

<b>PEGASUS AIRLINES-GROUND OPERATIONS "LOAD CONTROL QUICK REFERENCE"</b>																								
<b>PEGASUS AIRLINES</b>	<ul style="list-style-type: none"> <li>• You can access to all Load-Control documents via online library (AHM, Load &amp; Trim Sheet, Loading Instruction etc.)</li> </ul>																							
<b>Official Web-site-Pegasus Airlines:</b> <a href="https://www.flypgs.com">https://www.flypgs.com</a> <b>You can access to all Pegasus documents via:</b> <a href="https://document.flypgs.com">https://document.flypgs.com</a>																								
<b>CONTACTS</b>  <b>NOTE: Please do not share this number with the guests.</b>	<p>GCC manages all operational activities 7/24. Amount of stationary should be sufficient for 15 days at the station. When the stationary has below the minimum rate should be requested from <a href="mailto:stationery.request@flypgs.com">stationery.request@flypgs.com</a> e-mail address.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Duty Officer</td><td style="width: 25%;">+90 533 716 13 08</td><td style="width: 25%;">UKU (Flight Control)</td><td style="width: 25%;">+90 216 560 7220 / 21</td></tr> <tr> <td>E-mail:</td><td><a href="mailto:guestcontrol@flypgs.com">guestcontrol@flypgs.com</a></td><td>MKU(Guest Control)</td><td>+90 216 560 72 06</td></tr> <tr> <td>Skype:</td><td>pegasus.ops</td><td>DCS(DCS Control)</td><td>+90 216 560 72 22 / 23</td></tr> <tr> <td>SITA:</td><td>ISTFPPC</td><td>Stock Control</td><td><a href="mailto:stationery.request@flypgs.com">stationery.request@flypgs.com</a></td></tr> <tr> <td colspan="2">Performance Department</td><td colspan="2" rowspan="3" style="text-align: right;"><a href="mailto:AHM565@flypgs.com">AHM565@flypgs.com</a></td></tr> </table>				Duty Officer	+90 533 716 13 08	UKU (Flight Control)	+90 216 560 7220 / 21	E-mail:	<a href="mailto:guestcontrol@flypgs.com">guestcontrol@flypgs.com</a>	MKU(Guest Control)	+90 216 560 72 06	Skype:	pegasus.ops	DCS(DCS Control)	+90 216 560 72 22 / 23	SITA:	ISTFPPC	Stock Control	<a href="mailto:stationery.request@flypgs.com">stationery.request@flypgs.com</a>	Performance Department		<a href="mailto:AHM565@flypgs.com">AHM565@flypgs.com</a>	
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<b>GROUND SAFETY IRREGULARITY REPORT (PG-DO-FR-020)</b>	<ul style="list-style-type: none"> <li>• <b>GISR-Ground Irregularity and Safety and Report:</b> All occurrences, accidents, incidents shall be reported by filling of "Ground Incident and Safety Report " and sent to <a href="mailto:ground.doc@flypgs.com">ground.doc@flypgs.com</a> ; <a href="mailto:guestcontrol@flypgs.com">guestcontrol@flypgs.com</a>; <a href="mailto:occdutychief@flypgs.com">occdutychief@flypgs.com</a>; <a href="mailto:mcc@flypgs.com">mcc@flypgs.com</a></li> </ul> <p><b>NOTICE:</b> During the Pegasus Airlines operations, damaged or out of place hold panels that are identified at loading and offloading process must be informed to the technical team or flight team before the flight and shall be reported by filling of GISR.</p>																							
<b>Loading Instruction Form (LIR)</b>	<ul style="list-style-type: none"> <li>• Loading Instruction Form may be PADES by Pegasus Airlines or any approved system by service provider. It shall be prepared for each flight by a trained load controller and handed over to loading team leader.</li> <li>• The Loading Team Leader will ensure the aircraft is loaded in accordance with the Loading Instruction. When loading is completed, the person supervising the loading must complete the report section, detailing the exact amount and placement of load.</li> <li>• Loading Instruction Form must be completed and signed by load controller and loading team leader. The original copy must be kept in the station trip file.</li> <li>• If necessary, manual Loading Instruction Reports (LIR) shall be obtained from Pegasus Airlines-Online Library. <a href="https://document.flypgs.com">https://document.flypgs.com</a></li> <li>• For all aircraft types of Pegasus Airlines shall be bulk loaded in accordance with written loading instructions and in a manner that satisfies weight and balance requirements.</li> <li>• If there is no load is placed within a compartment, should be write "NIL"</li> <li>• The number of pieces (bags) and actual weight should be entered for each compartment.</li> <li>• A Loading Instruction Report (LIR) shall be duly completed, reconciled with the corresponding load-sheet entries and signed to that effect, before departure of the aircraft.</li> </ul> <p><b>**The actual and correct loaded baggage data must be shown on the LIR. It must be considered this form means a remarkable important for baggage reconciliation between different processes.</b></p>																							
<b>Load Planning</b>	<p>The following considerations are used in the planning process:</p> <ul style="list-style-type: none"> <li>• Type of aircraft</li> <li>• Fuel Load</li> <li>• Aircraft equipment, catering, EIC etc.</li> <li>• Expected passenger load and distribution</li> <li>• Expected local-transfer-transit baggage</li> <li>• Dangerous Goods</li> <li>• Special Loads (AVI, HUM, CARGO etc.)</li> </ul>		<p>LIR (manual or electronic) is issued for each flight and includes the following;</p> <ul style="list-style-type: none"> <li>• Flight details, which may include date, registration, flight number etc.</li> <li>• Planned baggage, cargo, mail, EIC</li> <li>• Priority baggage</li> <li>• DAA baggage if applicable</li> <li>• Crew baggage</li> <li>• Transfer-transit-local baggage</li> <li>• Dangerous Goods</li> <li>• Special Loads (AVI, HUM, WCHR, BUGGY etc.)</li> <li>• Load planner or controller and team leader details</li> </ul>																					
