Ground Operations Manual

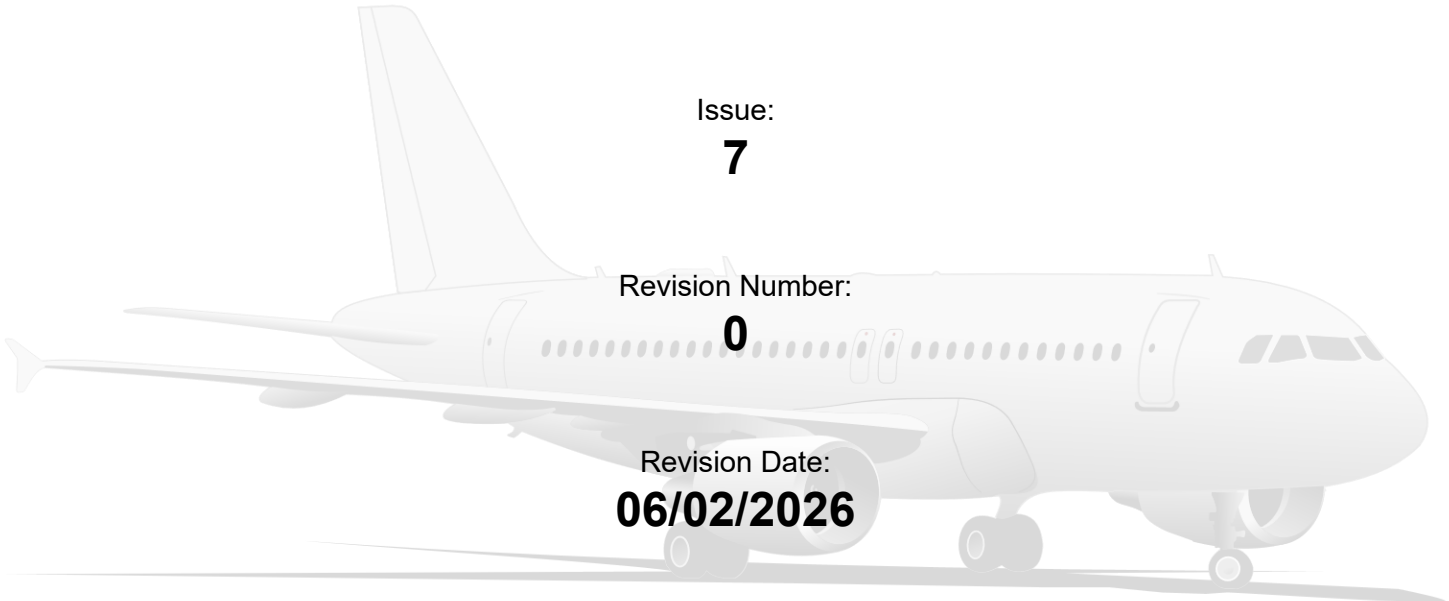
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MASTER TABLE OF CONTENT

RECORD OF PERMANENT REVISIONS 3
RECORD OF TEMPORARY REVISIONS 5
MASTER TABLE OF CONTENT 7
LIST OF EFFECTIVE PAGES 23
P. PREFACE 35
P1. DISTRIBUTION LIST 35
P2. LIST OF ABBREVIATIONS 36
P3. DEFINITIONS 42
0. ADMINISTRATION AND CONTROL 51
0.1 INTRODUCTION 51
0.1.1 FLY2SKY RECORDS AND DOCUMENTATION SYSTEM 52
0.1.2 DATABASE BACKUP 52
0.2 AIM AND SCOPE OF GROUND OPERATIONS MANUAL 53
0.2.1 IGOM ADOPTION POLICY 54
0.2.2 IGOM IMPLEMENTATION PROCESS FLOW 55
0.3. GROUND HANDLING/CARGO SAFETY BULLETIN 56
0.3.1 MANUAL AND ITS CORRECTION/UPDATE PROCEDURE 56
0.4 REFERENCE TO EXTERNAL REGULATIONS 57
0.5 ORGANIZATION, STRUCTURE AND RESPONSIBILITIES 58
0.5.1 GROUND OPERATIONS DEPARTMENT ORGANIZATIONAL STRUCTURE 58
0.5.2 INFRASTRUCTURE 58
0.6 DUTIES AND RESPOSIBILITIES 59
0.6.1. GROUND OPERATIONS AND DG MANAGER 59
0.6.2 CARGO OPERATIONS MANAGER 60
0.6.3 GROUND OPERATIONS OFFICER 61
0.6.4 GROUND OPERATIONS SAFETY OFFICER (GOSO) 62
0.6.5. STATION MANAGER 63
0.6.6 CONTINUITY 64
0.6.7 SELECTION PROCESS AND QUALIFICATION CRITERIA FOR MANAGEMENT AND NON-MANAGEMENT POSITIONS 64
0.7 COMPLIANCE MONITORING 66
0.8 HAZARD IDENTIFICATION, RISK ASSESMENT AND MITIGATION PROGRAM 66

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0.9 REPORTING SYSTEM 67
0.9.1 MANDATORY REPORTS 68
0.9.2 VOLUNTARY REPORTS 70
0.9.3 CONFIDENTIALITY AND ANONYMOUS REPORTING 71
0.9.4 REPORTING PROCEDURE 72
0.10 CONTRACTING AND LEASING 76
0.11 MONITORING OF EXTERNAL PROVIDERS 76
0.12 COMMUNICATION SYSTEM 76
0.12.1 EXTERNAL COMMUNICATION 76
0.13 GROUND HANDLING/CARGO SAFETY PERFORMANCE INDICATORS 76
1. PASSENNGER HANDLING PROCEDURES 77
1.1. PASSENGER DEPARTURE 77
1.1.1 PREDEPARTURE ACTIVITIES 77
1.1.2 CHECK-IN COUNTER REQUIREMENTS 77
1.1.3 PASSENGER CHECK-IN 78
1.1.4 PASSENGER ACCEPTANCE 81
1.1.5 DOCUMENTS REQUIRED FOR TRAVEL 83
1.1.6 BAGGAGE ACCEPTANCE 86
1.1.7 PASSENGER BOARDING 123
1.1.8 INFORMATION TO THE CREW 126
1.1.9 POST FLIGHT DEPARTURE ACTIVITIES 127
1.2 PASSENGER SECURITY 128
1.2.1 SECURITY OF DOCUMENTS 128
1.2.2 PASSENGER SUITABILITY FOR TRAVEL 128
1.2.3 SECURITY OF PASSENGERS AND THEIR BAGGAGE 129
1.2.4 RESTRICTED AREAS 130
1.3 PASSENGER ARRIVAL, TRANSFER AND TRANSIT 132
1.3.1 PRE-ARRIVAL 132
1.3.2 ARRIVAL 132
1.3.3 TRANSFER 132
1.3.4 TRANSIT 132
1.4 SPECIAL CATEGORIES OF PASSENEGRS 134
1.4.1 UNACCOMPANIED MINORS 134

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1.4.2 INFANTS AND CHILDREN 136
1.4.3 GROUPS 143
1.4.4 PASSENGERS WITH DISABILITIES 144
1.4.5 PASSENGERS REQUIRING MEDICAL CLEARANCE 149
1.4.6 MEDICAL EQUIPMENT AND MEDICAL DEVICE 150
1.4.7 MEDICAL INFORMATION FORM (MEDIF) 152
1.4.8 FREQUENT TRAVELER`S MEDICAL CARD 152
1.4.9 INADMISSIBLE PERSONS AND DEPORTEES 152
1.4.10 UNRULLY PASSENGERS 154
1.4.11 INTOXICATED/DRUGGED PASSENGERS 155
1.5 PASSENGEDISRUPTIONS 158
1.5.1 GENERAL GUIDELINES FOR HANDLING DISRUPTION 158
1.5.2 DELAYS 158
1.5.3 DIVERSIONS 159
1.5.4 INVOLUNTARY CHANGE OF CLASS AND DENIED BOARDING 160
1.5.5 DISRUPTION DUE TO SYSTEM ISSUES OR OUTAGES 162
1.5.6 MISHANDLED OR UNCLAIMED BAGGAGE 162
2 BAGGAGE HANDLING PROCEDURE 165
2.1 THE BAGGAGE JOURNEY 165
2.1.1 THE BAGGAGE JOURNEY - INTRODUCTION 165
2.1.2 BAGGAGE PERFORMANCE TRACKING METRICS 166
2.2. BAGGAGE ACTIVITIES 166
2.2.1 INTRODUCTION 166
2.2.2 PERSONNEL ROLES 166
2.3 SAFE BAGGAGE HANDLING 168
2.4 DEPARTURE BAGGAGE HANDLING (INCLUDING SPECIAL BAGGAGE) 169
2.4.1 DEPARTURE BAGGAGE - PLANNING 169
2.4.2 EXECUTION OF DEPARTING BAGGAGE 169
2.4.3 CODES FOR BAGGAGE IDENTIFICATION 171
2.5 TRANSFER BAGGAGE 171
2.5.1 PLANNING TRANSFER BAGGAGE 171
2.5.2 EXCECUTION OF TRANSFER BAGGAGE 172
2.5.3 MONITORING TRANSFER BAGGAGE 173

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2.6 ARRIVING BAGGAGE 174
2.6.1 PLANNING OF ARRIVING BAGGAGE 174
2.6.2 EXECUTION OF ARRIVING BAGGAGE 174
2.7 SPECIAL BAGGAGE 176
2.7.1 SPECIAL BAGGAGE - GENERAL 176
2.7.2 SPECIAL BAGGAGE HANDLING 176
2.8 BAGGAGE IRREGULARITIES 178
2.8.1 HANDLING OF BAGGAGE IRREGULARITY 178
2.8.2 FLIGHT DELAYS 182
2.8.3 DEALING WITH SPECIFIC OUTAGES 182
2.9 MISHANDLED BAGGAGE 184
2.9.1 MISHANDLED BAGGAGE – INTRODUCTION 184
2.9.2 TYPES OF MISHANDLED BAGGAGE 184
2.9.3 BAGGAGE IDENTIFIED AS BEING MISHANDLED 184
2.9.4 MISHANDLED BAGGAGE KNOWN IN ADVANCE 185
2.9.5 MASS OFFLOAD 185
2.9.6 FORWARDING MISHANDLED BAGGAGE 185
2.9.7 BAGGAGE TAGGED TO ANOTHER DESTINATION 185
2.9.8 STORAGE OF MISHANDLED BAGGAGE 185
2.9.9 DELIVERY OF MISHANDLED BAGGAGE 186
2.9.10 MISHANDLED MOBILITY AIDS 186
2.9.11 MISHANDLED LIVE ANIMAL 186
2.9.12 REASON FOR LOSS CODES 186
2.10 BAGGAGE SYSTEMS 187
2.10.1 BAGGAGE SYSTEM - INTRODUCTION 187
2.10.2 BAGGAGE RECONCILATION SYSTEMS 187
2.10.3 BAGGAGE HANDLING SYSTEMS 187
2.10.4 BAGGAGE MESSAGING SYSTEMS 187
2.10.5 BAGGAGE MANAGEMENT SYSTEMS 187
2.10.6 BAGGAGE RE-FLIGHTING SYSTEMS 188
3 AIRCRAFT GENERAL SAFETY AND SERVICING OPERATIONS 189
3.1 RAMP SAFETY IN AIRCRAFT 189
3.1.1 INTRODUCTION 189

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3.1.2 GENERAL RAMP SAFETY 190
3.1.3 SAFETY INSTRUCTIONS FOR OPERATING AND WORKING WITH GROUND SUPPORT EQUIPMENT ON THE RAMP 196
3.1.4 FIRE 210
3.2 SAFETY DURING FUELING AND DEFUELING 211
3.2.1 FUELING SAFETY ZONE 211
3.2.2 FUEL SPILLAGE 216
3.2.3 FUELING/DEFUELING WITH PASSENGERS OR CREW ARE EMBARKING, ON BOARD OR DISEMBARKING 217
3.2.4 FUEL SUPPLIERS COMPLAINCE MONITORING 221
3.3 ADVERSE WEATHER CONDITIONS 225
3.3.1 ADVERSE WEATHER CONDITIONS – GENERAL 225
3.3.2 WINTERY OR SLIPPERY APRON CONDITIONS 225
3.3.4 HIGH WIND CONDITIONS 227
3.3.5 HIGH WINDS ACTIVITY TABLE 228
3.3.6 SANDSTORMS AND LOW VISIBILITY 229
3.3.7 INTENSE HEAT 229
3.4 HAND SIGNALS 230
3.4.1 HAND SIGNALS – INTRODUCTION 230
3.4.2 GENERAL CONDITIONS FOR USAGE HAND SIGNAL 230
3.4.3 SPECIFIC REQUIREMENTS FOR USING MARSHALING HAND SIGNALS 230
3.4.4 GUIDE PERSON HAND SIGNALS FOR GROUND SUPPORT EQUIPMENT 232
3.4.5 AIRCRAFT MOVEMENT SIGNALS-HEADSET OPERATOR TO TRACTOR DRIVER 240
3.4.6 AIRCRAFT MOVEMENT HAND SIGNALS – WING WALKER TO HEADSET OPERATOR, TRACTOR DRIVER. MARSHALLER, FLIGHT CREW (AS APPLICABLE) 243
3.4.7 MARSHALLING HAND SIGNALS FOR AIRCRAFT 245
3.4.8 TECHNICAL/SERVICING HAND SIGNALS – GROUND PERSONNEL TO FLIGHT CREW 253
3.4.9 TECHNICAL/SERVICING HAND SIGNALS – FLIGHT CREW TO GROUND PERSONNEL 257
3.5 TOILET SERVICING 261
3.5.1 INTRODUCTION 261
3.5.2 HYGIENE PRECAUTIONS 261

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3.5.3 TOILET SERVICING PROCEDURE 261
3.6 PORTABLE WATER SERVICING 265
3.6.1 GENERAL 265
3.6.2 PORTABLE WATER SERVICING PROCEDURES 265
3.6.3 PORTABLE WATER HYGIENE REQUIREMENTS 267
3.7 AIRCRAFT CLEANING AND DISINFECTION 269
3.7.1 AIRCRAFT CLEANING AND DISINFECTION – GENERAL 269
3.7.2 AIRCRAFT CLEANING INTERVALS 269
3.7.3 CLEANING AND DISINFECTION PRODUCTS 269
3.7.4 CLEANING AND DISINFECTION TASKS 272
3.7.5 AIRCRAFT CLEANING AND DISINFECTION DURING A PANDEMIC 277
3.7.6 CLEANING AND DISINFECTION DURING AN EVENT 279
3.8 CARGO HOLD DISINSECTION 281
3.8.1 CARGO HOLD DISINSECTION – INTRODUCTION 281
3.8.2 GENERAL PRINCIPLES FOR DISINSECTION 281
3.8.3 PRE-DEPARTURE DISINSECTION 281
3.9 SAFETY DURING DE-ICING/ANTI-ICING OPERATIONS 283
3.9.1 SAFETY DURING AIRCRAFT DE-ICING/ANTI-ICING OPERATIONS – GENERAL 283
3.9.2 PERSONNEL SAFETY 283
3.9.3 OPEN BASKET OPERATIONS 283
3.9.4 CLOSED BASKET OPERATIONS 283
4 AIRCRAFT TURAROUND 285
4.1 AIRCRAFT ARRIVAL 285
4.1.1 ACTIONS PRIOR TO AIRCRAFT ARRIVAL 285
4.1.2 ACTIONS DURING AIRCRAFT ARRIVAL 286
4.1.3 ACTIONS AFTER AIRCRAFT ARRIVAL 289
4.1.4 GROUND SUPPORT EQUIPMENT FOR ARRIVING AIRCRAFT 292
4.2. AIRCRAFT CHOKING 295
4.2.1 WHEEL CHOCK PLACEMENT 295
4.2.2 CHOCK PLACEMENT DIAGRAMS 296
4.2.3 REGIONAL AIRCRAFT CHOCKING 297
4.3 AIRCRAFT CONING 298

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4.3.1 SAFETY CONE PLACEMENT AND REMOVAL 298
4.3.2 CONE PLACEMENT FOR WING-MOUNTED TWIN ENGINE JET AIRCRAFT 299
4.4 AIRCRAFT ACCESS DOORS 300
4.4.1 GENERAL SAFETY REQUIREMENTS 300
4.4.2 CABIN ACCEESS DOORS 300
4.4.3 CARGO HOLD ACCESS DOORS 305
4.5 AIRCRAFT LOADING AND UNLOADING 307
4.5.1 SUPERVISION ON AIRCRAFT LOADING AND UNLOADING 307
4.5.2 AIRCRAFT GROUND STABILITY 311
4.5.3 SAFETY REQUIREMENTS TO AIRCRAFT LOADING AND UNLOADING 312
4.5.4 UNLOADING 313
4.5.5 CARGO HOLD INSPECTION 313
4.5.6 LOADING 315
4.5.7 SECURING OF LOAD 320
4.5.8 LOAD SPREADING 331
4.5.9 AIRCRAFT UNIT LOAD DEVICES 332
4.5.10 SPECIAL LOADS 332
4.5.11 TRANSPORT OF CARGO AND MAIL IN PASSENGER AIRCRAFT 338
4.6 AIRCRAFT DEPARTURE 339
4.6.1 AIRCRAFT DEPARTURE – INTRODUCTION 339
4.6.2 GROUND STAFF MEMBER RESPONSIBILITIES 339
4.6.3 PREDEPARTURE ACTIVITIES 341
4.6.4 CONECTING THE PUSHBACK VEHICLE 346
4.6.5 WHEEL CHOCK REMOVAL 348
4.6.6 DEPARTURE COMMUNICATIONS 350
4.6.7 PUSHBACK MANEUVER 353
4.6.8 ENGINE START 357
4.6.9 PUSHBACK DISCONNECTION 359
4.6.10 PUSHBACK COMPLETION 359
4.6.11 INCIDENTS DURING PUSHBACK 360
4.6.12 REESTABLISHING COMMUNICATION AFTER DEPARTURE 362
4.7 OPEN RAMP DEPARTURE 364

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4.8 AIRCRAFT POWERBACK OPERATIONS 364
4.9 AIRCRAFT TOWING 365
4.9.1 AIRCRAFT TOWING – INTRODUCTION 365
4.9.2 GROUND STAFF MEMBER RESPONSIBILITIES 365
4.9.3 PRE-TOWING ACTIVITIES 366
4.9.4 TOWING MANEUVER 369
4.9.5 INCIDENTS DURING TOWING 370
4.9.6 TOWING COMPLETION 373
4.10 LONG-TERM PARKING FOR AIRCRAFT 374
4.10.1 INTRODUCTION 374
4.10.2 AIRCRAFT MOVEMENT 374
4.11 MESSAGES 376
4.11.1 LOAD AND PASSENGER CODES 376
4.11.2 CODES FOR LOADS REQUIRING SPECIAL ATTENTION 377
4.11.3 DELAY CODES 383
5 LOAD CONTROL 387
5.1 LOAD CONTROL PRINCIPLES 389
5.2 LOAD PLANNING 392
5.2.1 LOAD PLANNING – GENERAL 392
5.2.2 LOADING INSTRUCTION REPORT 395
5.2.3 OFFLOADING INSTRUCTIONS 395
5.2.4 NOTIFICATION TO CAPTAIN 395
5.3 WEIGHT AND BALANCE CALCULATIONS 397
5.3.1 ACTIONS REQUIRED DURING WEIGHT AND BALANCE CALCULATIONS 397
5.3.1.1 WEIGHT AND BALANCE ACCURACY CHECKS 397
5.3.2 LAST MINUTE CHANGES 398
5.4 INFORMATION EXCHANGE 399
5.4.1 INFORMATION EXCHANGE RECORDS/DOCUMENTATION 399
5.4.2 VERBAL COMMUNICATION 400
5.4.3 COMMUNICATION OF AIRCRAFT LOADING TO LOAD CONTROL 401
5.4.4 MANAGING DISCREPANCIES AFTER FINAL LOADSHEET 401
5.4.5 REMOTE LOAD CONTROL 402

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5.5 POST-DEPARTURE MESSAGES 403
5.6 OCCURRENCE REPORTING AND INVESTIGATION 403
5.7 QUALIFICATION REQUIREMENTS 404
5.8 DOCUMENTATION 405
5.8.1 LOADSHEET 406
5.8.2 EDP WEIGHT AND BALANCE CONTROL 407
5.8.3 COMPUTERISED LOAD AND TRIM SHEET VIA FlySmart FS+ 407
5.8.4 HANDWRITTEN LOAD AND TRIM SHEET 407
5.8 LOAD CONTROL PROCESS FLOW 409
5.8.1 LOAD CONTROL PROCESS FLOW SCHEMA 409
5.8.2 LOAD CONTROL FLOW LEGEND 409
6 OPERATIONAL OVERSIGHT 411
6.1 INTRODUCTION 411
6.2 OPERATIONAL OVERSIGHT 412
6.3 SUPERVISION 413
6.3.1 FUNCTIONS 413
6.3.2 SCOPE AND RESPONSIBITILIES 413
6.3.3 TURNAROUND COORDINATION 414
6.4 OVERSIGHT CHECKLISTS 414
6.4.1 PASSNEGER HANDLING CHECKLIST 414
6.4.2 BAGGAGE HANDLING CHECKLIST 419
6.4.3 RAMP HANDLING CHECKLIST 423
6.5 INCIDENT NOTIFICATION AND IMMEDIATE ACTIONS 425
6.5.1 GENERAL 425
6.5.2 IMMEDIATE ACTIONS 425
6.5.3 AIRCRAFT EVACUATION 426
6.5.4 DANGEROUS GOODS 429
6.5.5 AIRSIDE SAFETY INVESTIGATION PROCEDURE 429
6.6 ADVERSE WEATHER OVERSIGHT PROCEDURES 432
6.7 EMERGENCY RESPONSE PROCEDURES 434
7 TRAINING 437
7.1 SCOPE 437
7.2 OBJECTIVES 439

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7.3 DEFINITIONS AND TERMINOLOGY....440
7.4 TRAINING PROGRAM COMPONENTS....442
7.5 INITIAL AND CONTINING QUALIFICATION....443
7.6 TRAINING METHODS....444
7.6.1 CLASSROOM TRAINING....444
7.6.2 COMPUTER BASED TRAINING....444
7.6.3 VIDEO TRAINING....444
7.6.4 PRACTICAL TRAINING OR ON-THE-JOB TRAINING....444
7.7 TESTING AND EVALUATION PROCESS....445
7.8 QUALIFICATION AND COMPETENCY REQUIREMENTS FOR INSTRUCTORS AND EVALUATORS....446
7.8.1 INSTRUCTOR (TRAINER)....446
7.8.2 EVALUATOR/ON-JOB TRAINING....446
7.9 MANAGEMENT OF THE TRAINING DOCUMENTATION AND RECORDS....448
7.9.1 TRAINING PLAN....448
7.9.2 TRAINING CONTENT (SYLLABI AND TRAINING MATERIAL)....448
7.9.3 TRAINING RECORDS....448
7.10 DEFINITION OF JOB ROLE AND FUNCTIONAL TASKS....451
7.11 TRAINING MODULES....452
7.11.1 PASSENGER SERVICE-, RAMP-SERVICE, AND LOAD CONTROL-TRAINING MODULES....454
7.11.2 SAFETY MANAGEMENT SYSTEM....455
7.11.3 DANGEROUS GOODS TRAINING....455
7.11.4 TRAINING FOR FUELING STAFF....471
7.11.5 DE-ICING/ANTI-ICING TRAINING....472
7.11.6 TRAINING QUALIFICATION OF CARGO HANDLING STAFF....475
8 PASSENGER AND BAGGAGE SECURITY....477
9. DANGEROUS GOODS....479
9.1 GENERAL....479
9.1.1 GENERAL PHILOSOFY....479
9.1.2 FLY2SKY POLICY....480
9.1.3 DEFINITION OF DANGEROUS GOODS....480
9.2 LIMITATIONS....481

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9.2.1 FORBIDDEN DANGEROUS GOODS 481
9.2.2 HIDDEN DANGEROUS GOODS 481
9.2.3 DANGEROUS GOODS CARRIED BY PASSENGERS OR CREW 485
9.2.4 TRANSPORT OF DANGEROUS GOODS BY POST 499
9.2.5 DANGEROUS GOODS IN OPERATOR` PROPERTY 499
9.2.6 DANGEROUS GOODS IN EXCEPTED QUANTITY 500
9.2.7 DANGEROUS GOODS IN LIMITED QUANTITIES 504
9.3. CLASSIFICATION 506
9.3.1 CLASS 1 – EXPLOSIVES 506
9.3.2 CLASS 2 - GASES 508
9.3.3 CLASS 3 – FLAMABLE LIQUIDS 509
9.3.4 CLASS 4 – FLAMABLE SOLIDS 511
9.3.5 CLASS 5 – OXIDIZIG SUBSTANCES AND ORGANIC PEROXIDES 512
9.3.6 CLASS 6 – TOXIC AND INFECTIOUS SUBSTANCES 513
9.3.7 CLASS 7 – RADIOACTIVE MATERIAL 513
9.3.8 CLASS 8 – CORROSIVES 515
9.3.9 CLASS 9 – MISCELLANEOUS DANGEROUS SUBSTANCES AND ARTICLES, INCLUDING ENVIRONMENTALLY HAZARDOUS SUBSTANCES 515
9.3.10 CARGO AIRCRAFT ONLY 517
9.3.11 CLASSIFICATION OF SUBSTANCES WITH MULIPLE HAZARDS 517
9.4 PACKING, LABELING, MARKING AND HANDLING OF DANGEROUS GOODS 518
9.4.1 PACKING LABELING AND MARKING OF DANGEROUS GOODS 518
9.4.2 HANDLING OF DANGEROUS GOODS 519
9.5 DOCUMENTATION 539
9.5.1 NOTIFICATION TO CAPTAIN 539
9.5.2 SHIPPER`S DECLARATION FOR DANGEROUS GOODS 543
9.5.3 AIR WAYBILL 546
9.5.4 ADDITIONAL DOCUMENTATION 546
9.6 REPORTING 548
9.6.1 DANGEROUS GOODS OCCURENCES, INCIDENTS AND ACCIDENTS 548
9.6.2 REPORT ADDRESSES 549
9.6.3 REPORT DETAILS 550
9.6.4 REPORT FORMAT 550

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9.7 PROVISION OF INFORMATION....551
9.7.1 PROVISION OF INFORMATION TO PASSENGERS....551
10 CARGO HANDLING PROCEDURES....555
10.1 GENERAL....555
10.2 CARGO STORAGE AREAS....556
10.2.1 CARGO WEIGHING FACILITIES....556
10.3 GENERAL ACCEPTANCE PROCEDURE....559
10.3.1 CARGO BOOKING PROCEDURE....559
10.3.2 LABELLING FREIGHT BY SHIPPER....559
10.3.3 BOOKING INFORMATION MATCHES THE ACTUAL FREIGHT....560
10.4 ACCEPT SHIPMENTS AS READY FOR CARRIAGE....562
10.4.1 GENERAL....562
10.4.2 READY FOR CARRIAGE CHECKS....562
10.4.3 ACCEPTANCE OF SPECIAL CARGO....563
10.4.4 ACCEPTANCE OF MAIL....572
10.5 PREPARE CARGO FOR TRANSPORT....574
10.5.1 CLOSING PALLETS WITH THE NET....574
10.5.2 WEIGHING OF CARGO AND MAIL....574
10.5.3 INFORMATION TO LOAD CONTROL....575
10.6 SEND SHIPMENT TO THE FLIGHT....576
10.6.1 SHIPMENTS FROM WAREHOUSE TO THE HOLD AREA FOR RAMP TRANSPORTATION....576
10.6.2 PREVENTING WATER DAMAGE....576
10.6.2 TRANSPORT FROM CARGO TERMINAL TO AIRCRAFT....576
10.7 HANDLING, LOADING AND UNLOADING....578
10.7.1 AVIH....578
10.7.2 PERISHABLES/FOODSTUFFS AND HATCHING EGGS (EAT AND HEG)....581
10.7.3 TIME AND TEMPERATURE-SENSITIVE HEALTHCARE PRODUCTS....584
10.7.4 HUMAN REMAINS (HUM)....586
10.7.5 HEAVY/OUTSIZED ITEMS....586
10.7.6 VALUBALE CARGO....587
10.7.7 WET CARGO....588
10.8 CARGO TRANSPORTATION IN THE PASSENGER CABIN....588

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10.9 CARGO AND MAIL SECURITY....588
11 DE-ICING/ANTI-ICING....589
11.1 GENERAL....589
11.1.2 BASIC SOURCES....589
11.1.3 CLEAN AIRCRAFT CONCEPT....590
11.1.4 APPLICABILITY....590
11.2 RESPONSIBILITIES....591
11.2.1 RESPONSIBILITIES OF DE-ICING/ANTI-ICING COMPANY....591
11.2.2 RESPONSIBILITY OF THE COMMANDER....592
11.3 FLUID HANDLING....594
11.3.1 DE-ICING/ANTI-ICING FLUIDS....594
11.3.2 FLUID STORAGE....595
11.3.3 PUMPING....596
11.3.4 FILLING PORTS AND TRANSFER LINES....596
11.3.5 HEATING....597
11.3.5 APPLICATION....597
11.3.6 DEGRADATION....597
11.3.7 TRANSPORT OF DE-ICING/ANTI-ICING FLUIDS....597
11.4 DE-ICING/ANTI-ICING PROCEDURES....598
11.4.1 EXTERNAL INSPECTION....598
11.4.2 CLEAR ICE PHENOMENON....598
11.4.3 CONTAMINATION CHECK....599
11.4.4 METHODS....601
11.4.5 SAFETY PRECAUTIONS....605
11.4.6 LIMITS....608
11.4.7 DE-ICING....609
11.4.8 ANTI-ICING....613
11.5 FINAL CHECK & NOTIFICATION....616
11.5.1 REQUIRED AIRCRAFT CONDITION....616
11.5.2 FLIGHT CONTROL CHECK....616
11.5.3 POST DE-ICING/ANTI-ICING CHECK (PDAC)....617
11.5.4 PRE-TAKE-OFF CHECK (FLIGHT CREW)....618
11.5.5 PRE-TAKE OFF CONTAMINATION CHECK....619

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11.5.6 NOTIFICATION AND RECORDING 619
11.6 APPROVED FLUIDS, APPLICATION & HOLDOVER TIME GUIDELINES 622
11.6.1 APPROVED DE-ICING/ANTI-ICING FLUIDS 622
11.6.2 FLUID APPLICATION TABLES 622
11.6.3 HOLDOVER TIME (HOT) 622
11.7 COMMUNICATION 626
11.7.1 IMPORTANCE OF GOOD COMMUNICATION 626
11.7.2 GROUND-TO-COCKPIT COMMUNICATION IN ENGLISH 626
11.8 QUALITY ASSURANCE PROGRAM 628
11.8.1 CHECK PROCEDURES FOR DE-ICING/ANTI-ICING FLUIDS 628
11.8.2 FLUID ACCEPTANCE AT DELIVERY 628
11.8.3 DE-ICING/ANTI-ICING VEHICLE FLUID CHECKS 628
11.8.4 LABORATORY CHECKS FOR FLUIDS 629
11.8.5 FIELD CHECK FOR FLUIDS 629
11.8.6 FLUID CHECK METHODS 629
11.8.7 SAMPLING PROCEDURE FOR DE-ICING/ANTI-ICING FLUIDS 631
11.9 SPECIAL PROCEDURES 633
11.9.1 FAN BLADE DE-ICING USING HOT AIR 633
11.9.2 REMOVAL OF LOCAL AREA CONTAMINATION (LOCAL FROST REMOVAL) 634
11.9.3 DE-ICING WITH OPEN PASSENGER DOOR 635
11.9.4 AIRCRAFT TYPE SPECIFIC REQUIREMENTS 636
11.9.5 AIRCRAFT TYPES – “NO SPRAYS” AREAS 637
11.10 SAFETY DURING AIRCRAFT DE-ICING/ANTI-ICING OPERATIONS 639
11.10.1 PERSONAL SAFETY 639
11.10.2 OPEN BASKET OPERATIONS 639
11.10.3 CLOSED BASKET OPERATIONS 639
11.11 REFERENCES AND DEFINITIONS 640
11.11.1 REFERENCES 640
11.11.2 DEFINITIONS & ABBREVIATIONS 640
11.11.3 WEATHER RELATED CONDITIONS 644
12 AIRCRAFT SPECIFIC DATA AND PROCEDURES 647
12.1. A320/A321 647

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12.1.1 AIRCRAFT WEIGHT 647
12.1.2. AIRCRAFT DIMENSIONS 647
12.1.3. HAZARD AREA 649
12.1.4. GROUND EQUIPMENT LOCATION 649
12.1.5 GROUND CLEARANCE 653
12.1.6. DOORS 655
12.1.7. HOLDS 660
12.1.8 LIVE ANIMALS 668
12.1.9 DRY ICE 669
12.1.10. LOPA 670
F FORMS 681
F1 DANGEROUS GOODS OCCURRENCE REPORT FORM 682
F2 NOTOC 684
F3 A320/321 LIR 685
F4 GROUND INCIDENT/ACCIDENT/DAMAGE REPORT FORM 687
F5 DG ACCEPTANCE LIST – NON-RADIOACTIVE 690
F6 LOADSHEET REPORT FORM_A 692
F7 SHIPPER'S DECLARATION 693
F8 COMPANY MATERIAL SHIPPING NOTICE 694
F9 ACCEPTANCE CHECKLIST FOR TIME AND TEMPERATURE SENSITIE HEALTHCARE PRODUCTS 695
F10 PETC ACCEPTANCE CHECKLIST 696
F11 AVIH ACCEPTANCE CHECKLIST 697
F12 LOADSHEET REPORT FORM 699
F13 MEDIF ATTACHMENT A 700
F14 MEDIF ATTACHMENT B 701
F15 FREMEC 703
F16 TABLE 2.3A 704
F17 CARGO MANIFEST 706
F18 ELECTRIC MOBILITY AID FORM 707
F19 DG POSTER 708
F20 AVIH Acceptance Checklist - Excess Baggage in the Hold 709
F21 DG ACCEPTANCE CHECK LIST – DRY ICE 711

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Copy Rights© Fly2Sky

LIST OF EFFECTIVE PAGES

LIST OF EFFECTIVE PAGES						
Page No	**Revision No**	**Revision Date**		**Page No**	**Revision No**	**Revision Date**
1.	00	06.02.2026		2.	00	06.02.2026
3.	00	06.02.2026		4.	00	06.02.2026
5.	00	06.02.2026		6.	00	06.02.2026
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59.	00	06.02.2026		60.	00	06.02.2026

UNCONTROLLED IF PRINTED

LIST OF EFFECTIVE PAGES

Page No	Revision No	Revision Date		Page No	Revision No	Revision Date
61.	00	06.02.2026		62.	00	06.02.2026
63.	00	06.02.2026		64.	00	06.02.2026
65.	00	06.02.2026		66.	00	06.02.2026
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117.	00	06.02.2026		**118.**	00	06.02.2026
119.	00	06.02.2026		**120.**	00	06.02.2026

UNCONTROLLED IF PRINTED

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LIST OF EFFECTIVE PAGES

Page No	Revision No	Revision Date		Page No	Revision No	Revision Date
121.	00	06.02.2026		122.	00	06.02.2026
123.	00	06.02.2026		124.	00	06.02.2026
125.	00	06.02.2026		126.	00	06.02.2026
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179.	00	06.02.2026		180.	00	06.02.2026

UNCONTROLLED IF PRINTED

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LIST OF EFFECTIVE PAGES

Page No	Revision No	Revision Date		Page No	Revision No	Revision Date
181.	00	06.02.2026		182.	00	06.02.2026
183.	00	06.02.2026		184.	00	06.02.2026
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239.	00	06.02.2026		240.	00	06.02.2026

UNCONTROLLED IF PRINTED

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LIST OF EFFECTIVE PAGES

Page No	Revision No	Revision Date		Page No	Revision No	Revision Date
241.	00	06.02.2026		242.	00	06.02.2026
243.	00	06.02.2026		244.	00	06.02.2026
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299.	00	06.02.2026		300.	00	06.02.2026

UNCONTROLLED IF PRINTED

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LIST OF EFFECTIVE PAGES

Page No	Revision No	Revision Date		Page No	Revision No	Revision Date
301.	00	06.02.2026		302.	00	06.02.2026
303.	00	06.02.2026		304.	00	06.02.2026
305.	00	06.02.2026		306.	00	06.02.2026
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359.	00	06.02.2026		360.	00	06.02.2026

UNCONTROLLED IF PRINTED

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LIST OF EFFECTIVE PAGES

Page No	Revision No	Revision Date		Page No	Revision No	Revision Date
361.	00	06.02.2026		362.	00	06.02.2026
363.	00	06.02.2026		364.	00	06.02.2026
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419.	00	06.02.2026		420.	00	06.02.2026

UNCONTROLLED IF PRINTED

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LIST OF EFFECTIVE PAGES

Page No	Revision No	Revision Date		Page No	Revision No	Revision Date
421.	00	06.02.2026		422.	00	06.02.2026
423.	00	06.02.2026		424.	00	06.02.2026
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479.	00	06.02.2026		480.	00	06.02.2026

UNCONTROLLED IF PRINTED

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LIST OF EFFECTIVE PAGES

Page No	Revision No	Revision Date		Page No	Revision No	Revision Date
481.	00	06.02.2026		482.	00	06.02.2026
483.	00	06.02.2026		484.	00	06.02.2026
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LIST OF EFFECTIVE PAGES

Page No	Revision No	Revision Date		Page No	Revision No	Revision Date
541.	00	06.02.2026		542.	00	06.02.2026
543.	00	06.02.2026		544.	00	06.02.2026
545.	00	06.02.2026		546.	00	06.02.2026
547.	00	06.02.2026		548.	00	06.02.2026
549.	00	06.02.2026		550.	00	06.02.2026
551.	00	06.02.2026		552.	00	06.02.2026
553.	00	06.02.2026		554.	00	06.02.2026
555.	00	06.02.2026		556.	00	06.02.2026
557.	00	06.02.2026		558.	00	06.02.2026
559.	00	06.02.2026		560.	00	06.02.2026
561.	00	06.02.2026		562.	00	06.02.2026
563.	00	06.02.2026		564.	00	06.02.2026
565.	00	06.02.2026		566.	00	06.02.2026
567.	00	06.02.2026		568.	00	06.02.2026
569.	00	06.02.2026		570.	00	06.02.2026
571.	00	06.02.2026		572.	00	06.02.2026
573.	00	06.02.2026		574.	00	06.02.2026
575.	00	06.02.2026		576.	00	06.02.2026
577.	00	06.02.2026		578.	00	06.02.2026
579.	00	06.02.2026		580.	00	06.02.2026
581.	00	06.02.2026		582.	00	06.02.2026
583.	00	06.02.2026		584.	00	06.02.2026
585.	00	06.02.2026		586.	00	06.02.2026
587.	00	06.02.2026		588.	00	06.02.2026
589.	00	06.02.2026		590.	00	06.02.2026
591.	00	06.02.2026		592.	00	06.02.2026
593.	00	06.02.2026		594.	00	06.02.2026
595.	00	06.02.2026		596.	00	06.02.2026
597.	00	06.02.2026		598.	00	06.02.2026
599.	00	06.02.2026		600.	00	06.02.2026

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LIST OF EFFECTIVE PAGES

Page No	Revision No	Revision Date		Page No	Revision No	Revision Date
601.	00	06.02.2026		602.	00	06.02.2026
603.	00	06.02.2026		604.	00	06.02.2026
605.	00	06.02.2026		606.	00	06.02.2026
607.	00	06.02.2026		608.	00	06.02.2026
609.	00	06.02.2026		610.	00	06.02.2026
611.	00	06.02.2026		612.	00	06.02.2026
613.	00	06.02.2026		614.	00	06.02.2026
615.	00	06.02.2026		616.	00	06.02.2026
617.	00	06.02.2026		618.	00	06.02.2026
619.	00	06.02.2026		620.	00	06.02.2026
621.	00	06.02.2026		622.	00	06.02.2026
623.	00	06.02.2026		624.	00	06.02.2026
625.	00	06.02.2026		626.	00	06.02.2026
627.	00	06.02.2026		628.	00	06.02.2026
629.	00	06.02.2026		630.	00	06.02.2026
631.	00	06.02.2026		632.	00	06.02.2026
633.	00	06.02.2026		634.	00	06.02.2026
635.	00	06.02.2026		636.	00	06.02.2026
637.	00	06.02.2026		638.	00	06.02.2026
639.	00	06.02.2026		640.	00	06.02.2026
641.	00	06.02.2026		642.	00	06.02.2026
643.	00	06.02.2026		644.	00	06.02.2026
645.	00	06.02.2026		646.	00	06.02.2026
647.	00	06.02.2026		648.	00	06.02.2026
649.	00	06.02.2026		650.	00	06.02.2026
651.	00	06.02.2026		652.	00	06.02.2026
653.	00	06.02.2026		654.	00	06.02.2026
655.	00	06.02.2026		656.	00	06.02.2026
657.	00	06.02.2026		658.	00	06.02.2026
659.	00	06.02.2026		660.	00	06.02.2026

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LIST OF EFFECTIVE PAGES						
Page No	**Revision No**	**Revision Date**		**Page No**	**Revision No**	**Revision Date**
661.	00	06.02.2026		662.	00	06.02.2026
663.	00	06.02.2026		664.	00	06.02.2026
665.	00	06.02.2026		666.	00	06.02.2026
667.	00	06.02.2026		668.	00	06.02.2026
669.	00	06.02.2026		670.	00	06.02.2026
671.	00	06.02.2026		672.	00	06.02.2026
673.	00	06.02.2026		674.	00	06.02.2026
675.	00	06.02.2026		676.	00	06.02.2026
677.	00	06.02.2026		678.	00	06.02.2026
679.	00	06.02.2026		680.	00	06.02.2026
681.	00	06.02.2026		682.	00	06.02.2026
683.	00	06.02.2026		684.	00	06.02.2026
685.	00	06.02.2026		686.	00	06.02.2026
687.	00	06.02.2026		688.	00	06.02.2026
689.	00	06.02.2026		690.	00	06.02.2026
691.	00	06.02.2026		692.	00	06.02.2026
693.	00	06.02.2026		694.	00	06.02.2026
695.	00	06.02.2026		696.	00	06.02.2026
697.	00	06.02.2026		698.	00	06.02.2026
699.	00	06.02.2026		700.	00	06.02.2026
701.	00	06.02.2026		702.	00	06.02.2026
703.	00	06.02.2026		704.	00	06.02.2026
705.	00	06.02.2026		706.	00	06.02.2026
707.	00	06.02.2026		708.	00	06.02.2026
709.	00	06.02.2026		710.	00	06.02.2026
711.	00	06.02.2026		712.	00	06.02.2026
713.				714.		
715.				716.		
717.				718.		
719.				720.		

