Captain decision (insufficient security of the airport),
- e. Published MEMO or instruction from Security Manager

Sealing process is performed by crew or aircraft technicians.

#### **When sealing external doors we ensure the following:**

- a) Security seals are tamper-evident, individually numbered and controlled.
- b) The seal numbers are recorded and the records are kept at the station by the air carrier for 24 hours or the duration of the flight, whichever is longer.
- c) Prior to accessing the aircraft, the seals and seal numbers are inspected for signs of tampering. If tampering is detected or suspected, the relevant parts of the aircraft will be subjected to an aircraft security search before boarding or loading. Where external doors are sealed and the aircraft is then moved into a critical part these requirements also apply in the critical part.

For aircraft parked with access to a loading bridge:

- Closing all exterior hatches of the aircraft;
- Closing all exterior doors of the aircraft not served by a bridge;
- Locking the door between the terminal and the bridge;
- Ensuring no portable stairs, lift devices or passenger transfer vehicles are in the immediate vicinity of the aircraft;
- Locking or keeping under constant surveillance doors that provide access to the bridge from the apron or retracting the bridgehead from the aircraft and deactivating the bridgehead positioning controls.

When a higher level of threat is known to exist, the following additional precautions may be recommended:

- Providing additional security lighting stands;
- Ensuring frequent irregularly timed security patrols on foot or by vehicle;
- Providing monitoring via closed circuit television (CCTV);
- Applying tamper-evident seals to doors, operable windows, inspection and service panels;
- Putting covers on access points such as engine intakes;
- Where external doors are closed and the aircraft is in a part other than a critical part, each external door shall also:

(a) have access aids removed; or

(b) be sealed; or

(c) be locked; or

(d) be monitored.

- Point (a) shall not apply for a door that is accessible from the ground.
- Where access aids are removed for doors that are not accessible from the ground, they shall be placed sufficiently far from the aircraft as to reasonably prevent access.
- Where external doors are locked, only persons with an operational need shall be able to unlock these doors.
- Where external doors are monitored, the monitoring shall ensure that unauthorized access to the aircraft is immediately detected.
- The protection of aircraft with closed external doors in a part other than a critical part shall also be subject to the additional provisions laid down in a separate Commission Decision.

In case there is an intrusion, the security supervisor and air carrier representative shall be notified immediately. If there is evidence of intrusion into an aircraft cabin or hold, a detailed search shall be carried out. The aircraft search will be carried out according to air carrier procedures and local circumstances.

In addition to the Aircraft Excess Doors which are mentioned above, Corendon Airlines apply sealing procedure for the following exterior service panels and hatches.

- Forward Equipment Compartment Access Door;
- Electronic Equipment Access Door;
- Air Conditioning Access Doors(2);
- Hydraulic Equipment Access Door.

Those doors shall be sealed by authorized maintenance personnel or flight crews comply with (EU)Regulation No: 774/2010 wich requires through examination of the areas when they are accessible without the use of tools, keys, stairs or other aids, and without breaking seals. Please see the **“Aircraft Exterior Service Panels And Hatches Seal Application Procedure”** in digital library for detailed information affixing tamper evident security seals to the aircraft exterior service panels and hatches to prevent unauthorized access.

#### **4. PASSENGERS AND BAGGAGE SECURITY**

All originating passengers and their cabin baggage shall be subjected to screening prior to boarding and loading for all Corendon flights. The purpose of searching and screening is to take measures for interception of any forbidden dangerous items like firearms, bombs, etc., to be entered in A/C.

There will be a dangerous item that can be hidden in electronic items, batteries or any other part which are carried in passenger or supernumeraries bags or body will cause a danger in A/C so that all controls shall be taken into consideration in that subject.

Even if there is no alarm in Door type metal detectors, Every 1 passenger for each 10 shall be searched by hand. This procedure may be different in accordance with the related Airport Authority.

Also, passenger manifests will be kept for 6 months from the handling company who works for our company.

The supernumeraries and their baggages and personal belongings will be screened in the normal manner like other passengers.

As a policy, Corendon Airlines refuse any person that does not consent to a search of his/her person or property.

##### **4.1 Security of Passengers**

###### **4.1.1 Passenger identification checks**

All passengers shall be ID checked during check-in, gate and boarding. Passengers who do not have valid documents can be rejected. During boarding, ID card and boarding card shall be matched. Police must be informed in suspicious situations.

The handling staff shall ensure that all passengers are questioned with regard to their checked-in baggage contents. Purpose of the questioning process is to identify passengers who may, unknowingly, attempt to smuggle explosives or an improvised explosive device onto an aircraft. The questioning of passengers may be conducted passively, i.e. by drawing the attention of the passenger to posted notices and receiving acknowledgement, or by active interview.

Corendon Airlines ensures security practices and/or procedures for operational personnel that have contact with passengers include behavior detection methods designed to identify persons who may pose a threat to civil aviation and require additional security measures. In the framework of a risk-based approach to aviation security, behavioral detection is used to identify persons who may pose a threat to civil aviation and should be subjected to additional security measures. This technique involves the recognition of behavioral characteristics, including but not limited to, physiological or gestural signs indicative of anomalous behavior. Behavioral detection programs are based on the premise that people attempting to evade security measures typically display signs of anomalous behavior, as compared to the behaviors of the legitimate travelling population. Such programs pinpoint individuals on the sole basis of their behavior and never according to their nationality, ethnicity, race, gender or religion. A review of existing behavioral detection programs shows that choosing persons for additional security controls on the basis of anomalous behavior can be more effective than selecting persons randomly. Behavior detection programs in various jurisdictions might vary in terms of methodology and processes. However, typically, such programs employ a four-stage process as follows: An environmental baseline is established at a given time and location, within which the anomalous behavior of persons would be identified. Persons are observed at pre-determined locations to identify those exhibiting anomalous behaviors which are above the environmental baseline established. Anomalous behaviors are resolved through targeted conversation with persons and/or through additional screening. If anomalous behaviors cannot be resolved, persons are referred to enhanced security measure or appropriate authorities.

Persons who refuse to undergo screening before boarding or entering an aircraft are denied boarding and not allowed to pass the point of search. Additionally, such persons, or others who might be denied passage for other security reasons, are referred to policing authority officials, if required by law. However, according to Vienna Convention, dated 1961, Heads of States, official guests invited Governments are exempted from screening and searching.

Handling staff shall ensure that the answers are correct in accordance with paragraph below.

The primary criterion for the selection of a passenger for checked-in baggage screening (hereinafter referred to as a selected) shall be an interview process. In addition, the following factors should be taken into account in the course of the profile conducted of the passenger:

- Human behavior (hectic state of mind)
- Evasiveness
- Relations with other passengers
- Appearance and size of baggage
- Observation attitudes e.g. unwillingness to engage in eye-to-eye contact
- Non-EC nationals not returning to their native country
- Physical checks of check-in area and gate area shall be performed by suppliers
- Location of checks Physical location check-in
- A passenger with no, too little or excessive baggage for the duration of the trip;
- Name on baggage does not match name on ticket/passport;
- Unusual or illogical routing;
- Arriving at check-in or boarding gate at the last minute;
- A passenger rushing the staff to complete procedures;
- A passenger should speak the language of the country issuing their passport or of the country in which they claim residency;
- A passenger seems to be lying or withholding information;

#### **4.1.2 Description of questions**

Handling staff shall ensure that the following questions are asked either actively or passively of all passengers at the check-in counter:

1. Is this your baggage?
2. Did you pack the baggage yourself?
3. Do the entire contents of the baggage belong to you?
4. Are you certain that your baggage does not contain any recently purchased or repaired electric or electronic items which you have not used since purchase or repair?
5. Are you certain that nothing has been placed in your baggage since you packed it?

If the passenger answers no to any of the foregoing questions then a security search of the passenger's baggage may be necessary. Police or related security forces shall be informed.

#### **4.1.3 Passenger/Baggage Reconciliation**

The Appropriate Authority for security shall require aircraft operators to ensure that hold baggage transported in the aircraft belongs to the passengers travelling on that flight. Procedures should be developed for prompt retrieval of the baggage of passengers who check in but fail to board the aircraft or

were withdrawn from the flight. This is referred to as passenger/baggage reconciliation or passenger/baggage matching.

This requirement is in addition to and should be applied irrespective of, other security measures aimed at ensuring that the hold baggage does not contain any explosives or explosive devices.

- Each item of hold baggage shall be identified as accompanied or unaccompanied.
- Screened cabin baggage placed in the hold of an aircraft during the boarding process due to space constraints on board the aircraft shall continue to be considered as cabin baggage.
- During the boarding process, ensure that a passenger presents a valid boarding card or equivalent corresponding to the hold baggage that was checked in.
- If the passenger is not on board the aircraft, the hold baggage corresponding to his boarding card or equivalent shall be considered as unaccompanied.
- Corendon Airlines ensure that each item of unaccompanied hold baggage is clearly identifiable as authorized for transport by air.
- The reason that the baggage became unaccompanied shall be recorded before it is loaded onto an aircraft, unless the security controls are applied.
- Passenger's baggage passed through the security search is accepted if the passenger boards the aircraft. If the passenger does not board the aircraft, his/her baggage will not be placed on board the aircraft; in case the baggage is already placed on board, it will be de boarded.
- Baggage separated from the passenger for reasons beyond his/her wish will be delivered to the passenger after passing through the security search.
- Passengers and their cabin baggage, which have already been subjected to screening, are protected from unauthorized interference from the point of screening until they board to the aircraft.
- Passengers and their cabin baggage, which have already been subjected to screening, are subjected to screening if the potential for unauthorized interference has been determined to exist.

For the purposes of the transport of unaccompanied hold baggage, the following may be considered as factors beyond the passenger's control:

- a) The passenger was denied boarding and he did not volunteer to give up his seat; or
- b) The passenger was re-routed onto another flight and it was not at his request; or
- c) The baggage failed to transfer between two flights due to unforeseen reasons, causing it to miss the departing flight; or
- d) There was a malfunction of the baggage system, causing the baggage to miss the departing flight; or
- e) The baggage was loaded onto an aircraft other than that for which it was checked in.

In the case of points (c) – (e), our company establishes that the passenger did in fact travel on the flight on which he was checked in. If the passenger did not travel on the flight on which he was checked in, then the baggage will be subjected to the security controls as referred to in paragraph 5.3.3 of Regulation (EC) No 2015/1998.

When the baggage owner couldn't be determined, all passengers shall identify their baggage. Authority will be informed for unaccompanied baggage. With the coordination of Authority unaccompanied baggage's will security searched. If there is no threat, these baggages will send to lost and found department.

If one or more passengers disembark the aircraft; reconciliation of the remaining passengers and baggage; and verification that no articles were left in overhead bins and seat pockets by the disembarking passengers shall be performed.

#### **4.1.4 Transit/Transfer Passenger**

Transfer passengers are those passengers who make a direct transfer from one aircraft to another. Transit passengers are those passengers departing from an airport on the same aircraft on which they arrived.

Transit and transfer ( international and domestic flights) passengers and their cabin baggage either shall be subjected to screening prior to boarding a passenger aircraft or have been screened to an appropriate level at the point of origin and subsequently protected from unauthorized interference from the point of screening at the originating airport to the departing aircraft at the transfer or transit airport.

Transfer passengers and their cabin baggage may be exempted from screening if they arrive from a country where the security standards applied are recognized as equivalent to the common basic standards detailed in Doc 30. Transit passengers and their cabin baggage may be exempted from screening, if:

- a. they remain on board the aircraft; or
- b. they do not mix with screened departing passengers other than those who board the same aircraft; or
- c. they have been previously screened to the standard detailed in Doc 30; or
- d. they arrive from a country where the security standards applied are recognized as equivalent to the common basic standards detailed in Doc 30.

As a general principle, transfer and transit passengers, together with their carry-on baggage, may be exempted from security screening provided they do not leave the sterile area of the airport.

In the judgment of the appropriate authority for security, the standard of screening en route and at the airport of embarkation is equal or comparable to that of the admitting state. However, measures must be established to control these passengers and their cabin baggage in order to prevent unauthorized articles from being taken on board the aircraft.

In some circumstances, all passengers may be required to leave the aircraft, all hand baggage and personal effects removed and the aircraft interior searched.

Some transit passengers shall remain on board during the search of the aircraft. They should be required to identify their hand baggage and personal effects which should be searched. The baggage of any missing passenger must be treated as suspect. Then immediately contact with pilot in command and the local authorities. Offload all passengers with their belongings if required and perform the instructions of the local authorities.

Where transit or transfer passengers have access to hold baggage or baggage collection areas, re-screening is necessary before re-boarding or having any contact with other screened passengers. It should be ensured that the transit and transfer passengers do not mix with unscreened passengers.

**Note:** Corendon Airlines doesn't operate transfer flights.

#### **4.1.5 Security Measures for Passengers Who Decide Not To Fly or Passengers Board To The Wrong Aircraft**

In the event that any person, who has been admitted as passenger and already undergone security checks, willingly decides not to fly at the last minute, disembarks the aircraft, or embarks the wrong aircraft, and this mistake is discovered, additional security measures shall be applied.

In the event that the passenger reverses his/her decision upon being informed on the security actions to be taken when she/he disembarks, and that the local applications may differ, the cabin crew shall not take any action. In case of the passenger boarding the wrong aircraft or decided to not to fly;

- a) The passenger shall be ensured to disembark along with the carry-on baggage.
- b) The hold baggage of the passenger, if any, is also offloaded.
- c) Baggage ID announcements are made to passengers on board.



d) Passengers shall be provided to take on passenger's lap and show all personal belongings they have taken into the aircraft, and it shall be determined whether they have taken any baggage/packages or bags to be carried on that aircraft from another passenger whom they do not recognize and a security search is made inside the aircraft so as to cover everywhere likely to be accessed by the passenger who boarded the wrong aircraft or has refused to fly.

e) Security units shall be notified if the unattended/suspicious object found during the security search.

#### **4.1.6 Right to Refuse Carriage Passenger**

Corendon Airlines may decide to refuse to carry a passenger or his/her baggage if, in the exercise of Corendon Airlines' reasonable discretion, Corendon Airlines considers that one or more of the followings have occurred or Corendon Airlines believes, may occur:

- Refusal to carry is necessary in order to comply with any applicable legislations including laws, regulations, or orders and etc.; or
- A passenger commits, or has committed a misdemeanour or a criminal offence during any of the operations of embarkation on his/her flight, or disembarkation from a connecting flight, or on board the aircraft whether in connection with his/her current flight or a previous unconnected flight, whether with Corendon Airlines or on board another carrier; or
- A passenger fails, or has failed to obey or observe safety or security instructions of, or obstruct or hinder, ground staff, aircraft crew members or security personnel in the performance of their duty; or
- A passenger uses, or has used, threatening, abusive, or insulting words or behaves, or has behaved, in a threatening, abusive, insulting or disorderly manner to security personnel, ground staff or aircraft crew members prior to or during boarding/leaving the aircraft or
- A passenger has intimidated or deliberately interfered with security personnel or with Corendon Airlines personnel or an aircraft crew member carrying out their duties on board an aircraft on the ground or in flight; or
- A passenger has sat in a seat not assigned to him/her and refused the request of Corendon Airlines' staff or cabin crew member to move to his/her assigned seat; or
- The carriage of a passenger or his/her baggage may endanger or affect, or has endangered or affected, the safety of the aircraft or anyone in the aircraft; or
- The carriage of a passenger and/or his/her baggage may endanger or affect the safety or health of other passengers or aircraft crew members; or
- The carriage of a passenger or his/her unchecked baggage may materially affect the comfort of other passengers; or
- A passenger's mental or physical state, including his/her impairment from alcohol or drugs, appears to present a hazard or risk to himself/herself, to passengers, to aircraft crew members, to the aircraft or any person or property in it or represents a likely source of material annoyance or discomfort to other passengers; or
- A passenger has put the safety or security of the aircraft or any person in it in danger; or
- A passenger has refused to submit himself/herself or his/her baggage to a security check or to comply with the requests or directions of security personnel; or
- A passenger fails, or has failed, to observe our instructions with respect to safety or security and comfort of other Passengers on matters such as, but not limited to, seating, the fastening of safety belts, storage of unchecked baggage, smoking, consumption of alcohol or use of drugs, use of electronic equipment including, but not limited to mobile/ cellular phones, laptop computers, PDAs, portable recorder, portable radios, CD, DVD and MP3 players, electronic games or transmitting devices; or
- A passenger is, or Corendon Airlines reasonably suspects that he/she is, in the unlawful possession of drugs; or
- A passenger has made a hoax bomb or hijack threat; or
- A passenger has not paid the applicable fare, taxes, fees, charges or surcharges; or



- A passenger has failed to provide satisfactory positive identification documents including recent photographs or he/she has failed to cooperate with Corendon Airlines in the use of biometrics.
- A passenger does not have, or does not appear to have, valid travel documents, may seek to enter a country through which he/she may be in transit, or for which he/she does not have valid travel documents, destroy his/her travel documents during or after flight or have refused to allow Corendon Airlines to copy his/her travel documents or refuse to surrender his/her travel documents to the aircraft crew members, when so requested; or
- A passenger does not appear to be able to meet requisite visa requirements in relation to any country through which he/she may be in transit or into which he/she may seek entry; or
- Corendon Airlines has been informed by the immigration or other authorities of the country to which he/she is travelling, or for a country in which he/she has a stopover planned, that he/she will not be permitted entry to such country even if he/she has valid travel documents; or
- A passenger has failed to give Corendon Airlines information in his/her possession which a governmental authority has lawfully asked Corendon Airlines to give about him/her; or
- A passenger has not presented a valid ticket or he/she presents a ticket that has been or appears to have been acquired unlawfully, has been purchased from an entity other than Corendon Airlines or its authorized agent, or has been reported as being mutilated, lost or stolen, is a counterfeit, or he/she can not prove that he/she is the person named in the ticket; or
- A passenger has failed to comply with the requirements set forth in the ticket and use, or he/she presents a ticket which has been issued or altered in any way, other than by Corendon Airlines or its authorized agent, or the ticket is mutilated; or
- He/she has not presented a valid ticket or his/her boarding pass or his/her identity card, travel documents or visa when reasonably requested to do so; or
- A passenger has failed to complete the check-in process by the check-in deadline or he/she has failed to arrive at the boarding gate at the time specified by Corendon Airlines when he/she checked-in; or
- Corendon Airlines has notified a passenger in writing that it would not at any time after the date of such notice carry him/her on its flights; or
- A passenger does not appear, and can not reasonably satisfy Corendon Airlines otherwise, that he/she is medically fit to fly, or
- He/she or someone who is legally responsible for him/her if he/she is a minor, has failed to comply with the requirements of Corendon Airlines; or
- He/she, or someone for whom he/she is responsible travelling with him/her (such as, but not limited to, a minor) is not permitted by law or court order from leaving the jurisdiction of the place of departure of the aircraft; or
- He/she failed to disclose any item to Corendon Airlines or contracted ground personnel that he/she has included in his/her baggage; or
- A passenger has deliberately damaged or unlawfully removed any of Corendon Airlines' equipment or property including in-flight entertainment equipment, and etc.; or
- By word or by behaviour, a passenger has been unduly aggressive, intimidating, threatening, abusive or insulting, including behaviour which may be described as sexual harassment, towards other passengers; or
- By word or by behaviour, a passenger has behaved in a manner to which other passengers may reasonably object or have objected or his/her behaviour is likely to cause discomfort or unnecessary inconvenience to other passengers; or
- A passenger has previously committed one of the misdemeanours or acts or omissions referred to above or on a previous flight committed misconduct of the type referred to above; or
- Corendon Airlines has been notified or Corendon Airlines has good reason to believe that a passenger has previously committed one of the misdemeanours, acts or omissions referred to in these conditions prior to or while boarding or disembarking or during flight on board the aircraft of another carrier.

- Acceptance for carriage of unaccompanied children, incapacitated persons, pregnant women or persons with illness may be subject to prior arrangement with Corendon Airlines, in accordance with Corendon Airlines' regulations and rules.
- Physically impaired person that required a wheelchair or has an orthopaedic or implanted electronic device who refuse to undergo screening before boarding or entering an aircraft will be denied from boarding and will not be allowed to pass the point of search.
- In case of refusal passenger due to security issues, handling company shall fill out "The Passenger Irregularity Form" and sends to [guvenlikD@corendon-airlines.com](mailto:guvenlikD@corendon-airlines.com) and [groundoperations@corendon-airlines.com](mailto:groundoperations@corendon-airlines.com).
- Persons who refuse to undergo screening before boarding or entering an aircraft are denied boarding and not allowed to pass the point of search..

#### 4.1.7 Hand Search Procedures

A hand search shall be carried out in accordance with the following requirements, so as to reasonably ensure that the passenger is not carrying prohibited articles:

A hand search shall consist of an examination of the body and clothing by running the hands over the body and clothing in a systematic manner, back and front. A hand search shall, where applicable, include a physical examination of:

- headgear
- upper body and clothing (back, collar, lapels, shallers, pockets, arms, tie or scarf, blouse, shirt, sweater or cardigan, including pockets)
- lower body and clothing (trousers or skirts, inner and outer waistband, belt, pockets, turn-ups, hemlines)

It shall, where appropriate, include a physical or visual examination of:

- hair
- footwear

In addition, unusual or suspicious bulges shall be further examined.

When performing a hand search, special attention shall be paid to the possibility of concealed objects hidden behind collars, waistbands and belts, as well as within footwear.

Additionally, the search shall be done more carefully for the passengers below:

- Babies in pushchairs and children,
- Pregnant women,
- Disabled Persons,
- Passengers in wheelchairs,
- Passengers with medical conditions like limbs in plaster,
- Transsexuals.

#### 4.1.8 Screening of Handicapped Passengers

Persons on crutches, in wheelchairs or in stretchers, or wearing prosthetic aids, etc., may be privately screened. With reason and discretion, the person conducting the screening or consent search using either a hand-held metal detection device or a physical search or combination of both, shall assure that no weapons or dangerous objects are on or about the person being screened. The person then is escorted through or around the screening point. Hand-carried items shall be screened in the normal manner.

#### **4.1.9 Screening of Diplomats and other privileged persons**

Subject to the provisions of the Vienna Convention on Diplomatic Relations, diplomats and their privileged persons and their personal baggage, except "diplomatic bags" shall be liable to screening for security purposes. Air carrier staff responsible for receiving diplomatic bags shall make sure that they have, in fact, been sent by duly-appointed officials of the missions concerned. Diplomatic couriers and their personal baggage are not exempted from screening. In principle, only the following persons may be exempted from normal security screening in ECAC Member States;

- Heads of State
- Official guests invited by the Government
- Persons duly authorized and accompanied by armed escorts in accordance with "Authorised carriage of weapons aboard aircraft"

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

Diplomats or Diplomatic escorts are not permitted to carry firearms in the cabin of the aircraft.

#### **4.2 Security of Baggage**

##### **4.2.1. Protection of Passenger's' Baggage**

Hold baggage to be carried on an aircraft, shall be protected from unauthorized interference from the point at which it is accepted or screened into the care of the carrier until departure of the aircraft on which it is to be carried. The following measures shall be taken in protecting hold baggage:

- Prior to being loaded, hold baggage shall be held in the baggage make-up area or other storage area of an airport to which only authorized persons may have access.
- Any person entering a baggage make-up or storage area without authorization shall be challenged and escorted out of the area.
- Originating and transfer hold baggage shall not be left unattended on the ramp or plane side prior to being loaded on aircraft.
- Tail-to-tail transfer hold baggage shall not be left unattended on the ramp or plane side prior to being loaded.
- Access to lost-and-found offices in the terminal shall be restricted to prevent unlawful access to baggage and materials.

Access to the baggage make-up and storage areas shall be limited to those staff that has an operational requirement to enter the area. These shall include those involved in the loading, unloading and protection of hold baggage and persons authorized by the appropriate authority to be allowed access to the baggage make-up and storage areas.

At airports where not all staff are screened prior to access to security restricted areas, the appropriate authority shall ensure that between the baggage make up and storage areas and the aircraft, until the aircraft holds have been closed and secured immediately prior to departure, hold baggage shall not be left unattended. It shall be kept under surveillance at all times. Surveillance shall be sufficient to ensure that access to the hold baggage is limited to those persons associated with the handling of the relevant aircraft or loading of the baggage, and those persons otherwise authorized by the appropriate authority. Passengers may be allowed access to their own items of screened hold baggage where this is necessary provided that they are supervised throughout to ensure that no prohibited item is

- introduced into the hold baggage, or
- removed from the hold baggage and introduced into the aircraft cabin or security restricted area

#### 4.2.2. Protection of Cabin Baggage

All carry-on baggage shall either be manually searched or subjected to x-ray inspection and, in the case of the latter, where an unidentifiable object shows up on x-ray, such baggage shall be screened manually. At least 10 percent of carry-on baggage screened by x-ray (including baggage which has aroused no suspicion on being x-rayed) shall also be searched manually. This percentage shall be increased during periods of increased risk to the security of civil aviation as notified by the related Authorities.

Passengers and their cabin baggage, which have already been subjected to screening, shall be protected from unauthorized interference from the point of screening until they board the aircraft and subjected to re-screening if the potential for unauthorized interference or any other suspicious situation has been determined to exist in all airports where operations are conducted. Also, when passengers with their cabin baggage pass the unsterile area for any reason, they shall be re-screened to come back to the sterile area.

**Treatment of Suspect Passengers or Cabin Baggage:** All suspect passengers or cabin/carry-on baggages shall be subject to screening and inspection to determine if all security measures are met. If any danger is suspected, passengers and personal belongings shall be denied boarding by Corendon Airlines and legal authorities shall be informed, if necessary.

#### 4.2.3 Screening of Hold Baggage

Hold baggage, including courier baggage, is subjected to screening prior to being loaded into an aircraft for an international / domestic passenger flight.

The luggage installed to hold are checked with one of the following methods: (In domestic or international flights)

- a) Hand search,
- b) Search with Conventional x-ray. In this situation %10 of all baggage shall be extra searched by the following ways:
  - Hand search,
  - EDS,
  - By the same operator on the same device from at least two different angles with conventional x-ray devices.
- c) With the Conventional x-ray which has TIP installed,
- d) With EDS
- e) Bomb sniffing at the open luggage scan with detector
- f) In the event of failure of Scanning system and / devices, alternative methods are determined by the Airport Security Committee and is attached to the Airport Security Program.
- g) The prohibited substances which are not allowed to carry on person or cabin baggage, could be carried in hold baggage if they are not counted among the prohibited substances listed in Appendix 17

#### 4.2.4 Agreement of Hold Baggage

Hold baggage shall not be placed on board an aircraft unless the following measures are taken:

- a. Hold baggage shall be properly marked externally to permit identification with relevant passengers.
- b. The passenger to whom such baggage belongs shall be checked in for the flight on which it is to be carried; and the origin shall be occurred.
- c. Prior to loading hold baggage shall be held in an area of the airport to which only authorized persons have access; and, all items of baggage taken into the custody of an air carrier for carriage in the hold of an aircraft shall be identified as either accompanied or unaccompanied.
- d. The process identification shall be achieved either by manual or automated means.

- e. A hold baggage manifest or an alternative means of providing evidence which confirms the identification and screening of unaccompanied hold baggage shall be drawn up
- f. Corendon Airlines establishes that the baggage has already been screened in accordance with the National Aviation Security Programme to the standards for accompanied baggage in accordance with the detail of this programme.
- g. The passenger has been denied boarding to an overbooked flight by Corendon Airlines. This shall not apply where a passenger volunteers to give up their seat.
- h. The passenger was rerouted onto another flight solely by the Corendon Airlines
- i. The baggage was delayed in transfer between two flights due to unforeseen reasons and missed the departing flight.
- j. The baggage was loaded on the wrong aircraft by Corendon Airlines or its ground handling agent.