<b>Loading/Unloading Principles</b>	<ul style="list-style-type: none"> <li>• For all aircraft types of Pegasus Airlines shall be bulk loaded.</li> <li>• MAX hold limits (ceiling height/weight) should be applied when loading the aircraft.</li> </ul> <p style="text-align: center;"><b><u>(IMPORTANT: TC-DCL /TC-DCM and all AIRBUS NEO has max 500 kg loading limit in the hold 5.)</u></b></p> <ul style="list-style-type: none"> <li>• Ensure LIR is received and understood by loading personnel.</li> <li>• Offload aft holds before forward holds when loading, load forward holds before aft holds. Aircraft cargo compartments shall be offloaded from the aft cargo hold first. Alternatively, both cargo holds may be offloaded at the same time. Aircraft cargo compartments loading shall start preferably from front to rear first, or from both cargo holds at the same time.</li> <li>• Nonstandard boarding/de-boarding or loading/unloading may increase the risk for tail tipping.</li> </ul> <p style="text-align: center;"><b><i>(Notice: Please be in alert in case of the passengers' disembarkation is provided from only one cabin door.)</i></b></p> <ul style="list-style-type: none"> <li>• All shipments requiring specific handling will be identified on the LIR/Load-Sheet/LDM (AVIH, HUM, etc.)</li> <li>• Humans remains (HUM) will be transported as cargo. HUM can be loaded in the Forward (FWD) and AFT bulks holds. If possible, HUM shall be stowed over by other loads. Have first priority on transportation due it is VIC (Very Important Cargo) and considered as heavy load. Human remains in coffins (HUM) should be adequately separated from AVI and LHO (Living Human Organs/Blood) Ref: IATA AHM330-2.7</li> <li>• Living Human Organs shall not be accepted to any Pegasus Airlines flight as cargo.</li> <li>• Live Animal (AVIH) should be loaded in only forward hold for all aircraft types</li> <li>• Pegasus Airlines is only carrying Newspapers &amp; Magazines. Any other type of Film and Press shipments will not be accepted for</li> </ul>																							

	<p>carriage.</p> <ul style="list-style-type: none"> <li>• If possible, transfer and local baggage should be loaded in a separate hold. Local and transfer baggage may be loaded to the same compartment on condition that they are not completely mixed and not disordered. The number of transfer and local baggage must be stated on LDM clearly.</li> <li>• If possible, cargo and baggage should be loaded in a separate hold. Cargo and passengers' checked baggage may be loaded to the same compartment in a way to enable passengers' checked baggage must be loaded last, but offloaded first on condition that it's stated on LIR and LDM clearly</li> <li>• Transfer/transit baggage loading information should be shown at LDM message under SI as baggage piece/loading position/destination.</li> <li>• Ensure onload has been checked against LIR.</li> <li>• For all cargo loads, ensure the nets or tie down straps are tight, and the load is secure.</li> <li>• Keep count of bulk loaded baggage by compartment and destination and provide baggage reconciliation between boarding gate, sorting area and check in</li> <li>• Loaded items shall be constrained within the aircraft holds utilizing the nets that are installed in the aircraft. Where any baggage is loaded within an aircraft hold, all nets, within all compartments of that hold, shall be secured.</li> <li>• All hold nets, securing points and latches must be installed prior to flight departure to prevent cargo/baggage from shifting in flight and damaging or blocking the compartment door.</li> <li>• During offloading/loading process, hold nets and securing points and latches should be checked for any damage and reported to the technic or PIC before the flight and shall be reported by filling of GISR (Ground Irregularity and Safety Report).</li> <li>• Where the AIRCRAFT hold will remain empty Ground, Agents shall ensure that sufficient netting points are secured to prevent loose nets causing damage, and that netting is clear of the hold doorways to prevent possible trapping upon closure of the door.</li> <li>• A check must be conducted in a hold even if on arrival the hold was reported as not carrying any cargo/baggage (empty).</li> <li>• Cargo, an item or group(s) of items, must not become a hazard to the aircraft structure, systems or balance as a result of shifting under operational conditions.</li> <li>• All individual items of load which by their nature, shape or density may constitute a hazard shall be restrained. Restraint can be achieved by filling the cargo hold or section volumetrically, or by tie down. Restraint of possible moving cargo may be accomplished through the use of cargo and/or passenger baggage or additional items of cargo which prevent or reduce the motion of cargo within the compartment</li> </ul> <p><b>CAUTION: During Pegasus Airlines operations, referring to structural damage is detected in the cargo compartment floors, in order to pay attention that palletized cargo should not be loaded to the composite surface.</b></p> <ul style="list-style-type: none"> <li>• Handling tags must be considered for loading, palletized cargo must be loaded upright even it's not tagged.</li> <li>• Upon arrival, each station should get their cargo and baggage before.</li> <li>• Checked baggage is priority baggage for passenger aircraft. If there is both of cargo and baggage in an aircraft, cargo must be loaded at first and baggage must be loaded at door side.</li> <li>• In all domestic and international flights, on all crew baggage (duty and pass crew) will be loaded into hold. Crew baggage must be loaded into B737-800 Hold1, A320/A321 Hold5. See details PG-YI-KB-00011 ABOUT CREW BAGGAGES LOADING/UNLOADING IN HOLD)</li> <li>• <b>At Pegasus Airlines:</b> Passengers who travel as DHC, must not get offloaded from the flight as they travel for duty. Prior use should be the alternate passenger weight for an overload situation. If this is not enough, in an order the cargo and then the baggage should be offloaded.</li> </ul>
<b>Load &amp; Trim Sheet</b>	<ul style="list-style-type: none"> <li>• For each flight a load sheet shall be prepared, using either an approved Computerized Load-sheet Calculation Systems (PADES etc.) or the manual load-sheet form.</li> <li>• It is completed by qualified personnel at the handling company and controlled and approved by PIC.</li> <li>• According to aircrafts registration, data and forms, Load and Trim forms, AHM, Aircraft Details List, Loading Instruction, maximum weights etc. are available on Pegasus Online library - <a href="https://document.flypgs.com">https://document.flypgs.com</a></li> <li>• The cockpit crew shall prepare the Trip Info Sheet and hand it over to the handling agent. The handling will finalise the Load &amp; Trim sheet.</li> </ul>