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P. PREFACE

P1. DISTRIBUTION LIST

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P2. LIST OF ABBREVIATIONS

Abbreviation	Explanation
A/C	Aircraft
ACARS	Aircraft Communications Addressing and Reporting System
ACMI	Aircraft, Crew, Maintenance and Insurance (lease)
ACU	Air Conditioning Unit
ADL	Additions and Deletions List
AGM	Aircraft Ground Movement (ISAGO)
AHM	IATA Airport Handling Manual
AIRIMP	IATA Reservations Interline Procedures
AMM	Aircraft Maintenance Manual
AOC	Air Operator Certificate
AOG	Aircraft On Ground
AOXY	Airline-Supplied Oxygen (during a flight)
API	Advanced Passenger Information
APU	Auxiliary Power Unit
ASU	Air Start Unit
ATA	Actual Time of Arrival
ATC	Air Traffic Control
ATD	Actual Time of Departure
ATR	Automatic Tag Reader
AVIH	Animal Vivant in Hold (Live Animal in Hold)
AWB	Air Waybill
BAL	Balance
BI	Basic Index
BIG	Outsized Cargo
BHS	Baggage Handling System
BLND	Blind passenger (specify if accompanied by seeing eye dog)
BRM	IATA Baggage Reference Manual
BRS	Baggage Reconciliation System
BW or BEW	Basic Mass or Basic Empty Mass
CAA	Civil Aviation Authority
CAO	Cargo Aircraft Only
CBBG	Cabin Seat Baggage
CCM	CCM Cabin Crew Member
CCTV	Closed-Circuit Television
CFSS	Cargo Fire Suppression System
CG	Center of Gravity
CGO	Cargo Operations (IOSA)
CGM	Cargo and Mail Handling (ISAGO)
CLC	Central Load Control
CLS	Cargo Loading System/Cargo Loading Control panels
CMM	Component Maintenance Manual
COMAIL	Company Mail
COMAT	Company Material

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CPM	Container Pallet Message
CPT	Compartment
CUTE	Common Use Terminal Equipment
DAA	Delivery At Aircraft
DCS	Departure Control System
DEAF	Deaf passenger (specify if accompanied by service animal)
DEPA	Accompanied Deportee
DEPO	Deportee
DIP	Diplomatic Mail
DG	Dangerous Goods
DGSL	Dangerous Goods and Special Loads
DGR	Dangerous Goods Regulations
DIV	Aircraft Diversion Message
DLI	Dead Load Index
DLW	Dead Load Weight
DOI	Dry Operating Index
DOW	Dry Operating Weight
DPNA	Disabled passenger with intellectual or developmental disability needing assistance
EAT	Foodstuffs / eatable materials for human or animal consumption
EBT	Electronic Baggage Tag or Electric Baggage Tug
EDP	Electronic Data Processing
EFB	Electronic Flight Bag
EIC	Equipment in Compartment
END	Endurance
ERA	Equipment Restraint Area
ERP	Emergency Response Plan
ESAN	Emotional Support Animal (passenger with emotional support animal in cabin)
ETA	Estimated/Expected Time of Arrival
ETL	Electronic Ticket List
EZFW	Estimated Zero Fuel Weight
FIDS	Flight Information Display System
FIM	Flight Interruption Manifest
FPU	Fixed Power Unit
FREMEC	Frequent Traveler's Medical Card
FOB	Fuel Onboard
FOD	Foreign Object Debris
FSZ	Fueling Safety Zone
GADM	Global Aviation Data Management
GHSP	Ground Handling Services Provider
GMC	Ground Movement Control
GOG	Ground Operations Group (IATA ground operations advisory body)
GOM	Ground Operations Manual
GOS	Ground Operations Standards (IATA ground opertions working group)
GOSARP	ISAGO Standards and Recommended Practices

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GOSM	ISAGO Standards Manual
GPS	Global Positioning System
GPU	Ground Power Unit
GSE	Ground Service Equipment
HEA	Heavy item/load (over 150 kg)
HEPA	High-Efficiency Particulate Air (HEPA) filters
HOTAC	Hotel Accommodation
HPBT	Home-Printed Baggage Tag
HUM	Human remains in coffins
IATA	International Air Transport Association
ICAO	International Civil Aviation Organization
ICAO CART	The International Civil Aviation Organization (ICAO) Council Aviation Recovery Taskforce
ICAO TI	ICAO Technical Instructions
ICE	Dry Ice
ICHM	IATA Cargo Handling Manual
IDQP	IATA Drinking-water Quality Pool
IDX	IATA Incident Data Exchange
IFE	In-Flight Entertainment
IFQP	IATA Fuel Quality Pool
IGOM	IATA Ground Operations Manual
IMP	Interline Message Procedures
INAD	Inadmissible Passenger
IOSA	IATA Operational Safety Audit
IoT	Internet of Things
IPA	Isopropyl Alcohol solution
IPM	IOSA Program Manual
IRM	IATA Reference Manual for Audit
ISAGO	IATA Safety Audit for Ground Operations
ISARPs	IOSA Standards and Recommended Practices
ISM	IOSA Standards Manual
ISO	International Organization for Standardization
ISSA	IATA Standard Safety Assessment
JAA	Joint Aviation Authorities
JIG	Joint Inspection Group
KG	Kilogram(s)
KPI	Key Performance Indicator(s)
LAR	IATA Live Animal Regulations
LAW	Landing Weight
LDM	Load Message or Load Departure Message
LEGB	Legs in cast—for passengers with both legs in a full cast, (only to be used in conjunction with SSR code MEDA).
LEGL	Leg in cast—for passengers with a left leg in a full cast or fused knee, (only to be used in conjunction with SSR code MEDA).
LEGR	Leg in cast—for passengers with a right leg in a full cast or fused knee, (only to be

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	used in conjunction with SSR code MEDA).
LEP	List of Effective Pages
LI	Lithium-Ion
LIR	Loading Instruction Report
LMC	Last Minute Changes
LOD	Load Control (ISAGO)
LPM	Load Planning Message
LSA	Loadsheet Agent
MAC	Mean Aerodynamic Chord
MAAS	Meet and Assist
MAG	Magnetized Materials
MCT	Minimum Connecting Time
MEDA	Passenger Requiring Medical Assistance (airline medical clearance may be required)
MEDIF	IATA Medical Information Form
MLG	Main Landing Gear
MLW	Maximum Landing Weight
MRZ	Machine Readable Zone
MTOW	Maximum Takeoff Weight
MVT	Aircraft Movement Message
MZFW	Maximum Zero Fuel Weight
NAA	National Aviation Authority
NLG	Nose Landing Gear
NOTOC	Notification to Captain
OCC	FLY2SKY Operations Control Center
ODLN	ULD Operational Damage Limits Notice
OEM	Original Equipment Manufacturer
OIR	Offloading Instruction Report
OHSC	Overhead Stowage Compartment
OOG	Out-of-Gauge (oversized baggage)
OPC	IATA Operations Committee – now known as Safety, Flight and Ground Operations Advisory Council (SFGOAC)
PAB	Passenger and Baggage Handling (ISAGO)
PAX	Passenger seats occupied (by class)
PBB	Passenger Boarding Bridge
PC	Piece Concept
PCA	Preconditioned Air
PCR	IATA Perishable Cargo Regulations
PDU	Power Drive Unit
PED	Perishable Cargo
PETC	Pet in Cabin
PIC	Pilot-in-Command
PIL	Passenger Information List
PNL	Passenger Name List
PNR	Passenger Name Record

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POC	Portable Oxygen Concentrator
PPE	Personal Protective Equipment
PPM	Passenger Protection Message or Policy and Procedure Manual
PPU	Powered Push Unit
PRM	Passenger with Reduced Mobility
PSCM	IATA Passenger Standards Conference Manual
PSM	Passenger Service Message
PTL	Passenger Transfer List
PTM	Passenger Transfer Message
PTS	Precision Time Schedule
PWD	Passenger With Disabilities
QA	Quality Assurance
QC	Quality Control
RCA	Root Cause Analysis
SAG	Safety Action Group
SARP	Standards and Recommended Practices
SDS	Safety Data Sheet
SeMS	IATA Security Management System Manual
SFGOAC	IATA Safety, Flight and Ground Operations Advisory Council (formerly the IATA Operations Committee)
SGHA	Standard Ground Handling Agreement
SI	Supplementary Information
SLA	Service Level Agreement
SLS	Statistical Load Summary
SME	Subject Matter Expert
SMS	Safety Management System
SOM	Seats Occupied Message
SOP	Standard Operating Procedure
SP	Special Meal
SRA	Safety Risk Assessment
SRB	Safety Review Board
SSP	State Safety Program
SSR	Special Service Request
STCR	Stretcher Passenger
SVAN	Service animal (passenger with service animal in cabin)
TACT	IATA Air Cargo Tariff and Rules
TCR	IATA Temperature Control Regulations
TI	Transportation Index
TIM	Travel Information Manual
TIMATIC	Travel Information Manual Automatic
TG	Technical Group
TM	Training Manual
TOR	Terms Of Reference
TOW	Takeoff Weight
TR	Temporary Revision

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TWL	Towbarless Tractor
TWT	Towbar Tractor
UCM	ULD Control Message
ULD	Unit Load Device
ULDR	IATA Unit Load Devices Regulations
UM	Unaccompanied Minor
UPU	Universal Postal Union
UTM	IATA Unit Load Devices Technical Manual
VAL	Valubale Cargo
VHF	Very High Frequency
WCBD	Wheelchair (non-spillable battery)
WCBW	Wheelchair (wet cell battery)
WCH	Wheelchair
WCHC	Wheelchair (C for Cabin Seat)
WCHR	Wheelchair (R for Ramp)
WCHS	Wheelchair (S for Steps)
WCLB	Wheelchair—Lithium ion battery
WCMP	Wheelchair (manual power)
W&B	Weight and Balance
WHO	World Health Organization
ZFW	Zero Fuel Weight

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P3. DEFINITIONS

Definition	Explanation
Acceptance check list	A document used to assist in carrying out check on the external appearance of packages of Dangerous Goods and their associated documents to determine that all appropriate requirements have been met.
Accident	An occurrence associated with the operation of an aircraft which takes place between the time any person boards the aircraft with the intention of flight until such time as all such persons have disembarked, in which: a. A person is fatally or seriously injured as a result of: • Being in the aircraft, or • Direct contact with any part of the aircraft, including parts that have become detached from the aircraft, or • Direct exposure to jet blast, *Except* when the injuries are from natural causes, self-inflicted or inflicted by other persons, or when the injuries are to stowaways hiding outside the areas normally available to the passengers and crew; or b. The aircraft sustains damage or structural failure which: • Adversely affects the structural strength, performance or flight characteristics of the aircraft, and • Would normally require major repair or replacement of the affected • component, Except for engine failure or damage, when the damage is limited to a single engine, (including its cowlings or accessories), to wingtips, antennas, probes, vanes, tires, brakes, wheels, fairings, panels, landing gear doors, windscreens, the aircraft skin (such as small dents or puncture holes), or for minor damages to main rotor blades, tail rotor blades, landing gear, and those resulting from hail or bird strike (including holes in the radome); or the aircraft is missing or is completely inaccessible.
Accountability	The obligation or willingness to accept responsibility for the execution or performance of an assigned function, duty, task or action; implies being answerable (i.e., accountable) to a higher authority for ensuring such responsibility is executed or performed.
Act of Unlawful Interference	Any act or attempted act that may jeopardize the security of civil aviation, including but not limited to: a) Unlawful seizure of aircraft b) Destruction of aircraft in service c) Hostage-taking on board an aircraft or at an airport

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	d) Forcible intrusion on board an aircraft, at an airport or on the premises of a related civil aviation facility e) Introduction on board an aircraft or at an airport of a weapon, a hazardous device or material intended for criminal purposes f) Use of an aircraft in service for the purposes of causing death, serious bodily injury, or serious damage to property or the environment g) Communication of false information that jeopardizes the safety of an aircraft in flight or on the ground, or the safety of passengers, crew, ground personnel or the public, at an airport or on the premises of a related civil aviation facility
Adult	Persons over the age of 12 years and may be classified as male or female.
Ad Hoc Flight	Flight performed for one specific purpose
Agent	Handling Agent's employee carrying out duties on behalf of FLY2SKY
Aircraft Boarding	Ground agents will make appropriate boarding announcements, conduct final passenger screening and document verification and provide a final passenger manifest and customs documentation to the aircraft crew. If passengers must be bussed to the aircraft or otherwise be compelled to walk on the ramp, ground agents will ensure passenger safety whilst on the ramp.
Aircraft Disembarkation	Ground staff will receive any inbound customs paperwork and accept arriving passengers at the aircraft and facilitate their transfer to the terminal building, dealing as necessary with issues arising from inbound delay or cancellation of connecting flights.
Aircraft Cleaning	The cabin, lavatories and galley counter surfaces will be cleaned. Garbage containers will be emptied and the contents removed from the aircraft. Toilets will be restocked. Passenger comfort items such as pillows and blankets will be replaced as required and, where applicable, newspapers will be brought on board.
Aircraft Damage	Damage is frequently caused by ground support equipment striking the aircraft. Installation of safety devices, such as proximity switches and auto-levellers on airbridges and appropriate use of a guide whilst manoeuvring vehicles in proximity of the aircraft will help avoid such damage.
Aircraft Handling	Aircraft Handling consists of: • Load Control • Ramp Handling • Handling of Special Load and Dangerous Goods.
Airside Safety	Activities and measures to avoid injuries to personnel and passengers, and/or minimize damage to equipment and property.
Cargo barrier net	Aircraft designed for carriage of goods or property but not passengers.
Area Load	Maximum amount of load that can be loaded on a specific area.

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BIG (or OHG)	An item loaded on two or more pallets or which, due to size or weight, requires special handling/equipment for loading and off-loading
Bulk	Loading piece by piece
Bulkhead	A rigid partition.
Cargo aircraft	A crash net installed between flight deck and cabin on cargo aircraft.
Catering supplier	Means the entity supplying in-flight meals to FLY2SKY
CAUTION	Indicates actions to be taken to avoid equipment and/or property damage
Chocking and Connection/Disconnection of Ground Services	Once the aircraft is on-stand, wheel chocks will be inserted and external services such as passenger bridge(s) or boarding stairs, ground electrical service and ground air conditioning units will be positioned or connected as required. As the departure time approaches, these items will be disconnected and removed as directed by the flight crew.
Compartment	Space designated within a hold. One or several compartments make up a hold. Reference: Hold
Crushable load	Buffer load with low-density cargo.
Dangerous Goods accident	An occurrence associated with and related to the transport of dangerous goods by air which results in fatal or serious injury to a person or major property or environmental damage.
Dangerous goods	Articles or substances which are capable of posing a risk to health, safety, property or the environment and which are shown in the list of dangerous goods in the Technical Instructions or which are classified according to those Instructions.
Dangerous Goods in Excepted Quantities	Very small quantities of Dangerous Goods transported in such a manner that they may be excepted from the marking, labelling and documentation requirements of the IATA Dangerous Goods Regulations (DGR). Such Dangerous Goods are marked with a special label and included in the general cargo figure.
Dangerous Goods incident	An occurrence, other than a dangerous goods accident associated with and related to the transport of dangerous goods by air, not necessarily occurring on board an aeroplane, which results in injury to a person, property or environmental damage, fire, breakage, spillage, leakage of fluid or radiation or other evidence that the integrity of the packaging has not been maintained. Any occurrence relating to the transport of dangerous goods which seriously jeopardizes an aeroplane or its occupants is also deemed to be a dangerous goods incident.
Dangerous Goods Transport document (Shipper's Declaration)	Document(s) prepared by a consignor or shipper to certify that the dangerous goods being transported have been packaged, labelled, and declared in accordance with the standard international shipping regulations
Dead Head Crew (DHC)	Crew members who are travel to or from their duty station as passengers, to take up or terminate their flight duty, and are listed on the General Declaration for immigration/

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	governmental reasons.
De-/anti-icing	Procedure for the removal/build-up of snow, ice, frost or other contamination from the aircraft.
Departure Control System (DCS)	Computerized systems used for automated processing of Load Control documentation.
Dolly	A small platform type vehicle equipped with rollers used to convey or move aircraft Unit Load Devices on the ground.
Fifth pod	Spare engine transported under the wing of an aircraft.
Fissile materials	Certain radioactive materials (certain types of Uranium and Plutonium) in which (in addition to emitting certain types of radiation) the atoms are capable of being split by neutron radiation, thereby producing fission products and releasing energy in the form of heat, gamma radiation and further neutron radiation. If a sufficient quantity of fissile material is assembled in one place and under certain conditions, this further neutron radiation can split more atoms of the fissile material and a nuclear chain reaction may develop (Reference: Radioactive materials, below).
Floating pallet	A Unit Load Device, including its load, which is positioned over at least two pallet positions and is not secured by the pallet locking devices of the ULD restraint system, but is restrained to the aircraft structure by means of tie-down fittings and lashings.
Fly away kit	Unit used to start the engines of an aircraft when no ground power unit is available. Carried in a compartment to certain destinations.
Freight container	A freight container is an article of transport equipment for radioactive materials, designed to facilitate the transport of such materials, either packaged or unpackaged, by one or more modes of transport.
G-force	Force acting on the "load" with a certain intensity.
Handling agent	An agency, which performs some or all of the latter's functions including receiving, loading, unloading, transferring or other processing of passengers or cargo on behalf of the operator.
Hold	The space confined by ceiling, floor, walls, bulkhead and door, used for carrying load. A hold can consist of one or several compartments. Reference: Compartment
IATA Dangerous Goods Regulations (DGR)	The IATA Dangerous Goods Regulations are published by the IATA Dangerous Goods Board and constitute a manual of industry carrier regulations to be followed by all IATA member airlines.
IATA Live Animals Regulations (LAR)	The IATA Live Animals Regulations contains the latest changes that have been approved by the IATA Live Animals & Perishables board as the law for transport of live animals.
ICAO-TI	The ICAO Technical Instructions for the safe transport of Dangerous Goods by air.
Index	A mathematical expression for the moment of the aircraft relative to a selected point on the longitudinal axis. It is used for determining the centre of gravity of the loaded aircraft: • Basic Index (BI) refers to Basic Mass (BM). • Dry Operating Index (DOI) refers to Dry Operating Mass (DOM). • Loaded Index refers to the actual

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Large Capacity Aircraft	Also known as High Capacity or Wide-Body, e.g. 747, 767, DC 10, A330/340, MD11 and L-1011 (Tristar).
Load Control	Activities within Mass and Balance Control System, that ensure optimum utilization of the aircraft based on operational safety requirements.
Load Control documentation	A series of documents and actions to show the actual loaded state of the aircraft.
Load Master Load Supervisor	Accordingly trained person responsible to load and secure cargo at the anticipated places according to LIR and in predefined sequence. Could also act as Load Planner if properly trained.
Load Planner	Accordingly trained person responsible for LIR preparation for approval by PF and Electronic Loadsheet preparation ensuring CG remains within operational limits. Within Ground Handling provider could be Load master (Loading Supervisor), Flight Coordinator or relevant.
Local	The term "local" refers to a local station in contrast to “central” that refers to the division/unit.
Longitudinal	Parallel with aircraft nose-tail direction.
Maintmat	First priority service cargo, which may never be refused or offloaded in favor of other load.
Marshalling	To guide an aircraft to a parking stand by hand signals.
Mass and Balance	Equivalent to the term Mass and Balance used in the GOM and AHM manuals.
Nominated Post Holder(s)	The person(s) responsible for Flight Operations, Maintenance, Crew Training and Ground Operations.
NOTAM	Temporary revisions to Route Manual.
Off-block	Departure time, i.e. the moment the aircraft starts moving from its parking stand by its own power or by help of push-back tractor or equivalent.
On-block	Arrival time, i.e. the moment the aircraft comes to a standstill at its parking stand after landing.
Operations office	Airport function in charge of providing and coordinating all services to the aircraft and passengers, including marshalling, positioning of chocks, passengers steps, fuel and cleaning provision, passenger registration and transportation to aircraft, baggage loading/unloading and delivery to airport terminal conveying belts
Operations Control Center	FLY2SKY own centre that provides meteorological information, prepares flight plan, briefing information the crew and monitors progress of the flight.
Outsized items (BIG, OHG)	Items, which exceed pallet positions in a Cargo aircraft.
Overpack	An enclosure (for example a larger package or wooden pallets) used by a single shipper to contain one or more packages and to form one handling unit for convenience of handling and stowage.
Package	The complete product of the packing operation consisting of the packaging and its contents prepared for transport.

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Packaging	Receptacles and any other components or materials necessary for the receptacle to perform its containment function and to ensure compliance with the packing requirements.
Ground Handling Agent	Agent providing to FLY2SKY services related to passengers. He also acts as Lost and Found Agent.
Piggy back	Pallets or containers transported on top of pallet installed in loading system.
Procedures	Instructions and rules how to proceed to achieve set requirements.
Propper shipping name	The name to be used to describe a particular article or substance in all shipping documents and notifications and, where appropriate, on packaging.
Pushback	Where required, ground equipment will be utilized to move the aircraft off stand at departure.
Radioactive materials	Articles or substances, which spontaneously and continuously emit certain types of radiation (alpha, beta, gamma, X-ray and neutron) which can be harmful to health or other materials but which cannot be detected by any of the human senses (sight, hearing, smell, touch)
Ramp Agent	Agent who provides ramp related services to FLY2SKY. He also acts as Loading Supervisor i.e. the person responsible for the aircraft having been loaded in conformity with the loading instructions, by means of his signature on the Loading Instructions form.
Ramp Handling	All aircraft handling activities performed on the ramp in connection with arrival and departure. Some aircraft handling activities are referred to as aircraft servicing.
Ramp safety	General safety precautions for different services during a turn-around.
Requirements	A level of performance, that consists of authority requirements and company policies.
Refuelling	Aircraft will be refuelled to the requirements of the outbound flight as specified by the Pilot in Command or, in his absence, by the dispatcher. Specific protocols are in place in the event that refuelling is to be accomplished with passengers remaining on board.
Serious injury	An injury which is sustained by a person in an accident and which: • requires hospitalization for more than 48 hours, commencing within seven days from the date the injury was received; or • results in a fracture of any bone (except simple fractures of fingers, toes ore • nose); or • involves lacerations which can cause severe haemorrhage, nerve, muscle or • tendon damage; or • involves injury to any internal organ; or • involves second or third degree burns, or any burns affecting more than 5% of • the body surface; or • involves verified exposure to infectious substances or injurious radiation.
Signalling	To make visual guidance/information to flight crew when required.

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Special Load and Dangerous Goods	• Special Load is load, which, due to its nature or value, requires special attention and treatment during the process of acceptance, storage, transportation, loading and unloading. • Dangerous goods (DG) are articles or substances which are capable of posing a risk to health, safety, property or the environment and which are shown in the list of dangerous goods in IATA DG Regulations or which are classified in IATA Dangerous Goods Regulations (IATA-DGR).
Standard Operating Procedures	General (system wide) instructions for how to perform operative tasks/processes.
State of Origin	The Authority in whose territory Dangerous Goods were first loaded on an aircraft.
Station	The term “station” refers to an “airport”. An airport, may, however, occasionally be divided into several stations.
Station Manager	Means the person who provides and arranges all activities and services required by FLY2SKY on an airport, and who assures that they are compliant with FLY2SKY specifications, as contained in the manual.
Supervisory Agent	Means a person who, in force of a Supervision Agreement with FLY2SKY, is responsible for supervising and co-coordinating services contracted by FLY2SKY with third parties
Swimming pallet	See "Floating pallet" above.
Technical crew	Flight deck crew and Flight/Station Engineer travelling on duty.
Technical instructions	The latest effective edition of the Technical Instructions for the Safe transport of Dangerous Goods by Air (Doc 9284-AN/905), including the Supplement and any Addendum, approved and published by decision of the Council of the International Civil Aviation Organization (ICAO).
Toilet and water service	Toilet waste holding tanks will be emptied and serviced as required. Potable water tanks will be refilled
Top up	Additional load may be added because capacity is still available.
Towing	Movement of an aircraft to or from a maintenance facility, a remote parking stand or from one gate to another will be accomplished on an "as required" basis.
Transfer load	Passengers or dead load, which travel from point of origin A to destination C with change of flight at point B.
Transit flight	A flight, which makes intermediate, stops along the route.
Transport index (TI)	A number assigned to a package, overpack or freight container used to provide control over radiation exposure. It is also used to establish categories for labelling, to determine whether transport under exclusive use is required; to establish spacing requirements during storage in transit, and to define the number of packages allowed in a freight container or aboard an aircraft.
Transversal	90 degrees to aircraft nose-tail direction.
UN Number	The four-digit number assigned by the United Nations Committee of Experts on the Transport of Dangerous Goods to identify a substance or a particular group of substances.

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Unit Load Device	Any type of aircraft container, aircraft pallet with a net or aircraft pallet with a net over an igloo.
UN specifications markings	Indicates that the packaging, which bears the marking, corresponds to a successfully tested design type and that it complies with the requirements of the IATA DGR.
WARNING	Indicates actions to be taken to avoid serious or fatal injuries to personnel and/or passengers.
Mass and Balance	Used in the GOM and AHM manuals.
Wingman	A person who visually controls that there is wing/tail clearance of obstacles or equipment in connection with aircraft movement.
Vehicle collision	There are numerous vehicles, serving different purposes, moving in close proximity to the aircraft and to each other. Ramp conditions, distraction or inattention and failure to use a guide where appropriate, can all lead to collision.

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0. ADMINISTRATION AND CONTROL

0.1 INTRODUCTION

GRH 1.6.1, CGO 1.6.1; CAT.GEN.MPA.200 (D)

The instructions provided in this Ground Operations Manual are issued by the FLY2SKY Ground Operations Department. The Ground Operations Manual contains the operational policies, processes, procedures and other information necessary for ground and cargo handling personnel to perform their duties and be in compliance with applicable regulations, laws, rules and standards of the FLY2SKY. They are intended to serve as comprehensive guidelines for ground handling and cargo agents acting on behalf of FLY2SKY, outlining the procedures for the handling of passengers, baggage, cargo, aircraft, and crew.

The Ground Operations Manager holds overall responsibility for the content, updates, and maintenance of the Ground Operations Manual. This includes the preparation, issuance, and distribution of amendments and revisions as necessary. The manual is subject to approval by the Director General of Civil Aviation (DG CAA).

Ground Operations Manual contains legible accurate information and guidelines for passengers, baggage and cargo handling, security and emergency Its content is developed based on FLY2SKY policies, aviation authority regulations, and aircraft manufacturer guidelines. While regulations provide a foundation, the manual emphasizes that they cannot replace sound judgment, and personnel shall act with discretion to ensure safety.

NOTE: Where applicable FLY2SKY adapts its procedure to comply with local regulations.

Each person who performs duties in the scope of ground and cargo operations must:

- Adhere to the procedures in the manner outlined, but nothing herein shall be considered as limiting personnel from acting on their best judgment to safeguard life and property;
- Not to transmit or reveal any of its contents in any manner to persons not associated with FLY2SKY;
- Keep the manual up to date by immediately inserting all revisions Guard it from damage or loss;
- If the holder is transferred or his service terminates, the manual must be delivered to his supervisor for return to FLY2SKY.

The GOM aligns with other key operational manuals, including the Operations Manual – A, Security Programme, and IATA manuals such as the Airport Handling Manual (AHM), IGOM and Dangerous Goods Regulations (DGR).

Holders of this manual are requested to keep it updated and in good conditions.

FLY2SKY ensures that the current edition of the Ground Operations Manual (GOM) is readily available at all locations where ground and cargo handling activities are performed. The current GOM issue and Notice to Ground Handlers (if any) are distributed by the Ground Operations Department in the electronic version via Centrik, or e-mail (when the provider has no access to Centrik), to each ACMI partner, ground handling/cargo service provider. The Ground Operations Manager reviews the distribution list monthly to ensure all stakeholders have the latest version.

When the GOM is distributed via email, recipients shall provide an acknowledgement of receipt by email no later than the effective date of the manual. GRH 1.6.2

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It is the responsibility of Lessee to ensure that FLY2SKY's GOM is shared with all relevant Ground/Cargo handling agents and Lessee personnel involved in operations.

During audits and on-site inspections, FLY2SKY shall verify that the GOM is accessible at each station where ground and cargo handling are carried out on FLY2SKY aircraft.

The Ground Operations Manual has a Revision Number and a List of effective pages which enable copyholders to check whether their copy of the manual is up to date.

Specific terms and definitions are explained at the beginning of the manual or section to which they are applicable.

When used in the Ground Operations Manual the following terms shall have the meaning outlined below:

"Shall" or an action verb in the imperative sense means that the application of a rule or procedure or provision is mandatory ("must" is used as an alternative to "shall").
"Should" means that the application of a procedure or provision is recommended.
For simplification and brevity, the pronoun "he" is used throughout this manual although references in the text apply to both male and female crew members and other operations personnel. Where appropriate, the pronoun "she" should be inferred or assumed.

0.1.1 FLY2SKY RECORDS AND DOCUMENTATION SYSTEM

GRH 1.5.3, CGO 1.5.3, CGO 1.7.1, GRH 1.7.1

For a detailed description of the DOCUMENTATION SYSTEM ref. CMM Ch. 2

FLY2SKY Records System is defined CMM Chapter 2. Ground Operations Manager is responsible for management and control of ground handling and cargo records.

The following records are retained:

Document	Stored in	Retention Period
NOTOC (Notification of special loads including dangerous goods)	EFBOne	3 months
Signed Operational flight plan	EFBOne	3 months
DCS System verification	Centrik	5 years
Load Sheet, LIR, LMC and any other mass & balance document used in preparation of the flight	EFBOne	3 months
Training / qualification records of personnel for whom an approved training program is required	Centrik	Last 2 training records
Cargo Manifest	EFBOne	3 months
DG Acceptance check list	Centrik	3 months
DG Declaration	Centrik	3 months
DG Transport document	Centrik	3 months

0.1.2 DATABASE BACKUP

CGO 1.7.2, GRH 1.7.2

Refer to CMM 2.2.6

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0.2 AIM AND SCOPE OF GROUND OPERATIONS MANUAL

CGO 1.6.1, GRH 1.6.1

The FLY2SKY Ground Operations Manual (GOM) has been designed and based on IATA IGOM for the use and guidance of all FLY2SKY operations staff to ensure that all commercial flights are executed in accordance with its policies and requirements. The main purpose of the GOM is to provide:

- Directions for safe ground handling and cargo operations of all aircraft operating under FLY2SKY AOC;
- Procedures and guidelines for customer service.

Ground Operations Manager is responsible for continuous maintaining, acceptance of updates, issuance and insertion of amendments and revisions. Whenever a new standard/regulation is published, Ground Operations Manager has to review it and update the GOM.

A full review of the Ground Operations Manual is performed annually and includes updates against applicable rules/regulations and standards/procedures from the current editions of IGOM, IATA AHM, IATA DGR, IATA LAR, IATA PCR and etc, and any other relevant industry documents on which the manual is based.

The Ground Operations Manager is responsible for procuring the updated IATA manuals at the end of each year to allow sufficient time for review and preparation of the revised GOM. The process includes:

1. Purchasing the updated IATA manuals via the IATA Store well in advance;
2. Reviewing all updates and amendments;
3. Preparing the new revision of the GOM;
4. Submitting the revised GOM to the CAA for approval;
5. Following approval, distributing the revised GOM to relevant parties via Centrik;
6. Monitoring staff acknowledgment: if the GOM is not “marked as read” within 7 days, a “late reader” reminder is sent by the Ground Operations Manager;
7. Revising audit and inspection checklists to align with the new standards and procedures.

Whenever a new EASA requirement is issued, the FLY2SKY Compliance Department receives a notification via Centrik. The Compliance Department reviews the requirement and informs the responsible manager. If the requirement pertains to ground or cargo operations, it is forwarded to the Ground Operations Manager for detailed assessment. Should the requirement not already be reflected in the GOM, the Compliance Department will request the necessary actions to ensure its incorporation.

All personnel involved in ground handling and cargo shall have easy access to and shall be well familiar with the contents and instructions of those parts of the GOM which are relevant to their duties. Therefore, the read and sign policy shall apply.

All concerned personnel have to be trained, qualified and familiar with all instructions pertaining to the duties they perform. Safety relevant instructions shall be strictly adhered to. Services are not specified in every detail if it is understood that the procedures for such services are general practice and are performed according to industry standards. In any situation for which no provision is given in the GOM, the ground handling and cargo agent shall follow its own standard practices and procedures, provided they comply with the applicable IATA regulations. For services having a safety aspect (e.g. dangerous goods handling), the handling agent shall use the applicable industry manual for further reference. (e.g. IATA DGR manual).

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0.2.1 IGOM ADOPTION POLICY

GRH 1.6.9

The Ground Operations Manager, or a designated representative, shall conduct a comprehensive gap analysis between the FLY2SKY Ground Operations Manual (GOM) and the latest edition of the IATA Ground Operations Manual (IGOM) to ensure the following:

- All internal procedures are aligned with the applicable operational standards outlined in the IATA IGOM. This analysis shall be repeated with the release of each new IGOM revision.
- Any identified deviations or procedural differences from the IGOM shall be promptly communicated to all relevant operational personnel, including those involved in outsourced functions.