#### **4.2.5 Hold Baggage Manifest**

Corendon Airlines shall ensure that a hold baggage manifest is prepared for each of its aircraft engaged on an international flight and that the following information is recorded on each manifest by an authorized staff:

- a. The baggage tag number or details sufficient to identify separately each item of hold baggage placed on board the aircraft; and
- b. A mark, sign, or other indication showing whether each item recorded on the manifest is accompanied hold baggage or unaccompanied hold baggage; and
- c. A further mark, sign or other indication that it has been subjected to the appropriate security controls.

#### **4.2.6 Rush Baggage**

Rush baggage shall have Security search, hold in the protected area and sent to its owner immediately. Rush baggage is passed through the necessary security search, is kept in a beforehand-defined and protected place, and is sent to its receiver as soon as possible. Scanning of rush baggage is performed by using the EDS system, or using a level 1 EDS device allowing the operator to inspect all scanned images, or using conventional X-Ray device allowing the same operator to inspect on same device the images from 2 different angles, or by hand with support of bomb sniffing sensors on an open rush baggage. A declaration or a manifest is issued as a proof showing the method of scanning rush baggage. Corendon Airlines requests a written record showing that the rush baggage has been scanned at suitable standards.

#### **4.2.7 Overload Baggage**

If the load on board is more than the MTOW, some baggage must be deboarded and sent to their destination with the next, most appropriate flight. Overload baggage falls into the class of rush baggage, and is subject to security measures taken for rush baggage.

#### **4.2.8 Mishandled Baggage**

Corendon Airlines may conduct a security audit that secure storage areas have been established where mishandled baggage may be held until forwarded, claimed or disposed of in accordance with local laws.

Mishandled baggage is usually the result of the baggage having;

- Been incorrectly tagged,
- Arrived without a tag,
- Missed a connecting flight,
- Been carried on the wrong flight.

Mishandled baggage shall be searched by ground staff in minimum 2 different angles according to local laws and hold in protected area for a period time as prescribed by the local Authority. Than immediately sent to its owner.

The main references for forwarding mishandled baggage are ECAC Doc 30, IATA Resolution 743a and IATA Recommended Practice 1743g.

#### **4.2.9 Oversize Baggage**

Oversize baggage that does not fit onto the baggage belt is carried to special security search area and is scanned from 2 different angles by the staff from ground handling company. Oversize baggage does not fall into the class of rush baggage

#### **4.2.10 Treatment of suspect bags**

All suspect bags are subjected to screening and inspection to determine if they contain explosives or other dangerous items.

If any danger is suspected, bags shall be kept where found, a security area shall be determined to prevent access to the suspect bags and the legal authority shall be notified for legal intervention.

#### **4.2.11 Right to Refuse Carriage Baggage**

Corendon Airlines may refuse carriage of any passenger's baggage for reason of safety, security or if, in the exercise of its reasonable discretion, Corendon Airlines determines that:

Such action is necessary in order to comply with any applicable international and national legislations such as laws, regulations or orders of any state or country to be flown from, into or over; or the conduct, age or mental or physical state of the passenger is such as to:

- require special assistance of Corendon Airlines; or cause discomfort or make himself or herself
- objectionable to other passengers; or involve any hazard or risk to himself or herself or to other
- persons or to property; or
- such action is necessary because the passenger has failed to observe the instructions of Corendon Airlines, or the passenger has refused to submit to a security check; or
- the applicable fare or any charges or taxes payable have not been paid, or credit arrangements agreed between Corendon Airlines and the passenger (or the person paying for the ticket) have not been complied with; or the passenger does not appear to be properly documented; or the passenger may seek to enter a country through which he or she is in transit, or
- the passenger may destroy his or her documentation before take-off during flight or at landed airport, or
- the passenger will not surrender travel documents to be held by the aircraft crew members (cockpit/cabin crew), against receipt, when so requested by the Corendon Airlines; or the ticket presented by the passenger
- has been acquired unlawfully or has been purchased from an entity other than the issuing Corendon Airlines or its authorized Agent, or
- is a counterfeit ticket, or
- any flight coupon has been altered by anyone other than Corendon Airlines or its authorized agent, or has been mutilated, and Corendon Airlines reserves the right to retain such ticket.

The person presenting the ticket cannot prove that he or she is the person named in the "NAME OF PASSENGER" box, and Corendon Airlines reserves the right to retain such ticket.

#### **4.2.12 Transit and Transfer Hold Baggage**

Transfer hold baggage ( domestic and international flight ) either shall be subjected to screening prior being loaded onto the aircraft or has been screened at the point of origin and subsequently protected from



unauthorized interference from the point of screening at the originating airport to the departing flight at the transfer airport.

All items of accompanied hold baggage (both originating and transfer hold baggage unless previously screened to the standard detailed in Annex Doc.30), shall be screened by one of the following methods before being loaded onto an aircraft:

- a. hand search; or
- b. conventional x-ray equipment with at least 10% of screened baggage also being subjected to either:
  - i. hand search; or
  - ii. Explosive Detection System (EDS) or EDDS or PEDS; or
  - iii. Conventional x-ray equipment with each bag being viewed from two different angles by the same operator at the same screening point; or
- c. conventional x-ray equipment with TIP installed and employed; or
- d. EDS or EDDS; or
- e. PEDS; or
- f. Trace Detection Equipment on open pieces of baggage.

Transfer hold baggage (domestic/international) may be exempted from screening, if

- a. it has been previously screened to the standard detailed in Doc 30.
- b. they arrive from a country where the security standards applied are recognized as equivalent to common basic standards detailed in Doc 30.

Transit hold baggage may be exempted from screening if it remains on board the aircraft according to regulation.

**Note:** Corendon Airlines doesn't operate transfer flights

#### **4.3 Unruly Passengers**

Persons engaged in the following actions at the aircraft are considered as unruly passengers;

- 1) Person who attacks, threats and behaves in a consciously recklessness to endanger passenger's and their belonging's layout and safety
- 2) Person who attacks, threats and insults to the crew who is performing their duties.
- 3) Person who damages the aircraft or its devices located at the aircraft to endanger the aircraft
- 4) Person who gives intentionally false information to disruptive or endanger the flight safety
- 5) Person who do not obey the rules and instructions for safe and efficient operations.

For example abusive passengers, passengers under the influence of alcohol/drugs, passengers who smokes during flight.

Unruly passengers may be recognized at the check-in counter, the lounges and boarding gates. In such cases the flight crew shall be informed before flight commences so precautions may be taken in time. The ultimate decision remains as the Captain's whether or not such a passenger will be accepted on board.

During the flight if there is a passenger acting abusive the Cabin Chief must inform the Captain immediately. The Cabin Chief will verbally warn the passenger according to the Captain's decision. If it's impossible to calm down the passenger, the Captain may decide to hand the passenger over to the authorities by landing at the nearest airport or, he may continue the planned flight and hand the passenger over to the authorities upon arrival. When captain deemed necessary, lashing equipment on board could be used.

The Captain may request from the Cabin Chief to fill in an "Unruly Passenger Violation Form". One copy of the form is given to the airport authority and another copy is sent to the Security Department with the Cabin Chief Flight documents.

The Cabin Chief shall report this situation on the Cabin Flight Report and Safety Report.

Corendon Airlines provides necessary support and easiness to the staff for legal process related with Unruly Passenger.

Following actions shall be applied on board according to threat levels:

### **Levels of Threat**

The levels are as follows:

**Level 1**—Disruptive behavior

**Level 2**—Physically abusive behavior

**Level 3**—Life-threatening behavior

**Level 4**—Attempted breach or actual breach of the flight crew compartment

### **Crew Responses According to Threat Level**

Cabin crew shall be able to recognize the threat levels posed by passengers and they shall be able to effectively respond to these individuals in a manner that is appropriate to the threat level.

However, if there is an escalation in threat level, cabin crew need to escalate their response accordingly.

The descriptions below are examples of what a company policy could contain. It is important to note that each air carrier must ensure that their policy follows regulations established by the State of Registry and the State(s) in which they operate.

### **Level 1 Disruptive Behavior (Verbal) – Minor**

Behavioral indicators include, but are not limited to:

- o The use of unacceptable language towards a crew member (e.g., swearing or using profane language);
- o Unacceptable behavior towards a crew member (e.g., communicating displeasure through an aggressive voice tone or rude gesture, provoking an argument or making unreasonable demands such as refusing to give up on a denied request);
- o A display of suspicious behavior (e.g., agitated, numb, distant or unresponsive behavior);
- o Passenger not following crew instructions or challenging authority;
- o Violation of a safety regulation.

### **Level 2 Physically Abusive Behavior – Moderate**

Behavior includes, but is not limited to:

- o Physically abusive behavior towards a crew member (i.e., an openly or aggressively hostile action that includes a physical act or contact);
- o Obscene or lewd behavior towards a crew member (i.e., actions of an overtly sexual, lecherous or lascivious nature);
- o Verbal threats (i.e., threatening a crew member or another passenger with physical violence or bodily harm on board or while about to board an aircraft, or making threats in an attempt to board an aircraft);
- o Tampering with any emergency or safety equipment on board the aircraft;
- o Deliberately damaging any part of the aircraft or any property on board the aircraft.

### **Level 3 Life Threatening Behavior – Serious**

Behavioral indicators include, but are not limited to, actions creating a fear of imminent death, such as:

- o The threat, display or use of a weapon;



o Physical or sexual assault with intent to injure (i.e., violent, threatening, intimidating or disorderly behavior).

#### **Level 4 Attempted or Actual Breach of the Flight Deck**

An incident which constitutes a security threat and which includes, but is not limited to:

- o An attempted or unauthorized intrusion into the flight deck;
- o A credible threat of death or serious bodily injury in an attempt to gain control of the aircraft;
- o The display, use or threat to use a weapon to breach the flight deck;
- o Sabotage of or the attempt to sabotage an aircraft;
- o Actions that render the aircraft incapable of flight or that are likely to endanger its safety of flight;
- o Any attempt to unlawfully seize control of the aircraft.

#### **4.3.1 Persons Responsible for Physical Restriction**

- It is strictly stated by the national and international rules that the behavior that would endanger the security of the flight, the aircraft and the persons in it cannot be tolerated in any way.
- Passengers who act in an unreasonable manner, who may endanger flight security, endanger the flight crew, other passengers, and even self-harm, who cannot control their anger or use physical violence consciously or unconsciously, are defused using the physical restraint method when necessary. Cabin crew, when faced with a passenger acting unruly, first tries to control the condition by using verbal communication and establish effective communication techniques.
- The possibility that an unacceptable behaviour of a passenger may be carried out in order to distract the flight crew and that it may occur before a possible airplane hijacking action, is taken into account.
- The passenger is observed by the cabin crew before starting the flight and at every stage of the flight. The knowledge of any abnormal, suspicious behavior is shared with the flight crew by the cabin crew.
- The cockpit door is never opened to provide information when an unruly passenger is encountered.
- It is ensured that any unruly passenger is handcuffed and restrained through team work by using the "Restraint Kit" available on board the aircraft in case of level 3 or 4 threats during flight. Handcuffing method is applied to persons who have reached the phase of causing physical damage, and have the opportunity, capability and intention to do that. Except for these conditions, procedures other than physical restriction shall apply to all kinds of unruly behaviors. However, any passenger who resorts to physical violence while sitting fastened on their seats shall not be handcuffed.
- The use of the handcuffs to the passenger who acts in an illegal manner or unruly is only permitted by the pilot in charge. Only the pilot-in-command may allow handcuffing a passenger behaving unruly in the course of flight. In cases where the security is threatened and there is no time to warn the flight crew, the cabin chief may decide on handcuffing the passenger.

#### **4.3.2 Reporting the Unruly Passenger**

The data held for the passengers who has unruly behavior are recorded by the Security Department with the Unruly Passenger Form sent to the DGCA and reported to the DGCA.

- Reports of security and safety events on the air and on the ground are carried out via the SERA. Unruly Passenger Report that reported by cabin crew, if the subject matter is a judicial matter, it should be sent to SHGM according to the instructions of the judicial authorities and if it is subject to the Misdemeanors Law No 5326, it should be processed by the Local Authorities.

#### **4.3.3 Restraining Devices**

Crew members need to attempt to diffuse a critical situation right up until it becomes clear that there is no way to resolve it verbally. Physically confronting a passenger or applying restraint devices shall only be used when

all other non-physical approaches have been exhausted. Once restraints have been used, they shall remain on the passenger for the duration of the flight even if he/she promises good behavior.

Crew need to be aware that a situation can escalate at any moment, sometimes without warning. Flight crew need to quickly assess if the cabin crew can control the disturbance. If the answer is negative, the flight crew needs to relay this information to the ground and land as quickly as possible. Any verbal or written threat of a weapon means that the situation has escalated to threat level 3 and appropriate measures shall be taken. The clamp kit is sealed in airplane, and the report is forwarded to the security department if the seal is opened. On Board Restraint - Having decided that the only course of action is On Board Restraint

- Only those crew suitably trained may use the plastic handcuffs.
- Flight crew members shall not be physically involved in restraining passengers.
- Only reasonable and necessary force may be used to affect the control and restrain.
- Prepare the plastic handcuffs for use: prepare the cuffs, adopt correct grip and body stance i.e. strongest foot rearward.
- Once control is achieved, check for tightness.
- At regular intervals thereafter the restraints shall be checked to ensure that no injury is being caused to the passenger.
- Ensure the plastic handcuff cutting instrument is readily available shall an inflight emergency require the release of the restrained passenger.
- To minimize disruption, if possible, isolate the restrained passenger by relocating surrounding passengers.

#### **4.3.4 RESTRAINT KIT**

It is used to deactivate unruly passengers and even self-injurious persons who may endanger the flight security, and use the physical restraint method by the cabin crew when necessary.

The content list is located on the Restraint Kit. There are 1 Restraint Kit in our aircrafts.

#### **CONTENT OF RESTRAINT KIT**

4 Pcs Plastic Clamp,  
Unruly passenger form  
2 PCS Warning card  
1 Pcs Scissors are located in.

#### **PRE-FLIGHT CONTROL**

The cabin crew is responsible for the following checks before flight,

On-site, secure, the content list is available and the number on the seal must be matched with the number on the Restraint Kit.

#### **4.3.5 RESTRAINT KIT USAGE PROCEDURES**

The bag seal opens by breaking off,

All necessary materials are taken in accordance with the procedures contained in the kit are moved,

When the Restraint Kit is used, the Responsible Captain Pilot and SCCM will fill in the Passenger's Unruly Report on the Aircraft and place it on the flight envelope for send to the Security Department.

At the end of the flight, SCCM specifies the use of the Restraint Kit together with the reason its use to Security Department and the Cabin Flight Report.

#### **4.3.6 The Principles Applicable to Physically Restrained Passengers with Clamp**

- a) If the person is physically restrained by using handcuffs, the cabin crew evaluates the situation and decides on whether to move to an empty seat or held in place where it is using handcuff.
- b) After crew decision, firstly Cabin Chief must read the "Irregularity Warning Form" to passenger for warning. If the passenger's behavior continues cabin crew must use handcuff for restriction.
- c) The physical restraint method should be applied to ensure that the disabled passenger's clamps are not loose or too tight and the passenger should be as comfortable as possible.

- d) The passenger seat belt is kept fastened.
- e) Passenger's back and hands are supported with a pillow.
- f) Under no circumstances, passenger is not allowed to go to the toilet.
- g) No food to the passenger (in order to avoid risk of suffocation and a possible medical intervention)
- h) Only the water is supplied to the passenger if passenger demand. If possible, giving water with a pipette is safer in terms of the cabin crew (it should not be forgotten that excess water consumption increases the need for toilet).
- i) For any reason whatsoever, it should not be done behaviours that the handcuffed person prevent to breathing. (such as closing the mouth with tape or other objects).
- j) If the decision to divert is taken by the responsible captain, the decision about the diverted airport will be announced to passengers.

The responsible captain, in accordance **with Article 6 of the Tokyo Convention**, on the condition that they do not oblige, may request assistance from other team members or authorize them and may request the assistance or authorize of the unruly passenger about taking physical restraint measures. Without such permission, any member of the flight crew may take any reasonable precautionary measures if there are justifying reasons that the aircraft or persons in aircraft or aircraft in it, must be immediately taken to secure. The responsible captain must inform the competent authorities of the state before landing and inform the competent authorities of the aircraft as soon as possible in accordance with the rules of the Tokyo Convention about the passenger subject to physical restriction. Due to measures taken in accordance with the Tokyo Convention, neither the responsible captain nor any crew member shall be liable for any prosecution of the person to whom such measures were taken against to any passenger. The Contracting States shall take due care in terms of the security of the aircraft and other gains when taking any measures for prosecution or arrest for a crime committed on an aircraft and the contracting states shall act in such a way as to prevent unnecessary delays of the aircraft, passengers, the flight crew.

**Reference;**

EASA Regulation 300/2008; ICAO Annex 17; Annex 6; IOSA CAB 3.4.2, Tokyo Convention, National Civil Aviation Security Program ( MSHGP ).

**4.3.7 RESTRAINT KIT COMPLETING PROCEDURE**

The information that the Restraint Kit needs to be changed is forwarded to the responsible captain and when returned the aircraft base, the Restraint Kit is sent to the Security Department for completion.

The Security Department completes the restrain kit according to the content list, attaches the seal and sends it to the aircraft.

**NOTE:** Flight outside the base where the Restraint Kit cannot be replaced is possible.

However, the Retraint Kit must be replaced at the earliest opportunity when the aircraft returns to the base.

**4.3.8 Legal Aspects**

The existing international legal regime for civil aviation cover acts such as offences and certain acts committed on board aircraft, unlawful interference against the security of civil aviation, unlawful acts of violence at airports and unlawful seizure of aircraft.

Provision for the removal of unruly/disruptive passengers form the aircraft is provided for by the 1963 Tokyo Convention. The Convention has a jurisdictional gap which appears to preclude most States from prosecuting disruptive passengers on inbound foreign registered aircraft. This deficiency has seen a number of States enact additional national legislation, independent of the Tokyo Convention provisions, enabling prosecution of this type of behavior. Some States have also extended jurisdiction to cover all outbound foreign registered aircraft where the State in question is the last point of departure.

ICAO has developed model legislation on certain offences committed on board civil aircraft, (Circular 288/2002) and urged ICAO Member States to enact as soon as possible national law and regulations to deal effectively with the problem of unruly/disruptive passengers, incorporating as far as practicable the model legislation.

Jurisdiction and right to prosecute are important issues, although air carriers should focus on the security aspects of the flight and not on the possible prosecution of the unruly/disruptive passenger. In-flight incidents often develop through various stages before boarding a flight to a point of unruly/disruptive behavior.

#### 4.3.9 Police Involvement

The laws of a Sovereign State, in which police have jurisdiction, define the degree of action that law enforcement agencies are empowered to take. Those powers do not extend to actions committed on board a foreign-registered aircraft unless the "State of Landing" has enacted additional legislation empowering the law enforcement agency to respond to an allegation of disruptive or unruly passengers on inbound foreign-registered aircraft.

Where practicable, the following information should be relayed to the police before landing:

- Nature of the incident;
- Identity of the offender and the complainant;
- Time, date and location of the incident;
- Whether the offender and/or the complainant has sustained any injury requiring medical attention;
- Whether the complainant is prepared to institute proceedings against the offending passenger;
- The location where the aircraft is going to park at the airport (in the case of a difficult or violent passenger, the police may require the aircraft to be parked on a remote stand).

When the police attend the parked aircraft, they will require:

- All other passengers not involved in the incident to disembark (although some authorities prefer to immediately embark and remove the offender prior to passengers deplaning);
- A briefing of the allegation by the crew members involved in the incident;
- An interview with the complainant;
- Particulars of the complainant;
- Details of all other persons involved in the incident who may give corroborative evidence;
- Details of time, date and place on the aircraft where the offence(s) took place;
- A record of "first person" conversation with the offender and crew members involved in the incident, which should be recorded in written notes made at the time or shortly after the incident.

Depending on the local criminal procedure, the police may require the complainant to be present at the time that the allegation is put to the offender.

#### 4.4 Potentially Threatening Passengers

Potentially Threatening passengers are divided into 3 groups;

- INAD – person not allowed to enter a country,
- DEPORTEE – person ordered to leave a country,
- Persons who have been subjected to legal proceedings.

Risk assessment must be carried out by the authorities for each passenger intended for removal. The result should be notified to the Corendon Airlines Security Department via fax or e-mail. Also they can inform to aircraft commander directly. The assessment should take account of the passenger's history, previous and current behavior, media and/or activist activity and any other relevant factor which may indicate a security risk. Based on the risk assessment, the authorities should recommend whether or not an escort is needed. Corendon Airlines evaluate the situation for acceptance or rejection.

After acceptance of the Potentially Threatening Passengers The Handling Agent must inform the PIC and Cabin Chief such as Potentially Threatening Passengers prior to passenger embarkation via **Potential Threatening Passenger Information Form Appendix 14** or another form accepted by airport authority or the relevant parties may be used.

Also the filled form shall be sent to [guvenlikD@corendon-airlines.com](mailto:guvenlikD@corendon-airlines.com) and [groundoperations@corendon-airlines.com](mailto:groundoperations@corendon-airlines.com) addresses. The Potential Threatening Passenger Form is published on Digital Library and <http://handling.corendonairlines.com>. The Pilot in Command has total responsibility to decide how many

INAD, DEPORTEE and Passengers subjected to legal proceedings are to be carried on board, in accordance with safety and security issues.

Detailed information related to these passengers shall be given to destination airport. If the related airport authority requests additional measures, Corendon Airlines will apply these measures. If available, escorts information will be given to destination airport.

#### **4.4.1 Inadmissible Passengers**

INAD passengers (inadmissible passenger) are those persons who are unable to enter a country due to visa problems, invalid passport, lost passport etc.

Airline companies are obliged to fly their own INAD passengers back there their country as soon as possible. This period cannot be more than 48 hours.

As Company Policy, if the Captain feels that the INAD belonging to another airline company may endanger the flight, he/she is entitled to request for an escort from the authority or may refuse to carry of such passenger.

##### **Handling Procedure**

- The INAD Form prepared by the authority and if available the passenger's passport is given to the PIC and/or Cabin Chief. If necessary, the documents may be kept in the flight deck during flight, but they shall never be returned to the INAD passenger,
- INAD's shall be boarded prior to other passengers and be the last to disembark at the destination. Their documents are handed over to the authority and are escorted out from the aircraft,
- INAD passengers shall be seated at the back section of the A/C, at a window seat,
- They shall not be served alcohol.
- If an official has been requested to escort the INAD, the INAD shall be seated at a window seat and cabin crew shall perform meal and services as directed by the official.
- Mentally disabled and persons considered a threat to flight safety shall be accompanied to the aircraft by someone who can use a sedative if needed.
- If a mentally disabled passenger requires a sedative before the aircraft takes off the sedative must be used for it to last for the entirety of the flight.

#### **4.4.2 Deportee Passengers**

Deportees are persons who are caught by the authorities and are ordered to be leave the country because of their legally or illegal entrance; e.g. persons remaining to stay in the country with an expired visa, persons who have been detected with a forged passport.

Deportees are not persons who have committed a murder or serious offense.

If the Captain feels that the DEPO may endanger the flight, he/she is entitled to request for an escort from the authority or may refuse to carry the passenger.

##### **Handling Procedure**

- The Deportee Form prepared by the authority and if available the passenger's passport is given to the CC. If necessary, the documents may be kept in the flight deck during flight, but they shall never be returned to the DEPORTEE passenger,
- DEPORTEE's shall be boarded prior to other passengers and be the last to disembark at the destination. Their documents are handed over to the authority and are escorted out from the aircraft,
- DEPORTEE passengers shall be seated at the back section of the A/C, at a window seat,
- They shall not be served alcohol.

- If an official has been requested to escort the DEPA, the DEPORTEE shall be seated at a window seat and cabin crew shall perform meal and services as directed by the official.

#### **4.4.3 Persons Who Have Been Subjected to Legal Proceedings**

Suspects, detainees and convicted persons are those passengers who are potentially dangerous. This type of passenger is accepted on flights, provided that they are escorted by at least 2 escorts. In the case of more than one person who has been subjected to legal proceedings considered that he/she is dangerous, only 1 is accepted on board. Corendon Airlines must be informed about such passengers prior to flight. As Company Policy, the Captain may choose to refuse to carry such passenger.

#### **Handling Procedure**

- Public announcements about the carriage of such passengers shall not be made,
- The Handling Agent must inform the Captain and Cabin Chief about the passenger prior to passenger embarkation,
- The Form prepared by the authority and if available the passenger's passport is given to the Cabin Chief. If necessary, the documents may be kept in the flight deck during flight,
- The passenger shall be boarded prior to other passengers and be the last to disembark at the destination,
- The passenger is to be seated between the two escorts at the back seats of the A/C, metal forks and knives are not given.
- While going and coming back from toilet, he or she is kept under surveillance.
- The escorts shall remain in communication with the cabin crew and they will prevent the transport of prohibited substances like matches, lighters by persons who have been subjected to legal proceedings.
- The escorts shall have physical strength and equipment to render harmless persons who have been subjected to legal proceedings when deemed necessary,
- The escorts cannot use tear gas in the aircraft or gas and other substances which leaves weak persons who have been subjected to legal proceeding.
- They shall not be served alcohol and cabin crew shall perform meal and services as directed by the officials,
- If necessary, restraints (plastic handcuffs) found in the A/C may be used.
- If escorts will carry firearms, Corendon Airlines must be informed one day before the flight. Corendon Airlines has right to refuse carry escorts with firearms.
- Convicts who may use allowed under the provision of Regulation is not covered by this article. They may travel with "Photo Permit" without an escort.
- Prisoners, convicts, suspects, those under legal proceeding and those deported from the country, etc. accompanying law enforcement officers can take their weapons to the aircraft cabin if there is a phrase, text, form or similar material related to the necessity of carrying weapons during their escort duty.
- However, the companion must be taken magazine from the gun in a safe area and it must be ensured that the gun is free from bullets. The weapon 'or magazine or both (must be acted according to the airline application) is delivered to the pilot from the responsible captain to be stored in the secure box in the cockpit.
- In such flights, the airline company must be informed as much as possible (eg at the time of booking) in order to fulfill its responsibility for secure box transportation.
- If the companions are not allowed to carry weapons in the cabin, the airline may decide to carry the weapons in the cabin or to carry them hold compartment in accordance with their own policies.



### 4.5. Procedures for carriage of firearms and weapons

The general rules about carriage of weapons/ammunitions in airside, landside and on board on an aircraft are as follows;

Anybody other than authorized personnel in an airport terminal and security restricted areas and ones who obtained a permission cannot carry firearms. Carriage of weapons on the hold and in hold baggage on board a national or a foreign aircraft is carried out in accordance with the Turkish legislation.

All kinds of weapons, ammunitions, war materials, military materials, defense materials and dangerous goods excluding protection, escort and police-military travel implementations/activities cannot be carried on board aircraft in accordance with the national laws without meeting the necessary security provisions and without obtaining the permission from the relevant states. These kinds of carriages are carried out within the scope of the article 93 of Turkish Civil Aviation Law No.2920.