	<ul style="list-style-type: none"> <li>The cockpit crew will prepare the Trip Info and will record over the EFB system. (If EFB load-sheet is in use)</li> <li>The all data of the aircraft are available in PADES, according to the aircraft registration and can be checked from the document library if necessary.</li> <li>DOW/DOI numbers on a trip info has to be written on the load sheet after matching it with updated numbers in document library</li> <li>Final load-sheet should not be signed if there is no written agreement on LIR.</li> <li>MTOW must be taken from the Trip Info.</li> <li>Special Load Remarks (WEA, DGR, HUM, AVI etc.) has to be mentioned on the load sheet.</li> <li>The weight and balance documents (load sheet) must be handed over to the cockpit crew at least 10 minutes prior to departure. In case of Last-Minute Changes (LMC) the Load Sheet can be updated according to LMC procedure.</li> <li>EFB load sheet is recorded in EFB and FMS systems</li> <li>You can access AHM560 via Pegasus Online library to ideal CG data for aircraft types- <a href="https://document.flypgs.com">https://document.flypgs.com</a></li> <li>Manual Load Sheet Distribution;           <ul style="list-style-type: none"> <li>Original: for the PIC</li> <li>Copy 1: Cabin Crew Chief</li> <li>Copy 2: to the station trip file</li> <li>Copy 3: Airport Authority</li> <li>Copy 4: Others</li> </ul> </li> </ul> <p><b><u>**EFB-PADES systems are integrated for Load Sheet at stations which are use PADES and Pegasus DCS Crane Pax Systems.</u></b></p> <p><b><u>*** When it is not possible for the supervising person to sign Load &amp; Trim Sheet, Performance &amp; Navigation Department's Load Form (PG-PN-FR-038-LOAD FORM) on QDMS /DOC LIB shall be used.</u></b></p>
LMC (Last Minute Change)	<ul style="list-style-type: none"> <li><b>LMC Limit:</b> -/+ cumulative <b>200 kg</b> (on condition that the amount of change doesn't exceeds 200 kg included their checked baggage)</li> <li>If total weight changes greater than 200 kg a new load and trim sheet shall be prepared</li> <li>Last-minute check-in passenger/baggage can be accepted as long as the acceptance does not cause any delay with approval of the authorized staff.</li> <li>This procedure is critical to flight safety, it should only be performed by staff who have been trained and authorized.</li> <li>If any Last-Minute Changes (LMC) occurs after the completion of the final load sheet, this must be brought to the attention of the flight crew with the details and the LMC must be entered on the final load sheet.</li> <li>LMC is perform in EFB load-sheet by cockpit crew.</li> <li>Please give LMC information to Load Controller as Adult, (or Male-Female), Child, Infant with the number and weight of checked baggage specifically and separately. The PIC also shall be informed which cabin zone and cargo hold is affected as the result of the concerning change particularly as soon as possible.</li> <li>The load sheet presented to the PIC shall include all last-minute changes.</li> <li>The total weight of the LMC must be lower than the underload. (The underload is the difference between the maximum allowed payload for that flight and the actual payload)</li> </ul> <p><b><u>EFB-PADES systems are integrated for Load Sheet at stations which are use PADES and Pegasus DCS Crane Pax Systems.</u></b></p>
NOTOC	<ul style="list-style-type: none"> <li>The PIC shall be provided with a notification concerning dangerous goods and any other special load (PER, AVI, HUM etc.) on board the aircraft in the form of a NOTOC (Notification to Captain).</li> <li>You can access to Pegasus NOTOC form via online library.</li> </ul>
Documents Deliverance to Aircraft by Load Controller	<ul style="list-style-type: none"> <li>Load &amp; Trim Sheet (Load sheet is recorded in EFB system, if EFB-Pades systems are used for Load Sheet)</li> <li>Flight Plan (where applicable)</li> <li>Appropriate meteorological information (where applicable)</li> <li>Appropriate NOTAM/AIS briefing documentation (where applicable)</li> <li>Custom Documents (If International Flights)</li> <li>NOTOC (where applicable)</li> <li>Cargo Documents (where cargo carried)</li> <li>Co-mail, Co-mat Form (if there is co-mail/co-mat),</li> </ul>
FLIGHT FILE	<p>The Flight File must contain:</p> <ul style="list-style-type: none"> <li>MVT, LDM, PSM, PTM, SOM, FFM messages for arrival and departure as appropriate</li> <li>Load &amp; Trim Sheet</li> <li>Trip Info Sheet</li> <li>Loading Instruction Report Form (LIR)</li> <li>Fuel Receipt Form</li> <li>Cargo Documents (where cargo carried)</li> <li>NOTOC (where applicable)</li> <li>Co-mail, Co-mat Form (where applicable)</li> <li>Custom Documents (International Flights)</li> <li>Dispatch Release (where requested)</li> </ul>
Post Departure Activities	<ul style="list-style-type: none"> <li>Deliver load &amp; sheets, passenger manifest, custom docs, etc. to the authorities</li> <li>Send messages to the concerning stations (MVT, LDM etc.)</li> <li>Set and archive flight/trip file</li> </ul>

<b>NO-TOUCH POLICY</b>	<ul style="list-style-type: none"> <li>Rubber buffers on equipment should NOT be in direct contact with the AIRCRAFT, and a gap of <b>5cm</b> should be maintained.</li> </ul>
<b>Hold Ceiling Limit</b>	<ul style="list-style-type: none"> <li>All compartment loads must ensure a space limit of <b>6 cm</b> between load and compartment ceiling by.</li> </ul>
<b>Aircraft Cabin Doors</b>	<ul style="list-style-type: none"> <li>Nobody except operating crew and authorized technical staff is approved to operate Pegasus Airlines aircraft doors</li> <li>After the aircraft doors are closed, the ground operations officer shall check if the door is totally closed without any gap visually or not and give his/her consent to the cabin crew.</li> <li>Before the aircraft departure, the aircraft shall be body checked and all the doors shall be visually inspected in case of any gap. Otherwise, the cabin crew shall be immediately informed and be warned.</li> </ul>
<b>Actions Prior to Arrival</b>	<ul style="list-style-type: none"> <li>Equipment must be serviceable and available on the stand (marshalling, chocks, safety cones, GPU etc.)</li> <li>Make sure all Ground Support Equipment (GSE) is positioned well clear of the aircraft path, outside the Equipment Restraint Area (ERA).</li> <li>Pre-arrival and after departure check at parking position for free of Foreign Object Damage (FOD), obstacles and/or spillage. The surface of the apron must be kept free of any objects that might cause damage to aircraft or equipment.</li> <li>Make sure aircraft docking guidance system is operating, or marshalling staff is present.</li> <li>If required, make sure additional ground personnel (such as wing walkers) are present.</li> </ul>