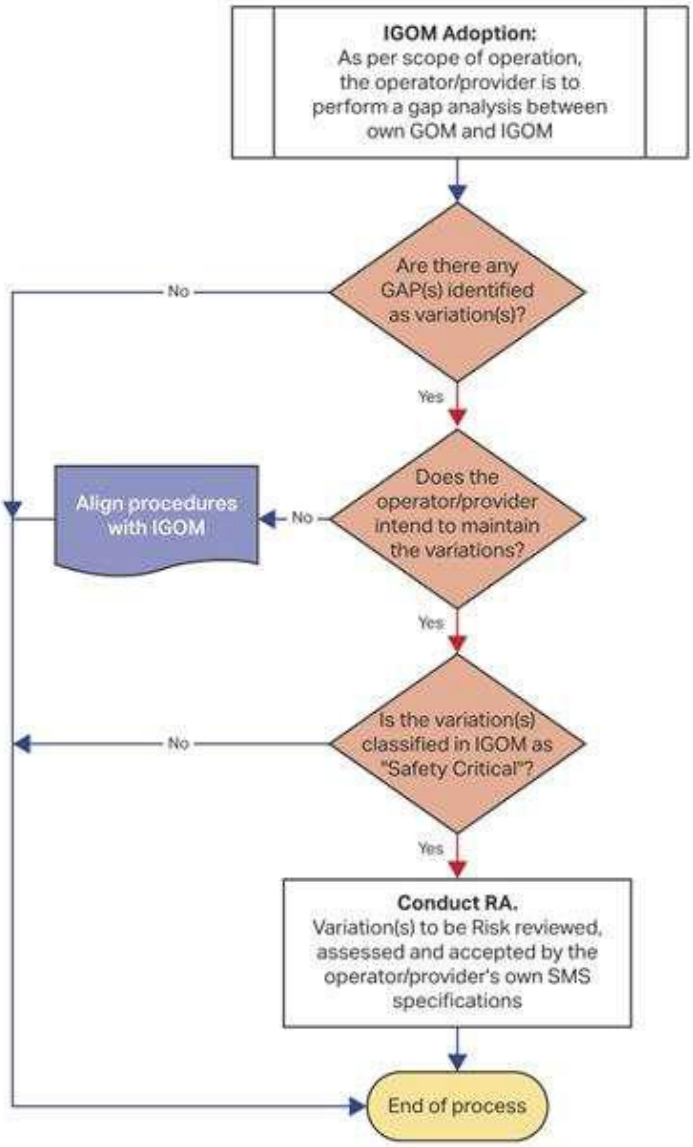
If variations are identified against IATA IGOM “Safety Critical” procedures, such variations are risk assessed utilizing the FLY2SKY’s SMS and risk management method to ensure an alternative procedure is accepted by FLY2SKY.

NOTE: The current gap analysis is accessible through the IATA Operations Portal and is shared with ground handling agents and lessees as applicable.

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0.2.2 IGOM IMPLEMENTATION PROCESS FLOW



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0.3. GROUND HANDLING/CARGO SAFETY BULLETIN

CGO 1.6.1, GRH 1.6.1

The Ground Handling/Cargo Safety Bulletin was established in order to provide:

- Additional information related to operating procedures.
- Familiarity with laws and regulations.
- Additional operational information of a supplementary nature.
- Data coming from external sources.
- Safety-critical operational information.
- Security-related matters.
- Other issues raised require the immediate attention of ground handling and cargo agents.

The distribution of GHSB/CHSB is organized by Centrik Documents module. After GHSB/CHSB is uploaded in Centrik, Ground Handling and Cargo agents receive an email to his personal email address with a notification that a new document has been published. Ground Handling and Cargo agents are responsible for opening and reading GHSB/CHSB.

After Ground Handling and Cargo agent reads GHSB/CHSB document must be verified by clicking "MARK AS READ".

Open Centrik → Document Module → Read a chosen file → Verify by clicking "MARK AS READ".

Ground Handling and Cargo agents are responsible to read their registered accounts. Ground Handling and Cargo agents are responsible to distribute internally GHSB/CHSB. Therefore, the Read and Sign policy shall apply. During audits and inspections, FLY2SKY shall verify that the Ground Handling Service Bulletin (GHSB) and Cargo Handling Service Bulletin (CHSB) have been properly distributed to all staff involved in the ground and cargo handling of FLY2SKY aircraft.

0.3.1 MANUAL AND ITS CORRECTION/UPDATE PROCEDURE

Ground Operations Manager is responsible for the contents of this manual and the editorial updating (at least once per year) as per GOM 0.2. Each holder of this manual is responsible for keeping the manual up-to-date.

Each change contained in a Revision or Temporary Revision shall be identified by use of a vertical black line (amendment bar) alongside that change.

Handwritten amendments and revisions are not permitted. Amendments with operational character are named as Temporary Revisions and are confirmed by Nominated Person Ground Operations. All temporary revisions are on yellow page.

Each page of the current revision contains page number (bottom right corner) and number of revision (bottom left corner) and vertical marginal line to outline the change in the revised text.

Amendments and revisions are distributed to each copy holder that is responsible for updating the revision. Upon receipt of new GOM, old copy must be destroyed.

Each holder shall report any non-conformity to dgm@fly2sky.aero. It's intended to continuously update and improve this manual. If you noticed any deficiency in the given information or you have any suggestions on how to improve this manual, please do not hesitate to contact a responsible person – Ground Operations Manager – via email dgm@fly2sky.aero.

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0.4 REFERENCE TO EXTERNAL REGULATIONS

The FLY2SKY Ground Operations Manual complies with:

- International ICAO requirements.
- EASA Regulations.
- IATA Dangerous Goods Regulations (DGR).
- IATA Cargo Handling Manual (ICHM).
- IATA Live Animal Regulations (LAR).
- IATA Perishable Cargo Regulations (PCR).
- IATA Airport Handling Manual (AHM).
- IATA Ground Operations Manual (IGOM).

As the FLY2SKY Ground Operations Manual (GOM) references the above-listed documents and regulations, all Ground and Cargo Handling Agents are required to maintain an up-to-date library of these materials. The manuals must be obtained exclusively from the official source (IATA Store) and updated promptly whenever an addendum or revision is issued.

As part of the continuous compliance monitoring process, FLY2SKY will verify during audits and inspections that the current editions of the relevant IATA manuals and the addendums are available and readily accessible to the external provider's staff.

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0.5 ORGANIZATION, STRUCTURE AND RESPONSIBILITIES

CGO 1.1.1, GRH 1.1.1, GRH 1.2.1 (I), GRH 1.2.1 (II), GRH 1.2.1 (III)

The full organization structure and responsibilities of FLY2SKY is displayed in CMM chapter 3.

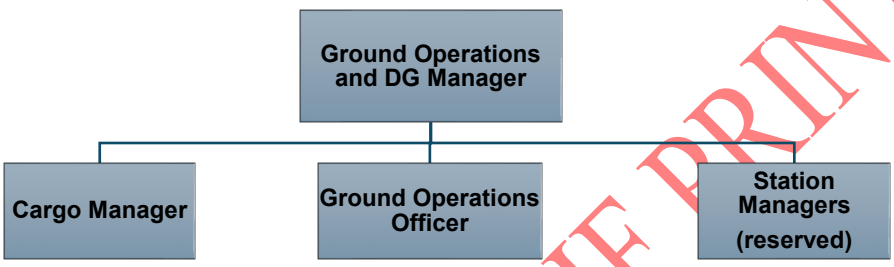
0.5.1 GROUND OPERATIONS DEPARTMENT ORGANIZATIONAL STRUCTURE

GRH 1.1.1; CGO 1.1.1

FLY2SKY has a Management System that ensures control of ground and cargo operations and the management of safety and security outcomes.

All Management positions in Ground Operations Department shall be held by personnel based on appropriate knowledge, skills training and experience as listed in each job description.

FLY2SKY Ground Operations department is supervised by the Ground Operations Manager.



The Company's area of operation is limited to the geographical area, as described in the FLY2SKY's AOC.

All employees of FLY2SKY Ground Operations Department shall have a sufficient command of written and spoken English.

0.5.2 INFRASTRUCTURE

GRH 1.4.1; CGO 1.4.1

Refer to CMM 1.9

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0.6 DUTIES AND RESPOSIBILITIES

0.6.1. GROUND OPERATIONS AND DG MANAGER

Duties and Responsibilities

- Has authority and responsibility for the management and supervision of functions and activities within the scope of ground handling and cargo operations GRH 1.1.2 (i); CGO 1.1.2 (i)
- Is responsible for the management of safety and security risks to ground and cargo handling operations GRH 1.1.2(ii); CGO 1.1.2(ii)
- Has authority to make decisions regarding risk tolerability with respect to the safety and/or security of ground handling and cargo operations GRH 1.2.1(i); CGO 1.2.1(i)
- Is responsible to ensure that ground handling and cargo operations are conducted in accordance with applicable regulations and FLY2SKY standards; GRH 1.2.1(ii); CGO 1.2.1(ii)
- Is responsible of safety accountability throughout the company, including direct accountability for safety and/or security on the part of senior management; GRH 1.2.1(iii); CGO 1.2.1(iii)
- Liaise with regulatory authorities, original equipment manufacturers and other operationally relevant external entities ORG 1.3.3
- Is accountable to senior management for ensuring the safety and security of ground handling and cargo operations;
- Lead and manage FLY2SKY ground, cargo, and Dangerous goods operations.
- Ensure that contracts or agreements with external service providers that conduct outsourced operational functions (ground handling, cargo, dangerous goods providers) for FLY2SKY operations are in place and include measurable specifications to ensure requirements that affect the safety and/or security of operations are being fulfilled;
- Ensure that working procedures are established and followed in ground handling and cargo operations.
- Ensures necessary updates of procedures in respective manuals of related area (master manual and/or other related manuals)
- Ensure, that service providers are timely updated with company operational procedures
- Follow up the quality of performance of service providers, impose necessary actions, when performance does not satisfy company's requirements
- Liaise with other company departments in order to keep operations personnel updated with the latest information on operational activities (maintenance, flight support)
- Manage ground operations department in daily operations, ensure smooth run of operational activities
- Liaise with commercial department and management of the company with regard to fulfilment of fleet plan and operational relationship with customers
- Prepare and present the budget of ground operations department in accordance with company strategy and targets, set up by management, follow up on budget performance continuously
- Ensure that up-to-date technologies are used by ground operations department in daily operations
- Ensure that ground operations department is staffed with professional and well qualified employees, and necessary training is provided.
- Ensure that working procedures are established and followed in ground operations department
- To treat and solve business customer (tour-operator) claims with regard to in-flight experience, catering or state of cabin;
- To order catering equipment if required, to monitor equipment inventory and movement.
- To advise suggestions about aircraft cabin interior and possible solutions for improvement;
- Assigns and releases from duty Station Managers

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Qualification and Training requirements:

- Head of Ground Operations must be acceptable to the Authority. Head of Ground Operations shall have:
- Comprehensive knowledge of relevant EASA regulations and any associated requirements and procedures;
- Comprehensive knowledge of FLY2SKY Operations Specifications
- Comprehensive knowledge of the need for, and content of, the relevant parts of the FLY2SKY Operations Manual;
- Familiarity with Quality Systems;
- Appropriate management experience in a comparable organization;
- Five years relevant work experience of which at least two years shall be in airline in ground operations and cargo
- Thorough knowledge of the FLY2SKY ground operations concept;
- Dangerous Goods Regulations 7.3 Function qualification.
- In case of absence Head of Ground Operations will be deputised by Ground Operations Officer in order to ensure continuity of supervision.

0.6.2 CARGO OPERATIONS MANAGER

Responsible for the management, oversight and delivery of safe practices and procedures, to drive performance excellence, ensuring control of cost to achieve a consistent customer experience in FLY2SKY cargo and Dangerous Goods operations. Ground Operations Manager is acting as cargo.

Accountability, Responsibilities and Duties:

- Assist definition of ground handling standards and processes for cargo operations.
- Organise activities in terms of aircraft servicing, fuelling, and cargo handling at network airports.
- Participate in investigations related to ground and cargo operations activities.
- Supervise aircraft handling and cargo handling processes. Monitor operations and prevent negative trends.
- Maintain the target safety indicators, on-time performance, regularity, safety.
- Assess risks, associated with aircraft servicing and cargo handling operations at network airports of FLY2SKY and provide corrective actions plan.
- Efficiently collaborate with FLY2SKY Commercial Department in terms of customer service.
- Safely and accurately conduct cargo service operations in accordance with established policies and procedures; Ensure all ground operations and cargo personnel are conducting activities in a safe, secure, and timely manner;
- Conduct all-cargo service operations in a safe and efficient manner in accordance with company standards and IATA, state and European regulations;
- Actively participate in and conduct all initial and recurrent training sessions to ensure that all personnel are current on training requirements;
- Cooperate with the commercial department in cargo transportation scope;
- Provide exceptional customer service to all customers, suppliers, and employees.
- Deputy of Cargo Operations Manager is Ground Operations Officer

Qualification and Training requirements:

- Comprehensive knowledge of relevant EASA regulations and any associated requirements and procedures;
- Comprehensive knowledge of FLY2SKY Operations Specifications

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- Comprehensive knowledge of the need for, and content of, the relevant parts of the FLY2SKY Operations Manual;
- Familiarity with Quality Systems;
- Appropriate management experience in a comparable organization;
- Five years relevant work experience of which at least two years shall be in airline in ground operations and cargo
- Thorough knowledge of the FLY2SKY ground and cargo operations concept;
- Dangerous Goods Regulations 7.3 Function qualification.
- In case of absence Head of Ground Operations will be deputised by Ground Operations Officer in order to ensure continuity of supervision.

0.6.3 GROUND OPERATIONS OFFICER

- The Ground Operations Officer is responsible for overseeing and promoting safety standards within ground and cargo operations.
- Ensures that all ground and cargo handling activities are conducted in compliance with applicable safety regulations, airline policies, and industry best practices, with the aim of minimizing risk and fostering a strong safety culture.
- Monitor and enforce compliance with aviation safety regulations (e.g., ICAO, EASA, IATA, local CAA) and internal company procedures.
- Conduct audits and inspections of ground and cargo handling service providers to ensure compliance with regulatory requirements, company procedures, and industry best practices.
- Evaluate handling agents' conformance in areas such as passenger services, baggage handling, ramp safety, cargo acceptance, build-up/break-down, and dangerous goods handling.
- Identify deficiencies, root causes, and non-conformities; recommend corrective and preventive actions.
- Issue audit reports and follow up on open findings until closure.
- Monitor compliance trends and contribute to the continuous improvement of audit checklists and procedures.
- Act as a Ground Operations Safety Officer
- Investigate ground/cargo safety incidents and near-misses; prepare detailed reports and ensure corrective actions are implemented and followed up.
- Liaise with internal departments and external service providers to ensure safe ground and cargo handling practices.
- Promote a proactive safety culture through training, awareness campaigns, and continuous improvement initiatives.
- Participate in risk assessments and contribute to safety risk management processes.
- Maintain accurate safety records, reports, and documentation in accordance with company and regulatory standards.
- Support emergency response planning and conduct safety drills where applicable.
- Represent the company during regulatory audits, inspections, and safety meetings.
- Contribute to the development and review of ground operations manual, safety policies, and procedures.
- To make standard IATA SGHA Main Agreement with (date of effectiveness, termination period, liability and indemnity, accounting and transfer, standard of work) with GSPs.

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- Annex A (lists and describes all possible ground handling activities)
- Annex (s) B (effectiveness, handling charges, additional charges, disbursements, limit of liability, area of responsibility, transfer of services, settlement, supervision and administration, legal / compliance with regulations)

- Responsible and report directly to the respective Ground Operations Manager. Assists Ground Operations Manager in all Ground Operation activities and deputizes him/her.

Qualification and Training requirements:

- Comprehensive knowledge of relevant EASA regulations and any associated requirements and procedures;
- Comprehensive knowledge of FLY2SKY Operations Specifications
- Comprehensive knowledge of the need for, and content of, the relevant parts of the FLY2SKY Operations Manual;
- Familiarity with Quality Systems;
- Five years relevant work experience of which at least two years shall be in airline in ground operations and cargo
- Thorough knowledge of the FLY2SKY ground and cargo operations concept;
- Dangerous Goods Regulations 7.3 Function qualification.

0.6.4 GROUND OPERATIONS SAFETY OFFICER (GOSO)

- The Ground Operations Officer act as a Ground Operations Safety Officer
- Monitor ground and cargo operations SPIs;
- Report Ground Operations Safety Performance to the Safety Manager – A/O, highlighting trends and gaps.
- Review ground and cargo operations safety procedures and documentation for regulatory updates and industry best practices, reviewing ground-operations -safety training materials while staying informed with the industry's best practices for continuous development of the company safety.
- Propose documents' revisions and submit them to the Safety Manager – A/O for formal approval and publication;
- Evaluate ground-operations safety training needs (e.g. marshalling, refueling safety, de-icing).
- Coordinate delivery schedules and track completion in Centrik;
- Escalate any training shortfalls to the Safety Manager – A/O;
- Conduct routine work-area assessments to detect unsafe conditions.
- Log hazards in Centrik and notify the relevant Ground Operations Manager, copying Safety Manager – A/O;
- Reviews the identified hazards (in ground and cargo operations area), makes risk assessment, proposing mitigation measures if needed. Forward risk assessments and proposed controls to the Safety Manager-A/O for validation and final approval;
- Track implementation of approved corrective actions, recording completion evidence in Centrik.
- Notify the Safety Manager – A/O of any overdue or ineffective actions for escalation.
- Analyse aggregated ground and cargo operations safety data to identify trends, root causes and performance gaps;
- Recommend new metrics, focus areas or process improvements to the Safety Manager – A/O for inclusion in the SMS Performance Dashboard. As summaries, he /she analyses the data and suggest new data for performance measures. In this role, the Ground Operations Safety Officer collects, analyses and maintains data essential for ground and cargo

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operations safety and any subsidiaries of Fly2Sky to identify areas for increased training and emphasis on accident prevention.
- Report recurrent non-conformities or violations to the Safety Manager – A/O for corrective planning.
- Facilitate arrangement of safety awareness programs to ensure awareness of Ground and cargo operations staff and prevention of ground incident and accidents. He/ she will maintain accurate records in the administration of these programs.

Qualification and Training requirements:
- Comprehensive knowledge of relevant EASA regulations and any associated requirements and procedures;
- Comprehensive knowledge of FLY2SKY Operations Specifications
- Comprehensive knowledge of the need for, and content of, the relevant parts of the FLY2SKY Operations Manual;
- Familiarity with Safety Management Systems;
- Five years relevant work experience of which at least two years shall be in airline in ground operations and cargo
- Thorough knowledge of the FLY2SKY ground and cargo operations concept;
- SMS Training.

0.6.5. STATION MANAGER

- Is appointed by Director Ground Operations and reports to him.
- Is responsible to ensure that operations are conducted in accordance with applicable regulations and standards of FLY2SKY.
- Manage and ensure safe and efficient operations in order that FLY2SKY image, reputation and customer service levels are maintained and enhanced to the highest standards.
- Has detailed knowledge of signed contract available in Centrik
- Takes part in project preparation and project kick-off meetings.
- Provide Hotac check list to Customer and fill in internally after receipt when requested.
- Participate in new base opening and represent FLY2SKY.
- Prepare Base / Station Brief and publish in Centrik
- Follows Base opening checklist when opening base.
- Produce or review initial FLY2SKY hotac check list for long term bases when requested.
- Coordinate and supervise operational matters of daily activities between FLY2SKY IOCC and Customer Airline
- Follow-up the implementation of corrective actions taken by Customer Airline as required by FLY2SKY Compliance Monitoring and Safety & Security departments.
- Is responsible for on-time performance on assigned stations. Shall collect statistics and present reports of on-time performance on weekly OPS and Ground Ops meetings with suggestions how to improve it in case necessary.
- Communicate important issues on base with respective departments in FLY2SKY office
- To perform departure, turnaround inspections in base outstations
- Is responsible to perform monthly Cabin Interior Report, follow up cleanliness of cabin as well as internal status of aircraft.
- Works in close cooperation with Base Commander and crews on base
- Monitor that hotel is maintaining required level of service quality and security.
- Monitor that crew transport to and from the hotel/airport is secure and on time.

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- Keep documentation in the briefing room updated and in order, make necessary updates of revisions as required.
- Submits Weekly base report all possible information about operations and situation on the base.
- Update hosted applications and electronic document library once per week.
- Keep spare units of EFB charged and up to date in terms of EFB applications in accordance with dispatch requirements available for immediate use
- Hands over to Base captain before absence checklist prior leaving the base.
- Assists other company departments with airside access, temporary airside passes and airside escort (if required)
- Use FLY2SKY IT Helpdesk system in case of IT equipment/iPad/router failure
- Monitor the quality of Internet connection in a Hotel and Briefing room (if applicable) and report to IT department any failure or non-conformity to minimum requirements mentioned in commercial agreement.
- Inform EFB Administrator, if failure case occurs
- Order and maintain stock of necessary spare station and other material needed for aircraft and crew
- To collect and distribute to flight crew FLY2SKY and Client's IDs
- Obtain Lease Out Briefing from Ground Operations department and upload on Base Page as operational document.
- Send inoperative devices (iPads and routers) to EFB Administrator

0.6.6 CONTINUITY

GRH 1.2.2; CGO 1.2.2

Refer to CMM 3.6

0.6.7 SELECTION PROCESS AND QUALIFICATION CRITERIA FOR MANAGEMENT AND NON-MANAGEMENT POSITIONS

GRH 1.4.2; CGO 1.4.2

For FLY2SKY selection process – refer to CMM 3.1.1.

As a minimum, the positions of Ground and Cargo Operations must be filled with persons, having the following experience as applicable:

- Five years relevant work experience of which at least two years shall be in airline in ground operations and cargo.
- Managerial experience or university degree or equivalent training for managerial staff. They also must have the necessary knowledge, skills and training required to perform their duties; this shall be ensured by the manager they report to.

FLY2SKY requires all External Service Providers and Lessee, including ground handling and cargo service providers, to implement and maintain a formal personnel selection process for both management and non-management staff performing safety- or security-relevant operational functions.

This process shall ensure that:

- All operational personnel are selected based on defined and documented criteria including appropriate knowledge, skills, training, and experience relevant to their roles.
- The ESP's/Lessee selection procedures are aligned with industry standards and comply with EASA, ICAO, IATA, and local civil aviation authority regulations.

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- The ESP/Lessee provides FLY2SKY with evidence of compliance upon request, including but not limited to:
  - Job descriptions and minimum qualifications
  - Recruitment and screening procedures
  - Records of training and competency assessment

FLY2SKY Compliance Department shall ensure, during initial and periodic audits, that ESPs/Lessee have implemented the above-mentioned personnel selection criteria.

Any identified gaps or deficiencies shall be documented and subject to corrective action plans.

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0.7 COMPLIANCE MONITORING

CGO 1.9.1, CGO 1.9.2, CGO 1.9.3, CGO 1.9.4, GRH 1.9.1, GRH 1.9.2, GRH 1.9.3, GRH 1.9.4, GRH 1.10.2, CGO 1.10.2

Refer to CMM Chapter 4 COMPLIANCE MONITORING MANAGEMENT and Chapter 5 MANAGEMENT EVALUATION

0.8 HAZARD IDENTIFICATION, RISK ASSESMENT AND MITIGATION PROGRAM

GRH 1.11.1, CGO 1.11.1, GRH 1.11.2, CGO 1.11.2

For a detailed description of FLY2SKY Hazard Identification Program – refer to SMM 2-3 HAZARD IDENTIFICATION, 2-3.3 HAZARD IDENTIFICATION METHODS, 2-2-5 HAZARD RISK MANAGEMENT PROCESS FLOW, 4-7 FLY2SKY SAFETY RISK ASSESSMENT PROCEDURE AND RISK MATRIX, 4-8 RISK ASSESMENT PROCEDURE IN cENTRIK

For Detailed description of FLY2SKY Risk Assessment and Mitigation Program – refer to SMM 5-5

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0.9 REPORTING SYSTEM

GRH 1.11.3, CGO 1.11.3

Safety reporting is a key aspect of SMS hazard identification and risk management. This subchapter describes the necessity of the occasions that must be reported.

'Accident' means an occurrence associated with the operation of an aircraft which, in the case of a manned aircraft, takes place between the time any person boards the aircraft with the intention of

Flight until such time as all such persons have disembarked, or in the case of an unmanned aircraft, takes place between the time the aircraft is ready to move with the purpose of flight until such time it comes to rest at the end of the flight and the primary propulsion system is shut down, in which:

(a) a person is fatally or seriously injured as a result of:

- Being in the aircraft;
- Direct contact with any part of the aircraft, including parts which have become detached
- from the aircraft;
- Direct exposure to jet blast.

Except when the injuries are from natural causes, self-inflicted or inflicted by other persons, or when the injuries are to stowaways hiding outside the areas normally available to the passengers and crew;

(b) the aircraft sustains damage or structural failure which adversely affects the structural strength, performance or flight characteristics of the aircraft, and would normally require major repair or replacement of the affected component, except for engine failure or damage, when the damage is limited to a single-engine, (including its cowlings or accessories), to wingtips, antennas, probes, vanes, tires, brakes, wheels, fairings, panels, landing gear doors, windscreens, the aircraft skin (such as small dents or puncture holes) or minor damages to main rotor blades, tail rotor blades, landing gear, and those resulting from hail or bird strike, (including holes in the radome);

(c) the aircraft is missing or is completely inaccessible;

'Incident' means an occurrence, other than an accident, associated with the operation of an aircraft which affects or could affect the safety of operation;

'Serious incident' means an incident involving circumstances indicating that there was a high probability of an accident and is associated with the operation of an aircraft, which in the case of a

manned aircraft, takes place between the time any person boards the aircraft with the intention of flight until such time as all such persons have disembarked, or in the case of an unmanned aircraft, takes place between the time the aircraft is ready to move with the purpose of flight until such time it comes to rest at the end of the flight and the primary propulsion system is shut down.

'Occurrence' is an event occurring during operations affecting or potentially jeopardizing the safety of a flight, the safety of persons, the airworthiness of the aircraft or causing damage to property or equipment.

FLY2SKY has implemented within the ground and cargo operations a safety reporting system, that:

- Encourages and facilitates ground handling operations personnel to submit reports that identify safety hazards, expose safety deficiencies and raise safety concerns;
- Requires reporting of events that result in aircraft ground damage, dangerous goods occurrences (undeclared or miscalculated dangerous goods on board FLY2SKY aircraft);
- Includes analysis and ground handling operations management action to address operational deficiencies, hazards and/or incidents and concerns identified through the

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reporting system.

For more information about FLY2SKY Safety Reporting system – refer to SMM Chapter 3 Reporting System

0.9.1 MANDATORY REPORTS

All accidents, serious incidents, incidents, serious injuries, other occurrences, security events must be reported by FLY2SKY employees or external providers via the Centrik reporting system (Refer to GOM 0.9.4). The report must be done as soon as possible but not later than 72 hours of becoming aware of the occurrence, unless exceptional circumstances prevent this in accordance with REGULATION (EU) No 376/2014.

NOTE: In case Centrik is not available the report can be done by sending an e-mail to sm@fly2sky.aero and security@fly2sky.aero (for all security related occurences)

Upon receipt of the report in Centrik, the FLY2SKY Safety Department will assess whether the event qualifies as a Mandatory Occurrence Report (MOR). If so, the Safety Manager, Safety Officer, or another authorised representative shall submit the occurrence via the official reporting platform: https://e2.aviationreporting.eu, ensuring that all required information is completed in accordance with regulatory guidelines.

In a situation where the reporter is aware of the occurrence and suspects, it is reportable but cannot determine with certainty, he is expected to report it.

Refer to SMM 3-1-3 LIST OF OCCURRENCES TO BE REPORTED

Ground Handling Service Providers/Cargo Agents must report any event listed below:

- A collision or near collision, on the ground or in the air, between an aircraft and another aircraft, terrain or obstacle
- Wildlife strike including bird strike
- Actual/Potential Runway or taxiway incursion/excursion
- Final Approach and Take-off Area (FATO) incursion or excursion
- Aircraft or vehicle failure to follow clearance, instruction or restriction while operating on the movement area of an aerodrome (for example: wrong runway, taxiway or restricted part of an aerodrome).
- Significant contamination of aircraft structure, systems and equipment arising from the carriage of baggage, mail or cargo
- Significant spillage during fuelling operations
- Push-back, power-back or taxi interference by vehicle, equipment or person
- Fire, smoke, explosions in aerodrome facilities, vicinities and equipment which has or could have endangered the aircraft, its occupants or any other person
- Aerodrome security-related occurrences (for example: unlawful entry, sabotage, bomb threat)
- Loss or failure of communication with aircraft, vehicle, air traffic services unit or apron management service unit.
- Foreign object on the aerodrome movement area which has or could have endangered the aircraft, its occupants or any other person
- Presence of obstacles on the aerodrome or in the vicinity of the aerodrome which are not published in the AIP or by NOTAM and/or that are not marked or lighted properly
- Jet blast

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- Declaration of an emergency (Mayday or PAN call).
- Loading of incorrect fuel quantities is likely to have a significant effect on aircraft endurance, performance, balance or structural strength
- Loading of contaminated or incorrect type of fuel or other essential fluids (including oxygen, nitrogen, oil and potable water).
- Failure, malfunction or defect of ground equipment used for ground handling, resulting into damage or potential damage to the aircraft (for example: tow bar or GPU (Ground Powe Unit)).
- Loss or failure of communication between:
    - Aerodrome, vehicle or other ground personnel and air traffic services unit or apron management services unit
    - Apron management service unit and aircraft, vehicle or air traffic services unit
- Significant failure, malfunction or defect of aerodrome equipment or system which has or could have endangered the aircraft or its occupants.
- Significant deficiencies in aerodrome lighting, marking signs
- Failure of aerodrome emergency alerting system
- Rescue and firefighting services not available according to applicable requirements
- Fire, smoke, explosions in aerodrome facilities, vicinities and equipment which has or could have endangered the aircraft, its occupants or any other person
- Aerodrome security related occurrences (for example: unlawful entry, sabotage, bomb threat).
- Absence of reporting of a significant change in aerodrome operating conditions which has or could have endangered the aircraft, its occupants or any other person
- Missing, incorrect or inadequate de-icing/anti-icing treatment
- Significant spillage during fuelling operations
- Loading of contaminated or incorrect type of fuel or other essential fluids (including oxygen nitrogen, oil and portable water).
- Loading of incorrect fuel quantities likely to have a significant effect on aircraft endurance, performance, balance or structural strength
- Failure to handle poor runway surface conditions
- Any occurrences where the human performance has directly contributed to or an accident or serious incident
- Incorrect handling or loading of passengers, baggage or cargo, is likely to have a significant effect on aircraft mass and/or balance.
- Incorrect stowage or securing of baggage or cargo (including hand baggage) is likely in any way to hazard the aircraft, its equipment or occupants or to impede an emergency evacuation.
- Boarding equipment removed leading to endangerment of aircraft occupants.
- Transport, attempted transport or handling of dangerous goods which resulted or could have resulted in the safety of the operation being endangered or led to an unsafe condition (for example: dangerous goods incident or accident as defined in the ICAO Technical Instructions
- Non-compliance on baggage or passenger reconciliation.

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- Non-compliance with required aircraft ground handling and servicing procedures, especially in de-icing, refuelling or loading procedures, including incorrect positioning or removal of equipment.
- Inadequate storage of cargo containers or other substantial items of cargo.
- Passengers or unauthorised person left unsupervised on apron
- Dangerous goods incidents reporting.
- Passengers refused to board aircraft.
- Unruly/intoxicated passengers.
- Damage is caused to any part of an aircraft.
- Damage to aircraft by ground handling equipment or vehicles including previously unreported damage.
- Missing, incorrect or inadequate de-icing/anti-icing treatment.
- Personal injury.
- Any other event that can lead to any damage or hazardous condition to FLY2SKY aircraft, crew or passengers.

DANGEROUS GOODS OCCURRENCES

Refer to GOM 9.6.1

0.9.2 VOLUNTARY REPORTS

FLY2SKY in addition to the mandatory occurrence reporting, voluntary reporting is available to enable the identification of safety hazards, occurrences and unsafe conditions that have not yet caused undesired consequences. The key objective of voluntary reporting is to enhance the safety of FLY2SKY operations through the collection of reports on actual or potential safety deficiencies. Such reports may involve occurrences, potential hazards, threats, errors caused by human factors, human performance and/or by other reasons. Voluntary reports shall be submitted via Centrik internal reporting system. In case Centrik is not available the report can be submitted by sending an e-mail to sm@fly2sky.aero (security issues to security@fly2sky.aero).

A dedicated access link and QR code to the Centrik platform is provided to third-party ground handling and cargo service providers, as well as individuals operating under contractual agreements with FLY2SKY. This access facilitates the submission of reports through the General Reporting Form, ensuring timely and consistent communication of operational or safety-related issues. Refer to GOM 0.9.4

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0.9.3 CONFIDENTIALITY AND ANONYMOUS REPORTING

CGO 1.11.4; GRH 1.11.4

FLY2SKY has a confidential safety reporting system that is implemented throughout the organization to encourage and facilitate the reporting of events, hazards and/or concerns resulting from or associated with human performance in operations.

If any staff member wishes to report an issue of a sensitive nature, he/she can submit his report in Centrik Safety Module and mark his/her report as confidential. The confidential reports are only read by the Safety department. All names and identifying data are left out, thus ensuring confidentiality.

Confidential safety reports will be used only for safety purposes and will never be compromised or used against reporters.

After resolution of the report through Centrik, feedback is then given to the reporter via Centrik in response to the report, via email from the safety department.

Communication process for ensuring flight and cabin crew members, as well as other relevant personnel, are informed of potential operating hazards through dissemination of de-identified report information.

Anonymous Reporting

Every person in FLY2SKY has the opportunity to report safety-related occurrences anonymously to the safety department via an Anonymous Safety Report, using the Centrik Safety Module. Whenever the person decides to submit an Anonymous Safety Report, he shall select it as “Anonymous”. The FLY2SKY staff also can use the mailboxes at Sofia Headquarters office. The submitted report will be reviewed by the safety department and the information will be used only for safety purposes.

For more information - Refer to SMM 3.2.6 – CONFIDENTIAL SAFETY REPORTING AND SMM 3.2.7 – ANONYMOUS SAFETY REPORTING

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0.9.4 REPORTING PROCEDURE

Step 1 – Identify the Event

The individual identifies a safety-related event or hazard.

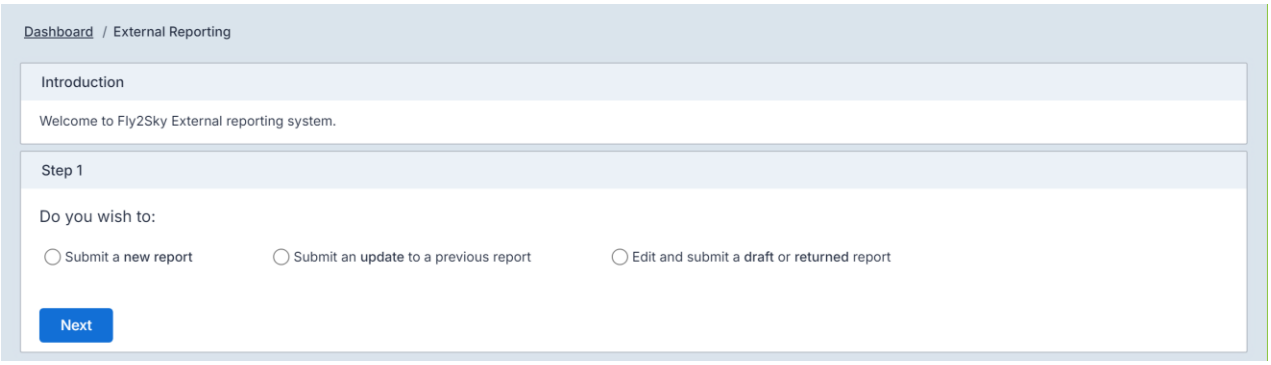
Step 2 – Submit the Report

Submit the report through Centrik or email:

- To report any safety related occurrences, incidents or accidents, please click on the below link or scan the QR code to proceed.

https://Fly2sky.centrik.net/SMS/Case/ExternalReport.aspx?ReportingSubsystemId=03b57efb-55bc-4c95-9c37-65eb16b807ef

Once you access the portal, the following options will be displayed in your browser:

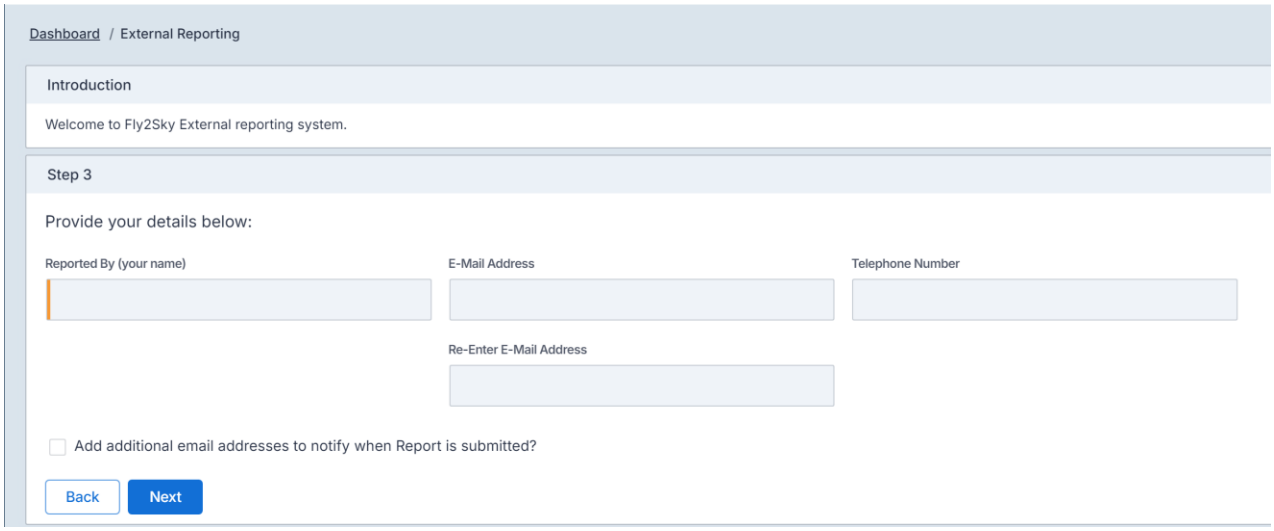


To submit a new report, select "Submit a new report" and click "Next."
To update an existing report, select "Submit an update to a previous report" and click "Next."
To continue working on a draft or a returned report, select "Edit and submit a draft or returned report" and click "Next."