It shall be checked through the system [through TIMATIC (Travel Information Manual Automatic)] by the personnel assigned for check-in process prior to generation of baggage tags for any weapon whether or not there are any special regulations applicable for carriage of firearms in force in the country of destination and the countries of transit/transfer stations.

Corendon Airlines may refuse to carry it unless Corendon Airlines is informed of the use of weapons before the flight.

#### 4.5.1 Passenger Weapons and Ammunition

Corendon Airlines shall comply with the provisions of international / national and airport legislation regarding carriage of weapons. Acceptable kinds of weapons are carried in the hold of an aircraft and inaccessible to passengers at all times. Airport security authority processing a passenger carrying a weapon reviews the armed individual's credentials. These credentials shall include a full-face picture of the armed individual, the signature of the authorizing officer and the official seal of the armed individual's service. If there is a licenced weapon belonging to a passenger, the **"Corendon Airlines Weapon Delivery Form"** or another form accepted by airport authority or the relevant parties may be used. ( **Corendon Airlines Weapon Delivery Form Appendix 12** )

It must be ensured that an authorized/Airport Police at Weapon Delivery Desk and duly qualified person has declared the weapon not to be loaded; the weapon is stowed in a place that is inaccessible to any unauthorized person and the carriage of a weapon is legally permitted by all State(s) involved, including the State and State(s) of flight departure, transit and arrival.

#### Procedure at Departing Station:

- The weapon, ammunition/ bullets and the charger are separated as appropriately and put in a single bag.
- The Law enforcement officer or authorized agent who takes over the weapon, magazine, fills in a form (weapon delivery-form) whereby stating clearly the details of the flight, of the weapon and the owner of the weapon.
- The Law enforcement officer or authorized agent puts the weapon and its ammunition into a bag, and ensures their transfer to the aircraft. It must be ensured also that the weapon is loaded into the correct cargo compartment (Compartment 1).
- One copy of the delivery-form will be retained by the departing station, one by the owner and the remaining copies will be with the weapon.
- As soon as the security bag consisting of weapon(s), magazine(s) and ammunition(s) is loaded onto the aircraft hold 1, the cargo door will be closed and will not be opened again without obtaining approval by the commander.

• The Ground Service Provider must enter an indication referring to the weapon on board as SI at LDM message as piece/weight. The weight of the weapon must also be considered at load calculations. This message will be sent to transit/transfer and arrival stations. **"SI/Hold one/Section11/ Sec.Item/01 piece"**

**Procedure at Arrival Station:**

The Ground Service Provider at arriving station must immediately convey the information received on the LDM to the local security office or to the authorized Agent.

The remaining copies of the delivery-forms will be handed over to the Law-enforcement officer at the arrival weapon delivery desk by the authorized agent who picks up the weapon(s) and ammunition(s) from the aircraft and takes them to the weapon delivery desk. The weapon(s) and ammunition(s) will be returned to the owner at this location after obtaining the signature(s) from the owner(s) on the weapon delivery-form.

In case there is no Delivery-form of Corendon Airlines available, the documents/ forms of the Local Authority/ Ground Service Provider must be used

**4.5.2 Weapons of VIP Escort Officers in Cabin**

The procedures to be carried out about firearms of High-Level State Official's escorts in the State Protocol List on board civil aviation aircraft are written in the National Civil Aviation Security Program and its relevant Annex.

Within this scope, the procedures on the carriage of VIP escorts' firearms on board Turkish registered civil aviation aircraft to be followed are as follows;

1. The implementation covers just the carriage of VIP escorts' firearms on board Turkish registered civil aviation aircraft in domestic flights.
2. VIP's escorts shall be the State officials.
3. In case VIP's escorts written in the Protocol List NCASP Annex-26-a travel with VIP passengers, they can carry their firearms with them in an aircraft cabin by following the provisions. The other VIP's escorts shall be subjected to the firearms delivery procedures applicable to passengers.
4. If VIP's escorts travel with the VIP, this situation is accepted as a Duty Order. If VIP's escorts travel alone, VIP's escorts shall be subjected to the firearms delivery procedure applicable to the other passengers.
5. With this arrangement, DGCA is understood to have given permission for the procedure of the carriage of VIP's escorts' firearms in an aircraft cabin in general.
6. In case any firearm or any other ammunition, items are used in an aircraft cabin, VIP's escort personally shall be responsible to persons and air carrier operator.
7. In any situation requiring secrecy as a duty requirement, it shall be acted in accordance with secrecy criteria and procedures.
8. Within the framework of a training written in the NCASP Annex-26-c by DGCA in accordance with the international standards, VIP's escorts shall be given this training on the carriage of firearms on board an aircraft cabin by their institutions/departments. At the end of the training, VIP's escorts to carry firearms shall ensure a written Declaration of Conformity written in the NCASP Annex-26-b covering their authorities and responsibilities or when training certificates are given, this Declaration of Conformity shall be written in the training certificate.
9. The registration procedure of VIP's escorts with firearms to board an aircraft shall be carried out by (Airport) VIP Police Bureau in VIP lounge before the flight. The registration shall include the information about VIP escorts, their firearms and flight details.  
Moreover, if there will be a transfer flight, this information shall be written and be given to the transfer airport authority.
10. During reservation phase or when boarding pass is issued in VIP lounge, VIP's escorts shall notify air carrier operator. On the issued passenger manifest, a mark stating the VIP's escorts with firearms shall be recorded for them and Weapon NOTOC form prepared by ground handling staff shall be given to Senior Cabin Crew Member



and the Commander. Moreover, If VIP's escorts deem necessary, they can notify the Senior Cabin Crew Member and the Commander. If their seats are changed, SCCM and Commander shall be informed again

#### **4.5.3 VIP's escorts who carry their firearms in an aircraft cabin;**

- With them without drawing passengers' attention by removing the bullet in the chamber and removing to magazine and without firing the firearm or
- in a closed and locked bag by removing the bullet in the chamber and removing the magazine and without firing the firearm.
- Commander will be notified prior to the commencement of a flight when the carriage of weapons on board an aircraft via Weapon NOTOC form ( Appendix 13) by the ground handling company personnel
- Weapon Notoc form shall include;
  - i. The number of authorized armed persons on board the aircraft and
  - ii. The location(s) of such persons.

\* This form shall be prepared for each Law Enforcement.

#### **4.5.4 The Protocol List of the High Level State and Government Officials**

Security escorts written in the below Protocol List who travel with the VIPs can carry their firearms with them in an aircraft cabin.

1. President of Turkey,
2. Speaker of the Turkish Grand National Assembly-TGNA/TBMM and Deputy Speakers of TGNA/TBMM,
3. Prime Minister and Deputy Prime Ministers,
4. Commander of Turkish Armed Forces,
5. Main Opposition Party Leader,
6. Former Presidents,
7. President of Constitutional Court,
8. First President of Supreme Court,
9. President of Council of State,
10. Members of Council of Ministers,
11. Under Secretary of National Intelligence Organization,
12. The spouse and children of the High Level State and Government Officials listed above in this section,
13. All Acting High Level State and Government Officials when any of the High Level State and Government Officials listed above in this section is abroad/in a foreign country

#### **4.5.5 Police, Customs Officers and Authorized Personnel Boarding Aircraft**

Airport Police, Customs Officers and other personnel authorized by DGCA/CAA or Airport Competent Authority may request to get on an aircraft for performing any kind of security or customs related issues.

There is no international and national legislation prohibiting Airport Police, Customs Officers and other personnel authorized by DGCA/CAA or Airport Competent Authority from carrying a weapon on board the aircraft on the ground. SCCM shall inform the Commander of the situation. The flight crew compartment door shall be closed and locked by flight crews when armed airport police, customs officers and other personnel authorized by DGCA/CAA or airport competent authority are on board the aircraft on the ground.

**See Chicago Convention Article 16-Search of Aircraft.**

#### 4.5.6 Sporting Weapons and Ammunition

Weapons (hunting or sporting weapons) and any other objects which may be considered to be used as a life-threatening material (e.g. antiquities, souvenirs, knives, scissors, axes, hatches, pickaxes etc.) are not permitted to be taken into passenger cabin but may be carried in hold baggage/checked baggage in the cargo compartment, in compliance with IATA Dangerous Goods Regulations and the Turkish National Civil Aviation Security Program Annex 17.

The passenger shall observe the regulations for export, import and transit of weapons and ammunition, applicable in the country of his departure, destination and of any country he may transit.

##### **Weapons:**

- The weapon shall be secured and not loaded with ammunition.
- The weapon shall be packed in a break proof box/bag (e.g. a marketed gun case).
- A hold baggage/checked baggage tag must be attached to the box/bag.
- The box/bag must be loaded into the cargo compartment.

##### **Ammunition:**

- Only ammunition for small arms (e.g. hunting or sporting arms) up to the maximum of 5 Kg gross weight per passenger and only in hold baggage/checked baggage may be accepted. The following procedure shall be followed:
- The quantity shall not exceed 5 Kg for each passenger.
- It shall be securely boxed (e.g. customary trade packing)

#### 4.5.7 In-Flight Security Officer - IFSO

##### **In-flight Security Officer (IFSO), Sky Police or Air Marshall**

The requirements and provisions written in the Turkish Civil Aviation Law, the article no:40 (updated by the Government) and relevant legislation shall be valid for IFSO/Sky Police/Air Marshall, when necessary. The requirements and provisions written in NCASP shall be valid for IFSO/Sky Police/Air Marshall, when required.

#### 4.6. Check-In outside of the Airport

Corendon Airlines do not make check-in from outside of the airport.

#### 4.7. Group Check-in Procedures

Corendon Airlines do not make group check-in.

## **5. CONTROL OF CARGO, COURIER, EXPRESS PARCELS, LETTERS and MAILS**

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 operating into the Union from a third country airport.

Turkey is a country predefined in white list where ACC3 is required. Therefore Corendon Airlines has prepared ACC3 Security Programme in order to ensure the air cargo and mail transportation from Turkey to European Union countries according to the EU standards.

### **5.1. Description of Measures for Air Cargo and Mail**

**Known Cargo:** A consignment 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 consignment of unknown cargo that has been subjected to appropriate security controls, made "known." And which is thereafter protected from unlawful interference.

**Known Shipper:** 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 requirement for safe transportation of cargo

**Unknown Cargo:** A consignment of cargo tendered to a regulated agent or operator that has not been submitted to appropriate security controls, or a consignment of cargo subjected to appropriate security controls that may have or is confirmed to have been subjected to unlawful interference.

Corendon 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 program and with the standards in the Corendon Airlines Cargo Operations Manual. All cargo shall be screened and searched in accordance with the provisions and rules written in the country's own National Civil Aviation Security Program.

Corendon Airlines ensures cargo shipments for transport on all flights have been subjected to the appropriate security controls, including screening where required, as established by the applicable state(s).

Corendon Airlines conducts security audits on its contracted regulated agents in order to protect cargo and mail for preventing acts of unlawful interference at land sides and air sides of the airport.

If Corendon Airlines conducts operations in a cargo facility, it shall ensure procedures are in place for persons and vehicles with access to security restricted areas in or around any cargo facility to be subjected to security controls.

**All cargo, courier and express parcels shall be subjected to the security controls detailed hereunder before being placed on board the airplane.**

### **5.2. Pick Up of Cargo**

All kinds of cargo are being accepted at the cargo customs bounded warehouses which are located at the airports within Turkey. According to Turkish National Civil Aviation Security Programme, 100 percent security control shall be subjected to all consignments.

### **5.3 Acceptance of Cargo**

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, COM and ACC3 Security Program) invariably mishandling, damage or delays will occur during a further stage of transportation.

Acceptance of consignments, screening of consignments, storage of consignments and access control to the warehouse fall under the responsibility of Warehouse company (validated RA3). Therefore these processes and security measures are not a part of Corendon Airlines Security Manual. For detailed information please refer to Cargo Operation Manual.

#### 5.4. Delivery and Transportation of Cargo

Corendon Airlines uses the ground handling companies for airside transportation companies. These operations and processes of the ground handling companies are covered by the Corendon Security Program. For detailed information please see the Cargo Operation manual.

#### 5.5. Preparation and Handling of Cargo

All cargo is accepted at the cargo warehouses which are located at the airports within Turkey. According to Turkish National Civil Aviation Security Programme, 100 percent security screening shall be subjected to all consignments.

-The cargo must be checked for proper labelling when picking up import or export cargo, if labels like, this side up, dangerous goods labels, perishable, live animals, valuable cargo 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(s).

- Ensure that packaging, over pack or freight containing dangerous goods have been inspected for evidence of leaks and/or damage.

- Check consignment for damage and reject shipment if it originates within Turkey and shows damage or subject the consignment to HRCM procedures if transfer cargo.

- Cargo handling agent will follow dangerous goods chapter of COM for the loading and securing 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 according to the commodities, please check that section of the cargo manual for compliance of physical handling.

#### 5.6 Storage of Cargo

Secure storage of cargo requires some protective measures in cargo buildings, including the following:

a) all shipping and receiving doors shall be closed and locked when not in use. If ventilation is needed, lockable metal screen doors may be installed;

b) cargo shipping and receiving doors shall, if possible, be equipped with intruder detection devices or another means of protection against intrusion;

c) Doors intended for vehicular access shall not be used by any person to enter or exit buildings, as this may provide an avenue for circumventing security controls;

d) Personnel doors shall be designed and located so as to ensure control over entry and exit.

These doors shall also be locked when not in use; and

e) Signs calling for the declaration of any dangerous items contained in a consignment shall be posted in the cargo receiving area to prevent an inadvertent or innocent inclusion of dangerous goods, firearms or other weapons.

Consignments that have passed through security controls or that are in the process of being made secure shall be held in protected premises until they have been loaded on an aircraft. If a secure consignment is momentarily

held in a non-secure location (i.e. an area accessible to persons who have not undergone appropriate vetting and security controls), it shall undergo additional screening before being loaded on a passenger aircraft.

Known cargo 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 otherwise protected by intruder detection measures for periods when consignments are left unattended. Access points shall be protected by biometrics systems or access cards,

A consignment that allows for stand-alone security 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 CCTV system or an intruder detection device for the entire storage period. If seals or locks are used, their integrity shall be verified.

### **5.7. Regulation For Transfer and Transit Cargo**

According to the Cargo Operation Manual, Corendon Airlines accept point to point cargo carriage. It is not allowed to transfer cargo operation.

Cargo Department is responsible to keep up to date and delivery of the **RA3 Validated Stations Database** of Corendon Airlines and shall share with the Warehouse and Ground handling service providers.

### **5.8. Regulated Agent Scheme and Criteria**

In Turkey Civil Aviation there is no regulated agent process or procedure. However EU validated RA3s are recognized for transfer cargo and details are maintained in the ACC3 database.

A regulated agent shall be required to:

- a) Establish and register the identity of consignors and establish the credentials of the person who delivers the consignment as an agent of the consignor;
- b) ensure that the consignor provides a full description of the consignment contents;
- c) ensure that consignments are safeguarded after reception, and that access to the cargo is controlled;
- d) ensure that the reception, processing and handling of cargo are carried out by properly recruited and trained staff;
- e) designate one or more persons as responsible for the implementation, application and supervision of required security controls; and
- f) ensure that each consignment tendered to an aircraft operator or a regulated agent is accompanied by documentation, either on the air waybill or a separate declaration, providing the following information:
  - name, address and contact details of regulated agent;
  - name and address of consignor;
  - contents of the consignment; and
  - Cargo Security Declaration.

g) Regulated Agents handling cargo destined for an EU airport on behalf of Corendon Airlines shall ensure that the accompanying documentation for each consignment tendered to the carrier shall include the following information:

- i. The ACC3 UAI for Corendon Airlines at that airport
- ii. The security status of the consignment
- iii. The unique identifier of the consignment (e.g. the HAWB and or MAWB)
- iv. The content/description of the consignment
- v. The reasons for issuing the security status (means/methods of screening, grounds for exemption) using the CSD scheme."

**Note: All kinds of cargo is accepted at the cargo warehouses which is located at the airports within Turkey.**

**According to Turkish National Civil Aviation Security Programme (NASP) 100 percent security screening shall be applied to all consignments)**

#### **5.9. Known Consignor Scheme and Criteria**

In Turkey Civil Aviation there is no known consignor process or procedure.

All kinds of cargo is accepted at the cargo warehouses which is located at the airports within Turkey.

According to Turkish National Civil Aviation Security Programme (NASP) 100 percent security screening shall be subjected to all consignments.

#### **5.10. Account Consignor Scheme and Criteria**

In Turkey civil Aviation there is no account consignor process or procedure.

All kinds of cargo is accepted at the cargo warehouses which is located at the airports within Turkey.

According to Turkish National Civil Aviation Security Programme (NASP) 100 percent security screening shall be subjected to all consignments).

#### **5.11. Standart of Screening Including Equipment and Physical Checks**

Corendon Airlines do not accept cargo for carriage on an airplane engaged in passenger commercial air transport operations unless the application of security control is confirmed and accounted or such consignments are subject to security controls stated below:

Cargo, courier and express parcels shall only be carried by air where the following security controls have been applied, including baggage checked in by courier services for carriage on passenger airplane:

– The reception, processing and handling of cargo shall be performed by properly recruited and trained staff;

Cargo shall be:

i. Searched by hand or physical check; or

ii. Screened by x-ray equipment; or

iii. Subjected to other means, both technical and bio-sensory, (e.g. sniffers, trace detectors, explosive detection dogs etc.)

so as to reasonably ensure that it does not contain any prohibited articles unless it has been declared and properly subjected to applicable safety measures.

– Once 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 like, this side up, dangerous goods labels, perishable, live animals, valuable cargo 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(s).

– Ensure that packaging, over pack or freight containing dangerous goods have been inspected for evidence of leaks and/or damage.

– Cargo handling agent will follow dangerous goods chapter of Cargo Operations Manual for the loading and securing 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 warehouse and handling staff to ensure safe, efficient, and correct handling.

#### **5.12. High risk cargo / mail (HRCM)**

Consignments which originate from or transfer in locations identified as high risk by the EU or which appear to have been significantly tampered with are to be considered as high risk cargo and mail (HRCM). Such consignments have to be screened in line with specific instructions. High risk origins and screening instructions are provided by the appropriate EU / EEA authority having designated the ACC3.

HRCM cleared for carriage into the EU/EEA shall be issued the security status 'SHR', meaning secure for passenger, all-cargo and all-mail aircraft in accordance with high risk requirements.

#### **5.13. ACC3 stations**

For the purpose of Chapter 6.8 of Implementing Regulation (EU) 2015/1998, the detailed security measures implemented by the carrier at each of its ACC3 stations are listed in Appendix 17 of this security programme.

#### **5.14. Air Carrier Mail and Air Carrier Materials (Comail and Comat)**

Corendon Airlines ensures the following procedures:

Before being loaded into the hold of an aircraft, air carrier mail and air carrier materials are either screened and protected in accordance with Regulation (EU) No. 2015/1998 Annex chapter 5 or be subjected to security controls and protected in accordance with Regulation (EU) No. 2015/1998 Annex chapter 6.

Before being loaded into any part of an aircraft other than the hold, air carrier mail and air carrier materials are screened and protected in accordance with the provisions on cabin baggage in Regulation (EU) No. 2015/1998, Annex chapter 4.

Air carrier mail and air carrier materials which originate in critical parts may be exempted from these security controls.

Spare parts for aircraft transported as air carrier materials may be exempt from screening provided that they are accompanied by a documentation attesting airworthiness conformity. Please note:

- Spare-parts have to be material of air carriers, that means according to chapter 7 both sending and receiving organization have to be air carriers, or

- it will be used by an air carrier.

The documentation needs to be checked before transferring the spare-parts into the security restricted area of an airport and onto an aircraft.

For aircraft spare-parts as material of air carrier the documentation has to be stored for the duration of the flight, at least for 24 hours, in a place outside the aircraft.

Aircraft spare-parts may be exempt from screening, if the airworthiness of the parts can be proved in accordance with Regulation (EC) No. 216/2008 by providing one of the following forms:

- a) EASA Form 1 Manufacturer or
- b) EASA Form 1 Maintenance Companies or
- c) EASA Form 1-IMF/145 – Part M or
- d) FAA Form 8130-3 US.

As an exception to this rule, other forms than the above mentioned forms a) through d) may be used, if an expert member of the receiving airline (e.g. technical staff) confirms verifiable the airworthiness conformity with applicable requirements on these documents.



### 5.15. Quality Assurance

Corendon Airlines has a process to monitor and ensure that relevant contractor and external service providers are aware of and in compliance with the Security Manual of the Corendon Airlines and applicable regulatory requirements of the Turkish DGCA. Corendon Airlines Security or Quality Department shall perform scheduled or unscheduled audits to contracted companies to ensure procedures are in place for people and vehicles with access to security restricted areas in or around the cargo facility to be subjected security controls.

In these audits; audited contractor act security training programmes, staff compliance certificates and validity dates of the certificates are also audited.

If the audit is for security service provider that conducts operational security functions, auditors check if the personnel have appropriate knowledge, skills, training and experience appropriate to the position. Service provider security training programme must be in compliance with the requirements of the Security Manual of Corendon Airlines and National Civil Aviation Security Program and if applicable, other states where operations are conducted. Also auditors check if the personnel who conduct operational security functions are subjected to pre-employment and recurring security background checks in accordance with requirements of the related authorities. For detailed information such as audits, findings, root cause analyses etc., pls see the quality program.

**6. IN-FLIGHT SUPPLIES AND AIRPORT SUPPLIES**

'In-flight supplies' means all items intended to be taken on board an aircraft for use, consumption or purchase by passengers or crew during a flight, other than:

- a. cabin baggage,
- b. items carried by persons other than passengers, and
- c. air carrier mail and air carrier materials.

Merchandise and supplies introduced into security restricted areas are subject to appropriate security controls, which may include screening. Protection measures might include sealing, visual monitoring or any other method that will detect or physically prevent unauthorized interference. Supplies are considered as in-flight supplies from the time that they are identifiable as supplies to be taken on board an aircraft for use, consumption or purchase by passengers or crew during a flight.

Supplies intended for carriage on passenger flights may provide a means to introduce weapons, explosives or other restricted articles or dangerous devices on board an aircraft.

In-flight supplies, including catering/duty free, intended for carriage or use on board an aircraft are subjected to security controls in order not to include restricted articles that could endanger the safety of passengers, crew and aircraft. They are screened before being taken into a security restricted area and thereafter, they are protected until loaded onto the aircraft in order to prevent prohibited articles from being introduced.

In-flight supplies in a critical part are considered as protected from unauthorized interference.

In-flight supplies in a part other than a critical part are considered as protected from unauthorized interference if:

- a. they are physically protected so as to prevent the introduction of objects; or
- b. they are not left unattended and access is limited to persons involved in the protection and loading of in-flight supplies onto aircraft.

Any in-flight supply received from a regulated supplier or a known supplier that shows signs of being tampered with, or where there is reason to believe that it has not been protected from unauthorized interference from the time that controls were applied, shall be screened.

Specific zones, such as the kitchen, food storage/make-up areas and bonded stores shall be sterile areas and protected against unauthorized access, interference and product contamination. Protection against acts of unlawful interference require careful consideration and planning by management in consultation with a security professional.

The security measures described below shall be implemented by in-flight supplies companies to prevent the introduction of weapons, explosives or other restricted articles on board an aircraft through catering stores and supplies.

Security services companies acting on behalf of in-flight supplies companies may be used to carry out some or all of the security measures described below, in accordance with the appropriate authority's requirements.

The appropriate authority shall require in-flight supplies companies to implement security measures and best practices common within the civil aviation industry, to ensure that their operations are not used as a means to commit an act of unlawful interference. In this regard, in-flight supplies companies shall be requested to establish a security program consistent with their operations, which shall be approved by the appropriate authority.

Responsibility for implementing security controls for in-flight supplies are detailed in State-National Civil Aviation Security Programs/NCASPs and all approved Airport Security Programs/ASP as applicable.

**6.1 Conditions under Which They Shall Be Screened or Subjected To Other Security Controls:**

1. In-flight supplies to be loaded on an aircraft shall be screened, unless:

(a) security controls have been applied to the supplies by an air carrier that delivers these to its own aircraft and the supplies have been protected from unauthorized interference from the time that those controls were applied until delivery at the aircraft; or

(b) security controls have been applied to the supplies by a regulated supplier and the supplies have been protected from unauthorized interference from the time that those controls were applied until delivery at the aircraft or, where applicable, to the air carrier or another regulated supplier; or

(c) security controls have been applied to the supplies by a known supplier and the supplies have been protected from unauthorized interference from the time that those controls were applied until delivery to the air carrier or regulated supplier.

2. Airport supplies shall be screened before being allowed into security restricted areas, unless security controls have been applied to the supplies by a known supplier and the supplies have been protected from unauthorized interference from the time that those controls were applied until they are in the security restricted area.

## **6.2 The Process for the Approval or Designation of Regulated Suppliers and Known Suppliers:**

1. Regulated suppliers of in-flight supplies shall be approved by the appropriate authority by a date to be established in the implementing rules to be adopted pursuant to Article 4(3) of Regulation (EC) No 300/2008. In order to be approved as a regulated supplier of in-flight supplies, the applicant shall submit documentation on aviation security standards and shall then be subject to an on-site verification to ensure that it fulfills the required standards.

2. Known suppliers of in-flight supplies shall be designated by the operator or entity to which it delivers. In order to be designated as a known supplier of in-flight supplies, the operator or entity to which it delivers shall ensure that the prospective known supplier provides information on aviation security standards and shall make a validation.

3. Known suppliers of airport supplies shall be designated by the airport operator. In order to be designated as a known supplier of airport supplies, the airport operator shall ensure that the prospective known supplier provides information on aviation security standards and shall make a validation.

## **6.3 Catering Services Security**

The definition of security measures is, in scope of MSHGP Annex 16 'Security of Catering Services', to take necessary security measures over the entire course of preparation, storage, transportation and boarding of catering supplies, to prevent prohibited articles that can endanger flight safety and to prevent any object that can be used for an illegal action from being boarded by the catering companies that provide catering supplies for our Company.

### **Security of Facilities**

Catering companies make use of security systems such as CCTV cameras, patrolling, turnstiles, wire netting and X-Ray to ensure the security of facilities used for preparation and/or storage of catering supplies to be carried on board the aircraft. In order to prevent unauthorized interference, accesses to these facilities must always be under control, and all necessary measures must be taken at doors, windows and other access points.

Storage of catering supplies intended to be carried on board an aircraft shall be secured and access shall be controlled at all times; all doors, windows or any other means of access into the buildings shall be secured and/or access controlled. Access control measures shall be applied at all times to prevent access by unauthorized persons into the catering premises. Where an aircraft catering establishment is located within the security restricted area.

All catering staff having access to security restricted areas of an airport shall be subjected to background checks in accordance with the requirements of the National Civil Aviation Security Programme and have a valid airport identification card.

Catering staff engaged in the delivery of aircraft catering services and supplies shall be provided with an appropriate security awareness training to enable them to understand their security responsibilities. This training shall be carried out before they are allowed unescorted access to any catering supplies or aircraft.

**Security of Catering Supplies**

A security agreement is made between the catering company and its suppliers. Before transportation of the supplies, catering company must be informed by the supplier about the content of supplies, the license plate of vehicle to be used for transportation, and personnel who will be in charge of transportation. Main access point of catering facilities must be notified with these details by catering company. These details must be compared with the details on waybill prepared by the supplier, and entry-and-exit record must be kept.

**Transportation and Security of Catering Supplies**

All catering supplies shall be protected until loaded onto the aircraft and during transportation. Catering company has to comply NCASP for the transportation and security of catering supplies. Catering company will be audited to see if it complies with these rules.