<b>Marshalling</b>	<ul style="list-style-type: none"> <li>Only specially trained persons are permitted to give marshalling signals. Marshalling must be performed by authorized staff.</li> <li>Give marshalling hand signals from a position forward of the aircraft while facing and within view of the pilot</li> <li>FOD check should be done in a parking stand before marshalling. The foreign objects and equipments which might be dangerous for the aircraft should be cleared from the parking area.</li> <li>Use illuminated torch lights/wands to improve the visibility of the hand signals in the following situations:</li> <li>Insufficient, apron lighting</li> <li>Poor visibility</li> <li>Night conditions</li> <li>When required by local Airport Authorities or regulations.</li> </ul>
<b>GROUND HANDLING STAFF NOT TO BE ON A MOVING AIRCRAFT DURING THE TOWING OPERATION!</b>	<p>In case of a towing operation required due to operational reasons such as parking position change, technical requirements or authority requests during the ground handling operation, the ground handling staff must leave the aircraft.</p> <p>There will not be any ground handling staff on board during towing, and the ground handling services will be only continued after the aircraft is parked at the allocated parking position safely.</p>
<b>Danger Area</b>	<ul style="list-style-type: none"> <li>Ground personnel and/or loose equipment shall stay clear of the intake and blast areas.</li> <li>Personnel must not approach the aircraft, until anti-collision lights have been switched off.</li> <li>Loading and servicing equipment shall not approach the aircraft until anti-collision lights have switched off, the engines have stopped.</li> <li>Once the aircraft has come to a complete stop and all conditions for chocking are met, the aircraft can be chocked, and GPU is connected.</li> <li>It is forbidden to pass through the blast area while the engines are running.</li> <li>If anti-collision beacons start operating whilst handling activities is still taking place around the AIRCRAFT, handling agents should immediately vacate the AIRCRAFT.</li> <li>In order to prevent incidents and accidents caused by aircraft engines, you must never position yourself or equipment in the following critical areas before or during aircraft departure and arrival:</li> <li>Engine Intake Area: is the area covered by the safety distance from inlet of running jet engines to avoid suction.</li> <li>Engine Blast Area: is the area affected by efflux of jet engines.</li> <li>Make sure the engine intake area and engine blast area are clear: <ul style="list-style-type: none"> <li>- At arrival, until the engines have been switched off and are spooling down</li> <li>- At departure or just before pushback</li> <li>- At all times while engines are running</li> </ul> </li> </ul> <p><b>IMPORTANT:</b> When the push-back is completed, after the pim is removed and head-set is taken from the aircraft and the head-set cover is closed, ground staff who completed the push-back operation must be done necessary checks and avoid walking backwards until they reach the safe area to be approved by the "all clear taxi" and reach the safety line with quick steps and shall stay in view of the flight deck, remain clear of the hazard zones during operation.</p>
<b>Walk-Around Check</b>	<ul style="list-style-type: none"> <li>The control which is done on a parking stand with aa/c engines shut.</li> <li>Walk-Around and FOD check should be applied on an arrival and departure of the A/C</li> <li>The main aim is that if the ground equipment made any damage on the A/C body.</li> <li>Important points that you have to check; <ul style="list-style-type: none"> <li><b>Doors, Engines, Wings, Compartments, Covers, FOD, Chocks, A/C Body, Landing Gear</b></li> </ul> </li> </ul>
<b>DİKKAT!</b> <b>LOCKING PIN-ELECTRICAL BOX INSTALLATION</b>	<ul style="list-style-type: none"> <li>Locking Pin located on Electrical Box with part number D23119751 &amp; D23119751-1 has been installed on each A320 aircraft operated by Pegasus. This locking pin is used before towing operation to power-off the Nose Landing Gear hydraulic using by fixing the lever into towing position. After towing, the lever is set back to normal position. The lever has a loaded spring to force the locking pin into its original position on the Electrical Box when the pin is set free. In several cases, this Locking Pin has been found damaged or missing on the Electrical Box, leading to Electrical Box replacement and subsequent maintenance costs. We would like to have your valuable efforts and pay special attention for setting the lever of the electrical box by using the locking pin into towing position and normal position slowly to avoid physical damage on the locking pin on A320 type aircraft.</li> </ul>

	
<b>NOTICE!</b> <b>Fault "FWD and AFT Cargo Doors Are Open Warning" in A320 Fleet</b>	<ul style="list-style-type: none"> <li>In A320 fleet, fault ECAM warning has been taken during flight or on ground regarding that "FWD and AFT Cargo Doors Are Open" and that fault warning may lead to In-Flight Turn Back (IFTB) and Operational Interruptions (OIs).</li> <li>One reason of that fault warning taken is ground support equipment to damage the sensors on the cargo compartment doors sill area</li> <li>It is required that situation above must be considered, and the cargo loader vehicles must not be touched with sensors during operations on the cargo compartment doors.</li> </ul> 
<b>NOTICE!!</b> <b>REFUELING FOR A320</b>	<ul style="list-style-type: none"> <li>For our Airbus aircrafts refuelling from left wing causes problems and insecurity during boarding. For this reason, <b>refuelling from left wing is forbidden for Airbus aircrafts</b> other than technical problems.</li> </ul>