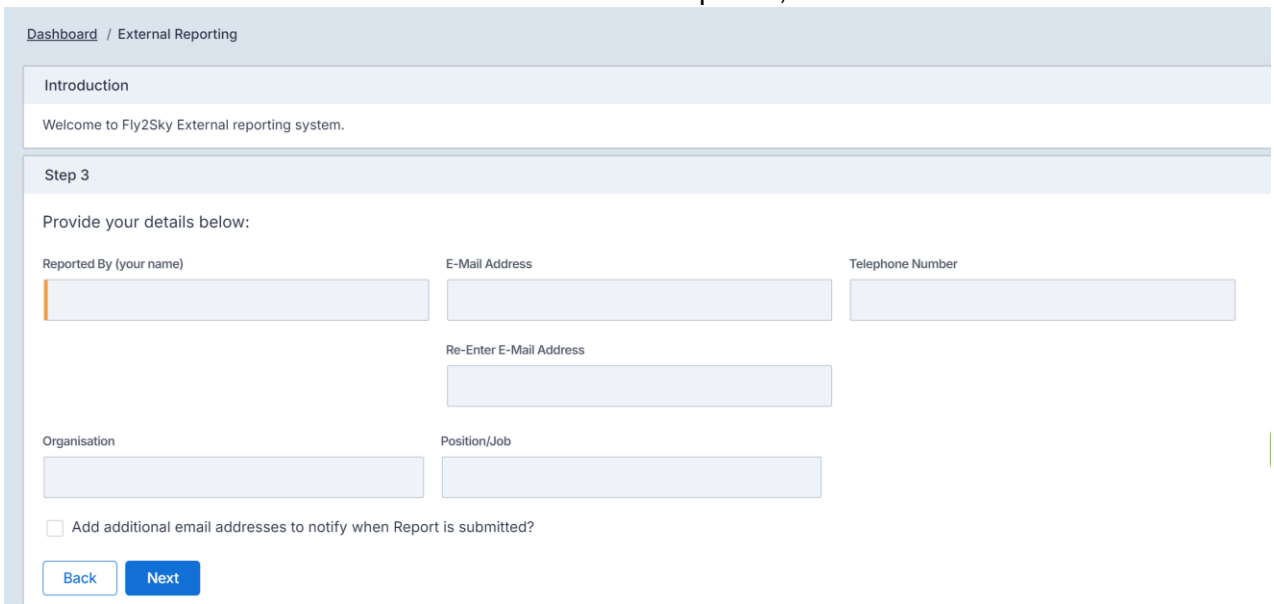
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Submitting a New Report:
Once you select "Submit a new report," you will be prompted to choose whether to submit the report as an individual or on behalf of an organization.

- **Submitting as an individual:** You will be required to provide your Name, Email Address, and Telephone Number. An optional field for an additional email address for report submission notifications is also available. Once all fields are completed, click "Next."



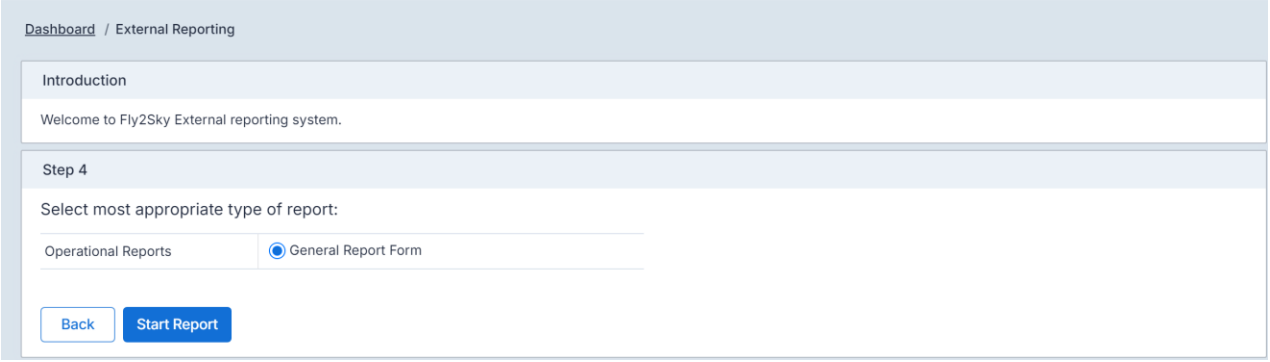
- **Submitting on behalf of an organization:**
  To submit a report on behalf of an organization, you will be required to provide your Name, Email Address, Telephone Number, Organization Name, and Position/Job Title. An option to include an additional email address for submission notifications is also available. Once the fields have been completed, click "Next."



Please ensure that all required information is accurately provided before proceeding.

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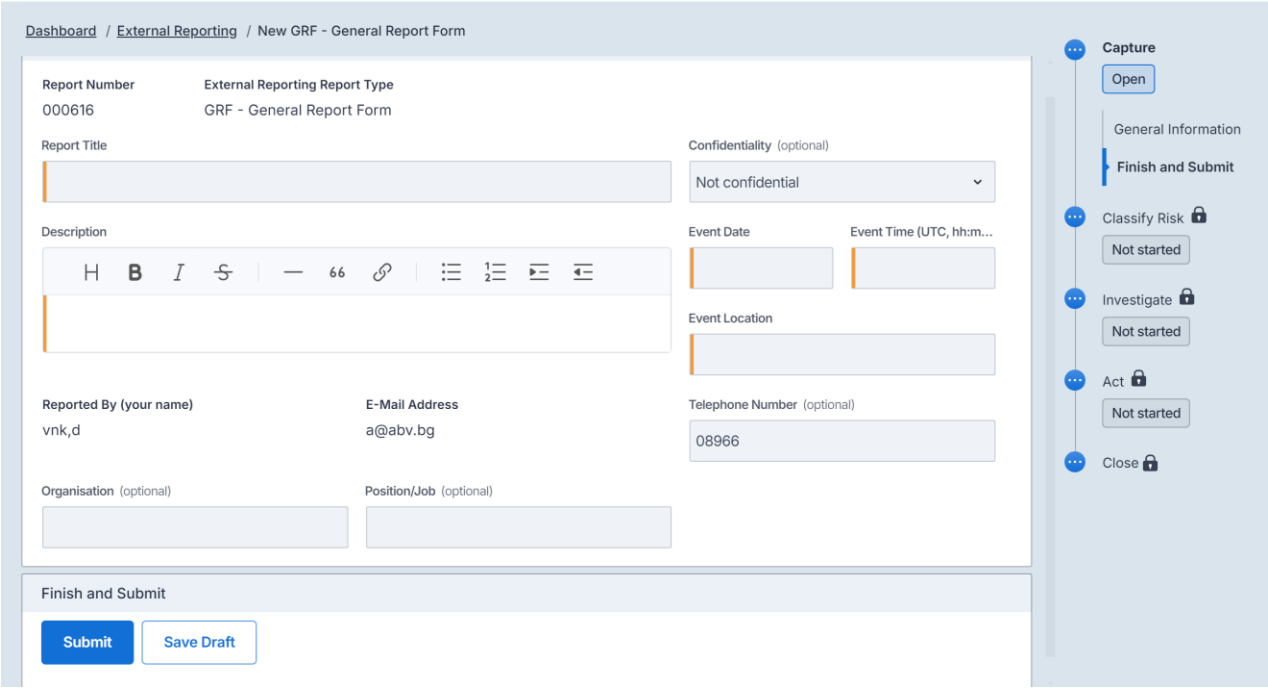
Once the personal information section is completed, the next window will appear. Click on **"General Report Form,"** then select **"Start Report"** to proceed.



The General Report Form will then be displayed. Please complete the following fields:

- **Report Title**
- **Confidentiality Preference:** Select either "Non-confidential" or "Safety Manager only."
- **Incident Description:** Provide a concise summary of the occurrence, incident, or accident.
- **Event Details:** Enter the Event Date, Event Time, and Event Location.

Once all required fields have been completed, proceed by clicking the “Submit” button to finalize your submission.



Once you submit the report you will see a button where you can attach any photos of completed report forms.

The following forms shall be used by Handling Agents’ ground personnel for reporting:

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- **Dangerous Goods Occurrence Report Form (Available in Centrik):** To be used in the event of an accident or incident involving dangerous goods.
- **Ground Incident/Accident/Damage Report Form (Available in Centrik):** To be used for reporting any damage incidents (aircraft, equipment, or facility) that occur during ground operations.

Step 3 – Acknowledgement

The submitted report will be reviewed by the Safety Management System (SMS) Department, and all information will be utilized solely for safety purposes. The identities of reporters will remain confidential and will not be disclosed.

All individuals who submit a safety report (excluding anonymous submissions – available only for FLY2SKY employees) will receive feedback regarding their report.

For internal Safety Reporting Procedure refer to SMM.

Step 4 – Safety Review

The Safety Department:

- Assesses the severity and risk level together with the process owner
- Notifies relevant departments (Ops, Maintenance, Ground Handling, etc.)

Step 5 – Investigation

Safety Department initiates investigation if needed:

- Head of the investigation team is Safety Manager, who determines if the investigation is needed and initiate the investigation team. Safety investigation may be also upon request of AM, Safety Manager Fly2Sky, DFO, TM, CAMO Manager, Safety Manger -CAMO, Compliance Manager, Ground Handling Manager, any crew member involved in the occurrence etc
- Involves interviews, data analysis (e.g., FDM), and root cause identification

Step 6 – Corrective Action

Following the review of the risk or the investigation outcome:

- Safety recommendations or corrective actions are issued by assigning an “Act” Phase

Step 7 – Reporting to Authorities

Safety Department shall determine if the report is MOR and submit an initial report to the Competent Authorities not later than 72 hours of becoming aware of the occurrence, unless exceptional circumstances prevent this in accordance with REGULATION (EU) No 376/2014.
Go to https://e2.aviationreporting.eu and open a new report

- Include all details available at the time, as outlined in GOM 9.6.3. If further details become available after submission, an updated report shall be completed and submitted as soon as possible, ensuring all missing or additional information is included.

Step 8 – Feedback & Closure

- Reporter may be informed of the outcome (non-punitive)
- Report is closed in the system
- Lessons learned may be shared in safety briefings or internal publications

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0.10 CONTRACTING AND LEASING

GRH 1.10.1A, GRH 1.10.1B, CGO 1.10.1A, CGO 1.10.1B

Refer to CMM Chapter 7

0.11 MONITORING OF EXTERNAL PROVIDERS

GRH 1.10.2, GRH 1.10.3, CGO 1.10.2, CGO 1.10.3

Refer to CMM Chapter 4 and Chater 7

0.12 COMMUNICATION SYSTEM

GRH 1.3.1; CGO 1.3.1

Refer to CMM 3.3.1 and SMM Chapter 3

0.12.1 EXTERNAL COMMUNICATION

CGO 1.3.1, GRH 1.3.1

Refer to CMM 3.3.2 and SMM Chapter 3

0.13 GROUND HANDLING/CARGO SAFETY PERFORMANCE INDICATORS

GRH 1.11.5, CGO 1.11.5

Refer to SMM 6-5

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1. PASSENNGER HANDLING PROCEDURES

1.1. PASSENGER DEPARTURE

1.1.1 PREDEPARTURE ACTIVITIES

1.1.1.1 HANDLING COUNTERS

CAT.GEN.MPA.200 (F), GRH 3.1.1 (I) (A), GRH 3.1.1A (I) (A)

Ground handling agent shall ensure that counters located are prepared for the flight as follow:

- Display of the electronic or manual versions of dangerous goods notifications.
- Weighing scales are functioning and calibrated; scales must be calibrated and checked once a year, or as required by the manufacturer of the scale, or as mandated by the local authority.
- Copy of the calibration certificate is kept at each station/airport as a record or a sticker is placed on each scale after the calibration.
- The FLY2SKY or operating airline's signage (when operating flight on ACMI).
- Handling forms
- Information on passenger rights
- Counters marked with signage per cabin class, customer status and/or as baggage drop off, if applicable.
- Check-in queues, stanchions, carpets, baggage gauges, podiums, etc.

1.1.1.2 PASSENGER PRE-FLIGHT PREPARATION

Prepare check-in for flights in accordance with FLY2SKY procedures prior to the opening of the airport check-in. Verify that all necessary data has been correctly transferred into the check-in system.

a) Verify the reservation's booking status.
b) For code-share flights with an active blocked space agreement, check the allotment to ensure the block of seats, as agreed, is guaranteed to the partner.
c) Review the cabin configuration and adjust cabin capacity.
d) Confirm the seating plan is set as per the actual aircraft type and version.
e) Review the flight remarks and action accordingly.
f) Confirm that the passenger name list (PNL) and additions and deletions list (ADL) were properly transmitted and match the booking status.
g) Review the passenger list for special service requests (SSR) and all passengers requesting assistance. Refer to IGOM 1.4 Special categories of Passengers and preassign seats as required.
h) Block seats, if required, for security officers, crew, stretcher cases, weight and balance, extra seats, etc., and if seats are unserviceable).
i) Review notifications and any additional handling instructions

NOTEs:

1. Prepare check-in for flights in accordance with FLY2SKY procedures prior to the opening of airport check-in and verify that all necessary data has been transferred into the check-in system correctly.
2. Review the boarding and departure time and adjust in case of disruption

1.1.2 CHECK-IN COUNTER REQUIREMENTS

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1.1.3 PASSENGER CHECK-IN

1.1.3.1 PASSENGER CHECK-IN GENERAL

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

- Check-in shall be performed by qualified and trained staff;
- Check-in must be opened at least 120min prior STD

1.1.3.2 CHECK-IN DEADLINES

Apply check-in deadlines as per FLY2SKY procedures, respecting applicable passenger rights and on-time departure requirements.

- Check-in deadline for *FLY2SKY* flights:
  - -40min prior STD

Passengers arriving at check-in after the deadline may not be accepted. Customers that are accepted after DCS system closing times are recorded as LMC (Last Minute Change). Accepting an LMC customer cannot cause a delay for the flight unless approval was given by the commander.

1.1.3.3 OPERATING CARRIER, MARKETING CARRIER AND WET LEASE

Advise the passenger of the operating carrier no later than at the time of check-in, if different airline operates the flight.

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1.1.3.4 CHECK-IN TYPES

a) General

Check-in may be provided at check-in counters or via self-service methods (e.g., web, kiosk, text message), and may be performed using a DCS or manually.

b) Manual Check-In

Where no DCS is available, apply established manual check-in procedures at a staffed check-in counter in accordance with the FLY2SKY procedures for manual check-in.

c) Through Check-In

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

Perform through check-in whenever possible as per the SGHA. Travel documents shall be checked for all through-checked parts of the journey.

d) Return Check-In

N/A for flight operated under F6 call sign

Return check-in means a passenger is accepted and receives boarding passes for the outbound and return flights. The check-in for the return flight is permitted if the flight is open. If FLY2SKY operates under Wet Lease, follow Lessee procedure.

e) Self-Service Check-In

N/A for flight operated under F6 call sign

If FLY2SKY operates under Wet Lease, Ground Operations Department shall verify that the following conditions are met:

the following conditions are met:

a. The passenger is holding an electronic ticket.
b. The passenger is departing from an airport where the GHSP's DCS is in use.
c. The passenger meets any other qualifying criteria set by FLY2SKY

f) Off-Site Check-In

N/A for flight operated under F6 call sign

If FLY2SKY operates under Wet Lease off-site may be permitted if:

a. The passenger is holding a valid ticket.
b. The location is an approved site.
c. The passenger meets any other qualifying criteria set by the FLY2SKY.
d. Local off-site security processes are followed.

g) Back-Up Check-In Procedures

In the case of DCS and/or baggage handling system (BHS) failure a local back-up check-in system can be used, if available. Local back-up procedures must be established at every station in line with the FLY2SKY procedures and tested regularly.

1.1.3.5 CHECK-IN COUNTER OPENING

GRH 1.6.6, GRH 3.1.1A

- Conduct a staff briefing for check-in agents before the check-in counters open; receive and review any summarized flight information.
- Check that baggage scales are functioning properly prior to check-in opening, e.g. check the weight indicator at the position to ensure it shows ‘0.0 kg’ or 0.0 lbs. In case of a discrepancy, or where the scale will not reset to “0.0”, do not use the scale at that position and report as per local procedures.
- Make sure that the following information is accessible for the check-in staff:
  - A current edition of the Dangerous Goods Regulations (DGR) or the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air (Technical Instructions) or equivalent documentation.

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- A FLY2SKY listing of dangerous goods permitted to be carried on board the aircraft by a passenger or crew member (Table 2.3.A)

- Make sure that sufficient numbers of visual examples of the types of dangerous goods forbidden for transport on board an aircraft are prominently displayed before open the check-in counter.



- Stock boarding passes and baggage tag printers
- Ensure the counters and DCS are serviceable.
- Receive and/or review any relevant flight information.

NOTE: Ensure adequate stock of any other tags, handling forms, information on passenger rights and marketing material required by FLY2SKY or any other materials required by the local authorities where applicable

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1.1.4 PASSENGER ACCEPTANCE

1.1.4.1 REQUIREMENTS FOR PASSENGER ACCEPTANCE

GRH 1.6.7, GRH 3.1.1A

Apply FLY2SKY procedures with respect to acceptance.

When accepting a passenger, observe the following:

a) Welcome and greet the passenger.
b) Ask for an itinerary/booking confirmation and an official travel document (e.g., passport), if necessary and verify validity (refer to GOM 1.1.5).
c) Obtain confirmation—by referring to the displayed dangerous goods information—from the passenger or an individual acting on their behalf, that the baggage does not contain any prohibited dangerous goods. In cases where there is reasonable suspicion regarding the contents of any item, additional clarification must be sought to ensure compliance with DG regulations.
d) Ask the passenger or an individual acting on their behalf of the passenger typical questions such as:
    a. “Did you pack your bag yourself?”, “Do you have any dangerous goods in your bags or on your person?”, “Do you have any batteries, dry ice, or aerosols in your baggage?”
e) Even if a passenger answers "No," check-in staff must still look for hidden hazards that may be on the passenger or in their baggage.
f) If a passenger responds "Yes" when asked whether they are carrying dangerous goods, the check-in process must be immediately paused until the specific type of dangerous goods can be identified. Upon identification, the agent must refer to the current edition of the IATA Dangerous Goods Regulations to verify whether the item is permitted for air transport.
g) If the item is classified as unauthorized for carriage, it must be rejected, and a supervisor must be notified without delay. The responsibility for removing the dangerous goods lies with the passenger. The agent must ensure that the item is either safely removed, disposed of, or handled the passenger deems necessary.
h) Pay attention to any signs that the passenger might not be allowed to travel (e.g., unruly behaviour, illness). Certain categories of passengers may be refused travel.
i) Identify the passenger in the check-in system, accept the passenger and assign a seat in line with FLY2SKY procedures (refer to GOM 1.1.4.2).
j) The acceptance of passengers on the waitlist is based on booking status and FLY2SKY procedures.
k) Update passenger and baggage information to add any SSR to the DCS, if required, and apply any related fees in line with FLY2SKY procedures.
l) If required, apply irregularity handling in line with FLY2SKY procedures, (e.g., search for volunteers in case of over-sales).
m) Observe through check-in or return check-in, if applicable, and issue all related boarding passes.
n) Hand the boarding passes to the passenger and give information about the departure gate, boarding time and any flight irregularities, if applicable, in line with FLY2SKY procedures.
o) Say goodbye and show the direction to the boarding gate.

NOTE: Certain categories of passengers may be refused travel at the FLY2SKY discretion.

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1.1.4.2 SEATING

Each passenger (except infants not occupying a separate seat) is assigned an individual seat number on each flight. Depending on FLY2SKY's seating procedure, the seat choice is offered auditable="yes" at the time of reservation or check-in.

At the time of passenger acceptance:

- Check if a seat has been allocated already;
- If not, allocate a passenger seat and observe the passenger requests and FLY2SKY procedures for seating;
- Observe seating restrictions for the emergency exit rows.

NOTEs:

1. Seating restrictions may include:

a) Persons not allowed on emergency exit row seats. Refer to GOM 1.1.4.3.

b) Constraints due to operational reasons or aircraft configuration (e.g., blocking unserviceable seats, weight and balance issues, special baggage in the cabin).

2. The allocation of jump/crew seats may be permitted following FLY2SKY procedures.

1.1.4.3 EXIT ROW SEATING

Occupancy of emergency exit rows is restricted in accordance with FLY2SKY procedures and host state requirements.

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

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

In all cases, passengers who, because of their condition, might hinder other passengers during an evacuation or who might impede the crew in carrying out their duties shall not be allocated seats that permit direct access to emergency exits.

Passengers **not to be seated in exit rows:**

Passengers suffering from obvious physical, or mental, handicap to the extent that they would have difficulty in moving quickly if asked to do so	WCHR, WCHS, WCHC, DPNA, MEDA
Passengers who are either substantially blind or substantially deaf to the extent that they might not readily assimilate printed or verbal instructions given	BLND, DEAF
Passengers who because of age or sickness have difficulty in moving quickly and operate an emergency exit;	
Passengers who need an extension belt for strapping themselves and would have difficulty in moving quickly or reaching and passing through the adjacent emergency exit;	Obese customers
Infants (under 2 years) whether or not they are accompanied by an adult	INF

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Passengers who are less than 14 years old	
Unaccompanied Minors	UM
Pregnant women	
Passengers who are not fluent in English language	
Passengers in custody and those who are being deported	DEPU, DEPA
Passengers with pets	PETC

1.1.4.4 PASSENGER ON JUMP SEAT

Cabin crew seats

Cabin crew seats may be used by personnel according to OM-A 8.3.13.

- Pilots on training duties;
- The following personnel may be allowed to occupy a jump seat provided they are listed in the General Declaration or, they hold a valid travel ticket:
- Duty positioning crew employed by airline when no seat available in the passenger cabin;
- Additional crew – flight and cabin crew who have specific duties to perform in-flight in addition to the normal operating crew. (This includes supernumerary or crew who are traveling for purpose of familiarization);
- Ground Operations Manager and Station Manager when positioning to, from, or carrying out audit duties;
- Flight and cabin crew employed by FLY2SKY, who are out of duty but either traveling to start their duty, or traveling after its end, when no seta available in the passenger cabin and only when wearing uniform.

In addition, and only when prior permission is given by the DFO the following people may be carried on a jump seat provided that, they have valid company ID and travel ticket.

- FLY2SKY employees other than listed above.

Flight Deck seats may be used by passengers according to OM-A 8.3.13 only the following cases:

- The carriage of persons on the flight deck jump seat(s) is approved by DFO;
- Representative of the authority responsible for certification, licensing or inspection if this is required for performance of his official duties.

Approval shall be communicated to Commander by email in case they hold a valid travel ticket or by listing the name of the person in the General Declaration (GenDec).

1.1.5 DOCUMENTS REQUIRED FOR TRAVEL

1.1.5.1 PASSENGER DOCUMENTS

Each passenger is personally responsible to ensure that he/she is in possession of the required valid and complete travel documentation, carriage documents and identification documents which fulfil the conditions of the respective destination.

Staff responsible for check-in and or boarding shall verify passenger documents and ensure an improperly documented person is not allowed to travel.

Passenger documents consist of:

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- Travel document
  - Passport or national ID card
  - Residence card, if required
  - Visa/e-visa (e.g., entry or transit visa).
  - Electronic Travel Authorizations (ETA).
- Health documents, if required e.g., vaccinations or other medical approvals
- Any other type of recognized travel documents.

1.1.5.2 VERIFICATION

1.1.5.2.1 VERIFICATION - GENERAL

- The compliance and verification of passenger travel documents involve a comprehensive approach to safeguard against potential security threats, illegal immigration, and other risks associated with cross-border travel.
- Verification is a process also known as document check, carried out by staff charged with the responsibility for check-in and/or boarding at the point of embarkation, or by another entity.
- Document check controls use various technologies and can occur at various points of the passenger journey, including the airline website/mobile application, or at the airport through self-service check-in options, up to the boarding gate. The depth of the controls will also depend on the flight destination and risk profile.
- Increasingly, the use of trusted digital identities allows passengers to verify their identity earlier in the journey, reducing the need for face-to-face interaction with an airline's agent, especially when touchpoints are biometrically enabled.
- The complexity of the entry requirements of the transit and/or destination country(ies) and depending on national legislations, the document check controls may be performed manually.

NOTE: Verification of travel documents is performed visually, manually and electronically. Document readers and basic inspection tools may be used in higher risk environments.

NOTE: Report about not accepted passengers due to insufficient travel documents shall be submitted to FLY2SKY.

1.1.5.2.2 DOCUMENTS CHECK VERIFICATION

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

- Determine ticket acceptability and confirm destination and or transit with passenger, including the return ticket, if applicable.
- Verify the passenger's identity against the travel document presented including:
  - Citizenship and date of birth for entry requirements.
  - Validity of the document.
  - Visual comparison of the photo to the passenger.
  - The name on the travel document matches the booked/ticketed name.
- Perform a visual check to determine that the document is not damaged.
- Ensure, where applicable, the visa or residence permit required to enter the State of transit and/or receiving State.
- Verify visa and/or entry requirements, regulations, and conditions/limitations.
- Ensure travel documents such as visa, residence permits etc. match with the passport.

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- Review the requirements and status of health documents per destination and/or transit point, if required.
- Collect or verify advance passenger information (API) data, if required.
- Ensure irregularities are detected such as:
  - Expired or invalid travel document or a visa for which the set maximum number of entries has been depleted.
  - Counterfeit, forged or documents altered by imposters.
  - Documents that belong to another person.
  - Passengers without a document.
- Notify a supervisor when an irregularity is identified or detected with passenger document(s). The supervisor shall:
  - Contact the appropriate authority for assistance in further verifying documents, if applicable, and/ or inform the operating carrier.
  - Deny a passenger check-in at the point of departure or boarding at the transit point, to the intended final destination, when the document(s) presented by the passenger is determined to be insufficient or inappropriate, leading to an inadmissible person. Refer to AHM 121 and GOM 1.4.9.1.
- Retrieve DCS record and review any special remarks.
- Perform a positive ID check and verify that the identity of the ticket holder is the same as the passenger's travel document. At this point in the check, it is preferable to swipe the machine-readable zone of the document to collect the traveler's information.

NOTEs:

- Ensure every person holds a valid travel document.
- It is expected by immigration authorities that passengers arrive with a travel document which is in good condition. Damaged travel documents or travel documents that appear to have been unofficially altered in any way may be considered invalid.
- As per ICAO Annex 9, Contracting States have the obligation to assist in the evaluation/verification of travel documents presented by passengers, in order to deter fraud and abuse.
- Some contracting States may have liaison officers at airports in order to assist airlines to establish the validity and authenticity of the travel documents at the different touch point of the passenger journey.
- Consequently, FLY2SKY will seek mitigation of State penalties whenever fraud detection is neither obvious nor evident. Refer to AHM 121 for additional information on aircraft operator's responsibility and mitigation.

1.1.5.3 ADVANCE PASSENGER INFORMATION

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

- Flight
- Identity of the passenger

The information related to the passenger are included in the Machine-Readable Zone (MRZ) of the travel document (e.g., surname/given names, date of birth, nationality, travel document number, expiry date, etc.) at specified times for inbound and sometimes outbound passengers.

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Information is generally collected at the time of check-in or provided by data collected during the booking process and verified during presentation of the travel document.

As per FLY2SKY procedures, collect API data at the time of check-in or review and verify data already provided. Transmit API data as requested by authorities. Always protect the passenger's personal information and securely dispose of any related paperwork not kept on file.

1.1.6 BAGGAGE ACCEPTANCE

1.1.6.1 BAGGAGE ACCEPTANCE – INTRODUCTION

The following section presents baggage acceptance procedures.

1.1.6.2 CABIN BAGGAGE ACCEPTANCE

1.1.6.2.1 CABIN BAGGAGE - INTRODUCTION

Cabin baggage includes:

a) Baggage carried within the FLY2SKY standard carry-on baggage allowance.
b) Carry-on items permitted by FLY2SKY in addition to the standard allowance (e.g., purse, laptop, duty free item(s), winter coat).
c) Special items permitted by FLY2SKY that may require prior arrangement, notification and/or specialized screening and/or additional charges (e.g., urns containing human remains, pets, medical equipment, valuables).

NOTE: Some cabin baggage items are chargeable, see operating airline specifications if any.

1.1.6.2.2 CABIN BAGGAGE ACCEPTANCE

Check-in personnel shall accept cabin baggage only if it:

- Is suitable for air carriage (i.e., conforms to DGR requirements, FLY2SKY procedures or airport regulation for weight, size and/or nature).
- Fits under the seat or can be stowed in the overhead compartment.
- Is suitably packed.
- Conforms with airport security and safety procedures.

NOTEs:

- For Dangerous Goods items that are permitted or excluded from cabin baggage, refer to IATA Dangerous Goods Regulations (DGR) and/or to GOM 9.2.3.
- Certain items, because of their weight, size and/or nature, are only accepted with the consent of FLY2SKY (e.g., musical instruments – refer to GOM 1.1.6.12.2).
- For security reasons, many countries/airports restrict the carriage of liquids, aerosols and gels in cabin baggage.
- Items refused by security screening shall be hold-checked as per FLY2SKY procedures or refused from transport completely if not allowed in checked baggage.

FLY2SKY free carry-on allowance:

Type of Baggage	Maximum weight and dimensions	Number of items	Comments
Carry-on baggage	8kg	1 item	Aside from free carry on baggage, passengers may also have a small

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	Maximum dimension: 55 x 45 x 25 cm		backpack/handbag/lap top bag, duty free items, not exceeding 4kg.

NOTE: Pocket buggy may be carried instead of cabin baggage.

1.1.6.2.3 CABIN BAGGAGE AT CHECK-IN

Check-in personnel shall:

a. Assess the size, weight and number of pieces of cabin baggage:
b. Weigh/measure cabin bags if they appear to exceed the specified weight/size limit set by FLY2SKY
c. If the cabin baggage exceeds the free allowance size and/or weight, it shall be checked in with applicable charges if the free baggage allowance is exceeded.
d. Check with the passenger that the cabin baggage contents comply with IATA DGR and the FLY2SKY procedures using the DG displays.
    i. Refer the passenger to the baggage gauge, if available.
    ii. Remove the previous label and attach an “approved cabin baggage” label, if applicable.

1.1.6.2.4 CABIN BAGGAGE AT BOARDING GATE

Check for items that are unacceptable, oversized, overweight or exceed the number of pieces as free cabin baggage.

a. Use the cabin baggage gauge, if applicable.
b) Remove the previous label and attach an “approved cabin baggage” label, if applicable

Om case cabin baggage is accepted into the hold:

a. Check with the passenger that the baggage contents comply with the IATA DGR and FLY2SKY procedures. Verify whether the passenger has removed any items specifically prohibited in hold baggage. All items listed in GOM 9.2.3 (List of prohibited items) shall be carried only as cabin baggage or on person
b. Advise the passenger to remove any personal documents or medications, valuables and sensitive or fragile objects.
c. Attach an appropriate baggage tag and any relevant handling label (e.g., priority and/or transfer).
d. In case of a manual tag, insert the baggage tag details into the DCS.
e. Ensure the baggage tagged at the gate is considered for load control by adding the information in the DCS (number of pieces and weight) or use Delivery at Aircraft (DAA) labels
f. Inform passengers to pick up their gate-checked bags at the baggage claim area, final destination or at the aircraft door (DAA), if applicable.
g. Inform ramp staff and/or load control of the gate baggage to be loaded. Refer to GOM 4.5.1.7 Action During Loading.

NOTE: Collect applicable charges as per FLY2SKY procedures.

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1.1.6.3 CHECKED BAGGAGE

1.1.6.3.1 CHECKED BAGGAGE INTRODUCTION

Checked baggage is:

- Taken custody by the operator who issues, validates or updates a baggage tag.
- Carried in the hold of the aircraft on which the passenger is travelling but remains inaccessible to the passenger during the flight.

FLY2SKY may refuse to carry checked baggage that is likely to:

- Endanger the aircraft or persons or property on board the aircraft
- Inadequately packed
- Unsuitable for air carriage due to its weight, size or nature
- Forbidden by law, regulations, security standards or safety standards of any state to be flown from, to or over.
- Every piece of checked baggage shall have a baggage tag attached showing the tag number, flight number, appropriate destination and the passenger's name.
- The most common reason for unaccompanied baggage is to return the baggage to the passenger after a mishandling.

Maximum Single Item Weight

FLY2SKY policy for maximum single weight 23Kg.

NOTE: Not applicable to AVIH/WCHC/SPEQ/

Maximum Single Item Dimension

FLY2SKY policy for maximum single item dimension 158cm (Height+Length+width)

NOTE: Not applicable to AVIH/WCHC/SPEQ/

1.1.6.3.2 STANDARD BAGGAGE ACCEPTANCE

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

Check-in personnel shall:

- Verify or perform passenger acceptance in the check-in system. Refer to IGOM 1.1.4.1.
- Determine number of pieces, size and weight of the baggage to be checked-in and for recording in the DCS.
- Cross-check the passenger's routing and generate baggage tag(s) accordingly.
- Ensure dangerous goods notifications are on display and verify with the passenger that the checked baggage does not contain any forbidden dangerous goods.
- Review weight and pieces of information for recording in the DCS and for applying appropriate fees.
- FLY2SKY requires GSP to ask passenger security-related questions
    - Is this your baggage?
    - Are you sure that there are no dangerous goods in your checked baggage?
- Be aware of items that, due to their nature, may contain dangerous goods. Refer to the GOM 9.2.2.

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- Remove the old baggage tag(s), if present, and attach an appropriate baggage tag to every checked piece of baggage, showing the tag number, flight number(s)/date, connecting station(s), appropriate (final) destination and the passenger's name.
    - Baggage tags shall not be affixed to broken handles or any damaged part of the baggage.
    - Baggage tags shall be correctly placed on the dotted lines/loop marked area of the tag to ensure the tag is secured/glued correctly.
    - Where applicable the small baggage stubs shall be placed on either side of the baggage
- Attach handling labels if applicable, e.g. priority label.
- Check for excess baggage and apply any related baggage charges.
- Examine baggage for any damage. For the use of Limited Release Tag, refer to GOM 1.1.6.9.
- When special baggage is accepted, inform the person responsible of the weight and balance calculation, if required.

NOTES:

- Baggage tags generated through an automated baggage drop/self-service kiosk shall follow the same process.
- Ask the passenger security-related questions.
- Identification/name tag should be attached to all items of checked baggage.
- FLY2SKY specifies a maximum single item weight and/or dimension. Refer to GOM 1.1.6.6.
- Certain items, because of their weight, size and/or nature, are only accepted with the consent of FLY2SKY, i.e., musical instruments, sporting equipment, etc..

1.1.6.3.3 BAGGAGE DROP-OFF AND SELF SERVICE DEVICES

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

- Follow FLY2SKY Service Level Agreement (SLA) for the number of staff per machine undertaking assistance and supervision activities.
- Proactively guide passengers to self-service options to manage waiting times.

1.1.6.4 DANGEROUS GOODS IN BAGGAGE

CAT.GEN.MPA.200 (C)

In principle, dangerous goods are forbidden to be carried by passengers and crew, except as otherwise provided in Table 2.3.A of the IATA DGR and in line with FLY2SKY procedures.

Specific transport conditions are applicable to defined items that:

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

Refer to GOM 9.2.3

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All persons tasked with passenger and baggage acceptance shall:

- Verify with the passengers that they are not carrying forbidden dangerous goods during the check-in and baggage acceptance process.
- Be aware of commonly carried items and question passengers when there is a suspicion of their carriage (e.g., camping equipment).
- Handle and report any dangerous goods occurrences (e.g., forbidden dangerous good identified in checked baggage), in line with FLY2SKY procedures – Refer to GOM 0.9.4.

1.1.6.5 BAGGAGE POOLING

In order to comply with aviation security measures (mandatory passenger and baggage reconciliation requirements) baggage pooling is forbidden.

Only exception can be made for infants and/or children traveling together with the parent or authorized person to the common destination point. Only in such case, their baggage can be checked on parent or authorised person name.

During the check-in of the passengers for the flight, all the baggage that passenger hands in for the carriage within the baggage hold of the aircraft is checked-in and reconciled to the passenger.

1.1.6.6 BULKY AND OVERSIZED BAGGAGE

General

Baggage is considered bulky or oversized as defined by FLY2SKY procedures and/or its weight exceeds regulatory limits. These items are called out of gauge (OOG) items. For example, in general, baggage accepted at European airports may not exceed 32 kg in weight, although exceptions may exist (e.g., wheelchairs).

Check-in personnel shall:

- Complete standard baggage acceptance process. Refer to GOM 1.1.6.3.2.
- Drop the item or direct the passenger to the OOG baggage acceptance point, if available.

Maximum Single Item Weight

FLY2SKY policy for maximum single weight 32Kg.

NOTE: Not applicable to AVIH/WCHC/SPEQ/Maximum Single Item Dimension

Maximum Single Item Dimension

FLY2SKY policy for maximum single item dimension 158cm (Height+Length+width)

NOTE: Not applicable to AVIH/WCHC/SPEQ/

1.1.6.7 CHECKED BAGGAGE ALLOWANCES

Passengers are entitled to a pre-determined checked baggage allowance which can vary based on the fare paid, passenger category, routing, group status or class.

There are two standard checked baggage allowance concepts:

- Weight Concept: measured by the total weight of checked baggage (shown as weight amount on the ticket: e.g. 23 kg).
- Piece Concept: measured by the number of pieces of checked baggage (shown as 'PC' On ticket).

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FLY2SKY policy for checked baggage allowance:

Type of Baggage	Maximum weight and dimensions	Number of items	Comments
Checked-in baggage	**23 kg** Maximum dimensions 158 cm (height + length + width)	1 item	The maximum weight of a single baggage item cannot exceed 32 kg. Tolerance – 0 kg.
Additional checked-in baggage for passengers with infants	**10 kg** Maximum dimensions 158 cm (height + length + width)	1 item	1 folding buggy or 1 car seat (properly packed for transportation) is allowed to carry free of charge. 10 kg INF baggage shall be considered only as additional luggage or weight allowance for parents' baggage. Nonstandard equipment such as travel cots, scooters, etc. cannot be checked within that 10 kg allowance.

For all FLY2SKY flights **piece concept** is applied. Pooling is NOT allowed for passengers at the same reservation.

No tolerance shall be given to baggage exceeding the applicable free baggage allowance.