If catering is supplied from a country other than Turkey, related state's regulations will be in force but Corendon crew shall perform security search to all items.

All deliveries of catering supplies to be used for aircraft shall be broken down as appropriate prior to being used on board an aircraft to ensure that they do not contain any prohibited articles, and then held in secure conditions thereafter.

Deliveries which can not be broken down shall be sealed or made tamper-evident by the originator of the goods with whom the security approved catering company shall have a written security agreement. If there is any sign of interference or tampering, the security approved catering company shall conduct a hand search of the products or items to ensure they do not contain any prohibited articles.

The security of the aircraft catering supplies shall be maintained during transfer from the catering premises until it is placed on board an aircraft. Any vehicles which are used for the transportation of aircraft catering supplies to and from the aircraft from companies located outside the security restricted area shall be locked or sealed. Immediately prior to loading, the vehicle's load compartment shall be checked to ensure it contains no prohibited articles or unauthorized persons. Once loaded, the load compartment shall be locked, or sealed with a one-time seal, on each accessible door and any other point of access. Seals used to secure vehicles shall be held under secure conditions. The relevant seal numbers shall be annotated on the vehicle dispatch certificate. The vehicle shall not normally be left unattended. However, where this is unavoidable, the driver shall check for any signs of interference on his return and notify the assigned air carrier. If he finds any evidence of interference, where a delivery vehicle is carrying multiple loads of aircraft catering supplies for different aircraft, the seals on that vehicle shall be broken by the vehicle driver at aircraft side of the first delivery (or at the entrance to the airport security restricted area). For subsequent deliveries detailed for that load, the vehicle need not be re-sealed. Vehicles that operate entirely within the security restricted area of the airport and deliver aircraft catering supplies to an aircraft need not be sealed.

Where a catering company, whose main premises are located outside the airport security restricted area, delivers catering supplies to a forward storage area located within the security restricted zone for onward delivery to an aircraft, the aircraft catering company must ensure that the same security measures are carried out between the two premises as for delivery to an aircraft.

**Fundamentals of Catering Company Security Plans**

Companies providing catering services shall ensure that security measures are implemented to prevent the introduction of weapons, explosives and other dangerous devices into aircraft catering supplies intended for carriage on passenger flights. These measures shall be detailed in an aircraft cleaning company security programme. Catering company security program must be prepared in accordance NCASP.

**Loading of Catering Supplies to A/C**

Ensure that all catering items (food, dry-goods, trolleys, units etc.) are on board and are stowed in their proper places before passengers board. Any trolley without seal is not acceptable. After the seal is taken out, all security searches shall be done and crew shall ensure there isn't any inconvenience. ID check for the catering staff shall be performed. In any suspicious situation, ground staff shall be informed. CA 1 at station L2 is responsible for

counting and receiving all catering items. The CC shall be advised about missing items as soon as possible so they can be obtained in time from the caterer. Detailed information about catering items shall be given to the CC.

Care must be taken if dry ice is loaded. Take caution when handling it for it may burn skin. The catering foods keep their freshness under dry ice between 8-10 hrs. Food must be consumed within 2–3 hours after dry ice dissolves. Hot meals can only be heated once. Reheating meals causes a buildup of bacteria which may lead to food poisoning if consumed. If food poisoning is suspected a sample must be preserved when turning back to main base so the it may be inspected

CA's responsible for stations R1 and R2 must check that spare flight safety cards, sickness bags, pillow cases, seat head covers etc. are available on board. The CC shall be advised about missing items as soon as possible so they can be obtained in time from the station. Detailed information about these items shall be given to the CC.

#### **6.4 Air Carrier Cleaning, Stores and Supplies**

Aircraft cleaning supplies present a possible means for the introduction of weapons, explosives and other prohibited articles on board an aircraft. Cleaning companies shall ensure that aircraft cleaning supplies taken on board passenger aircraft do not contain any prohibited articles that could endanger the safety of the aircraft. Cleaning companies providing aircraft cleaning services shall implement security measures to prevent the introduction of weapons, explosives and other dangerous devices into cleaning supplies intended for carriage on passenger flights.

Merchandise and supplies introduced into security restricted areas are subject to appropriate security controls, which may include screening. Protection measures might include sealing, visual monitoring or any other method that will detect or physically prevent unauthorized interference.

Companies providing aircraft cleaning services shall ensure that security measures are implemented to prevent the introduction of weapons, explosives and other dangerous devices into aircraft cleaning supplies intended for carriage on passenger flights.

These measures shall be detailed in an aircraft cleaning company security programme.

The cleaning company shall appoint a specific person responsible for ensuring that the measures relating to the security of aircraft cleaning supplies are carried out properly and for training and quality control.

Premises used for the storage of aircraft cleaning supplies intended to be carried on board an aircraft shall be secured and access shall be controlled at all times; all doors, windows or any other means of access into the buildings shall be secured and/or access controlled.

Access control measures shall be applied at all times to prevent access by unauthorized persons into the cleaning premises. Where an aircraft cleaning establishment is located within the security restricted area.

All aircraft cleaning staff having access to security restricted areas of an airport shall be subjected to background checks in accordance with the requirements of the National Civil Aviation Security Programme and have a valid airport identification card.

Aircraft cleaning staff engaged in the delivery of aircraft cleaning services and supplies shall be provided with an appropriate security awareness training to enable them to understand their security responsibilities. This training shall be carried out before they are allowed unescorted access to any cleaning supplies or aircraft.

All deliveries of cleaning supplies to be used for aircraft cleaning shall be broken down as appropriate prior to being used on board an aircraft to ensure that they do not contain any prohibited articles, and then held in secure conditions thereafter.

Deliveries which can not be broken down (e.g. inter alia blankets, duvets, napkins, towels, headsets, skycots etc) shall be sealed or made tamper-evident by the originator of the goods with whom the security approved cleaning company shall have a written security agreement. If there is any sign of interference or tampering, the security approved cleaning company shall conduct a hand search of the products or items to ensure they do not contain any prohibited articles.

The security of the aircraft cleaning supplies shall be maintained during transfer from the cleaning premises until it is placed on board an aircraft. Any vehicles which are used for the transportation of aircraft cleaning supplies to and from the aircraft from companies located outside the security restricted area shall be locked or sealed. Immediately prior to loading, the vehicle's load compartment shall be checked to ensure it contains no

prohibited articles or unauthorized persons. Once loaded, the load compartment shall be locked, or sealed with a one-time seal, on each accessible door and any other point of access.

Seals used to secure vehicles shall be held under secure conditions. The relevant seal numbers shall be annotated on the vehicle dispatch certificate. The vehicle shall not normally be left unattended. However, where this is unavoidable, the driver shall check for any signs of interference on his return and notify the assigned air carrier shall he find any evidence of interference. Where a delivery vehicle is carrying multiple loads of aircraft cleaning supplies for different aircraft, the seals on that vehicle shall be broken by the vehicle driver at aircraft side of the first delivery (or at the entrance to the airport security restricted area). For subsequent deliveries detailed for that load, the vehicle need not be re-sealed. Vehicles that operate entirely within the security restricted area of the airport and deliver aircraft cleaning supplies to an aircraft need not be sealed.

Where a cleaning company, whose main premises are located outside the airport security restricted area, delivers cleaning supplies to a forward storage area located within the security restricted zone for onward delivery to an aircraft, the aircraft cleaning company must ensure that the same security measures are carried out between the two premises as for delivery to an aircraft.

Corendon Airlines checks the airport identification cards of the aircraft cleaning personnel.

After deliveries of cleaning supplies, the aircrew shall check the supplies on a random basis to ensure that they do not contain any prohibited articles and, if sealed, that there are no signs of interference

Following security controls are applied during the Corendon operations:

#### **Security Controls**

Suppliers of air carrier cleaning services, stores and supplies shall introduce security measures necessary to prevent the introduction of prohibited articles into cleaning supplies to be taken on-board. The following security measures shall be taken:

- a. the appointment of a security officer responsible for the implementation and supervision of security in the company.
- b. high standards of reliability when employing staff.
- c. all staff who have access to restricted areas shall comply with background checks and instructions issued by the airport authority.
- d. the company shall prevent unauthorized access to its facilities.
- e. if the company is located outside the airport, cleaning supplies shall be transported to the aircraft in locked or sealed vehicles.
- f. processing and handling of cleaning supplies shall be carried out by properly recruited and trained staff.
- g. the screening of cleaning supplies shall take place before co-mailing the supplies to other destinations.
- h. After delivery, cleaning supplies shall be screened on a random basis.

Also Corendon Crew shall perform security search all cleaning supplies before the entry of A/C.

#### **Cabin Cleaning**

The cleanliness of the cabin must be checked by CA's before boarding commences.

Cleaner ID cards must be checked and they shall be observed by CA's when working in the cabin. CA's shall check the cabin when cleaning ends and give an okay to the CC.

#### Cleanliness Check Of Cabin:

- Seat cushions shall be free of crumbs, magazines, newspapers, any foreign object, etc.,
- Check the inside of pillow covers and blankets if any unknown object is put,



- Check that air-sickness bags (and spares) are available in each seat pocket, also check for any foreign object in the seat pocket,
- A Safety card must be placed in each seat pocket and magazines, if available. Old or torn one's shall be replaced with new ones, inside of sickness bag and magazines shall also checked,
- Seat belts are crossed over the seat cushion,
- Overhead bin lids, wall panels, carpeting passenger tray tables, and windows are clean and no foreign object

If the flight crew is not in the A/C during cleaning, Ground Operation Department is responsible for all duties which are stated above.



## 7. STAFF RECRUITMENT

Recruitment of personnel is probably one of the most important task of an effective organization. When recruiting, employers shall look for people with the attitude, physical abilities and intellectual capacities appropriate to the position. It would be unfair to both the worker and the employer to expect an unsuitable candidate to perform satisfactorily once assigned with the position. A thorough selection process, including pre-employment tests, is therefore important. The development of a security culture begins at the hiring process. For that particular reason, a lot of emphasis shall be put on the interview where the employer can assess the candidate's beliefs and openness to the Corendon Airlines security culture.

Corendon Airlines is acting according to Civil Aviation Security Training and Certification Instructions (SHT 17.2) and Human Resources Procedures for staffing issues while selecting personnel. Corendon Airlines requests from all candidates minimum the following information and documents:

- The graduated schools,
- Education and Trainings,
- Last Ten years' experience or experience from the age sixteen.
- Personnel information like address, etc.,
- Personal References and permission to have contact with these people,
- Completeness of the information and the accuracy of this statement,
- Criminal record check,
- Previous employment history
- If the information is wrong, that will be a reason for rejecting the hiring,
- In order to confirm the information given to take authorization for getting touch about references which are given from former employers, educational institutions, organizations and public institutions,
- To take declaration from candidate about the acceptance of research of curriculum vitae of including criminal records

### **Background check :**

Security being a sensitive sector of any organization, the employer shall request references from previous employers up to five years prior to the interview. Any certificates or licenses of qualification shall also be welcomed as added tools in helping the employer select the best possible candidates.

In addition, ICAO's Annex 17, Standard 4.2.4 requires that background checks, where permitted by national legislation, which may include criminal records, are performed on all staff having access to security-restricted areas of airports or implementing security controls. This requirement is usually performed by local police and provides an additional protection for the employer.

National legislation on civil liberties and protection of personal information will greatly influence the limits placed on an employer when performing pre-employment background checks. An employer is not permitted to deviate from the laws of the country where the hiring process is taking place. Escorted access may be provided to an individual that has yet to complete all aspects of the background checking process. An individual currently permitted unescorted access to a Security Restricted Area, but who subsequently fails to satisfy the criteria to continue to hold an airport identification card or for unescorted access to a Security Restricted Area, will typically have Security Restricted Area access revoked immediately. The requirement for a background check shall be applicable to personnel who:

- (i) Engage in the implementation of security controls;
- (ii) Have unescorted access to the security restricted area of an airport;

- (iii) Have unescorted access to screened passengers, baggage and cargo, as well as to catering supplies and searched aircraft.

Background check shall include the following elements:

- Identity proof;
- Criminal record check;
- Previous employment history up to five years prior to hiring date (any bodies stated as previous employers shall be called by the security hiring officer);
- Personal references;
- Education and training completed by the potential employee shall be verified by calling the respective training centers or schools

**Pre-Employment and Recurring Background Checks:** The first and possibly most important step in making sure staff members do not present a high risk to the integrity of the entity is performing an effective background check during the pre-employment process. Ensuring, to the greatest extent possible, the honesty, reliability and integrity of a potential employee shall be considered as important as their ability to perform the required duties. A background check shall not be limited to verifying a candidate's criminal past.

Background or pre-employment checks shall be completed before the person undergoes any security training involving access to information which is not publicly available. Persons implementing, or responsible for implementing, screening, access control or other security controls will trained and, where appropriate, certified so as to ensure that they are suitable for employment and competent to undertake the duties to which they are assigned.

Persons other than passengers requiring access to security restricted areas shall receive security training, before either an airport identification card or crew identification card is issued. Instructors engaged in the training of the persons mentioned above shall have the necessary qualifications.

Due to Authority requirement, Corendon Airlines Human Resources department requests from candidates to fill back ground check form before hiring and sends it to authority for security back ground check.

Reccuring Background checks are also made by the Authority periodically as it stated in Local Legislation.

## 8. REQUIRED QUALIFICATIONS AND TRAININGS

Security Department is responsible to ensure all staff received security training prior to being assigned to operational duties.

Staff who has activities belongs to Airport Entry Cards shall have all necessary trainings in accordance with SHT 17.2. Recurrent trainings will be given also in accordance with SHT 17.2 and recurrent trainings should be given as e-learning.

Training records shall be kept for all persons trained for at least 5 years. Security Training slides shall covered minimum below subjects:

- SHT 17.2 requirements,
- Emergency Response Planning,
- Preventive Measures,
- Passenger Security,
- Baggage Security
- Cargo and Mail Security
- Aircraft Security,
- Material and Equipment Security.

Security training materials are reviewed annually even there is no change to achieve below subjects. If regulation changes, training materials will be revised and old revision will be kept as an archive.

- Improvement of training materials,
- Compliance with operational changes
- Compliance with regularity changes,
- Compliance with Company Policy and Goals,
- Correction of non-compliances which rises from audits.

### 8.1 Qualifications for Security Manager

- Approval from Authority,
- Information about security systems and access control; ground and in-flight security; terrorism; arms and Prohibited substances,
- Management of Aviation Security Training,
- Airline Security Training,
- Cockpit and Cabin Security Training,
- Security of Cargo Training,
- Crisis Management Training,
- Requirements of SHT 17.1 item 14 shall be enclosed.
- 3 years' experience in aviation

### 8.2 Qualifications for Security Department Staff

- Basic Civil Aviation Security Training,
- ISO 9001 Training,

- Requirements in SHT 17.2

### 8.3 Required Trainings for Other than Security Staff

Required Trainings for other than Security staff is stated in SHT 17.2 Appendix 3 . Initial and recurrent training may be given as e-learning ( Flyco Training Solution System ) .

### 8.4 Training of Cabin and Cockpit Crew

Cabin and Cockpit crew Training is specified in SHT 17.2 Regulation. Security Training of Cabin and Cockpit are followed by Cabin and Cockpit Crew Training Departments. Recurrent training may be given as e-learning. ( Flyco Training Solution System)

Cockpit and Cabin crew training shall be included subjects which are stated below according to IOSA Regulation.

Determination of the seriousness of the occurrence;

- Crew communication and coordination;
- Appropriate self-defense responses;
- Use of non-lethal protective devices assigned to crew members for use as authorized by the State;
- Understanding the behavior of terrorists so as to facilitate the ability to cope with hijacker behavior and passenger responses;
- Situational training exercises regarding various threat conditions;
- Flight deck procedures to protect the aircraft;
- Aircraft search procedures;
- As practicable, guidance on least-risk bomb locations.

**Note :** For more details please use Security Training Programme which is available in digital Library.

### 8.5 Training of The External Service Providers

Required Trainings for External service providers is stated in SHT 17.2 And all external service providers shall be comply with the their NCASP Training programs and ICAO standards.

## 9. MANAGEMENT OF SECURITY EMERGENCIES and INCIDENTS

The primary objective of a contingency plan is the protection of life and property and the resumption of normal operations. A secondary objective is investigation to determine if the crisis was an accident or a crime; the latter requires those found responsible to be taken into custody.

Security instructions, emergency instructions and contingency plans shall be developed within the scope of each entity's responsibilities and at the very least, deal with:

- The screening of passengers, baggage, cargo, mail and stores;
- Actions to be taken with respect to unlawful seizure or sabotage of aircraft and installations;
- Armed attack within airport boundaries;
- Armed attack on aircraft or installations from external points near the airport perimeter;
- Investigation of suspected explosive devices or other potential hazards at airports;
- Procedures for the disposal of such items;
- Threats of such acts.

It is, therefore, necessary to draw up contingency plans to minimize the consequences of these attacks. The plans must be exercised regularly (on a two-year basis according to ICAO Annexes) to identify and eliminate any shortcomings and to ensure that the many agencies concerned have a clear understanding of their respective roles and specific responsibilities.

Contingency plans shall be structured to support quick recovery and return to normal airport and airline operations to the extent possible.

Contingency plans for aviation security incidents shall be compiled in much the same manner as airport emergency plans prepared to deal with emergencies of a non-security nature occurring at airports.

The whole structure of company contingency plan is stated in detail in a separate manual called Emergency Response Plan and be available via company digital library.

In this chapter, you can find some information about preventive measures against unlawful interferences.

### 9.1 Security of Cockpit

As of 1 November 2003, all passenger-carrying airplanes of a maximum certificated take-off mass in excess of 45,500 kg, or with a passenger seating capacity greater than 60, shall be equipped with an approved flight crew compartment door that is designed to resist penetration by small arms fire and grenade shrapnel and to resist forcible intrusions by unauthorized persons. This door shall be capable of being locked and unlocked from either pilot's station and shall be closed and locked from the time all external doors are closed following embarkation until any such door is opened for disembarkation, except when necessary to permit access by authorized persons. Means shall be provided for monitoring, from either pilot's station, the entire door area outside the flight crew compartment to identify persons requesting entry and to detect suspicious behavior or potential threats.

The main purpose of the reinforced cockpit door is to secure the flight deck area at all times during the flight to avoid any forcible takeover of the control of the aircraft. If a threat exists on board the aircraft during flight, the cockpit shall go into lock-down until such time the aircraft is on the ground.

A reinforced cockpit door has a significant impact on interaction between flight crew and cabin crew. The door must be locked and remain locked throughout the flight except when it is necessary for crew to enter or exit the cockpit. Special care must be taken in such cases to ensure the security of the cockpit is maintained.

Cabin crew will need to find a way to discreetly notify the flight deck that a situation is occurring in the cabin.

Whether it is the use of code words, special chimes or a special combination on the keypad of the door, the notification method shall be quick, easy to remember even under stressful situations and not changed too frequently to avoid confusion. Also, more than one method shall be available in the event that it is impossible to perform one.

The reinforced cockpit door shall be equipped with a keypad. Ultimately, it will be the decision of the PIC to grant access to the cockpit. The use of a decoy code to alert the cockpit crew shall be common practice. The classes of persons authorized to access a flight deck is normally regulated by the national authority. Despite this, access to the flight deck shall be limited to operational need only. Unauthorized access is a risk at all times when the flight deck door is open. Cabin crew shall be vigilant and observe their surroundings carefully before seeking permission to enter the cockpit.

When a flight crew member decides to exit the cockpit, prior to unlocking the door he/she shall:

- Verify with cabin crew to make sure that any adjacent lavatory is not occupied by a passenger;
- Determine if the circumstances outside the door are safe;
- If required, confirm that cabin crew are positioned to block passenger access while the door is unlocked.

Flight crew members shall be discouraged from leaving the flight deck in order to assess a safety or security problem or to assist in resolving such problems. The responsibility to assess such situations and respond lies with the cabin crew. In order to fulfill these responsibilities, cabin crew training needs to be tailored to cover such circumstances. Cabin crew need improved technical training as well as appropriate methods to communicate using non-verbal cues. This not only requires enhanced security knowledge, but better safety awareness as well.

Corendon Airlines has Cockpit Door Surveillance system in all of its aircrafts. Cockpit crew can monitor the entire area outside the flight compartment door by this way. All entrances to the cockpit are controlled by the camera system, and in the absence of operation of the camera system, an additional cabin crew member is assigned to the cockpit in order to observe cabin through the cockpit door peephole. During night operations, lighting is adjusted in Galley by the Cabin Chief in order to provide easy monitoring with the camera system.

Cockpit door shall be locked during the flight. However, when the flight crew need to leave the cockpit;

- PIC shall call the Cabin Crew via interphone.
- Cabin Crew shall draw the cabin curtain and secure the galley entrance with a trolley.
- Cabin crew shall notify the flight deck via interphone that the fwd galley is safe before inviting them out.
- One of the cabin crew shall wait in the cockpit till the captain turn back to the cockpit.

The PIC has the absolute authority to refuse admission to or carriage in the flight deck for whatever the reason.

### Security precautions during flight;

Cockpit communication is made via interphone every 20 mins and when giving 'cabin ready/okey' reports. If the cockpit crew do not answer the interphone after several calls have been made, the CC shall enter the cockpit using the flight door access system (key pad).

- When enter the access code and push the ENT button.
- A warning sound is heard in the flight deck.
- If the Capt. doesn't select DENY on the door lock switch, the door becomes unlocked within 30secs for a period of 5 secs.

Lights on this panel:

- Red illuminates when the door is locked,
- Amber illuminates, when correct access code is entered,
- Green illuminates when the door is unlocked. Pull door to open.

### Before entering the cockpit:

- Draw the cabin curtain and secure the galley entrance with a trolley.
- Cabin Attendant is to call the PIC via interphone and introduce themselves.

- Wait for PIC to unlock the flight deck door. When a cabin crew member is in the flight deck, another Cabin Attendant is to wait in the fwd galley.
- Look through the cockpit door hole to assess the security of the galley before exiting the flight deck.

## Cockpit Door Locking Security Levels

### **Security Level 1;**

The cockpit door will be closed when the first passenger arrives on board. (Normal operation)

### **Security Level 2;**

Before the first passenger arrives on the plane, the cockpit door will be closed and LOCKED and will remain LOCKED "until the last passenger leaves the plane. (High risk flights or destinations)

## **9.2 Procedures for High Risks Flights**

By Coordination of Security Manager with operational departments, specific procedures shall be made up for high risks flights. Also risk situation is going to be utilized by the national authorities and the press's news and going to inform to all related departments.

Related departments evaluate the risk of related flight and is decided that is not safe to operate or not.

## **9.3 Bomb Threat**

### **9.3.1 Evaluation of Bomb Threats and Other Dangers**

While on ground or during a hijack case, bomb threats are a dangerous situation. The actions required to be taken in case of any bomb threat to the aircraft and facilities are specified in Bomb Threat Checklist in Digital Library.

These threats assess the warning by working methodically through the ERP Chpt. 7.3 – "Company Information Flow in Crisis Conditions" and will be consulted with the Police, the appropriate aerodrome Authority and Handling Agents in deciding upon what action to take. At all times the existence of the bomb warning shall be kept on a "need to know basis". After assessment, the threat will be defined into one of the following categories:

**Category RED:** An alert in which the company is named, departure time, flight number, building or property is specified and the nature of the threat is specified.

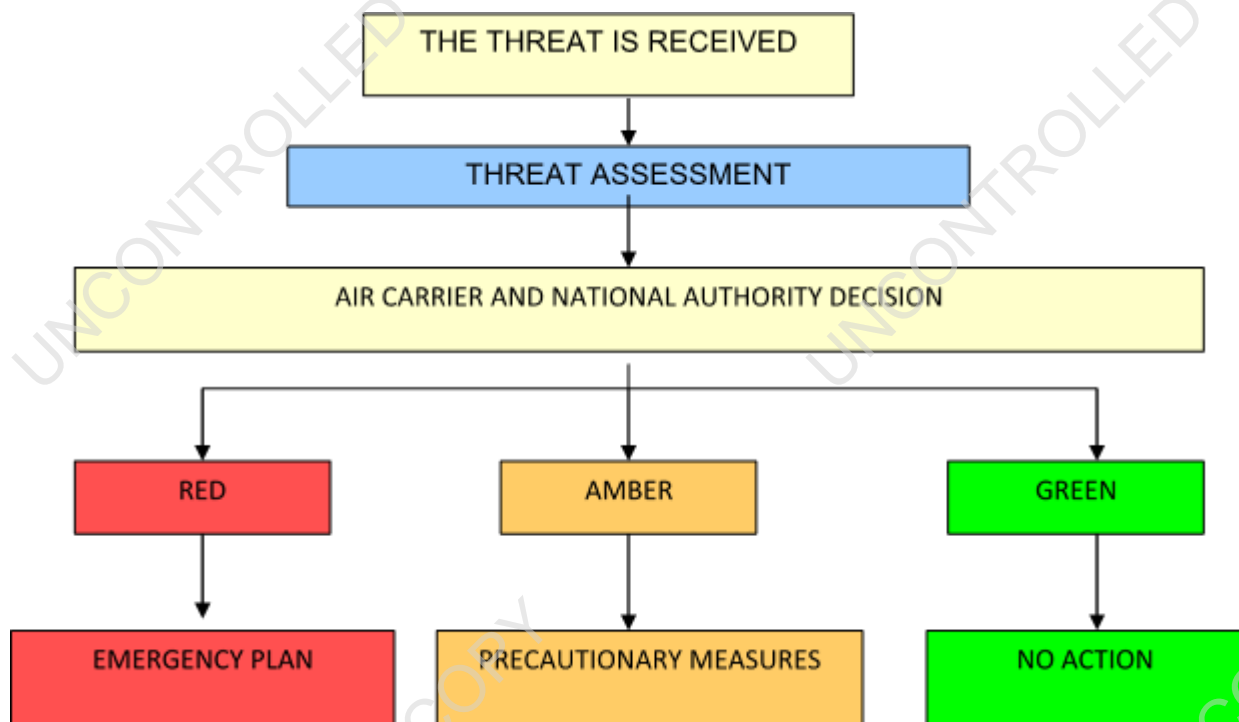
E.g. *there is a bomb on Flight 123, taking off from Antalya at 16:00 hrs.*

**If red alert is received, Operational Control Center activated the ERP.** A credible and specific threat requiring immediate protective measures e.g diversion or disembarkation.

**Category AMBER:** A threat of doubtful credibility, but where it is prudent to consider taking additional protective measures e.g. augmented security search / searches.

**Category GREEN:** An alert which does not meet the above conditions, or is of a non-specific nature. e.g. *A bomb will be on one of your flights tomorrow.* A threat assessed as non-credible. No immediate action is required.





### 9.3.2 Information to Passengers / Security Organizations

In case of a bomb threat while the Aircraft is on ground with passengers on board, the Captain must provide suitable information to passengers for preventing panic.

During flight the Captain shall use his judgment regarding the amount of information he gives to the passengers.

In any case, the Security Organization of the airport of departure and/or destination must be informed and involved.

### 9.3.3 Bomb Threat on Ground

If a Red Alert is received on ground, the Airport Authority may request for the aircraft to be towed to a designated area. Then captain will brief the Cabin Chief accordingly and make a suitable announcement to the passengers. In this announcement, not to make passengers panic, another subject may be announced instead of bomb threat.