<b>Aircraft Operations with Unserviceable APU</b>	<p>Whenever the unserviceable APU information has been received by Guest Control Centre-GCC from Pegasus Maintenance Control Centre-MCC; handling agents should be taken following actions;</p> <ul style="list-style-type: none"> <li>Stations shall initiate that the primarily bridge park position where available instead of remote park position must be assigned for the aircraft with unserviceable APU to enable the ground operation is processed more efficient.</li> <li>Serviceable GPU, ACU and ASU shall be checked and allocated before the aircraft arrival.</li> <li>After the aircraft arrived and completely stopped, GPU/ACU should be connect immediately and being connected until the engine start up.</li> <li>Boarding shall not be commenced unless fuel, catering, cargo &amp; baggage loading is completed in advance at the stations have no ACU.</li> <li>If the bus is used for airside transportation, buses should be equipped by air condition.</li> <li>Pre-boarding and easy boarding shall be applied in accordance with GOM.</li> <li>Certain categories of special passengers (patient, elderly, pregnant) and PRM, passengers requiring assistance, families with children and infants shall be last boarded.</li> <li>This information shall be included within the SI line of the MVT message.</li> <li>Handling agents shall ensure that staffs meeting the flight are briefed and additional caution is observed. (Ramp Team Leader-Supervisor-Operation Agent-Passenger Agent etc.)</li> </ul> <p><b>NOTICE;</b>  Technically, if ACU will connect to the aircraft while APU is running, APU malfunctions may occur because the APU causes a reverse flow in the air ducts. For this reason, we have to agree with our captains before connecting the ACU to the aircraft and then give approval for connecting the ACU.</p>

ENGINE START WITH ASU (AIR STARTER UNIT)	<ul style="list-style-type: none"> <li>Regardless of ABUS and BOEING aircraft types, the obligation to start the number 1 engine first in engine starts with ASU has been removed.</li> <li>In cases where it is necessary to start the engine with ASU, the operation agent should be informed about which engine (engine number 1 - engine number 2) will be started first, in agreement with the PIC before the ASU operation, and the ramp agent should be informed.</li> <li>ASU should be positioned in the opposite direction of the engine requested to be started.</li> </ul>																																												
NOTICE! CONTROL OF CARGO DOORS FOR A320	<p>For aircraft type of A320:</p> <ul style="list-style-type: none"> <li>The FWD and AFT cargo compartment doors should not be physically interrupted at the same time as both aft and fwd control levers used to control the cargo doors.</li> <li>As first, a cargo compartment door must be fully opened and locked at the top. The other hatch door must be opened after the control input for opening the corresponding door has completely disappeared and the staff has withdrawn from the control.</li> <li>Cargo compartment doors should not be opened if the speed of the wind is 40 knots (74 km / h) or above, regardless of direction. The cargo doors can be opened up to 50 knots (92,5 km / h) should be kept short if possible. Opened and locked cargo doors and the body will be damaged when the wind speed exceeds 65 knots (120 km / h)</li> <li>When the cargo doors need to be opened immediately after closing, it should be expected for 30 seconds and no control from the other door should be given. The pressure in the system will automatically stabilize and allow the door to open.</li> <li>If the cargo compartment door can not be opened despite the expected duration, the closing direction must be controlled first and then the opening direction must be controlled.</li> </ul>																																												
FACTORS OF STRUCTURAL DAMAGES IN THE HOLDS	<p>There is a risk of damage to the cargo holds ceiling, structural damage (such as scratches, dents, puncture, tear etc.) in the hold surfaces during baggage/cargo loading and unloading.</p> <p>The following rules must be observed to avoid hold damage during loading and unloading processes:</p> <ul style="list-style-type: none"> <li>The conveyor position and height shall be monitored during the loading process and adjusted as necessary to maintain a correct alignment with the cargo hold floor to prevent the load from falling into the hold surface.</li> <li>Baggage / cargo should be loaded / unloaded slowly without being thrown into the aircraft hold.</li> <li>The surface of the baggage/ cargo should be visually checked for the possibility of piercing-cutting parts due to risk of damage.</li> <li>Hold nets must be secured prior to all flight departures to prevent cargo/baggage from shifting in flight and damaging hold door and surfaces. Ensure that compartments protected from being damaged by the movement of baggage or cargo.</li> <li>The structural and operational limits of the aircraft are not exceeded, it must be complied to placard.</li> <li>All compartments should be controlled carefully after unloading. The compartment to be loaded should be empty and clean before the loading. Prior to reloading verify, that holds are empty and do not contain any prohibited articles or "foreign objects".</li> </ul>																																												
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	<p><b>Manual Baggage Tag:</b> The label that is read in the BRS system when the serial number and barcode are entered into the system to be attached to the baggage belonging to our airline is called a manual baggage tag. (Please see details:PG-YI-TL-013)</p> <p><b>Priority tag:</b> VIP Guests' baggage shall be labelled.</p> <p><b>Manual Baggage Tag:</b> shall be used, when passenger baggage is;</p> <ul style="list-style-type: none"> <li>→ not properly packed,</li> <li>→ sporting equipment,</li> <li>→ already broken or damaged before check-in</li> <li>→ musical instruments (Musical instruments may be accepted in hold only if carried inside a special case/ box)</li> <li>→ contains perishable or fragile goods</li> </ul>																																												

<b>SPECIAL BAGGAGE TAGS</b>	<p><b>Delivery at the Aircraft (DAA) tag:</b> For baby buggy (including cabin size baby buggy, strollers), wheelchair which will be deliver at the aircraft.</p> <p><b>Heavy Tag:</b> placed on items over 23 kg. The maximum weight for any baggage is restricted to 32 kg.</p> <p><b>Transfer Tags:</b> Yellow one for international transfer baggage and green one for domestic transfer baggage shall be used.</p> <p><b>BBAG:</b> Passengers hold unqualified packed, fragile bags or any baggage may have risk to harm its own or the other ones may be offered to used BBAG as a means of limited protection. On this condition, baggage shall be labelled with 'Manual Baggage Tag' and treated accordingly. Passenger shall be informed that she/he has responsibility and liability of carriage such item.</p>	→ last minutes check-in → ZAMZAM gallons and liquid containing package or baggage → security collected items (check baggage bag) → non-standard cabin bag which is collected at gate (oversized/ overweight) <b>NOTE:</b> Manual Baggage Tag shall not be used for baby strollers and wheelchairs even though BBAG is used unless any damage is defined before acceptance.