1.1.6.8 EXCESS BAGGAGE

In case the free checked baggage allowance is exceeded; chargeable excess baggage handling applies as per *FLY2SKY* procedures and applicable baggage rules. Excess baggage fees (per kilogram or piece or for special items) may be prepaid, collected at the check-in, collected at a sales desk or at the boarding gate. Refer to Resolution 302

1.1.6.9 BAGGAGE TAGGING

Baggage tags are documents issued for identification of checked baggage. Each baggage tag has its own identification number in human readable manner and/or barcode. The bar code shows the identification tag number in machine-readable format. This enables automated baggage sort and reconciliation.

During check-in agent have to provide:

- Remove all old baggage tags, handling labels and baggage reconciliation tags (mini or stub).
- Attach the appropriate baggage tag for the journey.
- Place baggage tags in an easily readable location and where they will not be easily torn off or damaged.
- Follow tag instructions and do not stick glue directly onto passenger baggage.
- Use limited release tags as per FLY2SKY procedures.
- Follow FLY2SKY procedure supplementary tags (handling tags) may be attached to baggage items, such as:
    - Priority tag – to identify priority baggage to be offloaded first and segregated as per FLY2SKY procedure.

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- Short Connection Tag - for transfer baggage with minimum time between scheduled arrival and departure.
- Limited Release Tag – used on fragile or unsuitably packaged items.
- Fragile label – requires extra care in handling.
- Heavy Tag – placed on items weighing over 23 kg (maximum 32kg)
- Security Tag (e.g. weapons)
- Delivery At Aircraft Tag - for items that need to be delivered at the arrival aircraft door (e.g. wheelchairs, mobility aids and baby strollers), as applicable.

NOTE: Transfer Baggage-Special Cases.

Case	Through-labelling	Remark
Customs clearance required at the transfer point	YES	Advise passenger to pick up baggage at the transfer point Refer to TIM/TIMATIC for country rules.
Passengers specifically want their baggage at a transfer point	NO	Inform the passenger about the risk of missing the connecting flight.
Live animals in hold	YES	Only permitted if the continuing carrier has confirmed acceptance. With permissible MCT.

1.1.6.10 TYPE OF BAGGAGE TAGS

1.1.6.10.1 MANUAL BAGGAGE TAG

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

- Complete any hand-written portions of the manual tag, writing legibly in a permanent, waterproof pen.
- When needed due to the number of transfer legs:
  - Prepare a second tag by striking out the baggage identification number
  - Remove the barcode section
  - Attach the transfer part of the tag below the transfer line on the initial tag
  - Mark the 2nd tag as a conjunction tag
- Record the baggage identification number in the FLY2SKY departure control system, if possible.
- Inform the Ramp Agent when checked cabin baggage is accepted at the gate.

1.1.6.10.2 ELECTRONIC BAGGAGE TAG

Not applicable to FLY2SKY

1.1.6.10.3 HOME-PRINTED BAGGAGE TAG

Not applicable to FLY2SKY

Fallback Baggage Tags

Not applicable to FLY2SKY

1.1.6.10.4 AUTOMATED BAGGAGE TAG

Not applicable to FLY2SKY

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1.1.6.10.5 LIMITED RELEASE TAG

The purpose of a Limited Release tag is to cover FLY2SKY from liability in the event that a bag is presented at check-in, and falls into one or more of these categories, but not limited to:

- Fragile
- Perishable
- Not permitted as cabin baggage
- Late check-in
- Damaged
- Unsuitably packed
- Below minimum weight for the baggage system

The passenger shall be advised of the unsuitability of the item.

For printed baggage tags the reason for the limited release tag must be marked in the relevant boxes on the reverse of the baggage tag before attaching the tag to the bag.

For manual limited release tags the reason must be marked in the relevant boxes on the tag before attaching the tag to the bag. The manual baggage tag details must be entered in the DCS.

NOTES:

- If the bag is damaged, specify as: handle broken, strap broken, torn, dent, scratched or “other” and then the position of the damage noted;
- For limited release tag. Refer to Resolution 740.

1.1.6.11 CHECKED BAGGAGE DESTINATION

Follow FLY2SKY procedures and through-label baggage to one of the following points, whichever occurs first:

- The first stopover point of the passenger.
- The point to which transportation has been confirmed (OK in ticket), requested (RQ in ticket) or listed (SA in ticket).
- The point where a change of airport is involved.
- The final destination as specified on the ticket, including any tickets issued in conjunction with this ticket.

In addition, observe the following:

- The MCT (minimum connecting tag) is respected.
- Unless subject to specific agreement between airlines, through check-in baggage on separate tickets is prohibited.
- If allowed by FLY2SKY procedures, baggage may be labelled to a transfer destination on the ticket.
- Specific rules of FLY2SKY apply for AVIH.

1.1.6.12 SPECIAL BAGGAGE

GRH 3.3.6 (iii)

1.1.6.12.1 CABIN BAGGAGE SEAT

If the passengers wish to take into passenger cabin items not usually suitable for loading in the aircraft hold (extremely fragile, valubale or exceeds maximum permitted weight and

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dimension for cabin baggage), advanced agreement shall be made for transportation on an extra seat.

Such baggage may include:

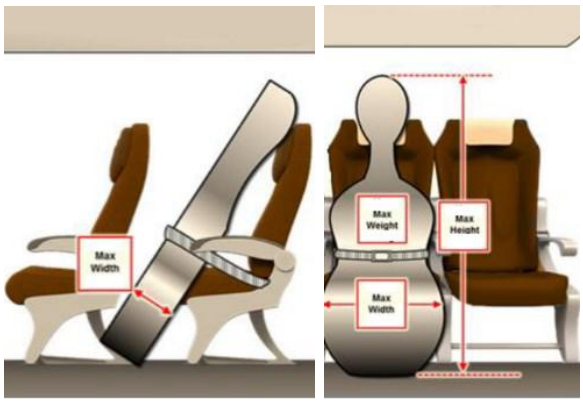
- musical instruments
- works of art
- electronic equipment
- diplomatic baggage
- valuable baggage
- other (fragile, not suitable to loading in hold, ...)

The following conditions will be applied:

- each seat shall be charged
- brief description (type) of CBBG, weight and dimensions shall be entered in the PNR
- Request through reservation system shall be approved by responsible department (FLY2SKY Ground Operations Department for special requests dgm@fly2sky.aero and occ@fly2sky.aero).

The baggage carried on extra seat shall respect load limitation:

- weight of 75 kg,
- dimensions



Aircraft Type	Position	CBBG Dimensions (WxLxH)
A320 Family	Place between two seats Place on seat	50x160x30cm 38x50x120

NOTE: Items placed on the seat shall not obscure any passenger's view of the seat belt sign, no smoking sign or required exit sign.

For passenger travelling with CBBG shall be issued:
Ticket covering carriage of the passenger in the normal manner.

- second ticket for cabin baggage on extra seat(s) according to standard ticketing procedures except CBBG code is added in the “Name of Passenger” box following the passenger`s name.

At check-in desk staff must follow:

- allocated the baggage at window seats, next to the passenger (not in the emergency row, first row or aisle seat in the cabin)

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- issued 1 Boarding Pass,
- marked baggage with cabin baggage tag
- Send passenger to screening procedure
- Pre-boarding shall be arranged whenever possible

1.1.6.12.1.1 LOADING AND LASHING CBBG

GRH 3.4.12

- FLY2SKY procedures shall be applied for acceptance of CBBG. If not accepted, it can travel as hold-checked baggage providing packaging is appropriate.
- At the boarding process these passengers shall be priority boarded. The crew will be informed about passengers with CBBG through PIL list.
- The next stations shall be informed about presence of CBBG entering information in LDM (SOC code and number occupied per class; Example:. SOC/0/2).
- Seat containers are not available at FLY2SKY flights. For safety reason CBBG shall be properly fixed/secured on the seat by a safety belt, certified nets or straps (respecting safety rules described in AHM 450) to eliminate the possibility of shifting under all normal anticipated flight and ground conditions. The item has to be packaged or covered in a manner to avoid possible injury to passengers and cabin crew members.
- The aircraft is not equipped with the necessary items and shall be obtained by local station.
- Installation of the safety net and straps will be done by GHSP. The Cabin Crew has responsibility to check the baggage is fixed correctly:
    - CBBG is secured by a safety belt or restraint device having enough strength to eliminate the possibility of shifting under all normal anticipated flight and ground conditions;
    - CBBG is packaged or covered in a manner to avoid possible injury to passengers and cabin crew members;
    - CBBG does not impose any load on the seats that exceeds the load limitation for the seats;
    - CBBG does not restrict access to or use of any required emergency or regular exit, or aisle(s) in the cabin;
    - CBBG does not obscure any passenger's view of the seat belt sign, no smoking sign or required exit sign.

1.1.6.12.1.2 MUSICAL INSTRUMENT

Musical instruments can be transported on FLY2SKY flights as passenger’s baggage in three ways:

Hand baggage

Small musical instruments can be carried as hand baggage in the place of the permitted carry-on baggage provided their number, dimensions, and weight comply with the free hand baggage allowance.

Musical instruments shall be carried in a protective case.

Additional seat

Instruments such as the violoncello, drums, guitars, harps, violins, amplifiers/loudspeakers used with musical instruments, etc. will be accepted for transport in the passenger cabin on an additional seat.

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Checked baggage

Musical instruments can be carried as checked baggage and in that case the rules for free checked baggage allowance will apply in regard to the number/weight/dimensions of the baggage.

The musical instrument shall be packed in a hard and undamaged protective case. FLY2SKY retains the right to inspect the instrument's packaging. In the event of inadequate packaging, FLY2SKY will not be liable for any ensuing damage claims.

If the instrument together with its casing exceeds the limits for free checked baggage allowance, standard excess baggage fees will apply.

When the sum of the dimensions of the casing holding the musical instrument exceeds 203 cm, prior notice at the time of booking is required as transport of the instrument will require FLY2SKY approval.

Passengers have to report to responsible office at airport any damage, or delay of musical instruments as soon as they arrive at airport and take their musical instrument or notice that it does not arrive.

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1.1.6.12.2 CREW BAGGAGE

Crew baggage shall be presented at check-in and clearly identified with a crew label as well as all flight details. Handling rules are as per FLY2SKY procedures.

Baggage for operating crew shall be checked in as per following procedure:

- Each crew bag shall be tagged with the manual crew bag tag
- Crew baggage manifest declaration shall be filled out by crew
- Check-in supervisor shall advice TAS about total number of bags on the crew baggage manifest
- Crew baggage manifest shall be sent to sorting area with crew baggage.

Crew Hold Baggage security process:

- (All crew baggage shall be recorded against a Crew Baggage Manifest Declaration. The Ground Staff shall be responsible in issuing baggage tag to every crew member for his/her baggage. The baggage tag shall contain baggage tag number, flight number and destination.

TAS shall be informed about the number of the baggage and their weight. The Ramp Services shall ensure that baggage is secured until loaded in the aircraft hold.

All crew baggage is subject to screening by airport authorities prior to being loaded in the aircraft. No crew baggage shall be loaded in the aircraft without screening by the airport authority. The Ground Staff shall ensure that baggage is screened in accordance with airport regulations.

1.1.6.12.3 DELIVERY AT AIRCRAFT

1.1.6.12.3.1 DAA APPLICABILITY

Delivery at the aircraft procedure applied for

- Fully collapsible baby strollers and pushchairs (larger baby carriages/prams shall be checked in).
- Wheelchairs and other mobility aids that are not needed during the flight and cannot be stored in the cabin.
- Regular cabin baggage on small aircraft with limited stowage space in the cabin.

Delivery at aircraft items are items loaded in hold at the time of boarding and returned to the passenger immediately upon disembarkation.

The passenger keeps the baggage/strollers/pushchairs/mobility aids with him until entering the gate and during the time spent within the gate-area at the airport of take-off and at the transfer airport.

The DAA Tag is used for the following baggage:

- Fully collapsible baby strollers and pushchairs (baby-basket or baby-chair)
- wheelchair and other mobility aids (walker, crutches, etc.) that are not needed during the flight and cannot be stored in the cabin.

NOTE:

- Valuable items shall be excluded from DAA baggage (e.g., laptop computers, large video cameras, important documents) as such items shall remain with passenger.
- Check regulations at arrival station and applicability of DAA procedures or exceptions.
- Verify with the passenger that any dangerous goods items, which are only permitted in cabin baggage (e.g., spare batteries as power banks), are removed before DAA

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acceptance. “Does your bag contain any dangerous goods, such as power banks, spare batteries, e-cigarettes, or lighters? If so, please remove them and carry them with you into the cabin.” Confirm with the passengers that all DG items prohibited for carriage as checked baggage have been removed by the passenger.

NOTE: If a passenger disembarks, check if any DAA items have been loaded for the passenger. When in doubt, perform a full DAA identification.

1.1.6.12.3.2 DAA PROCEDURE AT BOARDING GATE

GRH 3.3.6 (ii)

Baggage is separated from other baggage by the “DELIVERY AT AIRCRAFT SIDE” Tag.

When accepting DAA baggage, the check-in employee shall perform the following actions:

- First make sure that DAA procedure can be applicable for the destination airport.
- Complete the Tag front side (name, surname, date, flight number and destination; not applied for DAA inserted into automated bag tag).
- Enter the Tag number and baggage weight into the system, (weight is not entered into the free baggage allowance; It will be accepted free of charged
- If the actual weight is not available enter the following weights into the system:
    - 8kg for regular DAA
    - 13kg for other non-normal items

1. Mark the baggage with the DAA Tag
2. Inform the person responsible for loading and supervision tasks to ensure the loading of DAA are noted on the Load Message (LDM)
3. Inform the flight crew of the number of DAA bags and actual weight if available
4. Inform the passenger that baggage marked with this tag shall be leave or handed over to the GHSP employee at the designated area (gate/ beside steps/ on finger/ at aircraft door).

- If a passenger’s baggage is selected to be placed in the hold due to limited overhead bin space, boarding agents shall ask: “Does your bag contain any dangerous goods, such as power banks, spare batteries, e-cigarettes, or lighters? If so, please remove them and carry them with you into the cabin.” Confirm with the passengers that all DG items prohibited for carriage as checked baggage have been removed by the passenger.

1. The passenger shall show the part of the tag given to him to the cabin crew after disembarking the aircraft, who will then direct him to the GHSP in charge of delivering the DAA baggage
2. Inform transfer passengers, continuing their journey by another aircraft or with a different airline, to pick up the DAA baggage at transfer airport (baggage shall be re-tagged for next destination)

Shall any gate agent note during boarding a significant number of gate delivery items or other non-normal items, the gate agent must advise the load controller about the number of the items. If such items are not checked-in and/or the actual weight cannot be provided, the load controller shall enter the following weights into the system:

- 8kg for regular DAA
- 13kg for other non-normal items

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1.1.6.12.3.3 BORADING GATE BAGGAGE MONITORING

GRH 1.6.7 (ii)

To ensure regulatory compliance, operational efficiency, and the safety of both passengers and crew, gate agent shall proactively monitor the boarding area for carry-on luggage that may exceed the acceptable size limits. The following procedure shall be followed by the boarding gate agent and cabin crew members:

Gate Agent Responsibilities

1. **Proactive Monitoring:**
   Boarding gate staff shall actively monitor the boarding area for carry-on items that may exceed the allowable size limits.
2. **Volunteer Request for Gate-Check:**
   If a full flight is anticipated, the gate agent shall make a proactive announcement requesting volunteers to check their carry-on baggage at the gate.
3. **Use of Measuring Unit:**
   If a bag's size is questionable, the agent shall verify its dimensions using the baggage measuring unit. Baggage that does not fit must be gate-checked and placed in the aircraft hold.
4. **Gate-Check Process:**
   The agent shall:
   - Inform the passenger that the bag will be gate checked and offloaded into the cargo compartment
   - Mark the baggage with a DAA tag.
   - Complete the front of the tag with passenger name, date, flight number, and destination (not required for DAA tags generated by automated systems).
   - Input the tag number and weight into the system (not included in the passenger's baggage allowance and accepted free of charge) and/or inform the load control or ramp supervisor
5. **Dangerous Goods Compliance Check:**
   Prior to tagging:
   - Refer to the **Dangerous Goods Notification System**.
   - Ask the passenger:
     - *"Does your bag contain any of these items?"* (while pointing to the DG notices)
     - *"Does your bag contain any vapes, batteries, or any other type of dangerous goods?"*
   - Only accept the bag if the passenger confirms it does **not** contain any such items.
   - If the passenger confirms the presence of dangerous goods, request them to remove these items and carry them in their personal bag or cabin baggage.

Cabin Crew Responsibilities

1. **Overhead Bin Overflow:**
   If overhead storage reaches full capacity during boarding, cabin crew shall:
   - Identify number of bags that cannot be properly stowed.
   - Seek passenger confirmation using the standard DG compliance question:

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- *"Does your bag contain any vapes, batteries, or any other type of dangerous goods?"*
- Proceed only if the passenger confirms that no dangerous goods items are contained in the baggage. If the passenger indicates that any of the mentioned items are present, instruct them to remove all DG items and carry them in their personal or cabin baggage.

2. **Transfer to Ground Staff:**
   - Once it has been confirmed that the bag does not contain any dangerous goods prohibited for carriage in the cargo hold, the baggage shall be handed over to the designated gate or ramp agent for further processing
   - Cabin crew must confirm with the gate/ramp staff that the bag has no prohibited DG items.
   - The bag shall then be tagged with a DAA tag and the gate/ramp agent shall inform the load control and/or ramp supervisor

1.1.6.12.3.4 PROCEDURE AT ARRIVAL

As per LDM and/or crew request, unload the DAA items/baggage and deliver them to the aircraft door. If de-boarding is finished and the DAA item was not picked up by the passenger, loading staff shall check the DAA tag and the baggage tag:

- If the entry on the DAA tag shows your station and the baggage tag shows your station as the final destination, then deliver the DAA item to the baggage claim area.
- If the entry on the DAA tag shows your station and the routing tag does not show your station, then handle the DAA item as expedite baggage.
- If the entry on the DAA item does not show your station and the baggage tag shows your station as the final destination, then deliver the DAA item to the baggage claim area.

1.1.6.12.4 SPORTING EQUIPMENT

GRH 3.3.6 (iii)

Generally, sporting equipment will be presented as separate pieces of checked baggage.

Sports equipment can be classified into small, medium and large (in accordance with its weight and length).

Small sports equipment can be transported as part of the free checked baggage. On the other hand, some sports objects can be heavy and big, which is why special regulations apply to them.

For the transport of sports equipment passenger need an approval from FLY2SKY.

Reservation's record (PNR) shall be obtained with information of type, weight and dimensions of sports equipment.

Before the travel, passenger need to pack his/her sports equipment so that it has maximum protection from damage.

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All sports equipment shall be charged with a special rate, depending on its category.

CATEGORY	AND/OR		EQUIPMENT
	MAX WEIGHT	MAX LENGTH	
Small*	Up to 15kg	Up to 140cm	golf equipment, skiing equipment (snow, water), small sports/hunting weapon/ammunition and other sports equipment
Medium	From 15kg to 32kg	Up to 180cm	bicycles, scuba diving equipment, surfing equipment, Weapons for sport or hunting and other sports equipment
Large	From 32kg to 45kg	Up to 277cm	windsurfing equipment and other sports equipment

*If “small” sports equipment together with other checked baggage does not exceed Free Baggage Allowance, then it can be included in FBA free of charge.1.

If, according to length, sports equipment is classified into one category, and, according to weight, into another, the applicable category will be the higher one.

Example: Bicycle weighs is 13kg and length is 169cm. According to weight, the bicycle is small sports equipment, but according to length, it is medium. Thus, the bicycle falls into the medium sports equipment category.

Charges for carriage of Sports equipment depending of:

a. Arrival / departure destination
b. Carriers participate in the carriage on the route (or FLY2SKY only)

Carriage of sporting equipment shall be requested as SPEQ except BIKE – for bicycles at the time of reservation and is subject to approval (HK in the PNR).

Sports equipment may include:

- Skiing equipment for snow: 1 pair of snow skis, 1 pair of ski poles (sticks), 1 pair of ski boots;
- Skiing equipment for water: 1 pair of water skis;
- Surfboarding equipment: 1 surfboard;
- Windsurfing equipment: 1 board, 1 wooden boom, 1 shall and 1 sail;
- Golf equipment: 1 golf bag, 1 set of golf balls, 1 set of golf clubs and 1 pair of golf shoes;
- Fishing equipment: 1fishing tackle box, 1 landing net, 1 pair of fishing boots, 1 reel and 2 rods;
- Scuba diving equipment: 1 empty scuba tank, 1 scuba regulator, 1 tank harness, 1 tank pressure gauge, 1 diving suit, 1 mask, 2 fines, 1 snorkel, 1 knife, 1 spear gun, 1 safety vest and 1 lamp (the battery shall be packed separately in your hand baggage and protected against short circuits;
- Bicycle: 1 regular bike (no motorbikes or mopeds);
- They can only be accepted if:
  1. Removed the wheels (attach them to the middle part of the bicycle)

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2. Removed the pedals and other protruding parts
3. Depressurised the tyres
4. It is placed in protective packaging

- Maximum 3 bicycles can be accepted per aircraft on FLY2SKY flights.
- Bowling equipment: 1 bowling bag, 1 bowling ball and 1 pair of shoes;
- Weapons/ ammunition Sporting/Hunting guns, pistols and ammunition
- Other sports equipment

1.1.6.12.5 WHEELCHAIRS AND OTHER MOBILITY AIDS

Provide the following options to passengers traveling with a manual/electric wheelchair or other mobility aid:

- Where possible, retain their personal mobility aid throughout the airport.
- Alternatively, check-in the passenger's personal mobility aid and provide airport/airline wheelchair service to reach the gate, where available.
- If the passenger's mobility aid:
    - Is not checked-in, its usage should be permitted up to the aircraft door and the mobility device stored in the cabin, where facilities are available. Such requests will be handled on a first-come first-served basis (refer to IATA RS 700 5.2.3.1 (b)) and will depend on the size of the aircraft and local regulations. Although requested by the passenger, where the wheelchair or mobility device cannot be stored on board, it shall be loaded in the aircraft hold where it is easily accessible for timely return to the passenger at the aircraft door at destination.
    - Is preferred to be or must be checked-in, an identification tag will be attached to it. The tag alerts the baggage handling staff of the need to deliver the mobility device to the aircraft door or to the baggage claim. Refer to GOM 1.1.6.12.3.
    - Was not requested at the time of booking (there is no SSR), details of size, weight and battery type/numbers(s) and instructions for preventing inadvertent operation, shall be validated at check-in to ensure the mobility aid is accepted and loaded on the aircraft in accordance with the IATA DGR in the case of battery-operated devices.

NOTEs:

- Wheelchairs and other mobility devices are crucial for the passengers who use them. They are most often custom-designed and tailored to promote safety, comfort and independence for the user and shall be treated with care.
- Mobility devices such as wheelchairs, rolling walkers or segway-style mobility wheelchairs may be operated with manual or electric power and have to be handled as per instructions provided by the passenger and according to the IATA DGR. There are specific rules and concerns when handling such aids, especially when they have batteries that also need special handling per IATA Recommended Practice 1708 which can be found in the IATA Passenger Services Conference Resolution Manual (PSCRM).

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Overview of Wheelchairs and Mobility Aids Powered by Different Battery Types

Type of Batteries-Powered Wheelchairs & Mobility Aids	Non-spillable Wet	Nickel-metal Hydride	Dry Batteries	Spillable Batteries	Lithium Ion Batteries
Battery Requirement	Comply with SP A67	Comply with SP A199	Comply with SP A123	Fitted with spill-resistant vent caps (if feasible)	UN 38.3 tested
Battery to be Removed /Remain	Can remain if the design of the wheelchair/mobility aid can provide adequate protection to the batter(ies) and can be securely attached or they can be removed			Can remain if loaded in upright position. If not, the battery needs to be removed	Can remain if the design of the mobility aid can provide adequate protection to the batter(ies) and can be securely attached or they can be removed
Number of Spare Batteries Permitted (in addition to the removed batteries, if applicable)	1	2	2	None	1 battery of no more than 300 Wh; or 2 batteries, each of no more than 160 Wh
Packaging Requirement for Battery	Strong, rigid packagings				Can be in protective pouches
Marking & Labelling Requirement	Battery-powered mobility aid label (Figure 3)			If the battery remains installed, apply the battery-powered wheelchair/mobility aid label (Figure 3). If the battery is removed, the battery must be Marked "BATTERY, WET, WITH WHEELCHAIR" or "BATTERY, WET, WITH MOBILITY AID" and Labelled "Corrosive" (Figure 1) and "Orientation" (Figure 2)	Battery-powered wheelchair/mobility aid label (Figure 3)
Loading Location of Spare & Removed Batteries	Cargo compartment				Passenger cabin
Notification to Pilot-in-Command	Yes				

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1.1.6.12.5.1 WHEELCHAIRS/MOBILITY AIDS WITH NON-SPILLABLE WET BATTERIES, NICKEL-METAL HYDRIDE BATTERIES OR DRY BATTERIES

GRH 3.1.3

During the acceptance the check-in agent shall ensure that the battery-powered wheelchairs or other similar mobility aids for use by passengers whose mobility is restricted by either a disability, their health or age, or a temporary mobility problem (e.g. broken leg) are powered by non-spillable wet batteries which comply with Special Provision A67 or nickel-metal hydride batteries which comply with Special Provision A199 or dry batteries which comply with Special Provision A123.

- A passenger may carry a maximum of:
  - one spare wet, non-spillable battery meeting Special Provision A67
  - two spare nickel-metal hydride batteries meeting Special Provision A199 or dry batteries meeting Special Provision A123
- Passengers must notify FLY2SKY of their intention to travel with a battery-powered mobility aid at least 48 hours prior to departure.

NOTE: Additional guidance on the end-to-end processes associated with the carriage of mobility aids is available in the IATA Guidance on the Transport of Mobility Aids at the following link - https://www.iata.org/en/programs/passenger/accessibility/

Acceptance

- Confirm that prior notification was received and technical details have been reviewed.
- Check that the battery type with IATA DGR Special Provision A67 for non-spillable wet batteries type, with Special Provision A199 for nickel-metal hydride batteries or with Special Provision A123 for dry batteries (request a certificate from the manufacture).
- Confirm battery is securely attached, properly protected from short-circuit, and in good physical condition (no leakage, cracks, or visible damage).
- Confirm the device can be loaded, secured, and transported in an upright position.
- Ensure proper labeling and handling instructions are attached to the mobility aid
- Enter relevant information into the Passenger Special Service Request (SSR) field in the check-in system.
- If battery is removed, attach "Battery Removed" label to the equipment and ensure battery is packed and handled separately.
- Fill in FLY2SKY Electric Mobility Aid Form
  - Passenger name
  - Destination
  - Flight Number
  - Seat number
  - Make/Model
  - Destination
  - Travel Date
  - Tare weight (kg)
  - Battery Type
  - Instructions for inhibiting electrical circuits
  - Special Loading Instructions if any
- Provide the form to the ramp handling staff

Loading

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- Ground handling agent must verify that:
  - the passenger has confirmed at the check-in that the battery(ies) is a non-spillable wet battery that complies with Special Provision A67, or a nickel-metal hydride battery that complies with Special Provision A199 or dry battery that complies with Special Provision A123;
  - the battery terminals are protected from short circuits,
  - Depending on the design of the wheelchair or mobility aid, the following methods are preferable for ensuring the electrical circuits are isolated:
    - if a key is fitted, switch off the device, remove the key and pass it to the passenger for safekeeping;
    - remove the joystick module;
    - separate power cable plugs or connectors as near to the batteries as possible; or
    - if the design of the wheelchair or mobility aid allows none of the above actions, it is acceptable to:
    - "lock out" the wheelchair or mobility aid, e.g. by making a combination of movements with the joystick as instructed by the manufacturer or passenger; or
    - disconnect cables from the battery terminals.
  - Drive system on the mobility aid is engaged
  - Any brakes on the mobility aid are engaged
  - the battery(ies) is either:
    - adequately protected against damage by the design of the mobility aid and securely attached to the wheelchair or mobility aid. The electrical circuits must be isolated following the manufacturer's instructions; or
    - removed from the mobility aid following the manufacturer's instruction
- Person responsible for making the device safe for carriage shall sign Electric Mobility Aid Form once the EMA has been properly configurated, in travel configuration mode, for carriage in the cargo compartment.
- Load the mobility aid in an upright position to avoid damage. Mobility aids are not currently designed for loading/transporting in bulk cargo compartments on their sides.



Caution:
Avoid loading mobility aid on belt loaders with excessive angles to the aircraft cargo door, which may cause the mobility aid to fall, damaging the mobility aid and present risk of injuring ramp personnel.

- Raise the mobility aid to the same height as the belt loader and place it onto the rubberized belt portion of the belt loader. This may require disengagement of the motors and brakes.
- If specialized equipment is unavailable, ensure that an adequate number of qualified ramp personnel agents are present to perform a manual lift of the mobility aid
- Place the mobility aid on the rubberized portion of the belt loader.
- Ensure the mobility aid is properly centred on the belt, and that the path of travel on the belt for the mobility aid is clear.
- Validate that the brakes are set, and the drive system is engaged prior to turning on the belt.

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Caution:
Prevent mobility aid from bumping into or getting caught on any portion of the belt loader or aircraft before engaging the belt, as this may cause the mobility aid to pivot/fall off from the belt loader during movement.

- Engage the belt to move the mobility aid to the aircraft door, monitor for any potential shift of the mobility aid.
- If the mobility aid gets caught or otherwise loses its centered position on the belt, STOP the belt; then
- Reposition the mobility aid, remove obstacles and re-center the mobility aid on the rubberized portion of the belt.
- Slow or stop the belt as needed to prevent unintended movement of the mobility aid.
- If it becomes clear that the mobility aid will NOT fit into the aircraft cargo compartment, STOP the belt; then
    - Inform the passenger of the situation
    - Offload the mobility aid from the belt loader; and
    - Continue loading other commodities as necessary
- Avoid tipping or tilting the mobility aid to prevent damage to the mobility aid and injury to ground staff.
    - If a mobility aid has to be tipped to get through the cargo door, care should be given that the drive system is not disengaged.
    - If the mobility aid must be tilted or tipped on its side, it should not be tilted on the non-controller or joystick side.
- Position the mobility aid inside the cargo compartment of the aircraft so that it can be secured:
    - The mobility aid shall not come into contact with the aircraft cargo door frame while being loaded or unloaded as this may cause damage to the mobility aid and/or aircraft.
    - When moving the mobility aid inside the cargo compartment, freewheel mode must be engaged and the brakes released, otherwise the drive mechanism will be damaged. Once in place:
    - Ensure the moblity aid has its motors engaged and is not in freewheel mode.
    - Ensure any brakes are set prior to moving the mobility aid into the cargo hold.
    - Put the mobility aid into freewheel mode if needed to position the mobility aid inside the aircraft.
    - Ensure the mobility aid wheels are oriented in the direction of aircraft travel (example: forward or rear facing).
- Prior to securing, evaluate the mobility aid for any damage. If any damage is identified, notify a supervisor and supervisor shall inform the passenger immediately.
- Never place baggage or other commodities on top of a mobility aid.
- The wheelchair or mobility aid must be secured against movement in the cargo compartment, by use of straps, tie-downs or other restraint devices. The wheelchair or mobility aid, including batteries, electrical cabling and controls must be protected from damage, including damage caused by the movement of baggage, mail and cargo. Accordingly, any battery-powered wheelchair and mobility aid must not be stowed together with loose loaded (bulk) items within netted section of the cargo compartment.

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- Secure the battery as follows:
  - use tie-down points (Refer to GOM 4.5.7.4 and GOM 4.5.7.5)
  - keep the mobility aid in upright position where possible
  - secure the mobility aid on the base frame
  - avoid unnecessary tilting of the mobility aid
  - disengage freewheel mode
  - disconnect/isolate power
  - ensure adequate clearance when loading
  - avoid over-tightening tie-down straps or other securing devices
  - load last when possible
- The loading supervisor is responsible for recording the specific cargo hold in which the Electric Mobility Aid (EMA) is loaded, along with the exact location of the battery. In cases where the battery is transported separately from the EMA, the corresponding cargo compartment number must be clearly indicated on the Electric Mobility Aid Form.
- Once loading is completed, the loading supervisor shall sign the Electric Mobility Aid Form confirming by his signature that the EMA is loaded and secured in accordance with FLY2SKY instructions
- Ground handling shall provide the Pilot-in-Command with the Electric Mobility Aid Form prior to departure and verbally reconfirm the location of the mobility aid and its battery if removed, as specified on the form

If the mobility aid exceeds 150kg, it shall be loaded onto an aircraft pallet and restrained by a compatible aircraft pallet net. Refer to GOM 4.5.8 – Load Spreading

- Place the mobility aid upright onto the pallet.
- Engage the drive system of the mobility aid.
- Ensure mobility aid brakes are engaged if available.
- If there is more than one mobility aid on the pallet, ensure the mobility aids can be secured without touching each other.
- This will help prevent damage to the mobility aids or the pallet. Secure all mobility aid(s) on the aircraft pallet using the compatible aircraft pallet net and/ or restraint straps.

On arrival

Upon arrival, the following steps shall be taken to reunite the passenger with their mobility aid in working order as safely and efficiently as possible:

- Cabin crew shall help the passenger find and retrieve any items removed from the mobility aid and stored in the cabin.
- The mobility aid shall be returned to the location chosen by the passenger.
- Ramp personnel shall then take the following steps to prepare the mobility aid for the passenger:
  - Reassembly - Reattach components of the mobility aid for use, including joystick, electrical connections, seating, positioning etc.
  - Battery – Re-connect the battery power using the battery isolation switch if it has one or reconnect the batteries in accordance with IATA DGR and carrier policy.

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- Reconfiguration – Reconfigure the height of the mobility aid for use.
- Inspection: Inspect the mobility aid for any damage that might have occurred. If damage occurs immediately notify the passenger in accordance with air carrier policy.
- Assistance: Assistance teams within air carriers or airport shall assist the passenger from the aisle chair into their mobility aid according to obligations under regulation.
- Drive System – Engage the drive motors for the customer so the mobility aid is no longer in neutral. Remove any brakes that are engaged.

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1.1.6.12.5.2 WHEELCHAIRS/MOBILITY AIDS WITH SPILLABLE BATTERIES

GRH 3.1.3

Battery-powered wheelchairs or other similar mobility aids for use by passengers whose mobility is restricted by either a disability, their health or age, or a temporary mobility problem (e.g. broken leg), with spillable batteries. These batteries must meet the following requirements:

- The battery must be fitted with spill-resistant vent cap (if feasible)
- The battery must be securely attached to the mobility aid and protected against movement during transport.
- The mobility aid must be capable of being loaded, stowed, secured, and unloaded in an upright position at all times.
- If not, the battery must be removed, carried in strong, rigid packaging as described below

Passengers must notify FLY2SKY of their intention to travel with a battery-powered mobility aid at least 48 hours prior to departure.

NOTE: Additional guidance on the end-to-end processes associated with the carriage of mobility aids is available in the IATA Guidance on the Transport of Mobility Aids at the following link - https://www.iata.org/en/programs/passenger/accessibility/

Acceptance

- Confirm that prior notification was received and technical details have been reviewed.
- Confirm the device can be loaded, secured, and transported in an upright position.
- Confirm battery is securely attached, properly protected from short-circuit, and in good physical condition (no leakage, cracks, or visible damage).
- Ensure proper labeling and handling instructions are attached to the mobility aid
- If battery is removed, attach "Battery Removed" label to the equipment and ensure battery is packed and handled separately.
- Enter relevant information into the Passenger Special Service Request (SSR) field in the check-in system.
- Fill in FLY2SKY Electric Mobility Aid Form
    - Passenger name
    - Destination
    - Flight Number
    - Seat number
    - Make/Model
    - Destination
    - Travel Date
    - Tare weight (kg)
    - Battery Type
    - Instructions for inhibiting electrical circuits
    - Special Loading Instructions if any
- Provide the form to the ramp handling staff

Loading

- During the loading process the loading staff shall secure, by use of straps, tie-downs or other restraint devices, a battery powered mobility aid with installed battery(ies). The mobility aid, the battery(ies), electrical cabling and controls must be protected from damage including by the movement of baggage, mail or cargo
- The ground handler shall verify that:

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- the battery terminals are protected from short circuits, e.g. by being enclosed within a battery container
- the battery(ies) is fitted, where feasible, with spill-resistant vent caps
- the battery(ies) is either:
  - adequately protected against damage by the design of the mobility aid and securely attached to the wheelchair or mobility aid. The electrical circuits must be isolated following the manufacturer's instructions; or
  - removed from the mobility aid following the manufacturer's instructions when the mobility aid cannot be maintained in an upright position, see IATA DGR 2.3.2.3.3, 9.3.14.6 and Figure 9.3.C)

- Person responsible for making the device safe for carriage shall sign Electric Mobility Aid Form once the EMA has been properly configurated, in travel configuration mode, for carriage in the cargo compartment.
- The loading staff must load, stow, secure and unload a mobility aid with a spillable battery(ies) in an upright position. If the wheelchair or mobility aid cannot be loaded, stowed, secured and unloaded always in an upright position or if the mobility aid does not adequately protect the battery(ies), the handling agent must remove the battery(ies). The removed battery(ies) must be carried in strong, rigid packagings as follows:
  - packagings must be leak-tight, impervious to battery fluid and be protected against upset by securing to pallets or by securing them in cargo compartments using appropriate means of securement (other than by bracing with cargo or baggage) such as by use of restraining straps, brackets or holders
  - battery(ies) must be protected against short circuits, secured upright in these packagings and surrounded by compatible absorbent material sufficient to absorb their total liquid contents; and
  - these packagings must be marked "BATTERY, WET, WITH WHEELCHAIR" or "BATTERY, WET, WITH MOBILITY AID" and be labelled with the "Corrosive" label (see IATA DGR Figure 7.3.V) and with the "Package Orientation" label (see IATA DGR Figures 7.4.D and 7.4.E).



Caution:
Avoid loading mobility aid on belt loaders with excessive angles to the aircraft cargo door, which may cause the mobility aid to fall, damaging the mobility aid and present risk of injuring ramp personnel

- Raise the mobility aid to the same height as the belt loader and place it onto the rubberized belt portion of the belt loader. This may require disengagement of the motors and brakes.
- If specialized equipment is unavailable, ensure that an adequate number of qualified ramp personnel agents are present to perform a manual lift of the mobility aid
- Place the mobility aid on the rubberized portion of the belt loader.
- Ensure the mobility aid is properly centred on the belt, and that the path of travel on the belt for the mobility aid is clear.
- Validate that the brakes are set, and the drive system is engaged prior to turning on the belt.