Then below procedure shall be applied with authority's instructions ;

- Move the aircraft to a remote location such as the isolated parking position
- Disembark all passengers and crew with all cabin baggage using steps or jetties. Escape slides should only be used in extreme emergencies;
- Isolate and rescreen all passengers and cabin baggage and hold them in a separate area until crew members, hold baggage, cargo and catering supplies have been inspected and/or screened, searched and declared safe;
- Unload all hold baggage and require passengers to identify their baggage, which should then be screened or searched before it is reloaded;
- Unload all cargo, which should then be screened or searched before it is reloaded;
- Unload and check the integrity of catering supplies; and
- Search the aircraft

The Flight Crew shall leave the aircraft after all passengers have been deboarded.

### 9.3.4 Bomb Threat During the Flight

If a bomb threat is associated with an aircraft in flight, and once the threat has been assessed as positive, Corendon Airlines shall contact the PIC, directly or through the air traffic services unit, to provide information about the threat and device and about how to respond. On receipt of the information, the PIC should direct a

discreet search of the aircraft to be conducted by crew members, insofar as this is possible in flight, and in such a manner as to not cause passengers to panic. If a bomb threat assessment indicates that it is unlikely that there is a bomb on board the aircraft, but the aircraft operator or PIC wishes to be prudent, before committing, for example, to an extended flight across a body of water, the aircraft should be diverted to an airfield at which it can land safely. Once it has landed, consideration should be given to taking the actions described above for threats against an aircraft on the ground. If the PIC has reasonable grounds for believing that there is a bomb on board the aircraft, consideration should be given to the potential effects of an explosion on board to persons on the ground, particularly in densely populated areas.

Action should be taken as described in the following guidelines:

- An aircraft emergency should be declared to the air traffic services unit, stating the nature of the emergency, and the aircraft should be diverted to the nearest civil or military airfield at which it can land safely. The route to the nominated nearest suitable airfield should avoid densely populated areas;
- if the aircraft is required to make an approach to land over a densely populated area, it should be permitted to land at that airfield in accordance with current emergency procedures. Time in the air should not be prolonged in order to divert to another airfield;
- if an immediate landing cannot be made, consideration should be given to seeking expert advice by radio communication with the air traffic services unit or other ground station which should, in turn, provide a landline link with State explosive ordnance disposal (EOD) experts. The possibility of radiocommunications being monitored, with the attendant risk of compromise, should be taken into account during transmissions. Consideration should be given to the use of on board telephone communications or cellular telephones; and
- The PIC may consider making discreet inquiries to establish whether any passenger has bomb disposal or EOD expertise. Only the initials for these skills should be used in communication, in order to reduce the likelihood of alarming other passengers. Caution should be exercised concerning the skills any passengers may say they have and, if possible, a check on their backgrounds should be initiated through the air traffic services unit or ground station with which the aircraft is in communication.

In addition to the above guidelines, if a suspect explosive device is discovered on board, the PIC should direct that:

- the suspect object not be moved, touched or opened;
- passengers must be moved as far away as possible, and instructed to fasten their seat belts and keep their heads below the tops of the seat backs; and portable oxygen, bottles of alcohol and first aid kits be removed from the vicinity. Fire extinguishers should be readily available.

If an immediate landing can be made, the item should be left in place, covered with polyethylene in order to be kept dry and then packed around with pillows, blankets, coats and other blast-absorbent items. Such surrounding materials should be wet in order to reduce the risk of fire.

If an immediate landing cannot be made, the PIC should take advice from explosives disposal experts as described above and consider moving the object, especially if its position poses a threat to the aircraft. The AFM should identify the type-specific least-risk bomb location. If this is a door, a stable platform of hard, blastattenuating materials, such as cabin baggage, on which the object can be placed, should be built to the centre of the door. It is unlikely that an explosive device placed on an aircraft will be fitted with an anti-handling triggering mechanism. Nevertheless, if the device is to be moved, the following actions should be taken:

- the object should not be opened;
- a check should be made to ensure that the object is free to move, ensuring, for example, that there is no thread joining it to the aircraft structure, which may indicate an anti-handling triggering mechanism;
- the object should be moved gently and kept in the same attitude in which it was found; and
- the object should be placed, in the same attitude, in the prepared least-risk bomb location, packed

around as described above and suitably restrained against movement during flight or during deceleration or landing.

No procedures which involve disconnecting or cutting electrical circuits in a suspect object should be attempted. As a general rule, a suspect object should not be jettisoned from aircraft in flight, particularly through dorsolateral door, emergency exit or hatch, as this can subject the object to severe buffeting by the airflow and cause an explosion in close proximity to the aircraft fuselage or engine(s), resulting in a loss of control and possible destruction of aircraft.

If no suspicious object is found and an immediate landing cannot be made, the PIC should consider the following:

- although a bomb threat may have been received and assessed as RED, the aircraft should be flown as normally as possible, striking a balance between the need for a rapid landing and the risk arising from undue haste;
- an emergency should be declared and the aircraft should divert to the nearest suitable airfield. The choice of airfield should take into account landing performance requirements, approach aids, emergency facilities and the proximity of approach paths to densely populated areas;
- the air traffic services unit should be fully briefed on flight intentions so that the appropriate ground measures can be initiated at the airfield of intended landing;
- cabin crew should be briefed to be prepared for a possible emergency landing and for the possible use of crew oxygen and/or smoke masks;
- if operationally possible, cabin differential pressure should be reduced to zero by descending the aircraft to cabin altitude, which should not be raised and should be maintained until the top of descent. If the minimum safe altitude and range considerations permit, the aircraft should descend to below 3,000 m (10,000 ft);
- all efforts should be taken to minimize aircraft manoeuvres and to try to avoid turbulence;
- careful consideration should be given to the choice between flying faster to minimize airborne time and flying slowly to minimize air loads and damage in the event of fuselage rupture. In most cases, the turbulent air penetration speed will be a reasonable compromise;
- consideration should be given to establishing an aircraft-landing configuration as soon as possible; and
- details of remote parking requirements and the immediate availability of passenger steps should be requested from the airfield of landing. The airfield should be advised of the need to remove passengers from the vicinity of the aircraft to at least 200 m in an upwind direction as quickly as possible after landing.

If an aircraft lands following receipt of a bomb threat that has been assessed as AMBER or RED, provision should be made to disembark passengers and crew with a minimum of delay, with their cabin baggage when circumstances permit. The necessary emergency services should be provided to preserve life and prevent injury, and the aircraft should be parked where it will not hazard people or premises in the event of an explosion. The actions for a bomb threat against an aircraft on the ground should then be implemented.

**Note :** Bomb Search must be made according to "BOMB SEARCH CHECK LIST ". In the case of opening the Bomb Search Checklist's envelope, the captain must inform the Security Department.

### 9.3.5 Actions to be Taken When a Suspicious Packet or Bag is Found

- Don't touch or move it.
- Inform the Commander without delay and the Commander will then contact the local bomb disposal team. If airborne, will make decision to divert then inform ATC of situation.
- Don't panic, remain calm.
- Ensure people that have seen the suspicious object do not leave the area.
- Any deliberately left or forgotten packet, bag, etc. shall always be treated seriously.
- Don't spill water or any other item on the object. Don't cover the device.

- Don't use any communication devices around it. Don't shake it.
- Make a safety area around the suspicious object. Ensure nobody enters this safety area. Don't forget that there could be another suspicious device in the area.
- If possible try to find the owner of the suspicious packet or bag by making a few announcements or enquiring to the people seated near the device
- If evacuation is necessary, try not to get close to the object while making the standard evacuation procedures.
- Wait for the arrival of the bomb disposal team and collect as much information as possible about the object (i.e. clock sound, any visible wires, etc.)
- Leave the aircraft upon instructions from the bomb disposal team.
- Ensure that a fire truck shall be ready to intervene in case of any explosion or fire, before the bomb disposal team declares that the suspicious object is safe or will not be problem.
- Ensure that all disembarked passengers and bags are security searched for a second time after the bomb disposal team has completed their search.

### 9.3.6 Least Risk Bomb Location (LRBL)

In all Corendon Airlines Aircraft types, when a bomb threat occurs on board of A/C, next to external doors in rear galley is defined as the Least Risk Bomb Location to minimize the effects on flight critical structures, systems, passengers and crew in case of detonation.

#### Least Risk Bomb Location -LRBL

According to ICAO Annex 8, 9.3.5, the least risk location of each aircraft type must be specified. Accordingly, the least risk bomb location (LRBL) in our aircraft types is defined by the manufacturer companies as REAR RIGHT DOOR according to the rules.

- a) In order to minimize the impact of a possible explosion, the flight crew will equal the internal and external pressure before the bomb is moved.
- b) The LRBL where the bomb will be moved is cleared of passengers and goods.
- c) Should be slow and careful when moving the bomb.
- d) The bomb must be moved in its first position. If the suspicious object is in a bag, it should be carried in a balanced and flat manner and should not be opened if there is a cover.
- e) Signs are created by linking materials such as ties, belts, scarves, earbuds (preferably selected in contrasting colors) to ensure that bomb teams can more easily locate the bomb placed in the LRBL. If any bombs are detected; the bomb is taken to the area considered to be the least risk location in the aircraft (LRBL). As stated in ICAO Annex-8, the least risk location for each type of aircraft is required. Accordingly, the least risk bomb location (LRBL) take part in the Corendon Airlines fleet is defined by the manufacturers as the rear right door (AFR RH Door).

In order to minimize the impact of a possible explosion, the procedures to be applied taking into account the structure of the aircraft in case of displacement of the bomb that may be found in the flight;

- The cabin crew must continue the security search until the entire aircraft has been searched, even if any suspicious objects have been found.
- To reduce the impact of a possible explosion, the flight crew will fall below 10,000 feet or MEA (Minimum Enroute Altitude).
- If the bomb is reported to explode at a certain altitude, the cabin altitude is kept above / below the specified altitude.
- In order to minimize the impact of a possible explosion, the flight crew synchronizes the internal and external pressure before the bomb is moved.

- The LRBL where the bomb will be moved is cleared of passengers and baggages.
    - a) Should be slow and careful when moving the bomb.
    - b) The bomb must be moved in its first position. If the suspicious object is in a bag, it should be carried in a balanced and flat manner and should not be opened if there is a cover.
    - c) Signs are created by linking materials such as ties, belts, scarves, earbuds (preferably selected in contrasting colors) to ensure that bomb teams can more easily locate the bomb placed in the LRBL.
- Whether the LRBL is to be applied or not will be decided by the responsible captain. For all aircraft types in the Corendon Airlines fleet, the bomb search checklists, which will enable effective bomb search in high threat levels and time limitation, are kept in the aircraft easily accessible by the cockpit team.

**Note :** The captain decides whether to carry the bomb to LRBL after the situation is evaluated. **LRBL instruction** are placed with Bomb Search Check List which is same envelope.

### 9.3.7 Hijacking

Aircraft hijacking (also known as skyjacking and sky controlling) is the unlawful capture of an aircraft by an individual or a group. In most cases, the pilot is forced to fly according to the orders of the hijackers. However, the hijackers have flown the aircraft themselves, such as the September 11 attacks of 2001. In at least one case, a plane was hijacked by the official pilot.

It is a very important to distinguish between an 'attempted hijacking' and a 'confirmed hijacking'.

An 'attempted hijacking' means some illegal action is taking place but the flight crew still in control of the aircraft. A 'Confirmed Hijacking' means, that one or more assailants are in control of the aircraft. It is absolutely essential that the flight crew clarifies this distinction with air traffic control or ground personnel, due to the potential difference in response and resultant risk variables to all on board the aircraft.

Flight and cabin crews do not leave the aircraft they are in charge, unless otherwise stated in the case of hijacking  
The following are people who can perform the hijacking action:

- Criminals,
- Mentally unstable people
- Refugees
- Terrorists,
- Others

### Stages of Aircraft Hijacking Incident

Any personnel will immediately notify the Operation Control Center (OCC) when receives information about the hijacking of a Corendon Airlines aircraft. The OCC attempts to contact the cabin crew directly or through the station.

- Cabin crew via intercom notify the flight crew as soon as possible.
- Thus, the flight crew learns the situation and ensures that the cockpit door is closed and locked, and the descent to the nearest and convenient airport is initiated.
- The cabin crew acts as aware that other terrorists may be hidden among passengers.
- In cases where the hijacking is prolonged over a long period of time, members of the cabin crew will take rest to ensure that they are fit for duty and can intervene to the terrorist if necessary. Bir kabin ekibi üyesi, sorumlu kaptan pilotun karar vermesi için gerekecek bilgileri toplamak amacıyla sürekli korsanın yanında durur.
- A number of preventive measures can be implemented as a result of joint decisions taken by the local security forces and our company in order to prevent airplane hijacking and sabotage.
- All radio communications are provided by the flight crew in accordance with ATC (Air Traffic Control) emergency procedures.

- Airplane hijacking stages are as follows:

### Commination Phases

#### The behavior of the hijacker;

- Creates fear,
- There is violence and is offensive,
- The sense of revenge is intense,
- Nervous.

#### The purpose of the air hijacker;

- Take control,
- To ensure respect.

#### Passenger and crew responses;

- Fear,
- Panic,
- Wonder,
- Anger.

#### The objectives of the behavior of passengers and crew;

- To be a good hostage,
- To be not draw attention,
- To pass the "Hostage phase" immediately.

### Hostage Phase

#### The behavior of the hijacker;

- Evaluates the hostages objectively,
- Sees the hostages as a tool for their own objective,
- He wants to communicate with the authorities and the crew.

#### Passenger and crew responses;

- Hopelessness, distress,
- Feeling of belonging to the community,
- Three syndromes can be seen (Stockholm, London, J. Wayne syndromes).

### Stockholm Syndrome

- Subconscious sympathy established after positive communication between the hostage and terrorist for a certain period of time.
- It causes insecurity to the authorities.
- A feeling of closeness to the enemy .
- Violence is used at a minimum.

**London Syndrome**

- The opposite of the Stockholm Syndrome (the desire of the hostage to be killed by the terrorist).
- A hostage, which is not in cooperation, may be the target of hijackers.
- Political or moral / ethical debates may occur.
- Sudden returns can be made to the Commination Phase

**John Wayne Syndrome**

- A feeling of helplessness in mostly the male hostages.
- When trying to become a hero, they cannot respond to the attack.
- They enter into a sense of depression, hopelessness, self-hatred.

**Decision Phase****Event;**

- Ends up with mediation or with the movement of the Rescue team or hostage.

**Procedures for Cabin Crew**

- Remain calm.
- The Captain is in command.
- Work together as a team.
- Offer suggestions and accept suggestions from each other.
- Do as the hijacker requests.
- Full consideration shall be given to maintain the safety and security of the passengers.
- No unnecessary risks shall be taken.
- Do not try to be a hero. Keep in mind that there could be other hidden hijack among the passengers.
- Inform the hijacker about your forthcoming actions. If you cannot comply with his requests,
- Explain the reason.
- Don't promise to do things you know are impossible.
- Keep the passengers informed. All hijacking reports indicate that informing the passengers eased their anxieties and helped the relation between passengers and crew members.
- Maintain communication between cockpit and cabin. Code words shall be used to alert the flight crew for potential danger via interphone. If possible one CA shall be stationed in the galley to maintain frequent communication with the Flight Crew.
- During the hijack, it is Corendon Airlines policy to do everything for safe return of passengers, crew and aero plane. Safety of passengers and crew are of prime importance, other factors are secondary.
- If the hijacker permits passenger services, do not serve alcohol. Certain passengers while under the influence of alcohol may feel brave enough to confront the hijacker.

**Procedures for Flight Crew**

- One of Corendon Airlines Aircraft which is being subjected to hijacking shall effort to notify the appropriate ATS unit of this fact, any significant circumstances associated therewith and any deviation from the current



flight plan necessitated by the circumstances, in order to enable the ATS unit to give priority to the aircraft and to minimize conflict with other aircraft.

- The pilot-in-command shall attempt to set the transponder to Mode A Code 7500 in order to indicate the situation.
- If a pilot has selected Mode A Code 7500 and has been requested to confirm this code by ATC, the pilot shall, according to circumstances, either confirm this or not reply at all. If the pilot does not reply, ATC will take this as confirmation that the use of Code 7500 is not an inadvertent false code selection.
- Unless considerations aboard the aircraft dictate otherwise, the pilot-in-command shall attempt to continue flying on the assigned track and at the assigned cruising level at least until able to notify an ATS unit or within radar coverage.
- When an aircraft subjected to an act of unlawful interference must depart from its assigned track or its assigned cruising level without being able to make radiotelephony contact with ATS, the pilot-in-command shall, whenever possible;
  - a. Attempt to broadcast warnings on the VHF emergency frequency and other appropriate frequencies, unless considerations aboard the aircraft dictate otherwise. Other equipment such as on-board transponders, data links, etc., shall also be used when it is advantageous to do so and circumstances permit; and
  - b. Proceed in accordance with applicable special procedures for in-flight contingencies, where such procedures have been established and promulgated in ICAO Document 7030 — Regional Supplementary Procedures; or
  - c. If no applicable regional procedures have been established, proceed at a level which differs from the cruising levels normally used for IFR flight by:
    - 150m (500 ft.) in an area where a vertical separation minimum of 300m (1000 ft.) is applied; or
    - 300m (1000 ft.) in an area where a vertical separation minimum of 600m (2000 ft.) is applied.
    - If possible, try to land Turkish Airports, if not, consider the politic issues of the intended country and try to land a suitable airport.
    - If in spite of adherence to all security procedures a suspect person shall succeed in
      - entering the flight deck;
      - Try to calm him by reassuring him that his wishes are being carried out.
      - Do not upset him
      - Inform the hijacker about your action

### 9.3.8 Increasing Threat Condition

Each Airport Security Commission in Turkey related to each airport, has intervals in terms of security risk and threat assessment criteria maximum in all three months. Where necessary, unusual evaluation meetings could be held. Urgent need evaluation reports for measures to be taken will send the Ministry of Interior. Inspection reports submitted by the Ministry of the Interior in coordination with relevant organizations and institutions shall take necessary measures if necessary and is ignored. If required by the relevant ministries and institutions can be made of this information sharing with other countries. Corendon Airlines, the airport has received no information about the status of the growing threat, by following the instructions exactly, does not compromise on security. When there are some additional security measures put in force by related airport authorities in their airports, Corendon Airlines shall implement these rules completely.

When Corendon Airlines feels increasing threat condition in its own operations, below subjects shall be implemented:

- Related Authority will be informed,
- Additional security measures will be requested from the related airport like hand search, random search, etc...
- Additional security controls to passengers, hand and hold baggage will be requested from the related airport.

**Note:** If the risks level increased at any station, authority states the risk level and informs to operator. In this circumstance operator take the actions which stated in NCASP

For more details please see the Appendix 6.

### 9.4 Procedures For Nuclear, Biological, Chemical Terror Threat

**Chemical war substances** are produced to make damage on the human impact physically or psychologically by using chemical substances including toxic properties. Cause these substances are inanimate, reproduction or infection from person to person or other living creatures is not possible. Because of the chemical substances are contained they have devastating effects on people.

**Biological weapons** show its effect by affecting human metabolism. After proliferating germ breeding or scattering of the virus into the target area, they passed on to local people and shows the effect of the actual spread from person to person. They are usually spread in the form of epidemics.

**Nuclear weapons** are very powerfully weapons capable of destroying high that is used by bringing together of nuclear reactions and nuclear fusion. Different than other explosives, they are used to give a lot more damage.

When such a threat is encountered in any aircraft;

- Flight crew shall immediately don masks, goggles,
- select 100% oxygen for crew mask,
- maximize skin coverage,
- An emergency declaration and turn towards an alternate aerodrome is appropriate,
- Preparation for emergency evacuation shall be performed,
- An immediate change in cabin pressure shall not be initiated until the inactivated device is secured to the maximum extent possible.
- Immediately reduce cabin temperature to the lowest practical setting,

### 9.5 Protection from Cyber Attacks

Cybersecurity may be defined as the collection of tools, policies, security concepts, security safeguards, guidelines, risk management approaches, actions, training, best practices, assurance and technologies that can be used to protect the cyber environment as well as organizations' and users' assets. It encompasses the protection of electronic systems from malicious electronic attack and the means by which to deal with the consequences of such attacks.

The aviation industry relies on computer systems extensively in its ground and flight operations. The security of the airline systems can directly impact the operational safety and efficiency of the industry, and indirectly impact the service, reputation and financial health of the industry.

Cyber Incident Response Team (SOME) of the Corendon Airlines protects its system according to IT Directive (SHGM-IT).

SHGM-IT Directive includes detailed information related with rules and regulations which are applied by company staff and Intelligent Technology (IT) department.

## **10. SAFETY MANAGEMENT SYSTEM (SMS)**

SMS is integrated with Security Management System (SeMS)

The concept of “safety” is of great importance in aviation activities and it is defined as “acting in accordance with rules and procedures to avoid errors and violations that may lead to accidents, serious incidents and other events that may cause a bad outcome.”

Large numbers of people pass through airports every day. This presents potential targets for terrorism and other forms of crime because of the number of people located in a particular location.

Although measures are taken in order to eliminate security risk in aviation, it is not possible to be completely free of hazards and operational errors in a system that contains “human” factors. However, it is essential to control and manage risks within the system and to maintain the risk level at a reasonable level. A system where the reasonable risk level is controlled is considered to be a “safe” system.

Corendon Airlines Safety Management System includes a combination of reactive, proactive and predictive methods for collecting and analyzing safety related data. This system is implemented and integrated throughout the organization.

Corendon Airlines SMS is designed and implemented to;

- Identify safety hazards in flight operations,
- Ensure preventive, corrective and remedial actions are implemented to control safety risks,
- Provide ongoing monitoring and assessments of safety related performances,
- Make continual improvement to the level of safety in operations,
- Ensure personnel, who perform duties that affect the safety or security of A/C operations, maintain competent with continuous training.

### **10.1 Responsibilities**

All responsibilities of Security Manager and Security Staff are defined in SMS Manual.

### **10.2 Hazard Identification and Risk Management**

In the aviation security context, risk assessments are also a fundamental part of Security Management Systems (SeMS).

A risk assessment is only part of SeMS—discussion, communication, consultation and appropriate decision-making are key elements in effective risk management.

Threat assessment is based on a general analysis of the likelihood and consequences of dangerous events occurring within Corendon Airlines operations. While threats cannot be eliminated, appropriate measures can reduce the risk. Factors such as political climate, historical occurrences and potential or real threats all influence the threat level of a particular flight. The determination of the destination's threat level is done by the Corendon Airlines Security Department.

An important part of preventing acts of unlawful interference is for the Security Department to make sure crew members are aware of the threat level. By being aware that the flight they are working on is operating under a higher than normal threat level, crew members can make the necessary adjustments to make sure that the increased threat level does not result in an increased risk for the flight.

Obviously, threat assessment can only inform the crew of pre-flight threats. Once airborne, if an incident occurs, the crew needs to be able to assess what kind of threat it represents. This is necessary in order to intervene accordingly and to be able to communicate the appropriate information to the flight crew and, subsequently, to the ground staff in order to provide the necessary support.

The purpose of a risk matrix is to propose security measures that shall be undertaken when the threat reaches a certain level in order to prevent the threat from becoming reality.

Hazard Identification and Risk Management of the Security department is conducting at SERA module under the Risk Management section. All defined Risks and Hazards, SPI's, overdue reports and reasons, aerodromes module shall review by Security Department at least once a year and shall record in SERA, all defined risks, residuals and effectiveness of Risk Management shall be consider and analyze by Security Manager.

Corendon Airlines gathers information from various sources:

- Government intelligence and security agencies;
- Police and military services;
- Embassies and consulates;
- IATA and aviation associations;
- Airlines;
- Incident reports;
- Newspapers, magazines, electronic media;
- The general public.

The process of gathering information cannot be selective. Each piece of information, from whatever source, shall be considered.

Corendon Airlines identifies security threats directed against itself, to include:

- (i) Assessment of associated risks and vulnerabilities
- (ii) Development of appropriate response measures.
- (iii) Assessment of security threats to civil aviation and for identifying direct or potential threats against to itself.

Please see Corendon Airlines ERP for procedure which includes instructions for communicating immediate security threats to persons responsible for making decisions and taking action, as well as providing advice to the flight crew.

Corendon Airlines ensures the implementation of appropriate security measures in response to:

- i. Security threats directed against Corendon Airlines;
- ii. Threat levels issued by applicable aviation security authorities.

Corendon Airlines use the following documents for further information about the threat assessment and risk management.

- Aerodrome Analyses Process
- SERA System – Risk Management Module.
- Security Survey and product audits
- Audit System and Corrective Action
- States' travel advices;
- States' Foreign Ministries' web sites travel advices;
- States' Embassies web sites travel advices;
- Turkish DGCA official letters/documents.
- Risk maps/information of international/national private security sector on internet.
- Up to date information available on internet.
- NOTAMs & AIPs

- Safety Bulletins of relevant Authorities such as ECAC, EASA and ICAO

**Note :** Please see SMS Manual for detailed information related with Risk Management.

### 10.3 Reporting and Investigation

The safety culture of Corendon Airlines encourages clarity and trust between management and personnel. All employees shall feel able to report incidents and events without the fear of unwarranted retribution. Reporting hazardous situations, events and practices that compromise safety is a priority for all employees.

All unsafe situations, events, incidents and accidents shall be reported to SMS department via using SERA system. All Security Department Members are free to report all kind of safety or security related issues via this way.

All staff are required to report certain types of events or hazards that have immediate effect on safety and security. The following list is neither exhaustive nor shown in order of importance. If there is any doubt, a report shall be filed for any of the following subject:

- Sabotage by means of an aircraft
- Sabotage to the aircraft
- Aircraft hijacking
- Kidnapping
- Attempting to embark the aircraft by means of fake travel documents
- Unauthorized entries to the aircraft
- Irregular passenger behaviors in the aircraft
- Suspicious persons
- Detection of hazardous items during the flight
- Loss of Airport ID Cards
- Security device failures
- Detection of suspicious items during the flight
- Chemical/Biological Threats/Incidents
- Threats against Aeroplanes/Facilities

Turkish DGCA has to be informed about mandatory reports which are stated in SHT-OLAY.

Security department reviewed mandatory and voluntary reports related with security incidents and unlawful interference that have been reported by personnel via SERA reporting system. After evaluation of the report, if the risk rating is high or extreme level;

- Root cause is identified;
- Corrective action is determined
- Corrective actions are monitored via "residual risk control" to ensure effectiveness in preventing future incidents.

**Note :** The incident/accident reports are submitted to IATA Incident Data Exchange (IDX) in accordance with the IATA Regulation via SERA by SMS Department.

### 10.4 Management of Change (MoC)

All necessary changes shall be manage in accordance with SMS and shall be reflected to SERA under the Change Management Module

### 10.5 SERA Aerodromes Module

Security Risks and Supplier Contacts shall be stated in Aerodromes Module of SERA.

Security Manager and other Security-SAG- members are responsible to follow,evaluate and input all the information's to the Aerodromes Module.

### 10.6 Safety Alerts and Bulletins

Internal safety alerts and safety bulletins for third parties shall distribute in case of any safety related issue. Internal alerts can be publish via SERA Initiatives section.

### 10.7 Safety Performance Indicators (SPI's)

In coordination with the SMS and Security Departments all related SPI's shall define in SERA SPI table.

SPI targets, effectiveness and alarm limits shall follow by Security Department.