<b>Starting Boarding Process</b>	<ul style="list-style-type: none"> <li>Ground operations have authorization to commence the pre-boarding which includes all preparations for bringing passengers to the aircraft in all airports unless otherwise requested by Captain particularly. If the flight is delayed due to weather conditions, operational or technical reasons, ground staff will be warned by captains about pre-boarding should not be started.</li> <li>However, boarding of the passengers to the aircraft shall be possible with only Captain's approval.</li> <li>Ground Operations have authorization calling appropriate Airport Fire Service during the fuelling process with passengers' embarkation at SAW and ADB stations, if necessary, Captain can also request the fire truck. It's captain responsibility to call Airport Fire Service in all other airports.</li> <li>Ground Operation must take sufficient precautions to avoid being the long waiting durations of passenger in the bus or bridge</li> </ul> <p>NOTICE: Entire boarding process will be completed not later than 5 minutes to STD unless otherwise agreed to enable that the aircraft's readiness to pushback at STD. During the flight irregularities, 5 minutes to accepted estimated time of departure is based on in the same way.</p>	
<b>Live Animals</b>	<p><b>PETC</b></p> <ul style="list-style-type: none"> <li>Only cats and dogs up to a weight of 8 kg (with waterproof kennel or pet-pack) are allowed to travel in the cabin.</li> <li>The kennel's dimension must be <b>32x32x50</b> cm and allow a safe transport.</li> <li>The animal has to stay in the closed kennel or pet pack, (which allows the pet is kept in a clean, which is escape-proof, scratch-proof, soft-sided pack), during the entire flight.</li> <li>The kennel or pet-pack will be stored in front or beneath the seat of the respective passenger (window seat), but not in Emergency exits.</li> <li>Specify it "Crew information Sheet or PIL &amp; PSM".</li> <li>Two kittens or two puppies or two cub birds or a pappy/kitten/chick and its mother or 2 animals they are used to cohabiting of same origin may be carried in one single box on condition that the total weight does not exceed 8 Kg. In such case, it will be counted as 1 (one) pet. Note: Birds can be acceptable only on domestic flights in Turkey.</li> <li>UM passengers are not allowed to travel with PETC.</li> </ul> <p><b>AVIH (Only Domestic Flights)</b></p> <ul style="list-style-type: none"> <li>AVIH shall not be carried on Pegasus Airlines international flights. Cyprus destinations (ECN) shall be processed as domestic flight.</li> <li>Max. 3 AVIH which are max. 60 kilos at total can be carried <b>on domestic and Cyprus flights</b> regardless the aircraft type. If the total weight is over 60 kilos, than number of AVIH shall be reduced to 2 on Airbus Aircraft Types.</li> <li>Animals in Hold are transported as checked baggage in the aircraft hold. AVIH shall be shown on the Load sheet, Loading Instructions Report, NOTOC, LDM and PSM messages shall be sent to required addressees.</li> <li>If AVIH appear grumpy and have aggressive behaviour, it must be recommended to guests to give anodyne medicine to AVIH before check-in.</li> <li>AVIH kennels and locks shall be checked by Check-in agents and loading staff. Only rigid containers with a secure door are acceptable.</li> <li>Containers shall be loaded on a level surface and be securely attached to the compartment to prevent shifting, using tie down straps. It shall be properly restrained in the hold to prevent movement during flight. The kennel in hold shall be fastened along its length and not too much uptight, because the locks of kennels may be expended and open unsafely due to hardly fastening of kennels on hold floor.</li> <li>It's forbidden to transport pregnant animals unless it's confirmed by a veterinary certificate that animal is fit to travel.</li> <li>Animals shall be loaded last and unloaded first.</li> <li>Keep other luggage at least 150mm (6 inches) away from the container sides to maximize ventilation.</li> <li>Live animals should not be loaded in close proximity of cryogenic liquids or Carbon dioxide, solid (dry ice). (If it needs to be loaded; <b>REF: IATA DGR 9.3.13 for loading of live animals with dangerous goods</b>)</li> <li>Live animals should not be loaded in close proximity to foodstuffs or catering equipment (if these are not hermetically sealed)</li> <li>Live animals should not be loaded in the same hold/section as human remains (HUM)</li> </ul> <p>Only one animal per container, unless they are used to cohabiting, in which case the following applies:</p> <ol style="list-style-type: none"> <li>A maximum of two adult animals of comparable size up to 14 kg. (30 lbs) each, that are compatible, may be shipped in the same container. Animals over that weight must travel individually.</li> <li>2- animals up to six months old from the same litter, up to 14 kg. (30 lbs) each, up to a maximum quantity of three, may be shipped in the same container/compartment.</li> </ol> <p>Live Animal (AVIH) should be loaded in only forward hold for all aircraft types</p>	

	<ul style="list-style-type: none"> <li>It is forbidden to transport pregnant animals unless it is confirmed by a veterinary certificate that the animal is fit to travel</li> <li>Guests must have the health documents, vaccination documents, passport, chips, ID card inoculation details and identity card of the pets they are travelling with. A health report which is issued by a veterinarian required for a bird which we transport the bird only in Domestic Flights.</li> <li>Do not accept fighting or dangerous dogs and birds. (American Pit Bull, Fila Brazileiros, Japanese Tosa, Pit Bull Terrier, Togo Argentinos, American Staffordshire Terrier, Presa Canario, Rottweiler, Doberman, Mastiff, American Bulldog, Caucasian owtsharka, mastino napoletano, chow chow etc.)</li> <li>Live Bees, Chick and Tropical Fish etc. are accepted to be loaded on our Aircrafts upon request and pre-approval from Pegasus Cargo and/or WCS. (WCS shall check the aircraft type (not allowed to carry live chicks with A320-A321), availability and payload limits before giving approval.)