Caution:
Prevent mobility aid from bumping into or getting caught on any portion of the belt loader or aircraft before engaging the belt, as this may cause the mobility aid to pivot/fall off from the belt loader during movement.

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- Engage the belt to move the mobility aid to the aircraft door, monitor for any potential shift of the mobility aid.
- If the mobility aid gets caught or otherwise loses its centered position on the belt, STOP the belt; then
- Reposition the mobility aid, remove obstacles and re-center the mobility aid on the rubberized portion of the belt.
- Slow or stop the belt as needed to prevent unintended movement of the mobility aid.
- If it becomes clear that the mobility aid will NOT fit into the aircraft cargo compartment, STOP the belt; then
    - Inform the passenger of the situation
    - Offload the mobility aid from the belt loader; and
    - Continue loading other commodities as necessary
- Avoid tipping or tilting the mobility aid to prevent damage to the mobility aid and injury to ground staff.
    - If a mobility aid has to be tipped to get through the cargo door, care should be given that the drive system is not disengaged.
    - If the mobility aid must be tilted or tipped on its side, it should not be tilted on the non-controller or joystick side.
- Position the mobility aid inside the cargo compartment of the aircraft so that it can be secured:
    - The mobility aid shall not come into contact with the aircraft cargo door frame while being loaded or unloaded as this may cause damage to the mobility aid and/or aircraft.
    - When moving the mobility aid inside the cargo compartment, freewheel mode must be engaged and the brakes released, otherwise the drive mechanism will be damaged. Once in place:
    - Ensure the moblity aid has its motors engaged and is not in freewheel mode.
    - Ensure any brakes are set prior to moving the mobility aid into the cargo hold.
    - Put the mobility aid into freewheel mode if needed to position the mobility aid inside the aircraft.
    - Ensure the mobility aid wheels are oriented in the direction of aircraft travel (example: forward or rear facing).
- Prior to securing, evaluate the mobility aid for any damage or battery spillage. If any damage or spillage is identified, notify a supervisor and supervisor shall inform the passenger immediately.
- Never place baggage or other commodities on top of a mobility aid.
- The wheelchair or mobility aid must be secured against movement in the cargo compartment, by use of straps, tie-downs or other restraint devices. The wheelchair or mobility aid, including batteries, electrical cabling and controls must be protected from damage, including damage caused by the movement of baggage, mail and cargo. Accordingly, any battery-powered wheelchair and mobility aid must not be stowed together with loose loaded (bulk) items within netted section of the cargo compartment.
- Secure the battery as follows:
    - use tie-down points (Refer to GOM 4.5.7.4 and GOM 4.5.7.5)
    - keep the mobility aid in upright position where possible
    - secure the mobility aid on the base frame
    - avoid unnecessary tilting of the mobility aid
    - disengage freewheel mode
    - disconnect/isolate power

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  - ensure adequate clearance when loading
  - avoid over-tightening tie-down straps or other securing devices
  - load last when possible
- The loading supervisor is responsible for recording the specific cargo hold in which the Electric Mobility Aid (EMA) is loaded, along with the exact location of the battery. In cases where the battery is transported separately from the EMA, the corresponding cargo compartment number must be clearly indicated on the Electric Mobility Aid Form.
- Once loading is completed, the loading supervisor shall sign the Electric Mobility Aid Form confirming by his signature that the EMA is loaded and secured in accordance with FLY2SKY instructions
- Ground handling shall provide the Pilot-in-Command with the Electric Mobility Aid Form prior to departure and verbally reconfirm the location of the mobility aid and its battery if removed, as specified on the form

If the mobility aid exceeds 150kg, it shall be loaded onto an aircraft pallet and restrained by a compatible aircraft pallet net. Refer to GOM 4.5.8 – Load Spreading

- Place the mobility aid upright onto the pallet.
- Engage the drive system of the mobility aid.
- Ensure mobility aid brakes are engaged if available.
- If there is more than one mobility aid on the pallet, ensure the mobility aids can be secured without touching each other.
- This will help prevent damage to the mobility aids or the pallet. Secure all mobility aid(s) on the aircraft pallet using the compatible aircraft pallet net and/ or restraint straps.

On arrival

Upon arrival, the following steps shall be taken to reunite the passenger with their mobility aid in working order as safely and efficiently as possible:

- Cabin crew shall help the passenger find and retrieve any items removed from the mobility aid and stored in the cabin.
- The mobility aid shall be returned to the location chosen by the passenger.
- Ramp personnel shall then take the following steps to prepare the mobility aid for the passenger:
  - Reassembly - Reattach components of the mobility aid for use, including joystick, electrical connections, seating, positioning etc.
  - Battery – Re-connect the battery power using the battery isolation switch if it has one or reconnect the batteries in accordance with IATA DGR and carrier policy.
  - Reconfiguration – Reconfigure the height of the mobility aid for use.
  - Inspection: Inspect the mobility aid for any damage that might have occurred. If damage occurs immediately notify the passenger in accordance with air carrier policy.
  - Assistance: Assistance teams within air carriers or airport shall assist the passenger from the aisle chair into their mobility aid according to obligations under regulation.
  - Drive System – Engage the drive motors for the customer so the mobility aid is no longer in neutral. Remove any brakes that are engaged.

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1.1.6.12.5.3 WHEELCHAIRS/MOBILITY AIDS WITH LIHTIUM BATTERIES

GRH 3.1.3

Lithium-ion battery powered wheelchairs or other similar mobility aids for use by passengers whose mobility is restricted by either a disability, their health or age, or a temporary mobility problem (e.g. broken leg), subject to the following conditions:

- The battery shall be a type which meets the requirements of each test in the UN Manual of Tests and Criteria, Part III, subsection 38.3.
- A passenger may carry a maximum of one spare lithium-ion battery not exceeding 300 Wh or two spare batteries each not exceeding 160 Wh.
- Passengers must notify FLY2SKY of their intention to travel with a battery-powered mobility aid at least 48 hours prior to departure.

NOTE: Additional guidance on the end-to-end processes associated with the carriage of mobility aids is available in the IATA Guidance on the Transport of Mobility Aids at the following link - https://www.iata.org/en/programs/passenger/accessibility/

Acceptance

- Confirm that prior notification was received and technical details have been reviewed.
- Check that the battery type which meets the requirements of each test in the UN Manual of Tests and Criteria, Part III, subsection 38.3 (request a certificate from the manufacture).
- Confirm battery is securely attached, properly protected from short-circuit, and in good physical condition (no leakage, cracks, or visible damage).
- Confirm the device can be loaded, secured, and transported in an upright position.
- Ensure proper labeling and handling instructions are attached to the mobility aid
- Enter relevant information into the Passenger Special Service Request (SSR) field in the check-in system.
- If battery is removed, attach "Battery Removed" label to the equipment and ensure battery is packed and handled separately.
- Fill in FLY2SKY Electric Mobility Aid Form
    - Passenger name
    - Destination
    - Flight Number
    - Seat number
    - Make/Model
    - Destination
    - Travel Date
    - Tare weight (kg)
    - Battery Type
    - Instructions for inhibiting electrical circuits
    - Special Loading Instructions if any
- Provide the form to the ramp handling staff

Loading

- Ground handling agent must verify that:
    - the passenger has confirmed at the check-in that the battery(ies) is a type which meets the requirements of each test in the UN Manual of Tests and Criteria, Part III, subsection 38.3
    - the battery terminals are protected from short circuits, e.g. by being enclosed within a battery container
    - Drive system on the mobility aid is engaged

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- Any brakes on the mobility aid are engaged
- the battery(ies) is either:
  - adequately protected against damage by the design of the mobility aid and securely attached to the wheelchair or mobility aid. The electrical circuits must be isolated following the manufacturer's instructions; or
  - removed from the mobility aid following the manufacturer's instruction

- Ground handling agent must ensure that any battery(ies) removed from the mobility aid and any spare battery(ies) are carried in the passenger cabin. The removed or spare battery(ies) must be protected from damage (e.g. by placing each battery in a protective pouch).
- Person responsible for making the device safe for carriage shall sign Electric Mobility Aid Form once the EMA has been properly configurated, in travel configuration mode, for carriage in the cargo compartment.
- Load the mobility aid in an upright position to avoid damage. Mobility aids are not currently designed for loading/transporting in bulk cargo compartments on their sides.



Caution:
Avoid loading mobility aid on belt loaders with excessive angles to the aircraft cargo door, which may cause the mobility aid to fall, damaging the mobility aid and present risk of injuring ramp personnel

- Raise the mobility aid to the same height as the belt loader and place it onto the rubberized belt portion of the belt loader. This may require disengagement of the motors and brakes.
- If specialized equipment is unavailable, ensure that an adequate number of qualified ramp personnel agents are present to perform a manual lift of the mobility aid
- Place the mobility aid on the rubberized portion of the belt loader.
- Ensure the mobility aid is properly centred on the belt, and that the path of travel on the belt for the mobility aid is clear.
- Validate that the brakes are set, and the drive system is engaged prior to turning on the belt.



Caution:
Prevent mobility aid from bumping into or getting caught on any portion of the belt loader or aircraft before engaging the belt, as this may cause the mobility aid to pivot/fall off from the belt loader during movement.

- Engage the belt to move the mobility aid to the aircraft door, monitor for any potential shift of the mobility aid.
- If the mobility aid gets caught or otherwise loses its centered position on the belt, STOP the belt; then
- Reposition the mobility aid, remove obstacles and re-center the mobility aid on the rubberized portion of the belt.
- Slow or stop the belt as needed to prevent unintended movement of the mobility aid.
- If it becomes clear that the mobility aid will NOT fit into the aircraft cargo compartment, STOP the belt; then
  - Inform the passenger of the situation
  - Offload the mobility aid from the belt loader; and
  - Continue loading other commodities as necessary
- Avoid tipping or tilting the mobility aid to prevent damage to the mobility aid and injury to ground staff.

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  - If a mobility aid has to be tipped to get through the cargo door, care should be given that the drive system is not disengaged.
  - If the mobility aid must be tilted or tipped on its side, it should not be tilted on the non-controller or joystick side.
- Position the mobility aid inside the cargo compartment of the aircraft so that it can be secured:
  - The mobility aid shall not come into contact with the aircraft cargo door frame while being loaded or unloaded as this may cause damage to the mobility aid and/or aircraft.
  - When moving the mobility aid inside the cargo compartment, freewheel mode must be engaged and the brakes released, otherwise the drive mechanism will be damaged. Once in place:
  - Ensure the moblity aid has its motors engaged and is not in freewheel mode.
  - Ensure any brakes are set prior to moving the mobility aid into the cargo hold.
  - Put the mobility aid into freewheel mode if needed to position the mobility aid inside the aircraft.
  - Ensure the mobility aid wheels are oriented in the direction of aircraft travel (example: forward or rear facing).
- Prior to securing, evaluate the mobility aid for any damage. If any damage is identified, notify a supervisor and supervisor shall inform the passenger immediately.
- Never place baggage or other commodities on top of a mobility aid.
- The wheelchair or mobility aid must be secured against movement in the cargo compartment, by use of straps, tie-downs or other restraint devices. The wheelchair or mobility aid, including batteries, electrical cabling and controls must be protected from damage, including damage caused by the movement of baggage, mail and cargo. Accordingly, any battery-powered wheelchair and mobility aid must not be stowed together with loose loaded (bulk) items within netted section of the cargo compartment.
- Secure the battery as follows:
  - use tie-down points (Refer to GOM 4.5.7.4 and GOM 4.5.7.5)
  - keep the mobility aid in upright position where possible
  - secure the mobility aid on the base frame
  - avoid unnecessary tilting of the mobility aid
  - disengage freewheel mode
  - disconnect/isolate power
  - ensure adequate clearance when loading
  - avoid over-tightening tie-down straps or other securing devices
  - load last when possible
- The loading supervisor is responsible for recording the specific cargo hold in which the Electric Mobility Aid (EMA) is loaded, along with the exact location of the battery. In cases where the battery is transported separately from the EMA, the corresponding cargo compartment number must be clearly indicated on the Electric Mobility Aid Form.
- Once loading is completed, the loading supervisor shall sign the Electric Mobility Aid Form confirming by his signature that the EMA is loaded and secured in accordance with FLY2SKY instructions
- Ground handling shall provide the Pilot-in-Command with the Electric Mobility Aid Form prior to departure and verbally reconfirm the location of the mobility aid and its battery, as specified on the form

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If the mobility aid exceeds 150kg, it shall be loaded onto an aircraft pallet and restrained by a compatible aircraft pallet net. Refer to GOM 4.5.8 – Load Spreading

- Place the mobility aid upright onto the pallet.
- Engage the drive system of the mobility aid.
- Ensure mobility aid brakes are engaged if available.
- If there is more than one mobility aid on the pallet, ensure the mobility aids can be secured without touching each other.
- This will help prevent damage to the mobility aids or the pallet. Secure all mobility aid(s) on the aircraft pallet using the compatible aircraft pallet net and/ or restraint straps.

On arrival

Upon arrival, the following steps shall be taken to reunite the passenger with their mobility aid in working order as safely and efficiently as possible:

- Cabin crew should help the passenger find and retrieve any items removed from the mobility aid and stored in the cabin.
- The mobility aid shall be returned to the location chosen by the passenger.
- Ramp personnel shall then take the following steps to prepare the mobility aid for the passenger:
    - Reassembly - Reattach components of the mobility aid for use, including joystick, electrical connections, seating, positioning etc.
    - Battery – Re-connect the battery power using the battery isolation switch if it has one or reconnect the batteries in accordance with IATA DGR and carrier policy.
    - Reconfiguration – Reconfigure the height of the mobility aid for use.
    - Inspection: Inspect the mobility aid for any damage that might have occurred. If damage occurs immediately notify the passenger in accordance with air carrier policy.
    - Assistance: Assistance teams within air carriers or airport shall assist the passenger from the aisle chair into their mobility aid according to obligations under regulation.
    - Drive System – Engage the drive motors for the customer so the mobility aid is no longer in neutral. Remove any brakes that are engaged.

1.1.6.12.6 ACCEPTANCE OF PETS IN CABIN

Handling of animals is in accordance with FLY2SKY procedures and Live Animals Regulations (LAR). The acceptance of pets in cabin (PETC) is also subject to the respective country regulations.

Domestic live animals (small dogs and cats) are accepted and carried in passenger cabin on FLY2SKY flights only when accompanied by a passenger.

PETC shall not be located in the emergency exit row or on the bulkhead seat.

An In-Cabin Live Animal Acceptance Checklist (as per LAR) shall be completed.

The animal shall be harmless, inoffensive, and odourless and shall be confined in a carrier subject to inspection and approval by FLY2SKY prior to acceptance. Passengers shall hold entry permits and other documents required by country of entry or transit. Pets shall be accompanied by valid health and rabies vaccination certificates required at transit or transfer or destination journey or interruption points. FLY2SKY will not be responsible if the animal is refused entry into or passage through any country. The owner assumes all risk of injury, sickness, or death of the animal, unless due to the FLY2SKY service provider's negligence or error.

Pets in cabin (PETC) are accepted under the following conditions:

- The carriage of (PETC) shall be approved by FLY2SKY prior to travel,

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- Dogs and cats are only allowed to be transported as PETC.
- Passengers shall hold entry permits and other documents required by country of entry or transit.

For example: Passport or Health Certificate, Microchipped, Rabies vaccination, Rabies blood test if required (for EU-approved blood testing laboratory), valid form when PETC is not traveling with the owner, etc.

NOTE: Pet must be at least 12 weeks old for travel (pet may not be vaccinated for rabies before turning 12 weeks of age) and some counties include period after vaccination (21 or 30 days) and/or at least 3 months after the blood sample (if required).

Table below shows requirements for ARN/CPH stations:

Destination	EU Pet Passport or health (veterinary) certificate [10 days validity from been issued]			Travel	Pet owner's declaration /Authorisation	Animal old
	Microchipped	Rabies vaccination (at least 12 weeks old)	Rabies Antibody Blood Test EU-approved blood testing laboratory			
ARN/CPH	YES	YES	YES (30 days after complete vaccination)	Yes (3 months after receiving the result of the blood sample)	YES*	**Yes at least 7 months old**

*For CPH it is mandatory only when PETC traveling without owner and owner has to declare authorization for the person.

The transport of pets in the passenger cabin is permitted on all FLY2SKY flights except those listed below:

- to/from Great Britain,
- to/from the United Arab Emirates,
- to/from all states imposing strict rules and limitations.

Procedure for acceptance of PETC:

- Up to 4 PETC per flight can be accepted
- Make sure that the weight of the pet including the bag/kennel does not exceed 8 kg;
- The bag/kennel must be bite and leakproof and must not be larger than 55 x 45 x 25 cm.
- Explain to the passenger that the pet must stay in the bag/kennel when boarding and during the entire flight to avoid problems or misunderstandings on board;
- Do not seat passengers with PETC in the first row of the cabin compartment as the bag/kennel cannot be stowed under a front seat. To secure safe stowage of the pet on board, it must be assured that the bag/kennel is placed under the seat in front of the passenger;
- Do not seat passengers with PETC in emergency exit rows;
- Accept only one PETC per passenger;
- If more than one PETC is accepted per flight assure that the animals are seated as far away as possible from each other;
- Check that the SSR "PETC" is visible in DCS-system.

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- Complete the "In-Cabin Live Animal Acceptance Checklist".
- Fill information boxes 1 and 2.
- Receive passengers signature.
- Accepting agent checks all information if accurate, marks tick box "Yes".

NOTE: If any answered marked "NO" do not accept.

- Accepting agent signs the form.
- Copy and distribution:
- Original is kept at station of departure

NOTE: The cabin crew is authorized to relocate passengers with pets in order to provide the adequate commodity and comfort to other passengers with consent of the Commander. Commander is authorised to disembark passenger with PETC, if flight safety may be compromised.

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1.1.6.12.7 ACCEPTANCE LIVE ANIMALS IN HOLD AVIH AS EXCESS BAGGAGE

AVIH (maximum 1) may be transported as checked baggage in the aircraft hold only in accordance with IATA LAR and FLY2SKY procedures. Ensure the flight crew is informed of AVIH loading to ensure sufficient heat and airflow are maintained.

Domestic animals such as dogs, cats and if applicable, other animal species may be carried as AVIH.

According to the IATA Live Animal Regulations 50th edition (chapter 7.6) the completion of a checklist for AVIH and PETC is mandatory.

Animals in Hold are transported as checked baggage in the aircraft hold. All animals with a weight of 8 kg and more must travel in the hold. The transportation of the animal as checked baggage is always subject to space availability and prior approval by *FLY2SKY.* The GSP is always entitled to refuse the transportation of the animal if the passenger violates the regulations as stated in the *IATA Live Animal Regulations*. The kennels for transportation are to be provided by the passenger.

- The animal must be in good health and must not show any aggressiveness.
- The animal must be carried in a sufficiently large, firm container with a solid, leak-proof bottom and sufficient openings for breathing on three sides.
- Each animal contained in the container must have enough space to turn about normally while standing, to stand and sit erect, and lie in a natural position.
- Females with suckling young and unwanted animals will not be accepted. Weaned puppies/kittens younger than eight weeks must not be shipped.
- A possibility of an external refill of feed and water must be provided in the container.
- The container must be labelled with "LIVE ANIMAL" and package orientation labels “THIS WAY UP” on opposite sides. The labels shall be affixed to the container in such a way as not to obscure ventilation openings.
- The container must be labelled with the passenger’s name, address and telephone contact, and must comply with *IATA Live Animals Regulations*.
- The wheels must be removed from the container before check-in.
- Only rigid containers with a secure door are acceptable.
- Only one animal per container, unless they are used to cohabiting.
- A maximum of two adult animals of the same species, comparable size up to 14 kg each, that are used to cohabitation, may be shipped in the same container. Animals over that weight must travel individually.
- Animals up to six months old from the same litter, up to a maximum quantity of three, may be shipped in the same container/compartment.
- The container must be large enough to permit animal movement

Procedure for Acceptance of AVIH

Live animals (AVIH) are permitted to be carried only on the aircrafts where MOD20082/20084 for cargo hold heating and MOD20057/20059 for cargo hold ventilation are installed.

Before accepting a Live Animal, check if the aircraft cargo holds are suitable for AVIH transportation. AVIH TABLE

Ground handling agent shall ensure that maximum number of kennels is not exceeded.

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Aircraft Type	Number of kennels/cages	Remarks
A320	3	Please check capabilities of each aircraft with DGM@fly2sky.aero
A321	3	Please check capabilities of each aircraft with DGM@fly2sky.aero

During the acceptance of the AVIH, the ground handling agent shall:

- Use IATA Live Animals acceptance checklist CGO 3.3.2
- Note pieces and weight of all checked baggage including the AVIH (pet plus kennel);
- Affix passenger name and address label to the kennel. Use special "Live Animal"- sticker which also contains a checklist for check-in staff;
- Additionally label the kennel with a checked baggage tag.

NOTE: FLY2SKY allows Ground Handling/Cargo provider and Lessee to use their own IATA Live Animals acceptance checklist if the form includes all information needed as per current edition of IATA LAR. Using of standardised IATA LAR checklist is preferred.

Procedure for Handling of AVIH

- Check that the SSR “AVIH” is visible in DCS-system.
- Complete the “Certificate for the transportation of Animals”.
- Distribute and keep copies as required.
- White “Original” copy kept by GSP at the departure station.
- Red copy hand over to a passenger.
- Each container must be clearly labelled and signed. A green “Live Animals” label/tag is mandatory. “This Way Up” labels/tags are also mandatory and must be placed on two opposite sides of the container. Documentation must be carried in which each container is clearly listed and attributable.
- In case of a known delay, early loading of the animals into the cargo hold shall be avoided. Animals must be loaded last and unloaded first.
- Minimize time on the ramp to protect animals from wind, rain, noise and extreme temperatures. When making provisions for the loading process, animals must not be unnecessarily exposed to adverse weather conditions.
- The cages shall be stowed in such a way that there is enough distance to other cages and other load to guarantee sufficient oxygen supply. Keep other luggage at least 150 mm away from the container sides to maximize ventilation. Compartment lights shall generally be switched off.
- Natural predators shall not be positioned next to each other.
- Do not load animals in the same compartment with dry ice, HUM and radioactive materials.
- Exercise caution with containers that have wheels, ensuring the container cannot roll during loading.
- The containers shall always be tied down or lashed in order to avoid any kind of movement at take-off, landing or during flight. Containers must be securely attached to the compartment to prevent shifting, using tie-down straps.
- Take the deplaning animals immediately to the terminal for claim by their owners.
- Never use the baggage chute to deliver an animal. If the animal cannot be immediately claimed, take the animal to a climate-controlled waiting room.

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- Transportation of live animals has to be indicated on the Load & Trimsheet, in LDM, NOTOC and PSM. The flight crew and station must be informed of AVIH loading to ensure sufficient heat and airflow are maintained.
- Ensure the flight crew is informed of AVIH loading to ensure, sufficient heat and airflow are maintained

1.1.6.12.8 SERVICE ANIMALS SVAN

Acceptance of a task-trained service animal (SVAN) and emotional support animal (ESAN) in the passenger cabin is subject to airline procedures and local regulations, as well as to restrictions of the country of arriva

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

Dogs that fit the definition of service dogs include but are not limited to: Guide Dog or Seeing Eye Dog, Hearing or Signal Dog, Mobility Assistance Dog, Psychiatric Service Dog, Seizure Response Dog.

Service animals may be transported in cabin even if the weight is more than 8 kg.

The passenger can be seated in the first row of the cabin compartment next to the window. Transportation is always free of charge. During the flight a muzzle must be available and has to be attached to the dog when deemed necessary by the crew.

Procedure for acceptance of SVAN

SVAN – are allowed on board by FLY2SKY Ground Ops, request shall be made at least 72 hours before departure via e-mail to DGM@fly2sky.aero and OCC@fly2sky.aero providing scanned copy of dog's passport and official documentation confirming that the dog is a fully trained as Guide or Assistance dog for the passenger it accompanies/assists.

Seats near the window shall be assigned for the guide/service dogs, but never on emergency rows. Recommended seat for a passenger accompanied by a guide dog is in the first row 1 A/F.

The guide/service dogs must wear an identifying jacket/harness, which shall be provided by the owner.

Guide/service dogs will only be permitted to travel if the passenger has in possession an official documentation confirming that the dog is fully trained as Guide or Assistance dog. Passenger shall have medical clearance that the dog is needed during the flight or dog's document that states its need to support/guide this passenger.

Guide/service dog shall be strapped during take-off and landing or whenever the seatbelt sign is on. Dog shall never be placed on the passenger seat. During the cruise it is acceptable for the dog to be subject to less constraint to achieve a more comfortable position.

Acceptance for carriage of the above animals is subject to the condition that the passenger assumes full responsibility for the animal.

1.1.6.12.9 EMOTIONAL AND PSYCHIATRIC SUPPORT DOGS ESAN

Dogs whose sole function is to provide emotional support do not qualify as a service dogs. They do not have special training to perform tasks that assist people with disability. These animals are therapy aids that provide people with therapeutic contact, usually in a clinical setting, to improve their physical, social, emotional, and/or cognitive functioning. These dogs must be trained to behave properly in public settings in the same way as service animals.

ESAN will be only accepted as PETC according to FLY2SKY standards (*GOM 1.1.6.12.6 Procedure for Acceptance of Pets in Cabin*) and with extra charge.

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Travelling With Service and Emotional Supporting Dogs to/from USA

1. According to the US Department of Transportation, foreign carriers are not obliged to transport service animals other than dogs. FLY2SKY as a foreign carrier will allow SVAN and ESAN on FLY2SKY-operated flights that begin or end at U.S. airports. They will be transported in the passenger cabin (SVAN will be transported free of charge and ESAN according to the PET transportation charges).
2. The following procedures apply for carriage of guide dogs on flights to/from USA.
3. Normally guide dog(s) accompanying a blind passenger will be allowed in the cabin unless it poses a direct threat to the health and safety of other passenger or presents a threat of disruption to service in cabin.
4. When advance information is received regarding the carriage of guide dog suitable seat(s) shall be pre-block. A bulkhead seat is preferred. However, any seat which permits the animal to fit under the seat in front of the passenger is acceptable.
5. An absorbent protective sheet/ mat (if provided by the passenger) to be placed in front of the seat to be occupied and the dog shall be harnessed.
6. A passenger with disability is permitted to be accompanied in the cabin with guide dog(s) at any seat which the passenger sits, unless the animal obstructs an aisle or other area that shall remain unobstructed to facilitate an emergency evacuation. A passenger shall be offered a bulkhead seat in the interests of space for both the passenger and accompanying dog(s).
7. If the animal(s) cannot be accommodated at the seat location of the passenger, the crew shall offer the passenger the opportunity to move with the animal(s) to another seat location in the same class where the animal(s) can be accommodated. The passenger shall never be separated from the animal(s).
8. When another passenger is uncomfortable with their proximity to a guide dog(s), every effort shall be made to accommodate them elsewhere in the cabin.
9. If the flight segment is scheduled to take eight hours or more, ground staff shall request the passenger to provide documentation (Service Animal Relief Form) that the guide dog will not need to relieve itself or can do so in a way that will not create a health or sanitation problems on the flight.
10. Cabin crew shall not have any responsibility for assisting with eating, drinking, or elimination functions of guide dog(s) and shall not pet or distract the dog(s).

1.1.6.13 CARRIAGE OF FIREARMS

1.1.6.13.1 CARRIAGE OF FIREARMS IN THE CABIN

FLY2SKY do not accept any firearms in the passenger cabin

1.1.6.13.2 CARRIAGE OF FIREARMS IN THE AIRCRFT HOLD

Where applicable, check-in personnel shall ensure the following actions for firearms and ammunition carried in cabin or in hold:

a) Firearms are booked as WEAP SSR.
b) Firearm and ammunition packed appropriately and separately.
c) The maximum permitted weight of ammunition respects requirements as per IATA DGR and FLY2SKY requirements.
d) An appropriate handling tag is attached, if required.
e) Secure handover at check-in to the appropriate personnel for WEAP acceptance, as per local airline regulations.
f) When a firearm and/or ammunition are carried in the aircraft hold, the ground handling agent shall ensure the:

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i. Firearm is not loaded (there is no ammunition in the chamber or magazine) and ammunition is carried separately from the firearm
ii. Firearm and ammunition are stowed in a place that is inaccessible to any unauthorized person during the flight.
iii. Firearms are not to be carried on the flight deck or retained by any crew member.
iv. Carriage of firearms is permitted by all states involved, including the state of departure, transit and arrival.

Carriage of firearm and ammunition requires notification to:

a) Appropriate load control and/or ramp personnel.
b) PIC prior to the commencement of the flight.
c) Transit and destination station.



Caution:
In the event a weapon or any item suspected to be an unauthorized weapon is discovered, follow FLY2SKY procedures and local security regulations for reporting.

The carriage of Weapons Ammunitions shall be approved by FLY2SKY Ground Ops Department. Request shall be sent to dgm@fly2sky.aero. Once the carriage of weapons and ammunitions is approved by FLY2SKY, Ground Operations Department shall notify the PIC and FLY2SKY OCC prior to the commencement of the flight via email.

Each passenger may carry a maximum of 5 kg gross of ammunition (must be weighed) for their own personal use.

FLY2SKY accepts only ammunition classified as 1.4S, UN0012 or UN0014 will be accepted. Allowances for more than one person must not be combined into one or more packages.

Ammunition carried in passenger aircraft must be for personal use for sporting and/or hunting purposes only.

Ground Handling Agent shall provide the PIC with a NOTOC.

1.1.7 PASSENGER BOARDING

1.1.7.1 PREPARATION FOR BOARDING

CAT.GEN.MPA.200 (F), GRH 1.6.6, GRH 3.1.1A

On *FLY2SKY flights* operated by Airbus A320/321 type of aircraft, boarding shall commence according to procedures below:

- **40min prior STD** pre-boarding must be started by gate agents without additional approval from the Senior Cabin Crew;
- **30min prior STD** SCCM must allow passengers to enter the aircraft;
- **15min prior STD** boarding must be finished and late passengers shall be deboarded, their baggage must be found and offloaded;
- **10min prior STD** last minute changes could be applied in case when late passengers show up at the gate;

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

- Start and test gate equipment or if required manual boarding documentation
- Check boarding facilities and gate monitors are displaying the correct flight information.

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- Ensure the gate is open at agreed upon times
- Prepare the gate room for boarding
    - Make sure that the following information is accessible for the check-in staff: A current edition of the Dangerous Goods Regulations (DGR) or the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air (Technical Instructions) or equivalent documentation.
    - A FLY2SKY listing of dangerous goods permitted to be carried on board the aircraft by a passenger or crew member (Table 2.3.A)
- Sign-in to the boarding system and test the gate equipment.
- Prepare required handling material (e.g., boarding passes, baggage tags) and manual boarding documentation where applicable.
- Ensure Dangerous Goods and Prohibited Articles notices are displayed at the boarding gate as per GOM 9.7.1 and boarding signages, if applicable.
- Review the flight in the DCS and check the following:
    1. List of accepted passengers and those waitlisted.
    2. Passengers requiring special attention (e.g., PWD, UMNR, INFT).
    3. List of inbound connections and the arrival time
    4. List of passengers who are ineligible to board (e.g., insufficient API-data, selectee handling).
- Prepare boarding announcements as required by the FLY2SKY procedures
- To prepare for boarding, secure the route to the aircraft and block off any unused passageways, if required. Where there is more than one passageway, place signage or provide instructions to passengers
- Ensure the route is clear, safe and free from any potential tripping hazards.
- If passengers and staff need to walk on the ramp, ensure the route to the aircraft is safe and clearly marked. Passengers must be supervised on the ramp at all times.
- For boarding with a Passenger Boarding Bridge (PBB), secure the route to the aircraft and block off any unused passageways, if required.
- If busses are used, ensure the bus boarding area is secured and passengers will be directed

NOTEs:

- In the case of an overbooked flight, assess the number of volunteers required and/or expected number of involuntarily denied boarding passengers
- If applicable, meal counts in relation to the number of passengers are checked and actioned accordingly.

1.1.7.2 PASSENGER BOARDING PROCESS

Passengers shall be boarded by personnel in charge of the boarding process using a boarding application or manually.

- Commence boarding as per the time stated on the boarding pass. In case of delays, advise passengers of the revised boarding time and the reason(s) for the delay, including any reason(s) for the delay.
- Obtain clearance for boarding from the crew or use automated boarding based on agreed timings.
- Make boarding announcements:
    - In the local language and/or in English.
    - Announce flight number, destination, gate number, and boarding sequence.
    - Include wet lease or marketing carrier (MC) flight number for code-share flights.

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- Apply the boarding sequence as requested by FLY2SKY (e.g., pre-boarding and priority boarding) and provide assistance to passengers with disabilities (PWD).
- If required, cross-check the name on the passenger identity document against the boarding pass presented by the passenger, and if applicable, visually match the passenger with the photograph.
- If required, check if passenger is holding valid travel documents for entire journey. Refer to GOM 1.1.5.
- Board every passenger in the DCS or manually. If a passenger is not eligible to board, verify reasons for ineligibility and retrieve passenger records to resolve the passenger boarding issue and board once rectified. Refer to GOM 1.1.7.3.
- Seek confirmation from any passengers who did return check-in/self-service check-in/off-site check-in that they are aware of the restrictions regarding the transport of dangerous goods by air and that their baggage does not contain any such prohibited items.
- Apply cabin baggage procedures of FLY2SKY, and account for any gate-tagged items. Refer to GOM 1.1.6.2.
    - Extra cabin baggage collected at the gate from passengers shall be tagged and the pieces/weight tag number(s), if applicable, “entered” in the DCS. Collect bags at the gate as per local procedures. Charge excess baggage if feasible. Inform load control of the additional pieces/weight if not transmitted via DCS.
    - Advise ramp staff and/or load control of any gate tagged items to be loaded as per FLY2SKY procedures.
    - For DAA, procedure see GOM 1.1.6.12.4.
- For manual or non-automated boarding and/or system issues check the flight number, date and the destination on the boarding pass and register security number/ seat number and allow passenger to board the aircraft.
- In case of remote/open ramp boarding, personnel shall:
    - Supervise the process to ensure or minimize the potential risk of vehicle strikes/noise exposure etc. to passengers.
    - Ensure that passengers follow the designated path to the aircraft and do not walk under the wings.
    - Direct passengers to the appropriate boarding door based on their assigned seat row.
- Follow safety precautions when aircraft fuelling is in progress See GOM 3.2.3 or as per the FLY2SKY procedures and state or local regulations.

NOTES:

- After scanning the boarding pass and a positive response is received, ensure the that appears as boarded in the DCS, matches the name on the boarding pass.
- If required collect any flight related paper revenue documents.

1.1.7.3 PASSENGER BOARDING DISPCREPANCIES

- If there are passenger discrepancies (minus or plus), they must be resolved prior to closing the aircraft door.
- Make every attempt (e.g. reconcile the boarding list with accepted passengers; recount the boarding passes/stubs; if applicable, cross-check with the crew on board) to locate missing passengers and obtain visual proof of boarding.
- If the missing passenger is found to be already on board the aircraft, verify their boarding pass and travel documents.

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- In the event the missing passenger is not located, retrieve the baggage tag numbers from the DCS and immediately request baggage to be located and offloaded.
- Once baggage is located, initiate offloading of passenger and baggage details in DCS as per FLY2SKY procedures and/or local regulations. Ensure communication with ramp personnel to confirm that checked baggage has been offloaded.
- Notify the crew and load control of any last minute changes to the passenger and/or baggage load.

NOTE: In the event the baggage is not found, if applicable, and as per local regulations, coordinate with the flight crew and loading team for baggage identification by passengers to identify the relevant baggage to be offloaded.

1.1.7.3.1 MISSING PASSENGER

If passengers are missing at boarding gate, the following procedures shall be followed:

- Once the last passenger at the gate is boarded the gate agent determines number of Missing passenger(s) and advice Turnaround Supervisor.
- Determine whether the missing passenger(s) has bags checked-in.
- Name and baggage details (including 'tagged to the gate' items) of the Missing passenger(s) needs to be printed and handed over to the Turnaround Supervisor.
- Whilst bags are being located in hold, the gate agent will have passenger paged by the airport information service.
- Once ground handling officer has located bags, turnaround Supervisor must check the tag numbers to ensure the correct bags have been offloaded.
- Notify crew and load control of any last-minute change to passenger and/or baggage load.

At 20 minutes before departure the boarding gate will be closed.

If a passenger comes late to the gate due to his own fault, he may be accepted for boarding only upon a GHSP Duty Manager approval. Late arrival means the time, when accepting a passenger for carriage may influence the departure time. A passenger who came late to gate and was not accepted for carriage may be rebooked in accordance with the fare conditions of his ticket.

Passenger(s) are liable for all related expenses.

1.1.7.4 END OF BOARDING

Before flight closure, ensure:

- Completion of the boarding process, finalize any actions in the DCS and check that all accepted passengers have boarded the aircraft in the DCS.
- Ensure the total checked-in passenger-count matches the total boarding count.
- If required, update the cabin baggage tag number(s) collected at the gate in the DCS.
- Complete the boarding process and finalize any actions in the DCS,
- Ensure load control is informed about final passenger and/or baggage information, as per operating airline procedures.

1.1.7.5 BOARDING IN CASE OF DCS BREAKDOWN

Where no DCS is available or in the case of DCS failure, apply manual boarding procedures. Ensure the final checked-in count matches the boarded passenger count prior to door closure. Prepare and present a final manifest.

1.1.8 INFORMATION TO THE CREW

Provide the final passenger count and applicable flight documents to the crew, including but not limited

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to:

- The passenger information list (PIL) with each boarded passenger's name, seat number, special service requests, etc.
- Load sheet, if not prepared by the flight crew
- Other relevant flight documents with special information:
  - NOTOC/cargo manifest, if applicable
  - Other special information (i.e., inadmissible (INAD) passenger documents)
  - General declarations, if required

1.1.9 POST FLIGHT DEPARTURE ACTIVITIES

1.1.9.1 MESSAGES

If not generated by the DCS, ensure relevant messages are dispatched to the appropriate addresses.