### 10.8 Emergency Response Plan (ERP)

All responsibilities about Emergency Response defined in Emergency Response Plan All these documents shall review by Security Manager. Crisis Document Lists are exist under SMS Team folder and following regularl

## 11.COMPLIANCE MONITORING PROGRAM

It is highlighted that security audits, inspections or surveys cannot be performed by airlines without prior consent from the airport and their respective national authority or regulator in general.

Regulators have the ability and responsibility, to conduct audits, inspections or tests at airports and airlines with operations in their State.

Corendon Airlines Security Department audits and evaluates the management system and operational security functions at a determined frequency following a regularly performed risk assessment to ensure the organization is:

Complies with regulatory and internal requirements;

- Complying with the Security Program,
- Achieves security program objectives,
- Satisfies stated operational needs,
- Produces desired operational safety, security and quality results,
- Continually identifies hazards, undesirable conditions and areas requiring improvement,
- Properly applying security standards,
- To make surveys for evaluating airport and Corendon Airlines are to be ready for unlawful interference such as hijacking, bomb threat, sabotage,
- Assessing the effectiveness of security risk management and controls,
- If Corendon has external service providers, auditing of this providers and review of the contacts annually.

### 11.1 Security Audit

Corendon Airlines has an audit planning process and sufficient resources, including security auditors to ensure audits are scheduled in accordance with a security risk assessment at intervals to meet regulatory and management system requirements, completed in accordance with scheduled intervals subject to a change in risk.

Security Audits are coordinated with Quality Department and stations are determined. Then , Security Audit Plan is published by Security Department and auditors are assigned who has "SEC " authorization in company.

There are two main purposes for conducting a security audit:

- To ensure operator personnel, handling agents and contractors are properly implementing the AOSP/SPM;
- To ensure the AOSP/SPM is achieving the set objectives
- to analyze the weakness and deficiencies found during surveys

Security Department select destinations to perform Security Audit taking into account below parameters;

New stations, High frequency flights destinations, Problematic Destination ( Known Security Problem, Delay problem , handling company related problem, etc. ) Geographically risky areas ( Irak , Afghanistan ,Syria etc ) ,new suppliers and high risk areas or other issued that come out in Risk Assesment. The audit contents should include all security services provided by the airport and / or service providers to the extent feasible

An Audit report shall be prepared by the auditors at the end of each audit. The report shall contain description of the findings and recommendations deemed appropriate for the elimination of the non-compliance, if any.



Corendon Airlines addresses findings resulting from audits of operational security functions that ensures; identification of root cause(s), development of corrective action, implementation of corrective action in appropriate operational security area(s) and evaluation of corrective action to determine effectiveness.

Corendon Airlines ensures significant issues arising from security audits of operational security functions are subject to a regular review by Security Manager. In order to ensure proper implementation of corrective actions following the identification of gaps or deficiencies through audits, it is important that Security Management is made aware of overall audit reports and especially of any significant issue(s) identified. Security Manager have the authority and available expertise to quickly resolve any deficiency in order to prevent re-occurrences and ensure that the corrective actions implemented are commensurate to the gaps or issues identified.

Therefore, the determination of a need for corrective or preventive action, and the actual implementation of such action, are coordinated between the Security Manager and those operational managers directly responsible for the safety and security of operations.

The items that are not proper for security program or non-conformities arising from audits are reviewed by Security Management and corrective actions will be achieved. Statistical information and significant issues will be reviewed in Management Review Meeting.

For further details, please refer to Compliance Monitoring Manual.

### **11.2 Security Tests**

A security test is a simulated act of unlawful interference against existing security measures, carried out covertly by persons with an inert explosive device or weapon concealed in their baggage or on their person. Tests are also sometimes performed in cargo shipments and aircraft.

In accordance with National Civil Aviation Security Programme, it is under control of Airport Authority to make security tests. It is Corendon Airlines' precedence to be a voluntary for all kind of security tests in coordination of Airport Authority.

Security tests are performed to monitor security functions which are not under control of Corendon Airlines like Airport Security, entrance of vehicles and personnel to the security restricted areas.

When a security test will be performing by Corendon Airlines, we shall ensure the test is performed in accordance with below items: Security Tests;

- Are within the State's law,
- Do not jeopardize the safety of people,
- Do not jeopardize the safety of aircraft or airport facilities,
- Do not damage property,
- Do not alarm or inconvenience the public and persons or organizations not being tested,
- Includes notification of applicable police authorities and other security agencies.

Furthermore, tests are conducted:

- In accordance with Airport Authority's schedule,
- Without prior notification to the operating or supervisory personnel,
- Utilizing clearly marked test pieces,
- By qualified personnel who are in possession of documentation authorizing such testing.

Security tests are applied just in airports of Turkey.

### 11.3 Security Exercises (Drills)

In accordance with Turkish National Civil Aviation Security Programme, it is under control of aviation security authority to make security exercises in related Airports. It is Corendon Airlines' precedence to be a voluntary for all kind of security drills in coordination of Airport Authority.

Also Corendon Airlines performs simulated drills periodically within the Company to monitor and evaluate the effectiveness of below subject and procedures designed for response to security incidents and practice implementation of security procedures by applicable personnel.

- Emergency Response Plan,
- Security Controls,
- Awareness of Staff against emergency situations,
- equipment or other operational products meet the product technical requirements.

### 11.4 Product Audits

Security related Product Audits are performed by the persons qualified on the subject, who are to be assigned by the Security Manager.

Corendon Airlines monitors functions to ensure security controls are implemented to prevent acts of unlawful interference by Product Audit which security functions conducted by external organizations not under the control of the Operator.

The process includes an evaluation of internal processes and suppliers in accordance with Corendon Airlines requirements.

The time and area of the product audits are determined by the Security Manager. Inspectors are responsible to inform quality department the performance of the product audit and the Quality Director is responsible to follow-up of the non-compliances if any non-compliance find.

### 11.5 Monitoring of External Service Providers

Corendon Airlines retains full responsibility for ensuring an outsourced function is performed safely and securely by an external provider. Security Department is responsible to select its own suppliers, make agreements/contracts and monitor their performance.

Contracts shall include measurable performance specifications for the service. In case the supplied service has direct effect on safety, the conformity of the supplier to company standards shall be monitored.

Corendon Airlines has operational security functions conducted by external service providers selected by Corendon Airlines (outsourcing). Corendon Airlines conducts a security audit to ensure such external service providers have a security training program that is acceptable to Corendon Airlines and in accordance with training requirements of the civil aviation security program of the States .

Corendon Airlines has the right to check all necessary documents such as licenses, certificates and etc. of the external service providers and their employees during audits.

To monitor performance of subcontractors and their conformity to the contract, below methods will be used:

- Product Audits,
- Security Tests,
- Quality Audits,
- Postal Audits,

We shall ensure that subcontractors are compliance with below items by monitoring them with above methods:

- Compliance with Corendon Airlines Security Programme,
- Compliance with requirements of applicable aviation authorities,
- An available security training program and achieving of these trainings in accordance with this program,
- Compliance with the contract.

If the Security procedures are performed by law enforcement agencies, civil aviation authorities or airport authorities Corendon Airlines evaluates their performance with observation. If the implementation of the security procedures is not sufficient according to regulation Security Manager informs to company management to evaluate the risk.

### 11.6 Operational Planning

Accountable Manager is responsible for operational planning process to ensure all resources are in place. Resource requirements are determined by;

- Risk assessment and mitigation,
- management review process,
- Budgetary planning,
- Other management processes.

Corendon Airlines Security Management System includes below operational planning processes:

- Desired security outcomes,
- Address necessary resource allocation requirements,
- Take into account requirements originating from applicable external sources, including regulatory authorities and original equipment manufacturers.

### 11.7 Security Surveys

Corendon Airlines Security Management conducts regular risk-based and event-driven security surveys that identify needs and weaknesses of the AOSP/SPM, including operational security procedures and infrastructure. A security survey is a monitoring of operations in order to determine security needs, including the identification of vulnerabilities which could be exploited to carry out an act of unlawful interference despite the implementation of security measures and procedures.

Corendon Airlines has event driven and risk-based security surveys, security audits in different fields and personnel reporting system for effective analysis and management of all security threats directed against the airline and for notifying appropriate authorities in a timely manner

Corendon Airlines takes necessary measures that appropriate response to various threat levels as specified by the State of other applicable international authorities, including implementation of security measures commensurate with the threat.

Security Department will select destinations to perform Security Survey taking into account below parameters; New stations, High frequency flights destinations, Problematic Destination ( Known Security Problem, Delay problem , handling company related problem, etc. ) Geographically risky areas ( Irak , Afghanistan ,Syria etc ) and high risk areas or other issued that come out in Risk Assessment.

Security department share the Security Survey via e-mail to all relevant stations and gathered all information . According to the survey result and risk assessment, Security Manager decides on the necessity for an on-site audit. As a general rule, a security survey is carried out:

- a. Whenever Corendon recognizes a need to re-evaluate its operations in order to identify and address vulnerabilities; or
- b. If conditions (1) and (2) listed below are met simultaneously:

1. Significant modifications of the overall or local circumstances lead to an additional threat level or unforeseen vulnerabilities to the civil aviation operations. For instance:

- i. A new technology may potentially or has been used to threaten aircraft or airport operations; or
- ii. An increased level of threat may impact or has proved to have impacted Corendon (e.g. national or foreign air carrier targeted by identified terrorist activities); or
- iii. Temporary conditions may affect locally or have proved to have affected the level of security such as major construction within the airside area and

2. These new conditions, whether temporary or not, are not covered by the national civil aviation security measures and procedures as yet. As a consequence to those circumstances, new vulnerabilities may globally or locally affect the security level.

Therefore, the objectives of surveys are to:

- Identify vulnerabilities which could be exploited to carry out an act of unlawful interference;
- Determine additional security needs of Corendon Airlines in terms of procedures, equipment human and/or financial resources;

Identify needs for improvement/amendment in Corendon Airlines security measures and procedures and/or related policies.

During a survey, priority is given to the identification of vulnerabilities and security needs irrespective of the overall level of compliance of the security measures in accordance with the provisions of the NCASP.

Nevertheless, any information gathered during the survey, pointing out deficiencies relating to the implementation of Corendon Airlines' security measures and procedures, is taken into account and assessed accordingly.

## 12. CREW ACCOMMODATION LOCATION

Crew shall be accommodated in locations that do not risk their safety or at locations consisting of acceptable risk factors in Turkey or out stations.

In assessing the suitability of a crew hotel, the Security Department shall formulate a set of standards that can be used in an objective manner and that ensures there is sufficient security at the hotel.

The areas to review would include the location of the hotel, perimeter protection, access controls, room security facilities, surveillance procedures and equipment, the standard of the hotel security team and the security management approach demonstrated by hotel senior management. A checklist for the review of the hotel shall be prepared and made available for hotel inspections and can include the following items:

- the hotel is located in a safe neighborhood;
- the hotel perimeter is subject to security controls;
- the hotel building is subject to access and other security controls;
- there is adequate surveillance equipment within the hotel;
- the hotel engages a security team who are on duty 24/7;
- the hotel has a proactive approach to security management, including good links with local police and security agencies;
- the hotel is able to provide effective and timely local security advice to guests;
- the hotel has a good access control system that records all entries into guest rooms;
- hotel rooms are physically secure from unauthorized external access (e.g. balconies);
- hotel rooms have double locks;
- hotel room doors have a safety door chain/bar and a spy hole or entry camera;
- hotel rooms are equipped with a mini-safe;
- the hotel can provide a secure holding facility for cash and other valuables;
- the hotel operates, or has access to, secure ground transportation

This is not a finite list of requirements and may be built upon to meet the demands of the individual airline based on their security risk assessment for the location in question. Where necessary, expert advice on the physical, technical or procedural security measures required managing the risk in higher threat environments shall be sought. Amongst other things, this could include enhancements to perimeter security, Access controls and ground transportation arrangements.

For Crew transfer from Hotel to Airport, Secured Transport Company and route shall be preferred. From time to time transfer route would be changed for security. The same procedures will be effective for high risk areas. All personnel keep their rooms closed and do not speak and relationship with suspicious people.

### Checking in

When checking-in crew members shall:

- Ask for a room preferably not facing a street or parking lot, i.e. courtyard;
- Ask for rooms in the vicinity of each other and on the same floor;
- Ask for rooms not directly next to, but handy to emergency exits or elevators;

- Ask the hotel reception to leave all valuable documents (passports, crew identification, etc.) and large amounts of money in the hotel safe unless otherwise advised by the air carrier or Station Manager.

**Securing the Hotel Room**

When crew members enter their room for the first time they shall:

- familiarize themselves with the surroundings;
- Carefully study the hotel evacuation plan and note the emergency meeting point;
- Visually note where the nearest emergency exit is and determine the quickest way to get to it. The route shall be memorized in case there is reduced visibility during evacuation;
- Make sure there is no evidence of tampering in the room. If this is the case, it could mean that someone else has access. Report this to the hotel reception immediately and ask for another room especially if the hotel does not use electronic keys;
- Make sure all the locks on the main door are working properly. All locks shall be used when going to bed;
- Verify that the telephone is working properly and take note of the hotel and local emergency numbers;
- Make sure that you have air carrier contact numbers. Verify that contacting the front desk quickly is easy.

**Preventive Actions**

Hotels are relatively safe, however if crew members follow a few easy guidelines and procedures, they will greatly reduce their risk of becoming a victim during a layover. Crew members should:

- Try to vary their routine when going to their hotel room;
- Be discrete with their room number; do not disclose it in public or on the telephone even if the person asking claims to be hotel personnel;
- Use caution if someone calls asking them to leave their room to come to the reception, it could be a trick;
- Verify if the person knocking is really who he/she claims to be by using the peephole. If the person claims to be a hotel employee and they were not requested, call the hotel reception to confirm their presence;
- Leave a light and/or the television on when they leave their room in order to detract thieves;
- Quickly go around their room when they come back in to make sure there is no one inside or that there is no evidence of intrusion;
- Use all the locks on the door overnight;
- Leave valuables, purse/wallet, key and a jacket next to their bed. In case of an emergency evacuation, everything necessary will be close by which will accelerate your evacuation;
- Always keep their room key secure. Drop their room key into Hotel reception whenever they leave the hotel;
- Not keep the room key with any item that indicates the room number.

**Hotel Fire and Evacuation**

If the hotel fire alarm sets off while crew members are in their room, they should:

- Never use the hotel elevators;
- Collect the room key and head for the room door. If there is smoke in the room, roll down your bed and crawl to the door always staying as close as possible to the ground;
- Touch the door before opening it. If it is warm there might be fire on the other side. It should be kept closed; check for smoke and fire in the corridor;
- Follow the exit sign, exit the hotel and go to the emergency meeting point.

If there is a confirmed fire but cannot exit the room or hotel because of the fire, crew members should:

- Return to their room, close the door, all windows and shut the air conditioner off;
- Call the hotel emergency and advise that they cannot leave their room;
- Fill bathtub, rubbish bin and all other containers with water;
- Wet all sheets and towels and place them around the room door to prevent smoke from entering;

- If there is smoke or fire in the room, wet another towel and put it over their mouth and nose;
- Refrain from breaking any window unless the room is completely filled with smoke;
- Try to attract attention, do not attempt to jump or climb out of a window;
- As soon as it is possible call home to report that they are safe;
- Acknowledge safety of all crew members and report back to air carrier.

If the door is cool, open it while keeping foot and shoulder against it which will enable them to close it quickly if necessary.

### 13. CREW TRANSFER

Corendon Airlines' Crew Transfers are made by a vehicle and a driver known in advance by Crew Planning Department. Crew transfer is never made by a company, vehicle or a driver from outside the list. Where dedicated ground transportation is not arranged by the air carrier, hotel transportation or reliable public transportation should be the primary option for crew members to get to their hotel. If available, the hotel's own transportation shuttle should be used as the means of transport and the pick-up for the return trip to the airport should be confirmed.

At high risk locations, additional measures may be necessary to protect crew transportation and these should be determined by the Security Department on a case-by-case basis. They might include using a local escort with appropriate communications (mobile telephone or radio), varying routes taken and so on. Consideration should also be given to ensuring that crew are collected and dropped-off at the airport in a location and manner that reduces their exposure to higher-risk public spaces.

#### Taxis

Whenever a taxi is used, it is recommended that crew and other staff should:

- always use approved taxis;
- be aware of the identifications (logos, car color, etc.) of registered taxis and where they can be found;
- make sure the meter is turned on when departing unless a price has been agreed on;
- avoid riding for a fixed price if alone, unless it is clearly stated in the taxi that there is a fixed price between the points of departure and arrival;
- beware of taxi drivers offering their service within the airport terminal, quite often these are not registered taxis;
- avoid sharing a taxi with someone they do not know;
- at the destination, wait until luggage has been removed from the trunk before paying the fare;
- have some money ready for the fare separate from their wallet;
- exercise caution in what they discuss with the taxi driver;
- have the name and address of their hotel on a printed card, possibly in the local language, to ensure the taxi driver knows the destination.

#### Public Transportation

Whenever public transportation is used, it is recommended that crew and other staff should:

- check with hotel staff if any public transport stations or stops could present a hazard. For example, in many cities, stops in the business district are crowded during the day but can be deserted at night and might not be safe;
- try to have a sense of which bus or train to take;
- write directions on a piece of paper rather than carry a tourist map;
- ask a public transport employee or a passenger who looks trustworthy for directions if lost;



- not panic if they are lost;
- stay in a well lit area when waiting for a bus or train at night;
- stay towards the middle of the platform, where most people wait for the train;
- avoid boarding train carriages where there are no or very few passengers;
- try sitting or standing as close to the bus driver as is permitted;
- exit the bus or train or leave the waiting area the moment they feel threatened.

#### 14. INVESTIGATION OF INCIDENTS

Incident investigations are conducted by the Safety Manager in accordance with SHY-13 item 20 and investigation report forwarded to Turkish DGCA. Also significant occurrences are investigated by SMS Manager and shall be reviewed by the related Managers.

Accident Investigations are conducted by Turkish DGCA in accordance with Turkish Civil Aviation Law 2920 item 13 and 14.

Also failure of implementation of security controls under the responsibility of Corendon Airlines shall be investigated. Additional security measures shall be applied immediately when failure of implementation of security controls raised.

The process for the investigation of incidents involves; threats, acts of unlawful interference and failure of implementation of security controls.

**15. DOCUMENTATION**

Information and documents under the responsibility of Aviation Security Department are kept according to "Documentation Procedures". For further information about documentation please refer to Documentation Procedures.

**15.1 Records**

Document	Retained By	Time to be kept	Storage Condition	Privacy Degree
Aircraft Security Search Form *	Handling and Cabin Crew	At least 24 hours or whichever is longer	Hard copy	Public
Security Product Audits	Quality Department	60 months	Digital	Public
Security & Quality Audits	Quality Department	60 months	Digital	Public
Training Records	Security Department / Human Resources	60 months	Hard Copy and Digital	Public
INAD & Deportee Files	Security Department	60 months	Digital	Public
Security Reports	Security Department	36 months	Digital	Confidential
Drill Reports	Security Department	36 months	Digital	Public
Bulletins	Security Department	36 months	Digital	Public
Weapon Notoc Form and Weapon Delivery Form	Security Department	At least 24 hours	Digital	Public
Irregularity Warning Forms and Unruly Violation Form	Security Department	36 months	Digital	Public
Bomb Threat Check List	Security Department	36 months	Digital	Confidential

- Aircraft Security Search Form can be destroyed 24 hours later after the flight.

Hard copy documents are kept in locked file to prevent unauthorized access. Office personnel Security Awareness training records are kept by Human Resources Department and Aviation Security Department. A review is conducted once a year to identify records that are no longer valid. Invalid documents will be shredded or deleted from server. Also Corendon Airlines has a back-up system for all data and records which are in Headquarters and Airport Facility refer to I.T Procedures.

Some security records could contain sensitive or restricted information. This type documents are under responsibilities of Aviation Security Manager to prevent from unauthorized persons. Typical procedures for records containing sensitive or restricted information is stated below;

- Records are stored in a secure container such as a locked file cabinet or drawer

- A review is conducted periodically (typically once per year) to identify records that are no longer valid and to ensure such records are destroyed in a manner that precludes recognition or reconstruction of the information.

**APPENDICES****Appendix 1 Security Contact Chart**

Name	Position	Communication Details	Fax	E-mail
Yıldıray KARAER	Accountable Manager	+90 242 323 34 00	+90 242 324 3240	<a href="mailto:ykaraer@corendon-airlines.com">ykaraer@corendon-airlines.com</a>
Serhat Yunus Halep	Security Manager	+90 242 330 34 36	+90 242 330 3307	<a href="mailto:shalep@corendon-airlines.com">shalep@corendon-airlines.com</a>
Kemal İbiş	Deputy Security Manager	+90 242 330 34 36	+90 242 330 3307	<a href="mailto:kibis@corendon-airlines.com">kibis@corendon-airlines.com</a>
Ali Fener	Operations Officer	+90 242 323 34 00	+90 242 324 3240	<a href="mailto:afener@corendon-airlines.com">afener@corendon-airlines.com</a>
Aslı Canakaya	Administrative Officer	+90 242 323 34 00	+90 242 324 3240	<a href="mailto:acankaya@corendon-airlines.com">acankaya@corendon-airlines.com</a>
Cengiz Karabacak	Plan, Program and Audit Officer	+90 242 330 33 36	+90 242 330 3307	<a href="mailto:ckarabacak@corendon-airlines.com">ckarabacak@corendon-airlines.com</a>
Busra Yüksel	Training Officer	+90 242 323 34 00	+90 242 324 3240	<a href="mailto:byuksel@corendon-airlines.com">byuksel@corendon-airlines.com</a>
Busra Yüksel	Security Management System Officer	+90 242 323 34 00	+90 242 324 3240	<a href="mailto:byuksel@corendon-airlines.com">byuksel@corendon-airlines.com</a>
Selami Selcuk ÇAKMAKLI	SMS Manager,ERP Manager	+90 242 323 34 00	+90 242 324 3240	<a href="mailto:scakmakli@corendon-airlines.com">scakmakli@corendon-airlines.com</a>
Dispatcher on duty	OCC	+90 242 330 32 90	+90 242 330 3522	<a href="mailto:occ@corendon-airlines.com">occ@corendon-airlines.com</a>

### Appendix 2 Emergency Contact Chart

Any person learning of an aircraft accident, or other threat to Corendon Airlines and Corendon Airlines Eorupe staff, customers or property, is to call:

#### **Operation Control Centre (OCC)**

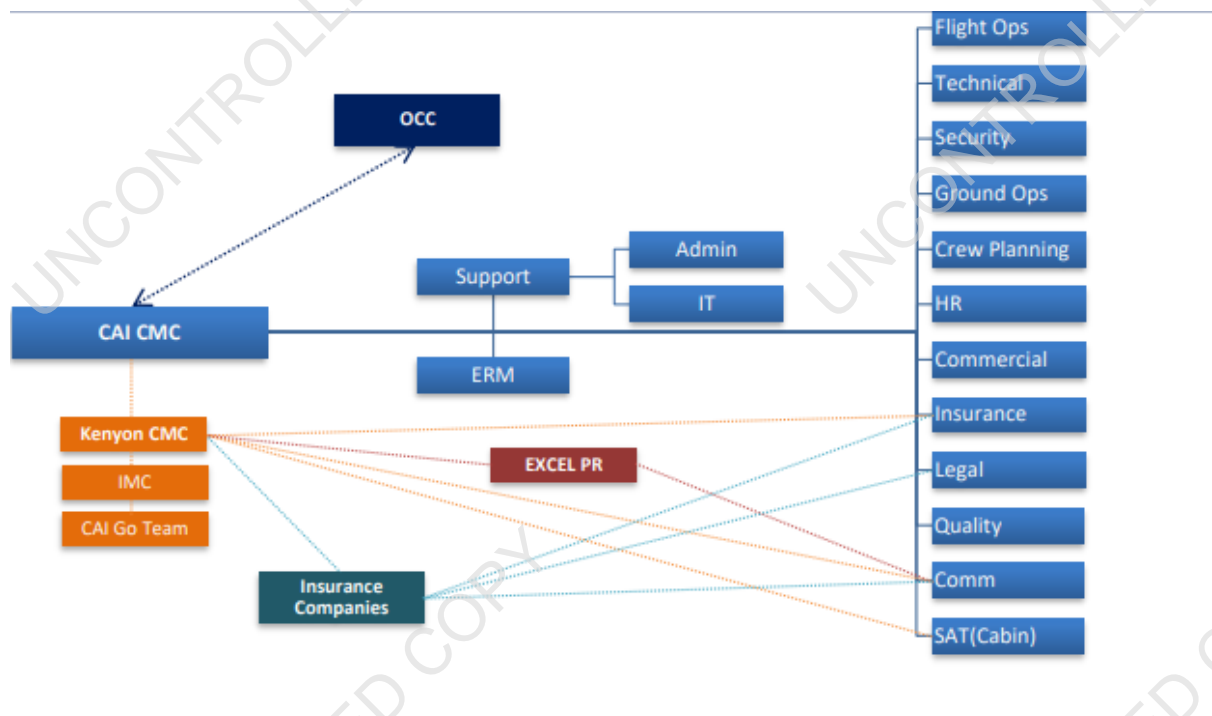
**Telephone : +90 242 330 3290**

**Mobile : +90 549 412 0078**

**Fax : +90 242 330 3522**

**Email : [occ@corendon-airlines.com](mailto:occ@corendon-airlines.com)**

## Appendix 3 ERP (Emergency Response Plan ) Plan



OCC: Operational Control Center  
 CMC: Crise Management Center  
 IMC: Incident Management Center

## Appendix 4 Sample Aircraft Security Search Form



TÜRKİSTİK HAVA TAŞIMACILIĞI A.Ş.

### AIRCRAFT SECURITY SEARCH ACC. EC NO 300/2008

ORIGIN OF PREVIOUS FLIGHT		TIME OF ARRIVAL		DATE OF ARRIVAL	
LEG 1	FLIGHT NO.	DATE	AIRPORT OF DEPARTURE	AIRPORT OF ARRIVAL	TIME OF COMPLETION
LEG 2					
LEG 3					
LEG 4					

INTERIOR OF AIRCRAFT (Checked by Cabin Crew)	CHECK LEG			
	1	2	3	4
OVERHEADS				
CLOSETS AND STORAGE COMPARTMENTS, INCLUDING CREW STORAGE AREAS				
TOILET COMPARTMENTS				
GALLEYS, Ovens, TROLLEYS, UNITS AND RUBBISH BINS				
SEAT POCKETE				
AREAS UNDER SEATS, BETWEEN SEATS AND BETWEEN THE SEAT AND THE WALL				
REMOVE MINIMUMS OF LIFEJACKETS AND CHECK POUCHES				
JUMP SEATS (INCL. EMERGENCY EQUIPMENT STORAGE AREA UNDER JUMP SEATS)				
CREW EQUIPMENT BINS AND COMPARTMENTS				
ANY OTHER AREA (ID OF THE CABIN EASILY ACCESSIBLE				
FLIGHT DECK, IF LEFT UNATTENDED (CHECKED BY COCKPIT CREW)				

EXTERIOR OF AIRCRAFT (Checked by Cockpit Crew or Maintenance)	CHECK LEG			
	1	2	3	4
AIRCRAFT SERVICE PANELS AND SERVICE HATCHES				
WHEEL WELLS				
AIRCRAFT FUSELAGE				
ENGINE				
AIRCRAFT HOLD AND ADJACENT AREAS				
ITEMS CONTAINED WITHIN THE HOLD				

CREW CODE	INSPECTION PERFORMED BY / SIGNATURE			
	LEG 1	LEG 2	LEG 3	LEG 4
SCN				
CC				
MD				
SECURITY SEARCH WAS NOT PERFORMED				

NAME &amp; SIGNATURE OF THE PERSON RESPONSIBLE FOR THE IMPLEMENTATION OF THE SECURITY SEARCH

#### NOTES:

1. THIS FORM HAS TO BE KEPT ON TRAFFIC FILE AND MUST BE MADE AVAILABLE TO LOCAL CAA ON REQUEST
2. IF IRREGULARITIES OCCUR, INFORM APPROPRIATE AUTHORITIES / CORPORATE SECURITY
3. ALL PEOPLE CONCERNED MUST SIGN THIS FORM AFTER COMPLETING THE SECURITY CHECK LIST
4. TIMES ARE STATED AS LOCAL TIME

CP-SEC-487

Rev 001 / 08.04.2017 / 09.04.2020



**Appendix 5 EU Hand Luggage Regulations**

Passengers may carry small quantities of liquids, but only within separate containers each of which with a capacity not greater than 100 ml. These containers must be brought to the airport contained in a single, transparent, re-sealable plastic bag, which itself must not exceed 1 liter in capacity (approximately 20 cms x 20 cms). The contents of the plastic bag must fit comfortably and the bag sealed. Each passenger may carry only one such bag of liquids. The bag must be presented for examination at the airport security point.