</li> <li>Two cats or two dogs of same origin may be carried in one single box.</li> <li>Kangal dogs are not accepted after the age of 6 months.</li> <li>Pegasus Airlines does not transport any Live Animal to Saudi Arabia, United Kingdom, Qatar, United Arab Emirates (UAE), Bahrain. Live animal transportation from these countries depends on the requirement of arrival, transit, transfer, last destination requirements which can be accessible on TIM, IATA LAR and other official government regulations.</li> <li>Handling Service Providers is responsible for providing the applicable original travel documents, permits and veterinary health declarations required by the national authorities of the arrival-transit-transfer-destination countries. Before acceptance please ensure that live animal has concerning import permit, veterinary health certificate, veterinary examination, quarantine, transhipment requirements or prohibition restrictions. Such regulations are subject to frequent change and depend upon the animal being accepted. Therefore, handling service provider shall always obtain current requirements and check (restrictions, limitations, quarantine rules...), from the TIM, IATA LAR, local Consulate or national authority concerned.</li> <li>Please check the regulations of live animal acceptance (restrictions, limitations, quarantine rules...), from TIM-Travel Information Manual and IATA LAR.</li> </ul>
<b>Handling of Human Remains which the death reason is infectious diseases</b>	<ul style="list-style-type: none"> <li>There is no restriction of HUM transportation which the death reason is infectious diseases (including COVID-19), which comes from international airport and/or transfer to domestic airport in Turkey. (Acceptance to Turkey only from abroad)</li> <li>HUM which has died in Turkey due to infectious disease (including COVID-19) will not be transported regardless of the destination.</li> <li>Appropriate PPE (personal protective equipment- protective clothing, face and eye protection, hand protection etc.) has to be used by all handlings.</li> <li>Ashes and cremated human remains are restricted</li> <li>These infectious HUM can also not be accepted; (According to "Mezarlık Yerlerinin İnşası ile Cenaze Nakil Ve Defin İşlemleri Hakkında Yönetmelik" - article 36)</li> </ul> <p> <ul style="list-style-type: none"> <li>Cholera</li> <li>Plague</li> <li>Flower illness</li> <li>• Anthrax</li> <li>Leprosy</li> <li>Glanders</li> <li>if consists virus class 6.2 UN2814, UN2900</li> </ul> </p>
<b>MVT-LDM Messages</b>	<ul style="list-style-type: none"> <li><b>MVT</b> message is sent to the addresses that requested by the destination station via departure station system.</li> <li><b>LDM</b> message is sent to the addresses that requested by the destination station via PEGASUS PADES system by added LMC</li> <li>Movement messages must be sent no later than 10 minutes after on blocks or 10 minutes after airborne. All times must be given in UTC.</li> <li>At the end of the operation, the operation process will be completed by mutual agreement about time of the door closure and any delay occurs, the length of the delay. MVT message must be sent by related department, according to the delay code and delay length which is mutually agreed between cockpit crew and operation staff by using the aircraft door closure time. The delay information on the MVT message must not be changed at all without the GCC confirmation.</li> <li>MVT messages which sent from SAW and ADB stations to all domestic-international-ECN stations are sent in IATA format via PGSMMSG@flypgs.com email address.</li> </ul> <p><b>IMPORTANT: If the flight arrives late at your station, the declared minimum ground time must be used.</b></p> <ul style="list-style-type: none"> <li>For Charter/International Flights: 40dk</li> <li>For Domestic Flights: 20-25-30dk</li> </ul>
<b>No Custom Clearance</b>	VAN(VAN), MARDİN(MQM), BATMAN(BAL), MUŞ(MSR), MERZİFON(MZH), AĞRI (AJI), BİNGÖL(BGG), ŞIRNAK (NKT), ÇANAKKALE(CKZ), İĞDIR(IGD), ADIYAMAN(ADF)

	<b>Standard Passenger Weights</b>																				
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<b>Passenger Weights</b>	<p>Note: Flight category (Service Type) are stated specifically on Daily Schedule which Pegasus Airlines send one day prior to the flight: J:Scheduled, C:Charter, J&amp;S: Split Charter, F: Ferry, P: Positional</p> <p>Principally, Male/Female Weights shall be used for the passengers in Pegasus Airlines primarily. But remember, you may apply all adult weights for avoiding the 'overloading situation', if it is reasonable according to the final passenger figure.</p>																				
<b>Crew Member's Weights</b>	<p>Weights of operating crew are included in Dry Operating Weight (DOW) in AHM560 which is available in Pegasus Airlines Documents and Manuals link: <a href="https://document.flypgs.com/">https://document.flypgs.com/</a>.</p> <ul style="list-style-type: none"> <li>• Cockpit crew (including crew baggage) = 85 kg</li> <li>• Cabin crew (including crew baggage) = 75 kg</li> </ul>																				
<b>Baggage Weights</b>	<ul style="list-style-type: none"> <li>• Normally actual baggage masses will be used at Pegasus Airlines.</li> <li>• Actual baggage weights must be taken for load sheet computation.</li> <li>• If -for any reason- weighing will not be possible (for instance LMC 's) a minimum value shall be taken as per below list per piece must be taken. <ul style="list-style-type: none"> <li>• 11 kg - for domestic flights</li> <li>• 13 kg - for flights in the European region</li> <li>• 15 kg - for intercontinental flights or intercontinental connecting flights</li> <li>• 13 kg - for all other flights</li> </ul> </li> <li>• For cargo or mail actual weights must be used as documented on the cargo manifest</li> <li>• The total weight of baggage must be divided by the number of pieces, to get an average baggage weight.</li> </ul>																				