Messages may include:

- Teletype Passenger Manifest (TPM)
- Passenger Transfer Message (PTM)
- Passenger Service Message (PSM)
- Passenger Protection Message (PPM)
- Seat Occupied Message (SOM)
- Industry Discount Message (IDM)
- Advanced Passenger Information (API)
- Electronic Ticket List (ETL)

1.1.9.2 FLIGHT DOCUMENTATION RETENTION

Retain (electronically or paper files) flight documents as per FLY2SKY procedure and for a period of no less than three months unless otherwise specified.

1.1.9.3 FLIGHT CLOSE-OUT

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

Paper revenue documents (e.g., flight interruption manifests (FIMs), excess baggage coupons) must be collected and forwarded to the respective Revenue Accounting department as per FLY2SKY procedures.

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1.2 PASSENGER SECURITY

1.2.1 SECURITY OF DOCUMENTS

1.2.1.1 BORADING PASSES, TRANSIT PASSES AND BAGGAGE TAGS

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

1.2.1.2 PRINTED DOCUMENTS

Printed material such as boarding passes, passenger lists and handling forms may have to be reprinted. Disposal of the original documents containing passenger data shall be in accordance with data protection rules.

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

1.2.1.3 COUNTER AND AREA SECURITY

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

1.2.2 PASSENGER SUITABILITY FOR TRAVEL

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

When you identify a potential problem:

- Suspend the passenger process for the identified passenger (check-in and/or boarding).
- Notify the supervisor or airline representative to obtain their agreement on further action(s). This should be done in accordance with operating airline procedures.
- The supervisor shall contact the appropriate local authority for assistance, if needed

NOTE: Further questioning of the passenger may be required to assist with assessment

Any passenger that is denied from *FLY2SKY* flight due to not being fit to fly shall be reported without delay via Centrik.

All staff shall be alert and monitoring the passenger's fitness to travel fly in order to:

a) Ensure the safety and welfare of FLY2SKY passengers
b) Protect the on-time performance, which could be affected due to having to offload unwell passengers
c) Support the Cabin Crew who may otherwise have to deal with on board medical emergency and diversions.

If a passenger is showing symptoms of illness, they shall be politely questioned about their state of health either at checkin, at the boarding gate or on-board the aircraft.

If in doubt Airport Ambulance shall be contacted for further assessment. Using good judgment and the ambulance assessment guide, the potential for passenger becoming ill in the flight can be minimised.

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Key indicators to watch and listen for include:

a) Statement made by passengers or family members concerning terminal illness, dying in flight or discussions about recant surgical procedures.
b) Use of oxygen at home, difficulty breathing, complaining of chest pain or pressure, requesting an upgrade due to “medical reasons”
c) Anyone requesting assistance of companions to walk because they appear to be too ill or weak to walk themselves

1.2.2.1 REFUSED FOR TRAVEL

GRH 3.1.6(iii)

Certain categories of passengers may be refused to travel:

- Being obviously under the influence of alcohol, medication or drugs to such a degree as to constitute a disturbance or a hazard to the flight.
- Unruly behaviour. Physical conduct, medical or mental condition that renders the customer incapable of taking care of him/herself during the flight without special assistance. Such a customer needs to travel with a qualified escort to be accepted.
- Being a source of dangerous infection or discomfort to other customers.
- Being unable to use a standard aircraft seat in a sitting upright position during take-off and landing, except for stretcher customers.
- Insufficient, invalid or fraudulent travel documents. The customer has refused to submit a security check.

The final decision regarding passenger acceptance shall be taken by the commander.

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

A report about not accepted potentially disruptive passengers must be submitted via Centrik by the ground staff and/or the Pilot-In-Command with details of the reason because boarding has been denied.

1.2.3 SECURITY OF PASSENGERS AND THEIR BAGGAGE

It is the responsibility of supervision staff to ensure all security threats are immediately reported to the customer airline, the flight crew and applicable authorities as per local requirements and *FLY2SKY* policy.

Apply *FLY2SKY* and/or regulatory airport authority security procedures for the handling of passenger and their baggage in the event of:

- A bomb threat condition.
- An increased security threat condition.

If there is any information, warning or explicit threat that the safety of an aircraft is endangered by a bomb or other means with destructive effect, immediately inform *FLY2SKY* OCC, giving as much detailed information as possible.

1.2.3.1 SEPARATION OF PASSENGERS

Screened departing passengers shall not mix with unscreened passengers of with arriving passengers, unless they have been previously screened to the common standards). This is achieved by using the air bridges or by escorting of passengers on the apron, or by using of ground transportation vehicle.

In the event of detected or suspected mixing of screened departing passengers and unscreened persons, the departing passengers and their cabin baggage present in areas where mixing was detected or suspected shall be screened again.

It is also important to ensure that passengers who have been cleared to fly do not have opportunity to collect weapon or other prohibited article from someone working on the ramp.

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1.2.3.2 SECURITY RELATED QUESTIONS FOR PASSENGERS

FLY2SKY ground operations service provider performing check-in shall question each passenger at the check-in point to determine whether the passenger holds any article in the baggage placed without his knowledge, or whether any article in the passenger's baggage has been handed to him by another person.

When buying a ticket for travelling all passengers shall receive information about restrictions related to cabin and hold baggage and prohibited articles to be taken into the security restricted area at the airport and on the aircraft.

Mandatory question during the check-in procedure:

- Did you pack your baggage yourself?
- Did you leave your baggage unattended any time?
- If you have in your check-in baggage any spare lithium batteries, vapes, cigarette lighter or electronic cigarettes, please place them in your carry-on baggage. During flight you must keep your cigarette lighter on you.

If the time allows, the personnel of the ground operations service provider may ask the following questions:

- Did anyone give you anything that does not belong to you?
- Do you have anything in your hand and/or hold baggage that is not permitted to be transported by aircraft according to the conditions of carriage?
- If you hold in cabin baggage items not permitted for carriage, please place them in hold baggage or they will be permanently taken away at the security control.

If questioning a passenger leads to adverse results or doubts, or in case a passenger is recognized as a potential risk, such a passenger shall be classified separately as selected.

The baggage of a selected passenger shall be screened according to the requirements prescribed by the responsible bodies.

Respecting local airport procedures, the personnel responsible for passenger check-in shall be aware of the fact that the baggage of the passenger marked as selected shall be screened. The baggage of a passenger marked as selected is taken by the security personnel in accordance with local procedures.

1.2.3.3 SCREENING OF PASSENGERS AND THEIR CABIN BAGGAGE

Airport authority or local security authority who performed security screening of passengers and their cabin baggage in accordance with National civil aviation security program and European requirements is responsible for ensuring that all passengers (originating, transit and transfer) and their cabin baggage are screened to prescribe standards before being allowed to board any aircraft. Duty Manager / Authorized Representatives on station is responsible to control that these measures are implemented.

The airport authority is required to maintain the integrity of the restricted area and does so by firstly checking that passenger intending to travel are in possession of the correct documentation (valid ticket or boarding pass), and secondly, by screening the passenger and their baggage before the passenger is allowed access to the sterile area. Before passengers have been accepted for the flight, they and their cabin baggage must be security screened.

1.2.4 RESTRICTED AREAS

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

- Ensure all access doors are closed when not in use.
- Position staff as required to direct passengers.

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- If passengers must walk on the apron to the aircraft, ensure passengers proceed directly to the aircraft.
- If transportation must be provided to passengers to move them from the terminal building to the aircraft, make sure only authorized personnel and screened passengers are allowed to board the vehicle.

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1.3 PASSENGER ARRIVAL, TRANSFER AND TRANSIT

1.3.1 PRE-ARRIVAL

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

- Prepare for short connections, if applicable.
- Arrange facilitation for passengers requiring assistance, as identified by the applicable SSR and/or FLY2SKY procedures. Check requirements for any gate delivered mobility aids.

NOTE: In the case of delay of arrival, check onward connections and make new reservations, if required.

1.3.2 ARRIVAL

Prepare the passenger boarding bridge (PBB), stairs, or other offloading device, ensuring they are free of debris and positioned as per the standard requirements. Refer to GOM 3.1.3.5.

Secure the disembarkation route for passengers and observe passengers' safety throughout the entire disembarkation process. If passengers are required to walk across the ramp, they shall be supervised and directed to the route or transportation.

Disembark passengers in accordance with *FLY2SKY* policy:

- The disembarkation sequence shall be as follows;
  - Passengers;
  - UMNR;
  - PWD;
  - Deportee passengers;

NOTES:

- If passenger handling staff are trained and authorized to operate the PBB. Refer to GOM 3.1.3.5.
- Provide assistance to passengers requiring it, even if not previously identified.

1.3.3 TRANSFER

For passenger handling at the connecting airport, agent at transfer desk area shall performed activities:

a) Check the inbound/outbound connections and number of passengers affected.
b) Check time-critical connections, and inform gate staff of onward transfer.
c) Prepare for handling of passengers requiring assistance.
d) Meet and assist the transferring passengers upon arrival of the incoming aircraft.
e) Direct passenger:
   1. Through-checked passengers to the appropriate departure gate(s)
   2. Non-through checked passengers to the transfer desk

1.3.4 TRANSIT

1.3.4.1 TRANSIT – GENERAL

Transit passengers may be allowed to disembark when scheduled ground time and local circumstances and facilities permit, in accordance with FLY2SKY procedures.

Local airport requirements shall be applied regarding security of transit passengers, including screening requirements.

1.3.4.2 DISEMBARKATION PROCEDURES

Provide each passenger with a transit boarding pass or instruct passengers to retain their original boarding pass.

Inform passengers of boarding time and gate as well as available facilities.

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1.3.4.3 TRANSIT PASSENGERS REMAIN ON BOARD

As per FLY2SKY policies, transit passengers could stay on board if locally permitted.

In this situation check the number of passengers with the cabin crew on board to ensure a correct boarding count when re-boarding the flight. Refer to GOM 1.3.4.4

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

1.3.4.4 BOARDING PROCEDURE

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

1.3.4.5 MISSING TRANSIT PASSENGERS

The flight must be re-secured before door closure. If passengers are missing, appley the procedure for missing passengers (see GOM 1.1.7.3)

1.3.4.6 AIRCRAFT CHANGE AT THE TRANSIT STATION

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

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1.4 SPECIAL CATEGORIES OF PASSENEGRS

1.4.1 UNACCOMPANIED MINORS

GRH 3.1.5

1.4.1.1 UNACCOMPANIED MINORS – GENERAL

The procedure for unaccompanied minors (UM) is applicable to the handling of children or youth (generally aged 5-11 inclusive) travelling alone as defined by FLY2SKY procedures and applicable local regulations.

A child under the age of 12 years, separated from the accompanying adult, who is travelling in another cabin class, shall be considered as an unaccompanied child in order to ensure that the child is assisted in case of an emergency situation.

PROCEDURE

The Senior Cabin Crew is accountable for the UMNR on board the aircraft. Senior Cabin Crew is responsible for the care of UMNR during the flight and must personally hand the child over to ground handling personnel.

PAPERWORK

A proper form must be issued in 3 copies and must contain the folloing information:
Child's name; name and phone number of a person escorting the child to the airport; name and phone number of a person meeting the child; List of connecting flights; Special instructions or needs shall be included, along with the child's ticket/boarding passes, passport, luggage tags and any medical conditions.

- Check that UM has appropriate paperwork and passport with him (visas and parental authorization, if required).
- Check boarding pass name and surname match data with passport.
- Complete immigration papers for UM (if applicable).
- UMNR will be handed over by the cabin crew to a member of the station staff at the destination. The staff member will acknowledge receipt of the UMNR from the cabin crew by signing a form.
- When handing over the child to the receiving party, the staff must make sure that the person is authorised to receive the child.

1.4.1.2 SEATING UNACCOMPANIED MINOR

In order to ensure proper care during the flight, UMNR's shall be assigned with window seats A or F, in front and rear 5 rows (except first and last row) in economy class section.

Where possible, one adult should occupy the seat across the aisle next to each row of unaccompanied children.

UMNR´s must never be assigned emergency exit row seats.

1.4.1.3 ACCEPTANCE RESTRICTIONS

Maximum number of UMNR per flight: 8

Children between the age of 5 and 12 years will be accepted to travel unaccompanied provided that the child is escorted by the parent or guardian (at least 18 years old) both at the airport of departure and the airport of arrival. An UMNR (Unaccompanied Minor) form shall be properly issued, and the parent/guardian shall remain with the child as long as possible before boarding.

Children between 12 and 16 years, so called Young Persons (YP), may be accepted as UMNR if requested.

Children below the age of 5 shall not be accepted for travelling without an adult passenger.

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At parents' or guardian's request, FLY2SKY can provide an escort if necessary. The escort must be allocated the aisle seat immediately adjacent to the minor who is being escorted.

The following conditions for UM carriage will be applied:

a) Reservation must be confirmed for all sectors of the journey before UM is accepted for transportation.
b) UM occupies one passenger seat.

NOTE: Request of Unaccompanied minor must be confirmed in the reservation system under the SSR (special service request), otherwise FLY2SKY is not responsible for acceptance to transportation.

Connecting flights:

g) Same day connections are allowed, provided all reservations are confirmed.
h) Stopovers or night stops are only permitted if the parents/guardian has made arrangements for an authorized adult escort during the stopover or night stop.

Parents/guardian must pay all costs (meals, accommodation, ground transport, return fare, etc.) in case the authorized adult fails to meet the UM during the stopover or night-stop or upon arrival.

1.4.1.4 PROCEDURES FOR HANDLING UNACCOMPANIED MINORS

Check-in personnel shall ensure the following actions:

- Check that the child has all necessary travel documents:
  - Passport
  - Visa, if required, check TIMATIC for immigration requirements for minors.
  - Ticket to the final destination
  - If it is required, an authorization for travel from/to foreign countries from both parents shall be provided and validated at the Municipal Office/Home Affairs Office/Embassy
- Complete the handling advice/declaration form ensuring the responsible adult has signed the authorization and provided proof of identity. At check-in, escorts must be named and their personal details entered into FLY2SKY Form "Handling Advice for Unaccompanied Minor" for both, the departure as well as the destination airport.
- Ensure the SSR code UMNR with remarks are in the check-in record for the entire journey.
- Check TIMATIC for immigration requirements for minors
- Inform the responsible adult to remain at the airport until the aircraft is airborne and/or additional time has passed, as applicable.
- Keep the UMNR in safe custody.
- Transfer custody of the UMNR to the cabin crew during boarding.
- Advise and release the responsible adult once the flight is airborne and/or additional time has passed, as applicable.
- Keep a copy of the UMNR advice/declaration form at all stations.

NOTEs:

- Collect a handling fee, where applicable.
- At least one paper copy should be produced and distributed to each of the minor's transfer points, unless an electronic system is in use.
- Minor should be identifiable by lanyard, baggage tag, wristband or other operating airline procedure, if applicable.
- For further guidance, refer to Recommended Practice 1753.
- An UM must NEVER be off boarded or left behind due to overbook, weight restrictions or any similar case.

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The UM becomes FLY2SKY` full responsibility from the moment they are handed over to airline by the parents, guardian or authorized adult upon departure.

The acceptance and delivery procedure of UM between the cabin staff and the ground staff is performed according to the “Handling advice for Unaccompanied Minor” form. During the handover process all staff have to check travel documents placed in UM’s bag.

1.4.1.5 TRANSFER STATION PROCEDURES

N/A currently for F6 flights

When operating under ACMI agreemenet:

- Meet and assist the UMNR and collect travel documents from the cabin crew.
- Maintain safe custody of the UMNR during connection time.
- Hand over the UMNR to the cabin crew of the connecting flight.
- In the case of an interline transfer, each carrying member is responsible for the safe delivery of the unaccompanied minor to the receiving carrier at the transfer station.
- In the case of a flight disruption at the transfer station, the UMNR shall remain in safe custody at all times.
- A copy of the UMNR advice/declaration form shall be kept by all stations.

1.4.1.6 ARRIVAL STATION PROCEDURES

Arrival personnel meeting the flight shall:

- Meet and assist the UMNR and collect travel documents from the cabin crew.
- Where applicable, ensure baggage of UMNR is collected.
- Hand over the UMNR only to the designated person noted on the UMNR handling form.
- In case of a flight disruption at the arrival station, the person meeting the UMNR is to be kept informed at all times.
- A copy of UMNR handling advice form shall be kept in all stations.

1.4.1.7 HANDLING IN IRREGULARITIES

In case of operational irregularities:

a) Keep the UM at all times in safe custody, in compliance with the local law.
b) Arrange onward or alternative transportation.
c) Inform the parents, guardian and authorized adult on departure and upon arrival about the irregularity and the solution (rerouting, alternative transport, accommodation etc.).
d) The parents/guardian shall be requested to give the instruction as to whom the minor shall be delivered or the instruction to return the minor to his parents (at the parent's expense).
e) When necessary, the UM and assigned airline escort shall be provided with hotel accommodation.
f) When the flight departure is delayed, the minor remains in custody of his parents/guardian. The escort on arrival shall be informed about the delay.

In cases where a change of route and/or a change of flight number or a new reservation is involved, the service making this change shall forward a teletype message containing this information to the airport of destination in order to organize the delivery of the minor and to furnish the necessary information to the person meeting the minor. The GHSP at the airport of destination shall inform this person about the route changes and the new flight’s arrival time.

1.4.2 INFANTS AND CHILDREN

1.4.2.1 INFANTS

Infants are minors who have not yet reached their second birthday.

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The seating of adult passengers with infants and the number of infants on board is given by configurations by the number of seats with extra oxygen masks, infant seat belts and infant life vests available on the aircraft. (Adult must have 16 years old.)

Infants do not get their own seat, unless a separate seat is booked and paid for (Child Restraint Device -CRD).

One adult can travel with one infant only. Infants are accepted in any class of travel.

1.4.2.1.1 SEATING

Number of infants on board is limited by supplementary oxygen masks, infant seat belts and infant life vests available on board as per table below:

Aircraft Registration	Number of Infants
LZ-MDL MSN1503	25
LZ-MDK MSN1422	20
LZ-FSA MSN4247	10
LZ-FSB MSN3055	20
LZ-FSD MSN3461	18
LZ-FSE MSN4023	RESERVED
LZ-FSF MSN3605	18
LZ-FSG MSN5228	10
LZ-FSH MSN1932	22
LZ-FSI MSN1920	22
LZ-FSJ MSN3570	24

FLY2SKY policy for INF seating:

- Cannot be seated in an emergency exit row
- First and last row if there is no hard divider
- Cannot be seated next to PWD, UMNR, INAD, DEPA, DEPU or passengers with pets.

1.4.2.1.2 AIRCRFT BABY BASSINETS

N/A for FLY2SKY aircrafts

1.4.2.1.3 BABY STROLLERS

Apply *FLY2SKY* policy regarding checked-in or delivery at aircraft (DAA) service for strollers and provide information to the passenger concerning the procedure, if applicable.

Only one buggy per infant is allowed (it may be from two parts).

DAA must be marked with Delivery at aircraft tag.

1.4.2.1.4 EXPECTANT MOTHER

Expectant mothers shall not be regarded as incapacitated passengers.

Expectant mother shall inform FLY2SKY about her pregnancy while booking a flight. The reservation office is responsible to record in the PNR pregnancies from 28th to 36th week as well as to inform pregnant woman with her obligations to present a valid medical certificate of her pregnancy status and estimated date of delivery. The certificate may not be issued before the 28th week of pregnancy. This certificate could be asked to present at check-in, and she shall keep it with her for the event a crew member asks to see it onboard.

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Reservations office is required to enter this information in the ticket record.

FLY2SKY restricts travel for passengers with uncomplicated single pregnancies beyond the end of the 36th week, and for those with multiple pregnancies beyond the end of the 32nd week of gestation.

Expectant mothers may be sited at any seat, except seat located in the Emergency Exit area.

An aisle seat should be offered - due to the difficulties in the movement of an expectant mother.

The most suitable seat location for expectant mother is near toilets and galleys.

FLY2SKY do not recommend travel during the first seven days after delivery and healthy new-born babies during the first seven days after birth.

1.4.2.2 CHILDREN

Children are minors between the age of two and twelve years (has reached their 2nd birthday but has not reached their 12th birthday).

Children under 5 years of age cannot be accepted for transportation unless travelling with an adult or accompanied by an escort not younger than 16 years and capable of taking care of the minor during the journey. Escort has to be assigned by the child's parents/guardian.

Children aged 5 – 12 may travel alone only as unaccompanied minors.

If minors reach their 2nd birthday during the journey, they will be considered children as of the birthday.

On group transportation of children under 12 years, they must be accompanied by adult persons in a number, not below 10 % of the number of children to be carried.

1.4.2.2.1 SEATING

Children shall occupy an individual passenger seat.

FLY2SKY policy for children seating:

- Two children shall not be seated in one seat nor be fastened with one seat belt.
- Children cannot be seated next to INAD, DEPU, DEPA
- Cannot be seated in emergency exit rows
- Assign a seat next to an accompanied adult

1.4.2.2.2 CHILD RESTRAINT DEVICE

Apply FLY2SKY procedures for the acceptance and use of car seats and other child restraint devices.

CAR SEAT

Car seat or other CRD for infants or small child can be accepted for carriage under following conditions:

a) The regulation allows the use of car seats with integrated harnesses that have a label stating that they are certified for use on aircraft. The reference ECE R44-03 ECR R44-04 or higher last number.
b) CRDs qualified for use in aircraft according to the German Qualification Procedure for Child Restraint Systems for Use in Aero plane, (TÜV Doc.: TÜV/958- 01/2001)
c) Outside EU: CRDs are approved for use in aircraft only by any JAA authority, the FAA or Transport Canada (on the basis of a national technical standard) and marked accordingly. CRDs are approved for use in motor vehicles and aircraft according to Canadian CMVSS 213/213.1. The seat shall have label with fitting and usage instructions that must be followed.
d) Certified according to US FMVSS No 213 and bearing one or two labels displaying the following two sentences:

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a. 'THIS CHILD RESTRAINT SYSTEM CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY STANDARDS'; and
b. in red letters 'THIS RESTRAINT IS CERTIFIED FOR USE IN MOTOR VEHICLES AND AIRCRAFT', OR

e) Certified according to Australia/New Zealand's technical standard AS/NZS 1754:2013 bearing the green part on the label displaying 'For Use in Aircraft'
f) The unit shall have a solid seat, seatback and appropriate restraint straps. Shall be in good conditions and with no defects.
g) A responsible adult shall occupy a seat next to the child.
h) Confirm reservation as CHLD in PNR; SSR CKIN).

In order to be used on board limitations have to be respect:

a) CRD is placed on a seat that will not hinder the evacuation of any passenger. A passenger window seat is the preferred location.
b) Do not assigned a seat for CRD in an emergency exit row or the row forward or behind an emergency exit row.
c) A passenger aisle seat or a cross-aisle passenger seat is not recommended.
d) Other locations may be acceptable provided the access of neighbour passengers to the nearest aisle is not obstructed by the CRD.
e) In general, only one CRD per row segment is recommended. More than one CRD per row segment is allowed if the children are from the same family or travelling group provided the children are accompanied by and seated next to a responsible person. (A row segment is the fraction of a row separated by one aisle and the aircraft fuselage.)
f) The use of booster seats, capsules, vests or non-approved harness restraints is prohibited.

Installation of the Car-type Seats CRDs:

a) The CRD must be installed in forward-facing aircraft seats. This includes placing the CRD in the appropriate forward or aft-facing direction as indicated on the label.
b) The parent is responsible for fitting their own car seat onto the aircraft seat and for ensuring that the infant/child is seated and secured correctly in accordance with manufacturer's instructions.
c) Cabin Crew shall assist by raising the armrests so that the passenger can secure the lap belt to the infant/child car seat.
d) The buckle of the aircraft seat belt must be easily accessible for both opening and closing once fitted to the car seat.
e) Forward facing restraint devices with an integral harness must not be installed in such a way that the adult seat belt is secured over the child.
f) Any table designed for use with a seat must be removed during taxi, take-off, landing and during any emergency.
g) Each CRD shall remain secured to a passenger seat during all phases of the flight, unless it is properly stowed when not in use.
h) CRD with reclining facility must be in an upright position when used.

CHILD RESTRAINT DEVICE

There are various devices which may be used to provide restraint for children when seated on an aircraft. FLY2SKY will accept the following devices only which must be provided by the passenger.

1. AmSafe CARES (provided by the customer)
2. Crelling Harness (provided by the customer)

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The devices must be used in conjunction with the aircraft passenger seatbelt. Ground Handling agents shall ensure the CRD is an approved device and is accompanied by clear installation instructions.

Approved Full Body Harnesses on FLY2SKY - Economy Class only	
Manifacture	**Model**
AmSafe CARES	AmSafe - Childs weight within the placarded limitations Approx. 1- 4 years of age Weight 10-20Kgs / 22-44Lbs Max height 100cms / 40ins
Crelling Harness – Model 27	In accordance with manufacturer's instructions: * Type 27I - 2-5 years old * Type 27A - 5-8 years old * Type 27B - 9 years to adult

When any of the above are used on board the following applies:

- Only the designated child may use the device.
- The child must be accompanied by a responsible / physically able person who is at least 16 years of age.
- A child in a restraint device must not be in an emergency exit row nor located in a row immediately forward or aft of an emergency exit. The preferred seat for use of these devices is a window seat.
- A child in a restraint device shall be located as near to a floor level exit as feasible.

AmSafe CARES Harness (Child Aviation Restraint)
General Information:

- The AmSafe system, supplied by the passenger, is an approved child restraint device consisting of an additional belt and shoulder harness, which encircles the seat back and attaches to the passenger lap belt, providing improved upper body restraint.



Example of FAA approved label

- It is permitted for use by children aged 1-4 and weigh between 22-44lb (10-20kg) and whose height is 40 inches (100cm) or less

Seat Allocation & Restrictions:

The harness shall not be in placed at an emergency exit row or a row immediately forward or aft of an emergency exit.

The AmSafe CARES is not suitable for use in business class seats.

The AmSafe Harness shall only be used in the economy cabin on a seat row that backs on to a bulkhead. If it is used in any other part of the cabin, then the seat directly behind it must remain vacant, as it may impact on the seat recline and tray table use for the seat behind.

Instalation:

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1. It is the parent / guardian's responsibility to install the harness and cabin crew shall check to ensure that the aircraft seatbelt is securely fastened around the child with the buckle facing outwards
2. Seat the child in the seat. The red strap on the harness is placed around the seat back, positioned just above the child's shoulders and tightened.
3. The shoulder straps are then placed over the child's shoulders and the aircraft seatbelt is fed through the loops and fastened.
4. The chest connectors are then fastened, and shoulder harness may be adjusted
5. The device may only be used in a seat row that backs on to a bulkhead
6. To release the child, unfasten the chest connectors and then unfasten the adult seatbelt.

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Crelling Harness

General Information:

- The passenger and/or the travel companion is responsible for fitting the device.
- The Crelling Harness (model 27), supplied by the passenger, is an approved restraint device for adults and children with a disability. The full-body harness consists of an additional belt, shoulder and crotch restraint, which encircles the seat back and fastens over the body to provide postural support.
- The harness is available in three age ranges, as follows:
  - Type 27I – 2–5 years
  - Type 27A – 5–7 years
  - Type 27B – 9 years to adult

Seat Allocation & Restrictions:

- The harness shall not be in placed at an emergency exit row or row immediately forward or aft of an emergency exit row.
- The Crelling Harness is not suitable for use in business class seats
- The Crelling Harness shall only be used in the economy cabin on a seat row that backs on to a bulkhead. If it is used in any other part of the economy cabin, then the seat directly behind it must remain vacant as it may impact on the seat recline and tray table use for the seat behind.

Instalation:






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1. It is the parent / guardian's responsibility to install the harness and cabin crew shall check to ensure that the aircraft seatbelt is securely fastened around the child/ young adult with the buckle facing outwards.
2. Pass the two large straps around the body of the seat and tighten to secure. The strap may fasten using either aluminium bar buckles, as shown, or press release buckles.
3. Seat the child / young adult in the seat. The shoulder straps are then placed over the persons shoulders and the aircraft seatbelt is fed through the loops and fastened.
4. The chest connectors are then fastened, and shoulder harness may be adjusted.
5. The device may only be used in a seat row that backs on to a bulkhead.
6. To release the child / young adult unfasten the chest connectors and then unfasten the adult seatbelt

1.4.3 GROUPS

1.4.3.1 GROUPS – GENERAL

The minimum number of passengers travelling together in a group (not including infants) is 20 PAX.

1.4.3.2 CHECK-IN

Following standards shell be respect:

a) Check-in and accept all passengers individually.
b) Assign seats together, if requested, respecting any special seating requirements.
c) Issue baggage tags individually:
    1 Each piece of baggage must bear the respective passenger's identification.
    2 Exception: baggage tags for family members travelling together may be issued in one family name.

1.4.3.3 NON-STANDARD GROUPS

GRH 3.3.3, GRH 3.3.6

Unusual groups, excessive weights, or anything outside the standard needs to be communicated to load control (i.e., sports teams with higher passenger weights).

In the event that a check-in agent observes that a significant number of passengers, including hand baggage, are expected to exceed the standard mass allowances, which may impact conventional aircraft loading weight limits (for example, groups such as large sports teams or groups of children traveling together), the check-in agent must promptly notify the load controller. This will allow the load controller to apply an appropriate mass increment.

The load controller is responsible for informing the pilot-in-command of this excess mass and shall use FLY2SKY non-standard weights (refer to AHM non-standard weights) for the weight and balance calculations.

Similarly, if a check-in agent identifies that a significant number of passengers have checked-in baggage expected to exceed the standard baggage mass (approximately 40% or more), such as when a group intends to check in a substantial number of musical instruments, the check-in agent must inform the load controller. The load controller shall then determine the actual baggage mass or notify the pilot-in-command of the excess and agree on an appropriate 5% increase in baggage mass.

Exemption: if actual baggage weights are recorded for W&B calculations, the flight deck crew shall not be informed.

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The pilot-in-command must be advised that a non-standard method has been used for determining the mass of the load and this must also be clearly indicated on the loadsheet.

1.4.4 PASSENGERS WITH DISABILITIES

1.4.4.1 PASSENGERS WITH DISABILITIES – GENERAL

GRH 3.1.5

The ability to provide assistance to PWDs will vary according to:

- Individual's needs
- Aircraft type
- Aircraft configuration

For PWDs requiring/requesting assistance:

- Ask the passenger what assistance they require and how they can be helped.
- Assign a seat in their ticketed cabin which accommodates the passengers' needs, in consultation with the passengers, and ensure that they are not allocated or occupy seats where their presence could impede the emergency evacuation. If the PWD is travelling with a personal care attendant and/or safety assistant, they shall be given seats immediately adjacent to or across the aisle from the passenger they are assisting (see GOM 1.4.4.3).
- Advise the passenger of what services and assistance are available based on their needs.
- Advise the passenger of available equipment (i.e., on board wheelchairs, braille or tactile markings, accessible lavatories, etc.).
- Provide information to the passenger in alternate accessible communication formats upon request (e.g., braille, captioning, large print).
- Ensure accurate SSR codes and any other relevant information are recorded in the DCS and PNR.
- Acceptance of PWDs will be as per FLY2SKY procedures.
- PWDs shall be allowed to pre-board.
- Whenever feasible, PWDs using a wheelchair (manual or battery-powered) or other mobility aids should be permitted to use their personal mobility aid throughout the airport until they reach the aircraft and receive it back near the aircraft upon arrival at destination.
- When time permits between flights, the airline should offer to return to PWDs their personal mobility aid and allow PWDs to retain them until they need to be stored. Inform the stations of transfer/arrival accordingly to allow the handling of the mobility aid.

NOTEs:

1. The term Passenger with Reduced Mobility (PRM) is aligned with the UN Convention on the Rights of Persons with Disabilities (CRPD) and the International Civil Aviation Organization (ICAO) Annex G Chapter 8H, using the term person/passenger with disabilities (PWD) as the standard terminology.
2. Passengers with disabilities (PWD) include, but is not limited to, passengers with the following types of disabilities or temporary/permanent conditions:
    i. reduced mobility (PRM);
    ii. blindness or vision impaired;
    iii. deafness or hearing loss;
    iv. speech disabilities;
    v. intellectual disabilities;
    vi. cognitive disabilities, including people with mental health conditions;

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vii. illness with authorization to travel by medical authorities, but whose mobility is impaired due to a pathology in progress;
viii. Unable to stand or walk due to injury.

1.4.4.2 ASSISTANCE CODES FOR PASSENGERS WITH DISABILITIES

Passengers whose mobility is reduced due to any physical disability (locomotor or sensory), intellectual impairment, age, illness or any other cause of disability and who needs some degree of special accommodation or assistance over and above that provided to other passenger are defined as PWD.

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

Codes to identify a type of disability:

SSR Code	Definition	Escort
BLND (Blind Passengers)	A passenger who is blind and needs assistance. He may be accompanied by a seeing-eye dog or other service animal on the flights to a destination which allows carriage of a guide dog.	Not required
DEAF (Deaf Passengers)	A passenger who is deaf and needs assistance for any announcement on the ground and on board. He may be accompanied by a hearing dog or other service animal on the flights to a destination which allows carriage of a guide dog.	Not required
DPNA (Disabled Passenger Needing Assistance)	Passenger with cognitive or invisible disabilities needing assistance. The SSR must specify details.	Depending on the kind of assistance and the autonomy of the passenger they can travel with or without escort.

Codes to identify assistive services provided to the passenger:

SSR Code	Definition	Escorts
MAAS Meet and Assist	The SSR must specify details.	Not required
WCHR	A passenger who requires a wheelchair to cover longer distances to and from the aircraft. Able to climb stairs and move in the aircraft cabin.	Not required

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WCHS	A passenger who requires a wheelchair to cover longer distances to and from the aircraft. Must be carried up and down the steps, but can move in the aircraft cabin.	Not required
WCHC	A passenger who requires a wheelchair at all times: to/from the aircraft, carried up/down the steps and to/from his/her seat. Passenger is completely immobile.	Required, except If WCHC is healthy and with stabile disability

If the passenger is travelling with their own wheelchair, specify the type of wheelchair by using one of the following applicable SSR codes:

Types of wheelchairs:

Wheelchair /Mobility aid	SSR code	Description
With Dry or Gel (non-spillable)	WCBD	Battery contacts must be disconnected and isolated by the passenger to prevent a short circuit and must be attached to the wheelchair safely, The STM or GHSP informs the commander about the location of a wheelchair (or battery) in the» Notification To Captain
Manual power	WCMP	Every station must provide wheelchairs available for use by passengers between the airport and the aircraft and for boarding and disembarkation. A passenger's own wheelchair - collapsible or battery-powered – is accepted free of charge. The wheelchair must be name-labelled
Lithium battery	WCLB	Lithium battery operated wheelchair/mobility aid
With Wet Battery	WCBW	Mobility Aids with non-spillable wet batteries which comply with Special Provision A67

When a service animal accompanies the passenger, specify the type of animal in the free text area of an SSR item. Codes to identify animals accompanying a passenger with disabilities:

- ESAN—for passengers travelling with an emotional support/psychiatric assistance animal in cabin (specify details) – (by bilateral agreement). Subject to government regulations.
- SVAN—for passengers travelling with a service animal in cabin (specify details) – (by bilateral agreement).

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Codes to identify medical cases (MEDA). Refer to GOM 1.4.5 for specific handling details related to MEDA passengers.

SSR Code	Definition	Escorts
OXYG	A passenger who requires supplementary oxygen during the flight.	Not required unless otherwise instructed by physician
STRC	A passenger who requires transportation on a stretcher.	FLY2SKY does not accept passengers who requires transportation on stretcher
MEDA	Passenger with medical conditions who required a medical authorization to fly	Not required
POXY	For passengers travelling either seated or on a stretcher, needing oxygen during the flight (only to be used in conjunction with SSR code MEDA).	Not required unless otherwise instructed by physician
PPOC	Personal Portable Oxygen Concentrator	Not required
LEGR	(Leg in cast)–for passengers with a right leg in a full cast or fused knee (only to be used in conjunction with SSR code MEDA)	Not required
LEGL	(Leg in cast)–for passengers with a left leg in a full cast or fused knee (only to be used in conjunction with SSR code MEDA).	Not required
LEGB	LEGB (Leg in cast)–for passengers with both legs in a full cast (only to be used in conjunction with SSR code MEDA).	Not required

NOTE: Codes to identify equipment accompanying the passenger:

1. OXYG (Oxygen) —for passengers travelling seated, needing oxygen during the flight (only to be used in conjunction with SSR Code MEDA).

2. MEQT (Medical Equipment)–for passengers travelling seated needing additional medical equipment during the flight (only to be used in conjunction with SSR code MEDA for airline or government authorized medical equipment only) (by bilateral agreement).

3. POXY (Passenger Own Oxygen)—for passengers travelling either seated or on a stretcher, needing oxygen during the flight (only to be used in conjunction with SSR code MEDA).

NOTE: Personal medical oxygen devices that utilize liquid oxygen are prohibited on the person, in checked and carry-on baggage, at FLY2SKY flights.

4. PPOC (Personal Portable Oxygen Concentrator)

5. LEGR (Leg in cast)–for passengers with a right leg in a full cast or fused knee (only to be used in conjunction with SSR code MEDA).

6. LEGL (Leg in cast)–for passengers with a left leg in a full cast or fused knee (only to be used in conjunction with SSR code MEDA).

7. LEGB (Leg in cast)–for passengers with both legs in a full cast (only to be used in conjunction with SSR code MEDA).

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NOTES:
In certain cases to distinguish between mobility aids with removable lithium-ion batteries, SSR WCLX is used and mobility aid with non-removable lithium ion batteries, SSR WLCB is used.

For medical cases (MEDA), refer to GOM 1.4.5 for specific handling details related to MEDA passengers.

For special baggage and mobility aid handling, refer to GOM 1.1.6.12.

1.4.4.3 SEAT ASSIGNMENT
As generally indicated in IATA Resolution 700 section 5.2.4.2, PWDs shall not normally be restricted to any particular cabin or seating areas.

As a rule, ensure that PWDs/MEDAs are not allocated or do not occupy seats where their presence could:

a) Impede the emergency evacuation of the aircraft.
b) Impede crews in the performance of their duties.
c) Obstruct access to emergency equipment.

FLY2SKY policy for PWD passengers' seating:

d) Cannot be seated in emergency exit row or exit rows;
e) Cannot be seated next to Passengers with any SCP passengers;
f) Preferred location – near the lavatories, close to exits;
g) Assistants/escorts are allocated seats next to PWD;
h) Service dogs are seated with their owners.