Liquids that cannot be placed inside the re-sealable bag must be packed into the hold luggage and checked in. Liquids of any amount can still be carried in luggage checked into the aircraft hold. Remember that 'Liquids' includes:

- All drinks, including water, soup, syrups
- Creams, lotions, oils, perfumes, mascara, etc.
- Sprays and pressurized containers— including shaving foam and spray deodorants  
Pastes, including toothpastes
- Gels, including hair and shower gel
- Any other solutions and items of— similar consistency

Essential medicines and baby food may be permitted in larger quantities above the 100 ml limit, but will be subject to the authentication that is already currently required. Each passenger is restricted to carrying only one item (in addition to the re-sealable liquids bag) through the airport search point.

Laptops / electrical items, Laptops and other large electrical items (e.g. a large hairdryer) will still have to be removed from cabin baggage and screened separately. A laptop bag will be regarded as your one item that is allowed in the cabin.

Outsize items: All items of luggage which do not fit in the permitted cabin baggage size must be checked in to be placed in the aircraft hold. Musical instruments will, as an exception, be allowed as a second item of cabin baggage, but will need to be screened and passengers should check with their airlines if special arrangements (e.g. purchasing an extra seat) for these large instruments will be required.

**Before you arrive at the airport:**

- Limit quantities to what you may need in the cabin for the duration of the flight.
- When possible, put liquids in hold baggage.
- Prepare the re-sealable bag of liquids before arriving at the airport.
- Check any queries you have with your airport or airline before traveling to the airport at the security point

**Before you arrive at the security control:**

- Be ready to hand over your re-sealable bag of liquids for screening as you approach the security search point. It will be screened at the same time as your cabin luggage.
- All coats and jackets will have to be removed ready to be screened and metal items including wallets will be placed in plastic trays and scanned separately.
- If you are carrying a Laptop or any other large electrical item within your cabin luggage then please have it ready for separate screening as you approach the security search

### Duty free / departure lounge purchases:

- You may take on board liquid items of any size that are purchased after the security search in the - Departure lounge (sometimes referred to as 'Airside').
- Most duty free or similar purchases will be given to you in a special sealed bag. Do not open this bag until you have reached your final destination. You should also retain your proof of purchase throughout your journey. You will be required to show it at all transfer points.
- If you are departing from a non-EU airport and transferring through an EU airport, any duty-free item purchased from non-EU airport will not be accepted on your transfer flight.

**Appendix 6 Security Alarm Color Codes**

In Accordance with National Civil Aviation Security Programme Appendix 14, Security Alarm Color Codes are as below:

**WHITE Security Alarm Status**

WHITE Security Alarm Status states that everything is normal or danger has gone. This status is declared when situations that require the declaration of other alarm states have disappeared.

1) Normally there is a white security alarm. This security alarm will be activated when the conditions that require the announcement of other alarm conditions are eliminated.

(2) In the case of White Security Alarm, the measures specified in the relevant legislation in the field of civil aviation security shall be applied.

(3) Except for the standard practice (such as in case of doubt), 10-20% of the person, baggage and cargo are searched by Random Detection Procedure.

**YELLOW Security Alarm Status**

This alarm status is declared for a general warning of a possible act of terrorism or sabotage of which the characteristics and degree are unpredictable. In this status, measures taken in accordance with the plan should be able to be applied for a long time.

(1) A general warning of a possible terrorist and sabotage activity whose nature and degree are unpredictable.

(2) Personnel involved in the implementation of contingency plans for countering terrorist acts and sabotage should be available for the task.

(3) The plans to be used during the implementation of the security alarm situations to be put into force later shall be checked.

(4) Personnel should be informed of the general situation in order to avoid rumors.

(5) Information should be given to local security units about the measures taken and why they are applied.

(6) Persons, vehicles and buildings around the airport should be checked at different times. All the staff; foreigners carrying suspicious goods, unusual activities in the vicinity of the square, unidentified vehicles, abandoned packages or suitcases should be warned periodically.

(7) All items delivered by mail should be inspected in a manner that is more than normally done in case of letter / parcel bombs.

(8) Security personnel should be assigned in the facilities, and plans to be used for evacuation of buildings and zones in case of danger, for the closure of the area where an explosion or attack occurred, should be within the reach of security personnel. Enough key personnel should be available for the implementation of security plans.

(9) It should be ensured that buildings, rooms and cabinets that are not used continuously are secured.

(10) Check that the buildings, rooms and cabinets that are not used continuously are secured.

(11) The interior and surroundings of buildings that are used continuously should be regularly and frequently inspected for suspicious actions or packages.

(12) All relevant plans, orders, personnel assignments and requirements should be reviewed for the initiation of higher alarm conditions:

(13) 40% of vehicles, persons and baggage entering the restricted areas of the airport are subject to detailed security checks.

**ORANGE Security Alarm Status**

ORANGE Security Alarm Status is declared when, in any region outside the airport, an incident occurs or intelligence is received that acts of terrorism or sabotage are likely to occur soon. Measures taken in this security

alarm status, if possible, should not remain in force for a long time since they adversely affect the activities of the airport when in practice for a long time.

(1) It applies when an incident occurs outside the airport, or when intelligence is available that terrorist or sabotage actions are likely to occur soon.

(2) Implementation of the announced YELLOW Security Alarm Measures shall continue and those not announced shall be put into force.

(3) Vehicles must be parked centrally, away from sensitive buildings.

(4) Where necessary, the number of security guards should be increased and facility patrol activities should be increased.

(5) Entry and exit to the airport sensitive points should be limited.

(6) Entrance to the restricted areas of the airport should be limited and entrances other than passengers and personnel with duties should not be allowed.

(7) %60 of the vehicles, persons and baggage entering the restricted areas of the airport shall be subjected to a detailed security check.

(8) Other measures shall be taken as appropriate.

### **RED Security Alarm Status**

RED Security Alarm Status is declared in the region where a terrorist attack or a sabotage activity is aimed against the security of civil aviation, or when intelligence based on strong data is received that terrorist actions against a particular location or airport are going to happen. The implementation of RED Security Alarm Status states that the event has occurred, threat level is high, extraordinary situation or an illegal action is likely to happen very soon. This status will be implemented when the threat is concerned for a short time only. Units shall not stay in RED Security Alarm Status for more than 48 hours unless there is an exigency. In case of cancellation of RED Security Alarm Status, measures of ORANGE Security Alarm Status shall remain in force unless otherwise is ordered.

(1) Applies when intelligence is based on strong evidence that terrorist activity against a civil aviation security or sabotage activity will take place in the area or against a particular location or airport.

(2) Implementation of the announced Orange Alarm Security measures shall continue and those not announced shall be put into force.

(3) When necessary, it should be ensured that security personnel are provided with additional protective materials as far as possible.

(4) Vehicles within the airport should be identified and followed.

(5) Measures should be taken to control access to all areas under the jurisdiction of public / private, institutions and organizations located at the airport.

(6) Car parking spaces in the immediate vicinity of the airport should be checked frequently.

(7) All permits should be minimized and visitor entries must be stopped. For very urgent situations, entry and exit should be provided under the supervision of the personnel in charge.

(8) Coordinate with other local authorities.

(9) Non-passengers should not be allowed from the main entrance of the airport unless it is necessary to prevent flight activities in accordance with the relevant legislation. If the flight activity is canceled, no one should be allowed except the personnel in charge.

(10) The number of security personnel shall be increased to the extent possible for additional security measures.

(11) 100% of the vehicles, persons, baggage and all kinds of materials wishing to enter the airport are subjected to detailed security checks.

- (12) Some of the airport entrance and exit gates are closed and the entrance and exit are restricted,
- (13) The number and frequency of patrols involved in environmental security should be increased.
- (14) It should be ensured that security measures in the immediate vicinity should be increased in coordination with the security units close to the airport.
- (15) Security personnel should be deployed in the tower and / or high-rise buildings deemed appropriate and the entire airport should be monitored with binoculars.
- (16) Controls on Airport Entry Cards should be tightened.
- (17) Transition to PAT sites is prohibited except in case of necessity.

**Appendix 7 Unruly Passenger Violation Record****KURAL TANIMAZ YOLCU İHLAL TUTANAĞI / UNRULY PASSENGER VIOLATION RECORD**

Uçuş Ait Bilgiler / Details of the Flight	
Tarih / Date:	Uçuş No / Flight No:
Kalkış Saati / Departure Time:	Kalkış Noktası / Departure Point:
Kaptanın İsmi / Name of the PIC:	Noktası / Arrival Point:
Kural Tanımayan Yolcuya İlişkin Bilgiler / Details of the Unruly Passenger	
İsmi / Name:	Soyadı / Surname:
Uyruğu / Nationality:	Koltuk No / Seat No:
TC No veya Yabancı için Pasaport No / ID number or Passport no for foreigners:	Adres Bilgileri / Address:
Olaya İlişkin Bilgiler / Details of the Event (Yaşanan olayın karşısına ✓ işareti koyunuz - please tick ✓)	
Taahhütlü elektronik cihazları çalıştırmaya devam etmek / failure to switch off portable electronic device:	
Yerine durmamak / Refusal to remain seated when required to do so:	
Emniyet kemeri bağlamamak / Did not fasten his/her belt when required to do so:	
Baş üstü dolabını kapatmamak / Did not close the overhead bin when required to do so:	
Başka yolcularla veya kabin ekibi ile tartışmaya devam etmek / Persistently argued with the cabin crew or other passengers:	
Kabin ekibinin görevini yapmasına güç kullandık engel olmak / Obstructed cabin crew who were performing their duties:	
Kabin ekibine ve diğer yolculara sözle tacizde bulunmak / Harassed, and caused a disturbance to, to cabin crew and other passengers:	
Kabin ekibinin verdiği talimatları yerine getirmemek / Refused to obey the instructions of the cabin crew:	
Uçak içerisinde sigara içmek / Smoked in the Aircraft:	
Uçuş emniyet ve güvenliğine tehdit oluşturmak / Presented a threat to safety and aircraft security:	
Olaya Dair Özet Bilgi / Short Summary of the event:	
Kural tanımayan yolcu, SHGM tarafından Verilecek İdari Para Cezaları Hakkında Yönetmelik kapsamında yapıldı sistemi, talimatları açık olduğu, zorlandığında halinde hakkında bu Yönetmeliğe göre belirlenen miktarda idari para cezası uygulanması için tutanak tutulacağı hakkında sözlü ikaz yapmak. / An unruly passenger shall be given a verbal warning that any failure by him/her to desist from his/her refusal to cooperate may result in a fine being imposed upon him/her, and that this form will be retained to record details of the incident, in accordance with the rules prescribed by the Turkish DGCA.	
Özet Bilgi / Summary:	

Kabin Memurunun İsmi ve İmzası  
Name & Signature of the Cabin AttendantKabin Amirinin İsmi ve İmzası  
Name & Signature of the Cabin ChiefSorumlu Kaptanın İsmi ve İmzası  
Name & Signature of the PIC

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Kabin Memurunun İsmi ve İmzası  
Name & Signature of the Cabin AttendantKabin Amirinin İsmi ve İmzası  
Name & Signature of the Cabin ChiefSorumlu Kaptanın İsmi ve İmzası  
Name & Signature of the PIC

\* Bu form ilgili bölümler doldurulduktan ve imza sahipleri tarafından imzalandıktan sonra, SHGM'ye iletilmek üzere Kalite Departmanına gönderilecektir.

\* After all relevant parts have been filled and the form has been signed by all signatories, this form shall be sent to Security Department.

### Appendix 8 Fleet Specifications

Please refer to digital library for detailed latest fleet specifications.



## Appendix 9 Country Contacts of the Representatives

COUNTRY	REPRESENTATIVE	TEL NR	E-MAIL
AUSTRIA	HANDLING	Pls see the handling contact list	Pls see the handling contact list
BELGIUM	BILAL KOSE	0032 472 21 31 71	<a href="mailto:bilal@corendon.be">bilal@corendon.be</a>
BOSNA	HANDLING	Pls see the handling contact list	Pls see the handling contact list
CHZECH	HANDLING	Pls see the handling contact list	Pls see the handling contact list
CYPRUS	HANDLING	Pls see the handling contact list	Pls see the handling contact list
DENMARK	HANDLING	Pls see the handling contact list	Pls see the handling contact list
ESTONIA	HANDLING	Pls see the handling contact list	Pls see the handling contact list
FINLAND	HANDLING	Pls see the handling contact list	Pls see the handling contact list
FRANCE	HANDLING	Pls see the handling contact list	Pls see the handling contact list
GERMANY	TARIK HELVACI	0049 174 178 9000	<a href="mailto:thelvaci@corendon-airlines.com">thelvaci@corendon-airlines.com</a>
HOLLAND	CORENDONDUTCH AIRLINES	0031 629 433 39 09	<a href="mailto:dutyofficer@corendon.nl">dutyofficer@corendon.nl</a>
HUNGARY	HANDLING	Pls see the handling contact list	Pls see the handling contact list
ICELAND	HANDLING	Pls see the handling contact list	Pls see the handling contact list
IRAN	FARHOOD SHEKARI	0098 912 644 57 74	<a href="mailto:f.shekari@live.com">f.shekari@live.com</a>
ISRAEL	HANDLING	Pls see the handling contact list	Pls see the handling contact list
ITALY	HANDLING	Pls see the handling contact list	Pls see the handling contact list
KYRYGZSTAN	Marina Omelchenko	00996 (312) 69 37 36	<a href="mailto:marinatnc80@gmail.com">marinatnc80@gmail.com</a>
KOSOVA	HANDLING	Pls see the handling contact list	Pls see the handling contact list
LATVIA	HANDLING	Pls see the handling contact list	Pls see the handling contact list
LITHUANIA	HANDLING	Pls see the handling contact list	Pls see the handling contact list
MACEDONIA	HANDLING	Pls see the handling contact list	Pls see the handling contact list
NORWAY	HANDLING	Pls see the handling contact list	Pls see the handling contact list
POLAND	HANDLING	Pls see the handling contact list	Pls see the handling contact list
ROMANIA	HANDLING	Pls see the handling contact list	Pls see the handling contact list
RUSSIA	Dmitry Ushakov	0079122224047	<a href="mailto:opssvx@list.ru">opssvx@list.ru</a>
SPAIN	HANDLING	Pls see the handling contact list	Pls see the handling contact list
SWEDEN	HANDLING	Pls see the handling contact list	Pls see the handling contact list
SWITZERLAND	HANDLING	Pls see the handling contact list	Pls see the handling contact list
TURKEY	SECURITY MANAGER	Serhat Yunus Halep	<a href="mailto:shalep@corendon-airlines.com">shalep@corendon-airlines.com</a>
UK	HANDLING	Pls see the handling contact list	Pls see the handling contact list

## Appendix 10 List of CAA

Country	Authority name in English	Website
Austria	Federal Ministry of Transport, Innovation and Technology	<a href="http://www.bmvit.gv.at">www.bmvit.gv.at</a>
Belgium	Federal Public Service Mobility and Transport	<a href="http://www.mobiliteit.fgov.be/fr/">www.mobiliteit.fgov.be/fr/</a>
Bosnia and Herzegovina	Directorate of Civil Aviation	<a href="http://www.bhdca.gov.ba">www.bhdca.gov.ba</a>
Bulgaria	Directorate General Civil Aviation Administration	<a href="http://www.caa.bg">www.caa.bg</a>
Croatia	Croatian Civil Aviation Agency	<a href="http://www.ccaa.hr">www.ccaa.hr</a>
Cyprus	Department of Civil Aviation of Cyprus	<a href="http://www.mcw.gov.cy">www.mcw.gov.cy</a>
Czech Republic	Civil Aviation Authority of the Czech Republic	<a href="http://www.caa.cz">www.caa.cz</a>
Denmark	Civil Aviation Authority Denmark	<a href="http://www.slv.dk">www.slv.dk</a>
Egypt	Ministry of Civil Aviation of Egypt	<a href="http://www.civilaviation.gov.eg">www.civilaviation.gov.eg</a>
Estonia	Estonian Civil Aviation Administration	<a href="http://www.ecaa.ee">www.ecaa.ee</a>
Finland	Finnish Transport Safety Agency	<a href="http://www.trafi.fi">www.trafi.fi</a>
France	Directorate General for Civil Aviation	<a href="http://www.dgac.fr">www.dgac.fr</a>
Germany	Federal Office for Civil Aviation	<a href="http://www.lba.de/EN/">http://www.lba.de/EN/</a>
Iceland	Icelandic Transport Authority	<a href="http://www.icetra.is">www.icetra.is</a>
Iran	Civil Aviation Organisation of Iran	<a href="http://www.cao.ir">www.cao.ir</a>
Israel	Civil Aviation Authority	<a href="http://caa.gov.il">caa.gov.il</a>
Italy	Italian Civil Aviation Authority	<a href="http://www.enac-italia.it">www.enac-italia.it</a>
Kosovo	Civil Aviation Authority of Kosovo	<a href="http://www.caa-ks.org">www.caa-ks.org</a>
Kyrgyzstan	Civil Aviation Agency of Kyrgyz Republic	<a href="http://www.caa.kg">www.caa.kg</a>
Latvia	Civil Aviation Agency of Latvia	<a href="http://www.caa.lv">www.caa.lv</a>
Macedonia	Civil Aviation Agency of Macedonia	<a href="http://www.dgca.gov.mk">www.dgca.gov.mk</a>
Malta	Department of Civil Aviation of Malta	<a href="http://www.dca.gov.mt">www.dca.gov.mt</a>
Netherlands	Human Environment and Transport Inspectorate	<a href="http://www.ilent.nl">www.ilent.nl</a>
Norway	Civil Aviation Authority of Norway	<a href="http://luftfartstilsynet.no/caa_no/">luftfartstilsynet.no/caa_no/</a>
Pakistan	Pakistan Civil Aviation Authority	<a href="http://www.caapakistan.com.pk">www.caapakistan.com.pk</a>
Poland	Civil Aviation Office	<a href="http://www.ulc.gov.pl">www.ulc.gov.pl</a>

Country	Authority name in English	Website
Romania	Romanian Civil Aeronautical Authority	<a href="http://www.caa.ro">www.caa.ro</a>
Russia	Federal Air Transport Agency	<a href="http://www.favt.ru">http://www.favt.ru</a>
Serbia	Civil Aviation Directorate of Serbia	<a href="http://www.cad.gov.rs">www.cad.gov.rs</a>
Sweden	Swedish Transport Agency	<a href="http://www.transportstyrelsen.se">www.transportstyrelsen.se</a>
Switzerland	Federal Office for Civil Aviation	<a href="http://www.foca.admin.ch/">www.foca.admin.ch/</a>
Tunisia	Office of Civil Aviation and Airports	<a href="http://www.oaca.nat.tn">www.oaca.nat.tn</a>
Turkey	Directorate General of Civil Aviation	<a href="http://www.shgm.gov.tr">www.shgm.gov.tr</a>
Ukraine	State Aviation Administration	<a href="http://www.avia.gov.ua">www.avia.gov.ua</a>
United Arab Emirates	General Civil Aviation Authority	<a href="http://www.gcaa.ae">www.gcaa.ae</a>
United Kingdom	Civil Aviation Authority	<a href="http://www.caa.co.uk">www.caa.co.uk</a>

## Appendix 11 Handling Contacts

IATA	HANDLING COMP.	VHF	SITA	TEL	FAX	FUEL	MAIL
ASR	HAVAS	131.450	ASRUSXH	+ 90 352 337 69 94 ' + 90 536 356 0747		THY OPET	asrops@havas.net
AYT	HAVAS	131.450	AYTUSXH	+ 90 242 330 3800 + 90 242 330 3030	+ 90 242 330 3118	SHELL	aytops@havas.net
BBU	ROMANIAN A/P SVC	131.525	BBUAPXH	+ 40 21 2307251 ' + 40 744 387732	+402123201	PETROM	ras@baneasa.biz
BCN	GROUND FORCE	131.55	BCNGFXH BCNKPXH	+34 93 297 13 19		SHELL	bcncic@groundforce.aero bcnjtpax@groundforce.aero
BGO	Widerøe	131.7	BGOKLW F	+47 6482 65 02		SHELL	handling.bgo@wideroe.no
BGY	A.G.S HANDLING	131.7	BGYAGXH	39 0353 262 95	+39 345 369 74 24	AIR BP	opsbgy@agshandling.it
BJV	HAVAS	131450	BJVUSXH BJVKPXH	+ 90 252 523 0040 ' + 90 252 523 0101		POAS-OMV	bjvops@havas.net
BLE	AB DALAFlyGET	131.8	BLEKLXH	+ 46 243 64 500	+ 46 243 64 501	AIR BP	bleinfo@dala-flyget.se
BLL	BILLUND APT. HAND.	131.900	BLLAPXH	+ 45 76 50 52 07	+ 45 76 50 52 04	SHELL	ph-op@bll.dk Flightplan@bll.dk
BLQ	MARCONI OPS.	131.4	BLQKEXH BLQKQXH	+390516479486	+ 39 051 6479489	AIR BP	controllovoli@marconi-handling.it
BOO	Widerøe	131.7	BOOKLW F	+47 957 14 835		SHELL	handling.booo@wideroe.no
BRE	AHS	130.55	BREOPXH	+ 49 421 55 3046	+49 421 55 2036	AIR BP	brekq@ahs-de.com
BRU	ALYZIA BELGIUM	131.680	BRUKAXH	+32 4 70881925		SHELL	APOCBRU@alyzia.com
BTS	AIRPORT	131.85	BTSKX7X	+421 2 3303 3354	+421 2432 91 573	SHELL	handling@airportbratislava.sk
CDG	ALYZIA	131.915	CDGKAXH	+33 1 48 16 66 61		SHELL	suptrcdg@alyzia.com
CGN	AHS	130.55	CGNAKXH	+ 49 2203 955 2610	+ 49 2203 955 2615	AIR BP	cgknq@ahs-germanground.de
CLJ	MENZIES OPS.	131.600	CLJKOXH	+ 40 751 093 651 ' + 40 364 408 034	+ 40 364 408 034	PETROM-OMV	clj.operations@menziesaviation.com

CPH	SAS	131.95	CPHKOSK CPHKHSK	+45 3232 3751		AIRTOTAL	cphcdc@sas.dk kosgscph@sas.dk cphkf-sup@sas.dk
DLM	HAVAS	131.450	DLMUSX H DLMKPX H	+ 90 252 792 5183 '+ 90 252 792 5291	+ 90 252 792 5181	POAS- OMV	dlmops@havas.net
DTM	DHS	131.625	DTMLTXH	+49 231 921 3370		AIR BP	ops@dhs.aero
DRS	AHS	131.925	DRSSOLH	+49 351 881 4001	+49 351 881 4186	AIR TOTAL	drskq@ahs-de.com
DUS	AHS	130.55	DUSHSXH	+49 211 421 6507	+49 211 429 188	SHELL	duskq@ahs-de.com
ECN	ISTANBUL HAND.	131.650	ECNIHXH	+ 90 392 231 4714	+90 392 231 47 15	ALPET	ops@istanbulhandling.com
				0548 826 26 26			info@istanbulhandling.com
EIN	VIGGO OPS.	131.40	EINZKKL EINEAXH	+31 40 258 1152 '+31 40 291 9823	+ 31 40 2919833	SHELL	operations@viggo.eu
ERF	ERFURT WEIMAR	131.6	ERFSOXH ERFAPXH	+49 361 656 22 56	+49 361 656 22 41	AIR BP	ops@flughafen-erfurt-weimar.de
ESB	HAVAS	131.450	ESBUSXH	+ 90 312 398 031'+ 90 312 398 0000	+ 90 312 398 0756	POAS- OMV	esbops@havas.net
EZS	HAVAS	131.450	EZSUSXH	+ 90 424 255 11 86	+ 90 424 255 1186	POAS- OMV	ezsops@havas.net
FCO	AVIAPARTNE R	131.600	FCOAOXH	+39 066595 2667 '+39 348 8609003	+ 39 06 6595 2625	AIR BP	fco.handling.ops@aviapartner.aero
FDH	AIRPORT SERV.	131.92	FDHSOLH	+49 7541284388	+49 7541284390	AIR BP	fdhsoop@dlh.de
FKB	A/P SERVICES	131.8	FKBOPXH	+49 722 966 23 65		AIR BP	operations@baden-airpark.de
FMO	APT.HANDLI NG	130.175	FMOKKX H FMOEDX H	+49 2571 943 331	+49 2571 943 339	EXXON	ops@fmo.de
FRA	AHS	130.550	FRAKKXH	+ 49 69 690 77059 ''+49 69 690 22 473	+ 49 69 690 78855	AIR BP	frakq@ahs-de.com
GDN	LS AIRPORT SERVICES	131.575	GDNVRX H	+48 885 680 341/4/5		AIR BP	opsgdn@lsas.aero
GRQ	GGA HANDL.	131.57	GRQAPX H	+ 31 50 309 54 33	+ 31 50 309 50 11	SHELL	dispatch@gae.nl