	<ul style="list-style-type: none"> <li>• Wheelchairs can be carried free of charge in addition to the passengers' normal hold baggage allowance.</li> <li>• Only accept dry and gel batteries. Wheelchairs with 'gel type batteries' do not require the battery to be disconnected provided that the battery terminals are insulated to prevent accidental short circuits.</li> <li>• Wet battery is not allowed on A/C.</li> <li>• Wheelchairs have to be loaded upright and lashed to be secure on the floor.</li> </ul> <p><b>NOTICE:</b> The wheelchair/battery-powered mobility aid must be secured against movement in the cargo compartment and must be carried in a manner so that it is protected from being damaged by the movement of baggage, mail, or cargo.</p> <p>According to IATA DGR 2.3.2.2 and TABLE 2.3 A, PIC must be informed by load sheet or NOTOC about the location of;</p> <ul style="list-style-type: none"> <li>- Removed lithium battery in cabin</li> <li>- Removed battery or wheelchair with installed battery in cargo compartment.</li> </ul> <p>The PIC must be informed all details of the location of the wheelchair with an installed battery or the location of the lithium battery when removed and carried in the cabin, passenger name and seat,</p> <p>Wheelchairs with Lithium Batteries;</p> <ul style="list-style-type: none"> <li>-The battery must not exceed 300 Wh, or for a device that is fitted with two batteries required for operation, each battery must not exceed 160 Wh.</li> <li>-The battery(ies) must be protected from short circuit by insulating the terminals (e.g. by taping over exposed terminals) and the removed battery(ies) must be protected from damage (e.g.) by placing each battery in a protective pouch.</li> <li>-The battery(ies) must be carried in the passenger cabin.</li> </ul> <p><b>IMPORTANT:</b></p> <p>Passengers requiring assistance should be pre-boarded or may be boarded in the end in the event of PRM are not ready when the boarding commence. The flow of the regular passenger boarding should not be suspended or interrupted because of the PRM acceptance during the boarding process. Ground staff must liaise with Cabin Crew to provide smooth passenger flow.</p> <p>**WCHR and WCHS is not required window seat; window seat must be used preferably for WCHR and WCHS</p>																				
<b>WCH*</b> <b>WHEELCHAIR WITH BATTERY</b>	<ul style="list-style-type: none"> <li>• Crew should be informed about co-mail / co-mat, it should be shown on LDM message, related forms should be signed and received by cabin attendant to be kept in the flight file.</li> </ul>																				
<b>DGR</b>	<ul style="list-style-type: none"> <li>• Carriage of dangerous goods is acceptable according to current IATA DGR and Pegasus GOM Chapter 2.7 shall be available to refer where ground handling services are performed.</li> <li>• Obtaining PG-YE-BK-001 GROUND OPERATIONS TRAINING DANGEROUS GOODS HANDLING RULES via document library for restriction.</li> </ul> <p><b>SHALL NOT</b> be accepted as or in checked baggage; as or in carry-on baggage; or on their person, (see GOM Ch. 3.1.8 for DG carriage as Cargo)</p>																				
<b>DGR OCCURENCE REPORT</b>	<p>Reportable incidents, accidents, occurrence may include but are not limited to:</p> <ol style="list-style-type: none"> <li>1- Dangerous goods accidents and incidents where dangerous goods carried as cargo may be involved,</li> <li>2- Any occasion when undeclared or mis-declared dangerous goods are discovered in cargo or mail,</li> <li>3- Dangerous goods are discovered to have been carried when not loaded, segregated, separated and secured in accordance with IATA DGR 9.2 or 9.3,</li> <li>4- Dangerous goods are discovered to have been carried without information having been provided to the PIC in accordance with IATA DGR 9.5.1.1.</li> </ol>																				

	<p>5-Spillage, contamination</p> <p>6- Any occasion when dangerous goods not permitted under IATA DGR Subsection 2.3, Pegasus GOM Ch. 2.7 are discovered either in the baggage or on the person of passengers or crew members,</p> <p>Shall be reported by filling Dangerous Goods Occurrence Report and sent to TDGCA and appropriate authorities of the State in which the accident or incident occurred, in accordance with the reporting requirements of those appropriate authorities. One copy shall be sent to <a href="mailto:ground.doc@flypgs.com">ground.doc@flypgs.com</a> ; <a href="mailto:guestcontrol@flypgs.com">guestcontrol@flypgs.com</a>; to distribute related departments as soon as possible. Irrespective of whether the dangerous goods are contained in cargo, mail or baggage, any type of dangerous goods accident or incident shall be reported as soon as possible.</p>
<p><b>Documents <u>shall be</u> available at all locations where Pegasus Airlines flights are handled</b></p>	<ul style="list-style-type: none"> <li>• <b>Pegasus Airlines:</b> Ground Operation Manual, De/Anti-Icing Manual, Passenger Baggage Service Manual, Cargo Operation Manual, Air Carrier Security Program, Local Notification Plan, AIRPORT EMERGENCY RESPONSE PLAN, PG-YE-BK-001 GROUND OPERATIONS TRAINING DANGEROUS GOODS HANDLING RULES, Ground Operations Quick Reference, Ground Operations Load Controller Quick Reference, Passenger Rights Brochures</li> <li>• <b>IATA DGR (Dangerous Goods Regulations)</b> - accessible for all staff, where ground handling operations are conducted, (at locations where passenger check-in and/or boarding operations are conducted and each location where ground handling operations involving the acceptance or loading of dangerous goods as cargo are conducted)</li> <li>• Internal handling agent's SOP (standard operational procedures) / duties and responsibilities - accessible for all staff</li> <li>• Local required manuals of the relevant authorities - accessible to staff as required</li> <li>• ***For Wet Lease Operations please refer to Wet Leased Airlines' Operational Manuals</li> <li>• Required manuals must be provided and kept current by the handling agent or company who provides the contracted service</li> </ul>