GOT	SAS	131,7	GOTKOSK	+ 46 31 794 2031 '+ 46 31 794 2038	+ 46 31 794 2254	STATOIL	got.ops@sas.se
GVA	SWISSPORT	129.7	GVAOWX H GVAKLXH	+41 22 799 3230	+41 22 799 32 66	AIR BP	gva.dispatch@swissport.com
GZT	HAVAS	131.450	GZTUSXH	+ 90 342 582 1081	+90 342 582 1049	POAS-OMV	gztops@havas.net
GZP	HAVAS	131.450	GZPUSXH	+ 90 242 582 77 72 '+ 90 530 468 94 50	+ 90 242 582 77 73	SHELL	gazipasa@havas.net gzpops@havas.net
HAM	AHS	130.55	HAMOPX H HAMKPX H	+49 40 5075 2367 '+49 40 5075 1837	+49 40 5075 1835	SHELL	hamkq@ahs-de.com
HAJ	AHS	130.55	HAJINXH HAJKKKL	+49 5119772588 '+49 5119772587	+49 511779365	AIR BP	hajkq@ahs-germanground.de
HAU	Widerøe	131.425	HAUKLW F	+47 95 71 58 44		AIR BP	handling.hau@wideroe.no
HEL	AIRPRO	131,675	131,675	+358 20 708 3142		SHELL	hel.ops@airpro.fi
IKA	SAMANAIR	131.025	IKAAPXH	+ 98 21 55678476 '+ 98 21 55678194	+ 98 21 556 78478	SAMANAIR	dispatch@samanairservices.com
IAS	MENZIES	131,625	IASKOXH	+40 741 092 859		PETROM	las.operations@menzi.esaviation.com
IST	HAVAS	131.450	ISTUSXH	+ 90 212 465 5757	+ 90 212 465 5710	POAS-OMV	istops@havas.net
JOE	AIRPRO	131.500	JOEAPXH	+35 820 708 7055		WFS	joe@airpro.fi
JYV	AIRPRO	131.500	JYVAPXH	+358 820 708 5785		SHELL	jyv@airpro.fi
KAJ	RTG	131.50	KAJKAY	+358 20 708 7552		SHELL	kajap@rtggh.fi
KEF	Airport Associates	131.77	KEFOOXH	+354 4200 709 '+354 899 7245	+354 4200 717	OLIS	ops@airportassociates.com
KRK	LS AIRPORT SERVICES	131,580	KRKVRXH	+48 723 698 802		ORLEN	kzkrk@lsas.aero paxkrk@lsas.aero
KSD	KARLSTAD HANDLING	131.8	KSDKLXH	+46 54 540 77 14 "+ 46 700 010 337		STATOIL	karlstadairport@karlstad.se
KRS	Widerøe	131.7	KRSKLWF	+47 4170 6300		SHELL	handling.krs@wideroe.no

KTW	LS AIRPORT SERVICES	131.450	KUOAPX H	+ 48 602 306 766 '+ 48 660 516 009		Rosneft	opsktw@lsas.aero
							paxktw@lsas.aero
KUO	AIRPRO	131.675	KUOAPX H	+358 20 708 7431		SHELL	kuo@airpro.fi
KYA	HAVAS	131.425	KYAUSXH	0 332 239 0105	+90 332 239 1131	POAS-OMV	kyaops@havas.net
				+90 530 468 94 53			
LCJ	A/P HANDLING	124.225	LCJAPXH	+48 42 688 9559	+48 426 835 229	PETROLO T	a.klimczak@airport.lodz.pl
LEJ	ASL AIRPORT SERV.	131.975	LEJSOLH	+49 3412241605 '+49 3412241606	+49 341 224 1630	AIR TOTAL	operations@handling-lej.de
LLA	SWEDAVIA	131.700	LLAKRXH	+46 7386 77 016		SHELL	lla.groundhandling@swedavia.se
LNZ	Austrian Airlines	131,625	LNZKLOS	+43 517 6635 321		SHELL	lnzklos@austrian.com
LYS	AVIAPARTNER	130.500	LYSATXH	+33 4 72 22 81 03-2	+33 4 72 22 81 48	AIR BP	operations.lys@aviapartner.aero
MAD	GROUNDFORCE	131.625	MADJTCR	+ +34 91 393 82 43		SHELL	madjturno@groundforce.aero
							jterminalmad@groundforce.aero
MMX	SAS	131.7	MMXKLS K	00 46 709357238	0046-406357229	STATOIL	sgs.mmx@sas.se
MOL	Widerøe	131.500	MOLKLW F	+47 95715478		SHELL	handling.mol@wideroe.no
MRS	AVIAPARTNER	131.900	MRSATXH MRSKPXH	+33 4 42 10 51 66	+33 4 42 10 51 65	AIR BP	mrs.handling.ops.spv@aviapartner.aero
				+33 4 42 10 53 05			trafmrs@aviapartner.aero
MST	Maastricht Handling	131.75	MSTAPXH	+ 31 43 358 9710/14	+ 31 433589710	SHELL	<a href="mailto:operations@maa.nl">operations@maa.nl</a>
MUC	AHS	130.55	MUCKSX H	+49 89 975 91 282	+ 49 89 975 92 088	AIR BP	muckq@ahs-de.com
MXP	AVIAPARTNER	131.6	MXPAOX H	+ 39 02748 66409-10	+ 39 2748 66067	AIR BP	mxp.handling.ops@aviapartner.aero
NAP	AVIATION SERVICES	131.575	NAPKK8X	+39 081 5955399	+39 081 5955473	Q8	operationap@as-airport.it
NRK	AIRPORT	131.70	NRKKLXH	+4611153723	+461115372 4	SHELL	<a href="mailto:operations@norrkopingflygplats.se">operations@norrkopingflygplats.se</a>
NRN	SERVE2FLY	131450	NRNSFXH	+492837 666500	492837 666565	AIR BP	ops@serve2fly.net



NTE	AVIAPARTNER	131.625	NTEATXH	+33 2 40 84 95 23 '+33 6 73 28 42 75	+33 2 40 84 95 24	AIR BP	trafnte@aviapartner.aero
NUE	AIRPART	130.85	NUEAPXH	+ 49 911 937 2456	+ 49 911 937 1348	AIR BP	operations@airpart.de
OER	HOGAKUSTENFLY	123.250	OERHKXH OERDCXH	+46 660292280	+46 660293313	STATOIL	anders@hogakustenfly.se
OSD	SWEDAVIA	131.8	OSDDCXH	+46 10 109 56 32		AIR BP	osd.groundhandling@swedavia.se
OSL	SAS	131.95	OSLKOSK	+ 47 64817057	+ 47 648 18 239	SHELL	oslko@sas.no
OTP	MENZIES	131.500	OTPKOXH	+40 742 109 342		PETROM-OMV	otp.operations@menziesaviation.com
OUL	AIRPRO	131.675	OULAPXH	+ 358 405 500 108		SHELL	oul@airpro.fi
PAD	A/P SERVICES	130.425	PADAPXH	+49 2955 77 230	+49 2955 77 240	AIRPORT	ops@airport-pad.com
PED	AIRPORT	N/A	PEDCZXH	+420 466310115 '+420 466310155	+420 466310166	WFS	eba@airport-pardubice.cz
POZ	WELCOME	131.95	POZOPZH	0048 61 8492 352 MOB:+48 607 288 77	+ 48 618 492 352	PETROLO T	checkin.poz@welcome-as.pl
PRG	Menzies Aviation	131.450	PRGOPXH	+420 220 113 171		AIRTOTAL	operations@menziesaviation.com
PRN	LIMAK KOSOVO	136.800	PRNOCXH	+383 49 784 381		EXFIS	occprn@limakkosovo.aero
RIX	HAVAS EUROPE	131.500	RIXKRB RIXRG7X RIXKHBT	+371 27843576		STATOIL	rixrgd@havas.net
RLG	AIRPORT	122.600	RLGKOXH RLGAPXH	+49 38454321310 '+49 38454321300	+490384543 21330	SHELL	dutyoperations@rostock-airport.de
RTM	AVIAPARTNER	131.750	RTMAOXH RTMAXXH	+ 31 6209 73266 Mob '+ 31 10 238 2704	+ 31 10 238 2707	SHELL	<a href="mailto:rtm.handling.ops@aviapartner.aero">rtm.handling.ops@aviapartner.aero</a>
RYG	NORPORTHANDLING	131.500	RYGAPXH	+47 69230104	+47 69230102	SHELL	<a href="mailto:handling.ryg@norporthandling.no">handling.ryg@norporthandling.no</a>
RZE	Airport Handling		RZECPXH	+48 601 966 733		WFS	ops@rzeszowairport.pl
SAW	ÇELEBİ	131.650	SAWCOXH SCNXYXH	+90216 588 51 88 '+90 530 422 32 22	+90 216 588 5162	SHELL	<a href="mailto:sawopschief@celebi.com.tr">sawopschief@celebi.com.tr</a> <a href="mailto:saw.ops01@celebi.com.tr">saw.ops01@celebi.com.tr</a>

SDL	Midlanda Flygplats AB	121,775	SDLKLXH	+46 73 280 7641		AIR BP	handling@sdlairport.se
SFT	Skeleftea City Airport	131,95	SFTKOSK	+46 76 1047 846		AIR BP	sftkl@esns.se
SJJ	AIRPORT	N/A	SJJOCXH	+387 33 289 409 '+387 33289120	+387 33 766 840/1	ENERGO PETROL	headofopc@sarejova-airport.ba
SLD	AIRPORT	121.825	SLDKK7X	+421 455 443 323	+421 455 441 081	AIRPORT	handling@airportsliac.sk
SKP	A/P TAV	N/A	SKPAPXH	+389 231 48 320	+389 2314 8379	MAK	dutyskp@tav.aero
SBZ	MENZIES	131.500	CLJKOXH SBZKOXH	+ 40 758 255710 '+40 751 093 651		EUROSPEED	<a href="mailto:sbz.operations@menziesaviation.com">sbz.operations@menziesaviation.com</a>
SOF	SOFIA A/P	118.7	SOFKOXH	+359 2 937 2155	+ 359 2937 3651	OMV	oprs.center@sofia-airport.bg
							flightcontrol@sofia-airport.bg
STR	STR GROUND SERVICE	129.75	STROOXH	+49 711 948 2939	+49 711 948 2938	AIR BP	strkq@s-ground.de
							strdispatch@s-ground.de
SXF	AEROGROUND	131,765	SXFMAXH	+49 30 6091 75003		Rosneft	acc.sxf@aeroground.de
SVG	Widerøe	131,7	SVGKLWF	+47 64 82 6401		SHELL	handling.svg@wideroe.no
SZG	AIRPORT	131.900	SZGKLXH	+ 43 662 8580 261/2	+ 43 662 8580 260	AIR BP	sas.ops@salzburg-airport.at
TBZ	IRAN AIR	131.80	TBZKKIR	+ 98 411 260 6170 '+98 914 115 8585	+ 98 411 260 5979	IRAN AIR	bsaadati@iranair.com
TLL	Airport Grnd Handling	131.90	TLLKPAY TLLGH8X	+372 6058308 '+372 6058321	+ 372 608 5319	AIR BP	ops@tll.aero
							handling@tll.aero
TLS	AVIAPARTNER	131.400	TLSATXH	+33 5 34 60 52 60 '+33 6 87 37 09 08	+33 5 61 71 24 55	AIR BP	<a href="mailto:tls.handling.ops.dsp@aviapartner.aero">tls.handling.ops.dsp@aviapartner.aero</a>
TLV	LAUFER AVI.	131.70	TLVOPXH TLVOOXH	+ 972 3 975 7070	+ 972 3 975 7069	WFS	dm@lauferghi.com
TOS	WIDEROE	131.7	TOSKLWF	+47 776 09 104		SHELL	toshandling@sas.no;
TRD	Widerøe	131.700	TRDKLWF	+47 6482 6 710		SHELL	handling.trd@wideroe.no
TSR	MENZIES	N/A	TSRKOXH	+ 40 731 491585		PETROM	<a href="mailto:tsr.operations@menziesaviation.com">tsr.operations@menziesaviation.com</a>
TXL	Aeroground	131,765	TXLCSXH	+49 30 4101 3821		Rosneft	ops.txl@aeroground.de
UME	SWEDAVIA	131.8	UMEKRXH	+46 10 10 950 24		AIRBP	dutyofficer.ume@swe-davia.se

VAA	AIRPRO	131.675	VAAAPXH	+ 358 207 086 254	+ 358 7 086 6215	STATOIL	vaa@airpro.fi
VAS	HAVAS	131.450	VASUSXH	+ 90 346 223 6313	+90 346 223 15 17	THY-OPET	vasops@havas.net
VBY	SWEDAVIA	131.650	VBYKPXH	+46 101095220		SHELL	vby.groundhandling@swedavia.se
VCE	AVIAPARTNER	131.6	VCEAOXH VCEATXH	39 041 260 35 31-32	39 041 260 35 19	AIR BP	<a href="mailto:david.simonelli@aviapartner.aero">david.simonelli@aviapartner.aero</a>
VIE	AIRLINE ASSISTANCE SWITZERLAND	131,675	VIEOCXH	+43 664 835 75 57		AIR BP	ops_vie@aas-switzerland.ch
VNO	BGS	131.9	VNOBGXH	00 370 5210 6355		AIRTOTAL	ops@bgs.aero
VRN	A.G.S HANDLING	131.500	VRNAGXH	+39 0458 095 381	+39 0458 095 381	AIR BP	opsvrn@agshhandling.it
VST	AIRPORT	131,85	VSTKLSK	+46 218 05 602	+ 46 21 801 120	SHELL	operations@vasteras.se
WAW	LS AIRPORT SERVICES	131,455	WAWVRXH	+48 695 887 609		Rosneft	vera@lsas.aero mod-pax@lsas.aero
WRO	LOT	131,5	WROOPXH WROWHLO	+ 48 71 3581 180	+ 48 71 3581 480	WFS	handling@wrolot.com.pl
ZRH	SWISSPORT	131,65	ZRHKQXH ZRHCOXH	+ 41 43 812 40 20	+ 41 43 812 90 52	AIR TOTAL	zrh.staco@swissport.com

**Appendix 12 Weapon Delivery Form****SİLAH TESLİM TUTANAĞI  
WEAPON DELIVERY FORM**

UÇUŞ / FLIGHT	YOLCU / PASSENGER	SİLAH TİPİ / TYPE OF WEAPON
Sefer No /Flight No	Adi-Soyadi / Name-Surname	Marka/Brand Name
Tarih/Date	Doğum Tarihi Ve Yeri/Date-Place Of Birth	Seri No/Serial No
Saat/Time	Silahin Verildiği Yer / Place Of Issuing Weapon	Çap/Calibre
Çıkış Havaalanı / Departure Airport	Yolcunun Mesleği/Passenger's Occupation	Etiket No/Tag Id
Variş Havaalanı / Arrival Airport	Telefon Numarasi / Phone Number  Imza/Signature	Ek malz./Add Equipment
<b>Teslim Alan Emniyet Yetkilisinin Adı Soyadı Name-Surname</b> Of Receiving Authority  ETİKET NO/ TAG NO  Imza/Signature	<b>Handling Personelinin Adı Soyadı / Name of Handling Agent</b>  Ünvanı/Title  Imza/Signature	
<b>Tutanağı Teslim Alan Ekip Adı Soyadı /</b> Name-Surname Of Crew Receiving Form   Signature	<b>Uçağın İnişinde Teslim Alan Yetkilinin Adı Soyadı/</b> Name-Surname Of Authorized Person Upon Arrival  Ünvan/Title  Imza/Signature	

**Appendix 13 Weapon NOTOC Form****WEAPON NOTOC FORM  
(FOR LAW ENFORCEMENT)**

UÇUŞ / FLIGHT	KOLLUK/ LAW ENCFORMENT OFFICER
SEFER NO /FLIGHT NO	ADI-SOYADI / NAME-SURNAME
TARİH/DATE	DOĞUM TARİHİ VE YERİ/DATE-PLACE OF BIRTH
SAAT/TIME	KOLTUK NUMARASI / PLACE OF ISSUING WEAPON
UCUS GÜZARGAHI / FLIGHT ROUTE	PAASPORT NUMBER – NATIONALITY

I state that I know the risks of using a weapon inside an aircraft, and I accept and will respect the following measures:

- declare my service weapon to the aircraft operator;
- unload the weapon of all ammunition in the presence of an aircraft operator representative;
- place the ammunition in an appropriate container;
- keep ammunition concealed at all times;
- place the weapon in a security envelope to be given to the pilot-in-command and stored under his or her authority; and
- be presented to the pilot-in-command by an aircraft operator representative
- If I change my seat I will inform to captain

**Name, Stamp and Signature of Law Enforcement Agency**

Kuruluş Yetkilisi isim mühür ve imzası

**Signature of Law Enforcement**

Koruma Görevlisinin imzası

**Sorumlu Kaptanın İsmi ve İmzası**

Name&amp;Signature of the PIC

**1.Copy:** PIC**2.Copy:** Ground Handling Co. / Private Security Co. at Departing Station**3.Copy:** Security Department**Note :** Bu form her bir yetkili için hazırlanmalıdır.**Note ;** This form must be prepared for each Law Enforcement Officers

## Appendix 14 Potentially Threatening Passenger Information Form



### POTENTIALLY THREATENING PASSENGER INFORMATION FORM

Date:	
Flight Number:	
Passenger Name & Surname :	
Nationality	
From / To:	
Passport Number:	
Type of Potential Passenger :	Inad <input type="checkbox"/> Deported <input type="checkbox"/> Other <input type="checkbox"/>
Reason;	
Seat Number :	
REMARKS	
Handling Agent Name / Surname & Signature	PIC Name and Surname & Signature

- 1) First Copy For Cockpit
- 2) Second Copy For Cabin
- 3) Third Copy For Corendon Airlines Security Department
- 4) Second Copy For Handling

**Appendix 15 Passenger Irregularity Form****PASSENGER IRREGULARITY FORM**(Please fill all the blank areas, 1<sup>st</sup> copy: STATION COPY, 2<sup>nd</sup> copy: PASSENGER)

Date: \_\_\_\_\_ Flight Number: \_\_\_\_\_

Passenger Name: \_\_\_\_\_ From / To: \_\_\_\_\_

Passport Number: \_\_\_\_\_ Prepared by: \_\_\_\_\_

☐ Please mark one of below irregularities and explain the situation in **remarks** section with all details.☐ **Passenger requested to disembark voluntarily**

\_\_\_\_\_

☐ **Passenger disembarked / offloaded due to;**

\_\_\_\_\_

☐ **Passenger moved to other flight voluntarily (overbook, route change etc.)**

\_\_\_\_\_

☐ **Passengers' reserved seat changed at check-in/boarding/on board due to;**

\_\_\_\_\_

☐ **Passenger has a potential threat to flight safety and security or unfit to fly**

\_\_\_\_\_

☐ **Passenger is not in possession of valid travel documents**

- Please attach a copy of travel document to this form

\_\_\_\_\_

☐ **Passenger arrived at check-in/boarding after closure time**

\_\_\_\_\_

**REMARKS & EXPLANATIONS**

-Please state all history and details of the selected situation

- Passenger received following benefit (s) / service (s) / other.....
- If passenger rejects to sign the form, Handling agent / CAI/CXI rep will put a remark in Passenger Signature section.

Passenger  
Signature:

Date

Handling Agent/CAI/CXI  
Rep Signature

Date


Government Officer  
Signature (if applicable)

Date

-If you need more information or for your comments please contact [groundoperations@corendon-airlines.com](mailto:groundoperations@corendon-airlines.com)



## Appendix 16 Irregularity Warning Form

		<b>SECURITY</b> <b>IRREGULARITY WARNING FORM / KURAL DISI UYARI FORMU</b>	
DATE			
FLIGHT NO			
HOUR			
NAME			
SEAT NUMBER			
PASSPORT NUMBER ( if it is possible )			
TICK AS APPROPRIATE			
<input type="checkbox"/> Use of Weapon / <u>Silah kullanma</u>		<input type="checkbox"/> Medication Related / <u>Sağlık</u>	
<input type="checkbox"/> Damage to Aircraft / <u>Uçağa zarar verme</u>		<input type="checkbox"/> Bomb Threat / <u>Bomba Tehdidi</u>	
<input type="checkbox"/> Alcohol / <u>Alkol</u>		<input type="checkbox"/> Verbal Assault / <u>Sözlü Şiddet</u>	
<input type="checkbox"/> Drug / <u>Uyusturucu</u>		<input type="checkbox"/> Physical Assault / <u>Fiziksel Şiddet</u>	
<input type="checkbox"/> Smoking / <u>Sigara İçme</u>		<input type="checkbox"/> Sexual Harassment / <u>Cinsel Taciz</u>	
SON UYARI!!!			
<ul style="list-style-type: none"> <li>Yolcuları ve Uçuş Ekibini rahatsız edici davranışlardan kaçınınız.</li> <li>Uçuş Ekibinin herhangi birinin vereceği talimatlara tamamen uyunuz.</li> </ul> <p>Aksi takdirde Kaptan, en yakın havalimanına inip sizi orada bırakabilir. Bu nedenle doğabilecek tüm masraflar tarafınızdan talep edilebilir ve biletinizin kalan bölümü de geçerliliğini kaybedebilir. Ayrıca, varış sonrası karşılanmanız ve hakkınızda gerekli yasal işlemlerin yapılması için polis birimlerinin çağırılacağını bildiririz. Bu uyarı uçağın Kaptanı tarafından yapılmaktadır.</p>			
FINAL WARNING!!!			
<ul style="list-style-type: none"> <li>You must not behave in a manner likely to cause concern to any passenger or crew,</li> <li>You must comply with all proper instructions of any crew member.</li> </ul> <p>If you do not obey the instructions, the Captain may decide to land the aircraft at the nearest available location and off-load you; you will be liable for the diversion costs and your rest of the ticket will be invalidated for further carriage. On arrival, details of your conduct will also be reported to the police for possible prosecution. This notice is given by the Captain of this aircraft.</p>			
LETZTE WARNUNG !!!			
<ul style="list-style-type: none"> <li>Unterlassen Sie das Stören der Flugbegleiter und Passagiere.</li> <li>Verfolgen Sie den Anweisungen der Flugbegleiter.</li> </ul> <p>Ansonsten ist der Kapitän gezwungen Sie am nächsten Flughafen von Bord gehen zu lassen. Die aufstehen den Kosten werden Ihnen berechnet und die Gültigkeit ihres Tickets kann verfallen. Auch kann gegen Sie ein Verfahren eingeleitet werden und die Polizei kann/wird gerufen. Die Anzeige wird vom Kapitän des Flugzeuges gemacht.</p>			
LAATSTE WAARSCHUWING !!!			
<ul style="list-style-type: none"> <li>U mag zich niet gedragen op een manier die enige passagier of bemanning kan schaden.</li> <li>U moet zich houden aan alle juiste instructies van elk bemanningslid.</li> </ul> <p>Als u zich niet aan de instructies houdt, kan de kapitein besluiten het vliegtuig op de dichtstbijzijnde beschikbare locatie te landen en u te ontladen; u bent aansprakelijk voor de omleidingskosten en uw rest van het ticket zal ongeldig worden verklaard voor verder vervoer. Bij aankomst worden ook gegevens over uw gedrag aan de politie gemeld voor mogelijke vervolging. Dit bericht wordt gegeven door de Kapitein van dit vliegtuig.</p>			
CAPTAN'S NAME/SURNAME		Sign.	
PURSER'S NAME/SURNAME		Sign.	
WITNESS NAME/SURNAME		Sign.	
WITNESS NAME/SURNAME		Sign.	

1. Nışa Uçuş İşleri Departmanı / 1. Copy sent to Flight Operation  
 2. Nışa Güvenlik Müdürlüğü / 2. Copy sent to Security Management

3. Nışa Kabin Ekibi Departmanı / 3. Copy sent to Cabin Crew  
 4. Nışa Yolcu Servisi / 4. Copy given to Passenger/ Pax

**Appendix 17 ACC3 Stations List**

Detailed security measures implemented by or on behalf of Corendon Airlines at ACC3 stations.

**1. Antalya Airport, Antalya, Republic of Turkey (AYT/LTAI)**

- a) Description of measures for cargo and mail: Air cargo and mail is accepted by Havaş Ground Handling Co. as unsecure cargo. Screening, storage, protection, documentation, ramp transportation and loading of air cargo and mail are the responsibility of Havaş Ground Handling Co.
- b) Procedures for acceptance: Visual inspection carried out for signs of tampering. Origin country of consignment assessed from AWB. Drivers must produce an identification document.
- c) RA, KC, AC schemes: Havaş Ground Handling Co. does not accept consignments from RA, KC, AC. All air cargo and mail treated as unsecure and screened.
- d) Standard of screening and physical examination: 100% screening by X-Ray and/or EDD. Hand search (PHS) + visual check (VCK) used when necessary.
- e) Details of screening equipment:

**XRY**

Manufacturer – Rapiscan  
Model – 532H (Single view)  
Serial No. - 607 51 N06  
Software version – V07.27.57

**EDD** - EDD trained by K9 TAV Security Solutions.

- f) Details of operator and service provider:  
Havaş Ground Handling Co.  
Antalya Int Havalimani Cargo Terminal  
Muratpasa, Antalya  
Turkey
- g) List of exemptions from security screening or physical examination: List of categories for exempting consignments is equivalent to §6.3.3 of Decision C(2015)8005.
- h) Treatment of HRCM: After identification HRCM consignments are screened according to requirements under EU regulation.

**2. İzmir Adnan Menderes Airport, İzmir, Republic of Turkey (ADB/LTBJ)**

- a) Description of measures for cargo and mail: Air cargo and mail is accepted by Havaş Ground Handling Co. as unsecure cargo. Screening, storage, protection, documentation, ramp transportation and loading of air cargo and mail are the responsibility of Havaş Ground Handling Co.
- b) Procedures for acceptance: Visual inspection carried out for signs of tampering. Origin country of consignment assessed from AWB. Drivers must produce an identification document.
- c) RA, KC, AC schemes: Havaş Ground Handling Co. does not accept consignments from RA, KC, AC. All air cargo and mail treated as unsecure and screened.
- d) Standard of screening and physical examination: 100% screening by X-Ray and/or ETD/EDD. Hand search (PHS) + visual check (VCK) used when necessary.
- e) Details of screening equipment:

**XRY**

Manufacturer – Rapiscan  
Model – 638 DV (Dual view)  
Serial No. - 6144412  
Software version – 203 220 3001 320

**ETD**

Manufacturer – Rapiscan

Model – ITEMISER 4DX

Serial No. – 243940

Software Version – 10.08.01

**EDD** - EDD trained by K9 TAV Security Solutions.

- f) Details of operator and service provider:  
Havaş Ground Handling Co.  
Adnan Menderes Havalimani Cargo Terminal  
Gaziemir, Izmir  
Turkey
- g) List of exemptions from security screening or physical examination: List of categories for exempting consignments is equivalent to §6.3.3 of Decision C(2015)8005.
- h) Treatment of HRCM: After identification HRCM consignments are screened according to requirements under EU regulation i.e with two or more screening methods, one of which is non-explosive trace detection.”

**3. Sabiha Gökçen Airport , İstanbul , Republic of Turkey (SAW /LTFJ)**

- a) Description of measures for cargo and mail: Air cargo and mail is accepted by Solmaz Gümrük Müşavirliği Co. as unsecure cargo. Screening, storage and protection of air cargo and mail are the responsibility of Solmaz Gümrük Müşavirliği Co.
- b) Procedures for acceptance: Visual inspection carried out for signs of tampering. Origin country of consignment assessed from AWB. Drivers must produce an identification document.
- c) RA, KC, AC schemes: Solmaz Gümrük Müşavirliği Co. does not accept consignments from RA, KC, AC. All air cargo and mail treated as unsecure and screened.
- d) Standard of screening and physical examination: 100% screening by X-Ray and/or ETD/EDD. Hand search (PHS) + visual check (VCK) used when necessary.
- e) Details of screening equipment:

**XRY**

Manufacturer – SMITHS HEIMANN

Model – HI-SCAN 145810

Serial No. – 1. Equipment 82785/TAEK 41496

2. Equipment 126699

Software version – HX-03-16-A

**ETD**

Manufacturer – SAFRAN

Model – MORPHO DETECTION

Serial No. – 161732

Software Version – V-1-51

## f) Details of operator and service provider:

Sabiha Gökçen Havalimanı Kargo Terminali 3-4 No'lu Depolar  
34906 Pendik İstanbul / Türkiye

- g) List of exemptions from security screening or physical examination: List of categories for exempting consignments is equivalent to §6.3.3 of Decision C(2015)8005.
- h) Treatment of HRCM: After identification HRCM consignments are screened according to requirements under EU regulation i.e with two or more screening methods, one of which is non-explosive trace detection."