NOTE*:* PWDs are preferably seated in window seat.

The assignment of seats may also be subject to medical requirements.

When assigning seats, observe the following criteria:

a) PWDs travelling with service dogs should be assigned seats that allow space for the dog, near a floor level exit but not impeding access to it (preferably 1A/F)
b) PWDs shall, be seated so as not to impede rapid evacuation of the aircraft.
c) If crutches, canes or similar walking aids are stored in a special location in the cabin, the users of such aids should be assigned seats nearby, to permit quick access to the aids when needed.
d) Passengers with stiff legs, fractured legs in casts, paraplegics, etc. should be accommodated in seats allowing the maximum space for their comfort, or space for leg support devices with the least possible disturbance to passengers in the adjacent seats. Arms in casts shall not obstruct the aisle or emergency exits.
e) Passengers with a disability affecting only one side of their body (i.e., hemiplegics, artificial limb, arm or leg in cast, splint or brace) should be assigned seats which will best accommodate the passenger and will facilitate their mobility in cases of emergency (e.g. in an aisle seat with the unaffected side of their body towards the aisle or in seats with removeable arm rests).
f) When specifically requested by PWDs, FLY2SKY should attempt to provide seats near the toilets.
g) Seating to accommodate severe allergies by providing the passenger with a buffer zone consisting of a group of seats, other than the group of seats in which the source of the allergen is located, may be required and seating should be assigned as per local regulations.
h) Unless prohibited by local regulations, FLY2SKY reserve the right to charge for additional seats that may be required, whether it be an additional seat for an accompanying person, to allow more space for the PWD to be comfortable (e.g. PWD in full leg cast), or to allow more space for a service animal. FLY2SKY is not required to provide the passenger with a seat in a cabin other than the ticketed cabin.

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NOTEs:

1. Wherever possible, groups of PWDs shall be seated in subgroups to enable a rapid flow of other passengers during an evacuation.
2. Travel by groups of PWDs shall always be subject to applicable regulatory and FLY2SKY procedures.
3. FLY2SKY recommends PWDs request seat allocation at least 24 hours in advance of their scheduled flight

1.4.4.4 MAXIMUM NUMBER OF PWDs AND ASSISTANT REQUIREMENT

SCPs shall be carried under conditions that ensure the safety of the aircraft and its occupants and their number shall not exceed the number of passenger capable of assisting them in case of an emergency evacuation.

1.4.4.5 RIGHT OF REFUSAL OF PWD AND/OR MEDA CASES

General:
Refusing a PWD/MEDA passenger requires a legitimate reason. A PWD and/or MEDA case may be refused based on the FLY2SKY General Conditions of Carriage (Right to Refuse Carriage).

Reasons for Refusal:
Do not refuse a PWD/MEDA passenger for reasons related to their disability or conditions unless one of the following reasons is applicable, and in accordance with FLY2SKY procedures:

- The person has such a degree of physical infirmity that the trip would likely result in complications or death, leading to a diversion.
- The person requires individual nursing or care during the flight and is not accompanied by a suitable personal care attendant and/or safety assistant.
- The person, because of their physical or medical condition, poses a direct threat to the health or safety of other passengers, their property, the aircraft or crew. Furthermore, the threat cannot be eliminated by providing additional aid or services or by other means (e.g., face masks, separate seating).
- The person fails or refuses to submit themselves to the specific conditions of carriage required by the operating airline.
- Information is required about the person's medical condition (diagnosis) where the passenger's own physician refuses to disclose such information to the authorized medical service.
- The person has a communicable disease and is in the infectious period (or does not have proper medical clearance).
- Stretchers shall be refused as per the FLY2SKY procedures.

Handling of PWD/MEDA Refusals: In the case of refusal of a PWD and/or MEDA case:

- Inform the passenger and explain the reason for refusal with reference to the General Conditions of Carriage.
- Apply FLY2SKY procedures with respect to rebooking to a later date and/or making all efforts to accommodate the passenger on the next possible flight, if applicable, or refunding the ticket.
- Enter all relevant information about the reason for refusal into the PNR and report via Centrik (e.g., passenger refused [flight/date], lack of safety assistant [SITA address/agent name]).
- Forward the PNR or report to the FLY2SKY Ground Operations Department. Document all details of the incident and submit as specified by FLY2SKY procedures and local regulations.

1.4.5 PASSENGERS REQUIRING MEDICAL CLEARANCE

GRH 3.1.5

1.4.5.1 PASSENGERS REQUIRING MEDICAL CLEARANCE – GENERAL

In certain cases, a medical clearance may be required to ensure the passenger is fit to fly. As indicated in IATA Resolution 700 section 2.2, these cases may be related to any passenger who:

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- Has a contagious/communicable disease.
- May have/develop an unusual behaviour or physical condition, which may endanger or affect the safety or health of other passengers or crew.
- Can be considered a potential hazard to the safety of the flight, including the possibility of diversion or unscheduled landing.
- Have a medical condition that may be adversely affected by the flight environment.

NOTE: Passengers not falling into these categories normally do not need medical clearance however, if in doubt, FLY2SKY shall be advised so it can decide whether a medical clearance is required or not.

The medical information form (MEDIF) can be further assessed by the airport medical department. A positive prognosis for the trip provided by the PWD's physician can be considered enough to approve the PWD for travel.

PWDs requiring medical clearance, whose flight reservation is designated by the SSR "MEDA," are only approved to travel by FLY2SKY.

NOTES:

- No medical clearance or medical forms are required for passengers who only require special assistance in the airport or when embarking/disembarking. If the passenger's status is in doubt, the airline should be advised so it can decide whether medical clearance is required or not.
- In the case of pregnancy, medical clearance is not required until the end of the 27th week of gestation.

1.4.5.2 ADVANCE NOTIFICATION

Passengers are requested to advise FLY2SKY of their needs at the time of reservation. The advance notice requirement of such requests are subject to local regulations. In some circumstances, advance notification is mandatory.

Advance notification is required for the following, subject to FLY2SKY acceptance and approval:

- Passengers requiring a personal portable oxygen concentrator, ventilator or respirator on board.

NOTEs:

- Information on the type of mobility aid, including its weight, dimensions, battery type, special information (i.e., free wheel mode, removeable parts, Internet of Things (IoT) devices, seating systems, reclining mechanisms etc.) shall be included to determine how to safely handle, secure and load the mobility aid.
- The types of mobility aids are diverse, and each type of mobility aid has specific locations on the frame for tie downs and disassembly/assembly requirements. Care shall be taken to handle, load and unload.
- If a passenger's needs were not communicated at the time of booking, or a passenger is identified as a PWD or potential MEDA before departure, make all reasonable efforts to accommodate the passenger without delaying the flight. Ask appropriate questions and record required codes in the DCS or manual system, as applicable.

1.4.6 MEDICAL EQUIPMENT AND MEDICAL DEVICE

1.4.6.1 MEDICAL EQUIPMENT AND MEDICAL DEVICE - GENERAL

Some medical equipment and medical devices are to be carried as checked or cabin baggage, for use in flight or at destination require advance approval per operating airline procedures and/or local regulations. Refer to GOM 1.1.6.

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1.4.6.2 OXYGEN FOR MEDICAL USE

Passenger may carry their own oxygen concentrator/generator, as well their own gaseous air or oxygen cylinders in carry-on luggage. 1 cylinder up to 5kg gross weight and maximum 0.5m long and 250mm in diameter.

Passengers are required to carry a medical certificate confirming the cylinders/concentrators are required for medical reasons and that they are fit to fly. Concentrator/Generator may be used during all phases of flight.

Type	Allowed	Max Allowed	Not Allowed	Restrictions
Oxygen concentrator in Cabin	X			
Oxygen concentrator in Cabin	X			
Gaseous air oxygen cylinder	X	1 cylinder up to 5 kg gross		Max 0.5m long and 250mm diameter
Liquid oxygen cylinder or systems			X	
Chemical oxygen generators			X	

Personal medical oxygen devices that utilize liquid oxygen forbidden for transportation.

Oxygen concentrator/generator - passenger may carry their own oxygen concentrator/generator. The crew shall be informed about this during briefing, this is a conformation that FLY2SKY Ground Handling and Cargo Operations agents has been advised and made arrangements to the service. Concentrator/Generator shall be safety stowed away during take-off and landing. Passenger is allowed to use it during the cruise.

In order to deliver this service, passenger must submit their request at least 48 hours prior to departure.

Passenger who requires special oxygen equipment on board during the flight are identified by the IATA code – OXYG.

Once a passenger requiring the use of oxygen on board is accepted for travel, personnel shall:

- Arrange pre-boarding for the passenger.
- Verify and/or add SSR codes for assistance.
  - POC/PPOC for personal portable oxygen concentrator in flight.
  - POXY for passenger-owned oxygen for use in flight.
  - OXYG for passenger needing oxygen during a flight.

Seat the passenger as per FLY2SKY procedures – window seat - allowing for stowage of equipment.

If the passenger cannot be accommodated without an extra seat and refuses to purchase an extra seat or pay for an upgrade, FLY2SKY may move them to a different flight or refuse travel.

NOTES:

- If POCs is used:
  - should be stored under the cabin seat. The passenger must be seated in a seat that does not block emergency evacuation and cannot be seated in an exit row.

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- The type of POC may be subject to local regulations for approval.
- If PPOC is to be used on board, sufficiently charged batteries must be present for the duration of the flight and any possible delays.

- If POXY is used:
  - Cylinders may contain a maximum gross weight of 5 kg of gaseous oxygen.
  - Refer to GOM **9.2.3.4.1** Medical Oxygen for additional information.

1.4.6.3 STRETCHER TRANSPORTATION

GRH 3.1.5

FLY2SKY does not accept stretchers

1.4.7 MEDICAL INFORMATION FORM (MEDIF)

When a medical clearance to fly is needed the complete fill in the MEDIF form is required.

The MEDIF form is used by FLY2SKY to manage passenger requiring special assistance and medical clearance. It has two attachments:

a) MEDIF Attachment 1 (Information Sheet for Passengers Requiring Special Assistance)
b) MEDIF Attachment 2 (Information Sheet for Passengers Requiring Medical Clearance).

Medical Information Form is available via Centrik.

1.4.8 FREQUENT TRAVELER`S MEDICAL CARD

If a passenger is a frequent airline traveler and has a stabile medical condition as established by an initial medical clearance, a Frequent Traveler's Medical Card (FREMEC) may be issued. FLY2SKY does not issue FREMEC card but accept when presented.

A FREMEC shall be acceptable as medical clearance provided that:

a) The travel is completed within its validity
b) The medical condition corresponding with the description provided.
c) The passenger is its rightful holder.
d) Any limitations stated thereon are observed.

The IATA FREMEC form can be downloaded via Centrik.

1.4.9 INADMISSIBLE PERSONS AND DEPORTEES

GRH 3.1.5, GRH 3.7.6

1.4.9.1 INADMISSIBLE PERSONS

a) An inadmissible person (INAD) is a person who is or will be refused admission into a state by its authorities.
b) When a passenger is found inadmissible in the transit or destination country or admissibility is pending, the state shall notify FLY2SKY at the earliest possible opportunity.
c) An INAD shall depart on the first available flight to the Origin destination.
d) If possible, pre-board and advise the cabin crew and PIC of INAD persons with judicial proceedings.
e) All stations en route shall be advised of the INAD on board.

NOTES:

- Liaise with authorities at the origin and destination to determine where the INAD will be transported.
- Where applicable, ensure to complete all the related documentation.
- Hand the travel documents to the crew
- For further guidance, refer to AHM chapter 1 Passenger Handling, AHM 120 and AHM 121.
- In general, INADs travel without being accompanied. If assessed by the responsible authority, INADs may be accompanied if:

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- The INAD physically resists carriage.
- The INAD has already been denied transportation by another airline.
- There is any sign the INAD might endanger the safety of the flight or passengers.

For these reasons, unaccompanied INADs may be refused at any stage.

1.4.9.2 DEPORTEES

Deportee (DEPO) is a person who had legally been admitted to a state by its authorities, or who had entered the state illegally, and at a later time is formally ordered by the competent authorities to leave the state:

A DEPO is someone who has been formally ordered by the authorities to leave that state because the DEPO:

a) Is under arrest.
b) Has to be transported to another state for legal reasons.
c) Has applied for asylum and is transferred to the state responsible for the application.
d) Is described by the term in the “Dublin Convention” as the reason for transportation.

The responsibility for deportees lies fully with the state(s) concerned.

Deportees will be accepted for carriage only upon the request of an authority and on FLY2SKY Security Department approval.

Passengers who present a potential security risk include deportees, illegal entrants, and persons in lawful custody, refusals, or any other person considered to be a risk. Escorting of such passenger, by low enforcement officers, is implemented whenever it is consider necessary.

Notification to the Captain

The competent border police authority or Lessee Security Department shall notify FLY2SKY in writing a minimum 24 hours before flight about the plan to embark a potentially disruptive passenger on board the aircraft. This notification shall be in English language.

The written notification shall contain the following details:

a) full name of the person
b) identity and gender of the person;
c) date of birth
d) nationality
e) the nature of the available travel documents
f) flight details
g) destination
h) risk assessment of the competent authority, including reasons to escort or not;
i) reason for transportation;
j) name and title of escort(s), if provided;

Verification of acceptance of the inadmissible passenger, deportee or person in lawful custody at transit points and final destination must be made by the authorities before the removal takes place.

Risk Assessment - A risk assessment must be carried out by the legal Government authorities for each passenger intended for removal. The result shall be notified to FLY2SKY Security Department.

FLY2SKY Security Department shall notify the OCC and/or Pilot-in-command prior to the flight.

The following SSR codes designate a deportee:

- DEPA–deportee accompanied: a deportee who is escorted by security personnel in flight.
- DEPU–deportee unaccompanied: a deportee who is not escorted by security personnel in flight.

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If applicable, conduct an assessment to determine if the deportee is likely to:

a) Involve any risk to the safety of the flight.
b) Involve any hazard or risk to themselves, other passengers or crew members.
c) Cause discomfort or make themselves objectionable to other passengers.
d) Require special assistance from ground or in-flight staff.

If any of the points above are met, refuse the carriage of the deportee.

a) Pre-board deportee and the escort, advise the cabin crew and PIC.
b) All stations en route shall be advised of the DEPO on board.
c) DEPOs and their escorts to seats in the rear of the cabin, but not directly adjacent to exits, in accordance with FLY2SKY procedures.

NOTES:

- FLY2SKY Security Department should receive a written removal direction from the deporting authorities
- Hand over travel documents to the crew
- Where applicable ensure to complete all the related documentation
- If a DEPO resists transportation or gives rise to the assumption that they will be the source of annoyance to other passengers or crew members, only accept the DEPO as per procedures for a DEPO who is escorted by authorized personnel during the removal (DEPA).
- For further guidance, refer to AHM chapter 1 Passenger Handling, AHM 120 and AHM 121.

1.4.10 UNRULLY PASSENGERS

GRH 3.1.6

Supervisors, check-in agents, and gate staff must be trained to recognize signs of potential unruly or interfering behavior, including:

- Aggressive or threatening language or gestures
- Excessive intoxication or possession of alcohol/drugs
- Harassment of staff or other passengers
- Refusal to comply with baggage regulations or seat assignments
- Unauthorized access to restricted areas
- Tampering with boarding equipment or displays
- Refusal to follow crew instructions (e.g., on mask usage, documentation)

1.4.10.1 GENERAL CONDITIONS OF PASSENGER CARRIAGE

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

Levels of disruptive and unruly passenger's behaviours:

- Level 1–disruptive behaviour, including suspicious or verbally threatening behaviour
- Level 2–physically abusive behaviour
- Level 3–escalation to life threatening behaviour

For further guidance, refer to AHM chapter 1 Passenger Handling and AHM 122

1.4.10.2 HANDLING UNRULY PASSENGERS DURING CHECK-IN OR BOARDING

In the case of unruly passengers, personnel shall:

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- Report to the supervisor and FLY2SKY Security Department any unruly passenger behaviour observed at the point of check-in, boarding or transfer. Where applicable, inform the local authorities.
- Place the baggage of such passengers on standby until a decision is made on whether or not the passenger will be allowed to travel.
- Inform local security authority to standby, at the counter or boarding gate, if necessary.
- In the event the passenger is denied carriage, ensure to communicate the information to all relevant stakeholders.

Dealing with unruly passengers - Refer to SPM 4.3.1/SeMS Chapter 3

1.4.10.3 UNRULLY PASSENGER DENIED CARRIAGE AFTER BOARDING

PIC/cabin crew shall immediately notify the ground personnel.

Ground personnel shall notify the local authority, if applicable, at the gate to assist in escorting the passenger from the aircraft

Offload the passenger in the DCS and offload their cabin and checked baggage, if any, from the aircraft, as per local restrictions.

Report the incident to the airport authorities or airline, as per established procedures.

For more details - Refer to SPM 4.3.2/ SeMS Chapter 3

1.4.10.4 UNRULY PASSENGER IS ACCEPTED FOR TRAVEL

FLY2SKY does not accept on board passengers classified as unruly – Refer to SPM 4.3.2/SeMS Chapter 3.

1.4.11 INTOXICATED/DRUGGED PASSENGERS

GRH 3.1.6

1.4.11.1 FLY2SKY POLICY

A passenger who is suffering from an overindulgence of alcohol or drugs must not be allowed to travel on the FLY2SKY aircraft.

It constitutes a criminal offence for a passenger to board an aircraft while intoxicated, to be intoxicated while on board, or to act wilfully or negligently in a manner that may endanger the safety of the aircraft or any person on board. Furthermore, it is an offence to fail to comply with any lawful command issued by the Pilot-in-Command (PIC) in the interest of maintaining the safety or security of the aircraft, its passengers, crew, or property.

The ground handling agents must inform the PIC when:

- They suspect that a passenger is intoxicated or drugged
- They believe a passenger could cause discomfort or make themselves objectional to other passengers

FLY2SKY has the policy that no disruptive behaviour is acceptable and that appropriate measures will be taken depending on the level of aggression. It is also the policy of FLY2SKY to fully support its employees in their actions and efforts to enforce order on board its airplanes and to prosecute offenders

1.4.11.2 PROCEDURE FOR IDENTIFYING AND MANAGIND INTOXICATED PASSENGERS

This procedure applies to all FLY2SKY personnel, including ground handling agents, gate staff, cabin crew, and flight crew, involved in passenger handling from check-in to boarding and during the flight.

1.4.11.2.1 IDENTIFICATION CRITERIA

A passenger may be considered intoxicated if they exhibit one or more of the following:

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- **Physical Indicators:** Slurred speech, unsteady movement, bloodshot eyes, strong smell of alcohol or substances.
- **Behavioural Indicators:** Aggressive or disruptive behaviour, excessive loudness, inability to follow instructions, or signs of confusion.
- **Cognitive Indicators:** Delayed responses, disorientation, or erratic decision-making.

1.4.11.2.2 PRE-BOARDING PROCEDURES

CHECK-IN COUNTER

Ground Handling Agents must assess passengers for signs of intoxication.

If a passenger appears intoxicated:

- Inform the passenger of FLY2SKY's policy on intoxicated passengers.
- Advise them to refrain from further alcohol consumption.
- Allow check-in only if they do not pose a safety or security risk, are not aggressive, and do not cause discomfort to other passengers.

AT THE BOARDING GATE

Gate staff must reevaluate the condition of any passenger previously flagged for intoxication.

If a passenger is deemed unfit to travel:

- Deny boarding and remove their checked baggage from the aircraft.
- Notify the loading team of the decision.
- If necessary, inform airport security and request police assistance to manage the situation.

If the passenger is deemed fit to travel, they may proceed with boarding.

AIRPORT SECURITY INVOLVMENT

If a passenger exhibits aggressive behaviour or poses a threat to security, ground staff must:

- Deny boarding and request immediate police intervention.
- Notify FLY2SKY Ground Operations and Security Departments.

1.4.11.2.3 ON BOARD PROCEDURES

Cabin crew must monitor passengers for signs of intoxication.

If a passenger displays disruptive behaviour:

- Deny further alcohol service.
- Issue a verbal warning regarding their conduct.
- Inform the Pilot in Command (PIC) if the situation escalates.
- Follow the procedures outlined in the FLY2SKY Flight Operations Manual and Cabin Crew Operations Manual for handling unruly passengers.

The PIC has the final authority on any actions taken regarding an intoxicated passenger.

1.4.11.2.4 LEGAL AND COMPENSATION CONSIDERATION

Passengers denied boarding due to intoxication are **not entitled** to compensation or a refund.

It is a legal offense for a passenger to:

- Attempt to board an aircraft while intoxicated.
- Be intoxicated onboard an aircraft.
- Behave in a manner that endangers the safety of the aircraft, passengers, or crew.
- Disobey lawful commands from the PIC related to security and safety.

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1.4.11.2.5 REPORTING AND DOCUMENTATION

All incidents involving intoxicated passengers must be reported by the ground staff and PIC in detail, including observed behaviour, actions taken, and any involvement of security personnel.

Reports shall be submitted via Centrik.

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1.5 PASSENGEDISRUPTIONS

1.5.1 GENERAL GUIDELINES FOR HANDLING DISRUPTION

- If known in advance, prepare solutions and related materials before the passengers arrive. If not readily available, make inquiries to obtain the correct information from the relevant parties (e.g. FLY2SKY and airport authorities).
- Respond to queries promptly in line with the latest information provided by the relevant parties.
- Make factual, informative, precise and easily understandable announcements. Provide specific contact points for information, if available (e.g. disruption or service desk).
- Where applicable, ground personnel shall make local arrangements (e.g. list of hotels, alternative flights, ground transportation, refreshments).
- Where possible, maintain a kit containing items needed in a disruption scenario.
- Be discreet. Where possible, handle specific problems or irregularities in an area away from crowded public areas.
- Be mindful of the information shared with the affected passengers.
- Every customer touchpoint, such as check-in, transfer desk and/or airport ticket office (ATO), departure gate and lounge, shall be made aware of the disruption.
- Where applicable provide delay notice or passenger rights information, and in alternate formats for passengers with impairments.

NOTE: FLY2SKY OCC (24/7) and FLY2SKY Ground Operations Department shall be informed immediately in case of any irregularity.

1.5.2 DELAYS

The table below describes the disruption handling procedures during operational phases.

Phase	Actions
During check-in	• Update revised times in DCS and the flight information display system (FIDS). • If required, rebook passengers including onward connections. • Advise passengers at regular intervals.
During Boarding	• Update revised times in DCS and FIDS. • If required, rebook passengers including onward connections as per operating airline procedures. • Provide meals/refreshments as per operating airline procedure and/or regulatory requirement. • If required, re-tag the baggage based on rebooking or rerouting of the passengers. • Advise passengers at regular intervals.

With passengers on board	• Passengers may be kept on board for a limited period of time. Such a decision is made by the FLY2SKY, considering factors such as, but not limited to:
	  • Length of the delay.
	  • The reason for the delay (e.g. slot restriction, strike or bad weather).
	  • Available airport facilities and staffing.

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	• Safety regulations. • Passenger comfort on board (e.g. availability of heating or cooling). • If required disembark the passengers from the aircraft and distribute transit boarding passes. • Ensure to de-board the passengers from the DCS. • In case of creeping delays and/or cancellations, offload the passengers and their checked baggage. • If required, arrange for hotel accommodation, ground transportation and provide other related assistance (e.g. provision for telephone calls, duty of care for UMNRs, assistance to PWDs). • Where possible rebook passengers, including onward connections. • Ensure to update the FIDS and direct passengers to contact airline ATOs/Transfer desk/Call centers for further assistance.
On arrival	In the case of the delayed arrival of a flight: • Update airport FIDS. • Meet and assist the arriving passengers and provide accurate information obtained from relevant parties. • Young passengers and UMNRs must be provided care. • The misconnecting passenger and baggage shall be rebooked and re-flighted accordingly. • If required, arrange for amenities (e.g., meals, HOTAC, transportation, passenger assistance, lounge access).

1.5.3 DIVERSIONS

Table below describes procedures at different locations in the passenger journey in case of a diversion.

Phase	Actions
Origin Station	• Maintain close coordination with the operations control center, diversion station and the destination station. • Update flight information at all applicable locations (e.g., FIDS/ website).
Diversion station	• Obtain information regarding the diversion from relevant parties. • Arrange and prepare ground support/resources to handle the diverted passengers (e.g. wheelchair assistance/escort for unaccompanied minors). • Coordinate actions with FLY2SKY OCC and the scheduled destination. • If required arrange for amenities such as but not limited to meals, refreshments, ground transport.

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	• Where applicable, arrange for transportation to the final destination by any other means of transportation, such as by train, bus, taxi and air.
Destination Station	• Update the FIDS with real-time flight status. • Inform any awaiting parties regarding the expected arrival timings of the passengers, if available. • For passengers departing from the station, inform regarding the expected delay. • If required, offer assistance with rebooking for passengers with onward connection. • If applicable, arrange for needed amenities (meals, hotel accommodation (HOTAC), transportation, passenger assistance, etc.).

1.5.4 INVOLUNTARY CHANGE OF CLASS AND DENIED BOARDING

1.5.4.1 INVOLUNTARY CHANGE OF CLASS

Passengers may be involuntarily downgraded due to various reasons, such as oversales, inoperable seats on-board, last minute INAD cases, payload restriction, change of aircraft type or version, etc..

a) Seek volunteers to be downgraded making them aware that they will be compensated in line with the airline's policy and/or applicable regulation.
b) If no volunteers are found, select passenger(s) as per FLY2SKY policy.
c) Downgraded passengers are entitled to a refund or fare difference, if any, and/or a special downgrading compensation, as per the airline's policy and local regulations.
d) Downgrading should be done progressively, e.g. from first class to business class, and from business class to economy class.

NOTES:

- If the selected passengers refuse the downgrade, they should have the option to be rerouted or refunded.
- Involuntary changes of class shall be handled in accordance with operating airline procedures.

1.5.4.2 DENIED BOARDING DUE TO UNAVAILABILITY OF SEATS

Passengers may be denied boarding due to various reasons (e.g. oversales, inoperable seats on-board, last minute INAD cases, payload restriction, change of aircraft type or version).

- Seek volunteers for denied boarding.
- Offer compensation in compliance with the applicable regulations and/or airline policy.
- Update the DCS with relevant SSR and/or comments where applicable.
- Offer meals, refreshments, accommodation, telephone or messaging facility, as per operating airline procedure.
- Transfer the volunteered passenger to the first available flight.

FLY2SKY procedures for denied boarding:

1. If applicable, solicit volunteers and offer compensation and/or reprotection.
2. Provide written notice, as per government regulations.
3. Apply the FLY2SKY involuntary denied boarding procedures if insufficient volunteers are solicited.

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The following categories of passengers may under no circumstances be denied boarding:

- Unaccompanied minors (UM)
- Elderly and/or passengers with reduced mobility (PRM)
- Ship joining seamen
- Passengers affected by previous flight irregularities
- Transit / transfer passenger

The following categories of passengers may not be involuntary denied boarding:

- Business Class passengers
- VIP/CIP

In case of denied boarding the following order for off-loading shall apply:

1 Non-booked PAD passengers;
2 Booked PAD passengers (except Passive Crew);
3 Non-booked revenue passengers - Economy Class passengers before Business Class passengers;
4 Booked revenue passengers:- Economy class passengers before Business class passengers;
5 Booked revenue passengers with no onward connection;
6 Booked revenue passengers with connection to another airline with the final destination in Europe;
7 Booked revenue passengers with connection to another airline with the final destination outside Europe

Passenger shall be asked to fill in Denied Boarding Form:

1 Original stays with Passenger
2 Copy to Handling Agent
3 Copy for FLY2SKY

Passenger shall contact directly FLY2SKY ground operations department DGM@fly2sky.aero about the compensation. Compensation shall be paid out by electronic bank transfer.

Children (excluding infants) are entitled to the same compensation as adult passengers.

Additionally, FLY2SKY shall take up all passenger expenses related to the delay:

- Meals
- Reasonable usage of telephone calls/faxes
- Hotel in case of overnight stay including transportation to/from airport
- Re-booking, re-routing or travel at a later date if seats available only.

Flights	Compensation
For flights of 1,500 km or less	EUR 250,00
For longer flights within EU and other flights between 1,500 and 3,500 km	EUR 450,00
For flights over 3,500 km outside EU	EUR 600,00

For rerouting arrangement FLY2SKY Ground Operations shall be contacted. The following information for rerouting planned passenger shall be sent:

1. Passenger's name/surname
2. Reason of rerouting
3. Available soonest rerouting and airline at the departure airport

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4. Ticket price for rerouting.

FLY2SKY Ground Operations has option to organize rerouting for passenger.

If the passenger has been offered to be re-routed to his/her final destination on an alternative flight where he/she will arrive later than the scheduled arrival time original flight, the compensation for rerouting will be:

Flights	Compensation
For flights of 1,500 km or less and delayed by 2 hours	EUR 125,00
For longer flights within EU and other flights between 1,500 and all other flights between 1,500 and 3,500 km and delayed by 3 hours	EUR 200,00
For flights over 3,500km outside EU and delayed by 4 hours	EUR 300,00

1.5.5 DISRUPTION DUE TO SYSTEM ISSUES OR OUTAGES

- Disruption may occur due to a system issue, outages, DCS failures, BHS outage, equipment failure or major airport facilities disruptions such as power failure, connectivity issues etc.
- In preparation for potential outages:
  - Develop local contingency/business continuity plan based on various operational phases. (e.g. check-in/boarding/baggage handling).
  - Ensure to include personnel duties/responsibilities in line with different operational phases.
  - Where possible, prepare and maintain a separate set of manual stationary items, including applicable forms (e.g., grab box containing pre-written boarding passes with sequence numbers starting from 501, and manual baggage tags).
  - Where possible, prepare and complete local outage passenger and baggage handling checklists to meet the minimum actions required during outage situations.
  - Manual check-in and related procedures must be reviewed regularly, in-line with the operating carrier and/or local authorities.

1.5.6 MISHANDLED OR UNCLAIMED BAGGAGE

1.5.6.1 MISHANDLED OR UNCLAIMED BAGGAGE - GENERAL

Mishandled or unclaimed baggage include one or more of the following baggage disruption incidents:

- Delay of checked baggage
- Loss of checked baggage
- Damage or partial loss of checked baggage
- Pilferage of baggage or items from baggage

Enter mishandled or unclaimed found baggage details into the tracing system.

Legal time limits apply to the reporting of loss, delay, damage or pilferage of baggage, see FLY2SKY policies and applicable conventions.

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1.5.6.2 STORAGE OF MISHANDLED BAGGAGE

GRH 3.7.9

Mishandled baggage is kept in a locked and secure storage cage or room until forwarded, claimed or disposed of in accordance with local regulations. Access to secure area and key control is properly supervised. Baggage is subjected to additional screening before being loaded into an aircraft and in line with the security requirements of the forwarding carrier, receiving carrier and relevant authority.

1.5.6.3 HANDLING OF MISHANDLED BAGGAGE

a) Mishandled baggage shall be forwarded without charge by the fastest possible means using the services of any IATA member airline, to the airport nearest to the passenger's address.
b) Ensure the number of unaccompanied bags is included in the baggage counts for load control.
c) Use a RUSH indicator (manual and/or electronic), when applicable.

1.5.6.4 DELIVERY OF MISHANDLED BAGGAGE

Previously mishandled baggage shall be delivered in the most appropriate and fastest way in line with FLY2SKY procedures.

1.5.6.5 ON-HAND BAGGAGE

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

1.5.6.6 DELAYED CHECKED BAGGAGE/MISSING BAGGAGE

A delayed bag is checked baggage not available to the passenger when he presents the baggage identification tag at the point of stopover or destination. For the first 5 days, the station which created the tracing file is responsible for primary tracing and information to the passenger about the status of the file. The tracing period shall be 21 days (as per the Montreal Convention).

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

1.5.6.7 SECONDARY TRACING

Secondary tracing is the process of taking over the responsibility for further action on open mishandled baggage tracing files by the department as defined by FLY2SKY procedures.

1.5.6.8 MISHANDLED MOBILITY AIDS

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

- Document incident as per FLY2SKY procedures.
- Make all possible efforts to provide a suitable equivalent loaned item or replacement, as needed and as per FLY2SKY procedures.
- Arrange for the repair or replacement of the item, if needed.

1.5.6.9 MISHANDLED LIVE ANIMAL

Delay of injury to AVIH shall be handled as a priority.

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2 BAGGAGE HANDLING PROCEDURE

2.1 THE BAGGAGE JOURNEY

2.1.1 THE BAGGAGE JOURNEY - INTRODUCTION

This chapter presents the flow of baggage handling from the planning and preparation of activities, through to execution of the processes. It defines standard baggage handling procedures which can vary between airports. Baggage tracking requirements are documented in IATA Resolution 753, which requires IATA members to track baggage at several points of the baggage journey. By scanning baggage at key areas, members are able to:

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

Baggage check-in procedures are addressed in Chapter 1 of this manual.



Figure 2.1.1—The end-to-end checked baggage journey

NOTE: Figure 2.1 shows the generic flow of checked baggage, from baggage acceptance through to the return of the baggage to the passenger and the four tracking points required, which are:

- Baggage acceptance (check-in or baggage drop)
- When loading on the aircraft
- At the transfer point
- On arrival

The screening of transfer baggage is determined by local regulations and conditions.

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2.1.2 BAGGAGE PERFORMANCE TRACKING METRICS

Tracking allows airlines and ground handlers to monitor when baggage custody changes. This is crucial information to assist in finding baggage that is missing. See GOM 2.8 and GOM 2.9. There are many other key elements of the baggage process that are monitored and measured by airlines and/or airports for passenger satisfaction, ground handling performance and to determine the root cause of issues that arise during the baggage journey.

Many of these measurements are recorded electronically, through the BHSs, scanners, time event records, etc.

Key tracking metrics may include:

- Number of bags left behind;
- Number of bags accepted late from the check-in/baggage system;
- Number of bags received without tags;
- First bag loaded;
- Last bag loaded;
- Number of gate bags;
- Number of bags delivered to the incorrect system output;
- First Passenger to First Bag;
- Last Passenger to Last Bag;
- First Bag Delivery Time;
- Last Bag Delivery Time;
- Baggage Delivery Duration;
- Bags Damaged on Arrival;
- Bags Delivered Out of Plan.

2.2. BAGGAGE ACTIVITIES

2.2.1 INTRODUCTION

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

- Passenger Baggage Acceptance. (see GOM 1.1.6)
- Baggage Handling–this chapter
- Aircraft Loading and Unloading. (see GOM 4.5)

2.2.2 PERSONNEL ROLES

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

- Management staff member–responsible for overseeing the performance of the operation, making decisions on how to operate based on feedback from the operational personnel.
- Support staff member–responsible for planning baggage operations and collecting metrics, including rerouting misconnections to ensure a smooth baggage operation.
- Baggage personnel–operational personnel who are responsible for the movement and monitoring of baggage through the dedicated baggage make-up areas, including immediate reporting of any unauthorized persons in the baggage make-up area, reconciling baggage and collecting/delivering baggage from/to the aircraft.
- Ramp loading personnel–operational personnel who are responsible for ramp activities, including loading and/or offloading and immediate reporting of any unauthorized persons on the ramp (without a visible airport badge).

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- Baggage services personnel: responsible for handling mishandled baggage.



Caution:

1. To ensure the security of checked baggage, personnel shall immediately report any unauthorized persons in the baggage make-up or during the baggage delivery process.
2. All accepted baggage must be screened in accordance with local security requirements before being loaded on a flight.
3. Some countries require security authorities to mark the baggage tag with a sticker or stamp to certify that the baggage has passed all security checks.
4. Baggage shall not be left unattended on the stand.

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2.3 SAFE BAGGAGE HANDLING

It is important that personnel are made aware of risks associated with baggage handling and are properly trained to follow minimum guidelines that ensure a safe work environment that minimizes the risk of potential injury:

1. Handling Techniques
   - Baggage handling operations require personnel to manually handle equipment and baggage, such as pushing and pulling non-motorized ground service equipment (GSE) like baggage carts, loading heavy bags and etc.
   - Baggage personnel should utilize appropriate and safe lifting techniques while handling baggage.
     NOTE: See AHM 453 and 462 for handling techniques and principles of manual handling.

Baggage personnel should not lift more than their physical capabilities and use the assistance of others to share the weight.

Where available, make use of assistive devices for moving heavy loads.

Ensure appropriate personal protective equipment (PPE) is available and used at all times.

Ensure baggage is handled in an appropriate manner (e.g., positioned and placed rather than thrown onto the belts). Allow sufficient spacing in between bags to avoid overloading the baggage belts.

When using baggage carts or dollies, use the safety precautions as per GOM 3.1.3.3. Personnel shall not step over the handles of carts or dollies to avoid injury.

Verify the coupling/uncoupling of baggage carts, dollies and/or trailers. Ensure nobody is working between or nearby prior to moving.

Ensure there are no foreign object debris (FOD) in the baggage make-up/break-up areas.



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

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2.4 DEPARTURE BAGGAGE HANDLING (INCLUDING SPECIAL BAGGAGE)

2.4.1 DEPARTURE BAGGAGE - PLANNING

For departing flights, a pre-planning process shall include:

1. Review types of expected checked-in baggage and plan for:
    a. The number of checked-in baggage and their categories to the first stopover point and/or final destination. See GOM 1.1.6.9 and GOM 2.4.2 (f).
    b. The required number of carts and dolies as per segregation of baggage required. See GOM 2.4.2.
    c. Handling of any special baggage items that are planned for departure.
    d. Personnel assigned to deliver baggage to/from the aircraft/staging area. See GOM 4.5.6.
    e. Determine which arrival or incoming flights have transfer baggage for the departing flight. See GOM 2.5.1.
    f. Plan for short-connection baggage to the baggage sorting system or on a tail-to-tail basis. See GOM 2.5.1.
2. Review the departure flight parking stand location to plan for on-time delivery of baggage.
3. Consider the distance to the stand and if any additional security measures required.
4. Consider adverse weather conditions and protection requirements from extreme temperatures.
5. Plan for any special handling equipment or segregation that will be used or required and brief baggage personnel on their use including procedures for handling mobility aids, weapons, live animals, etc.
6. Verify the baggage make-up area has been allocated, including:
    a. Specific segregations being built in different areas;
    b. Specific make-up area location for out-of-gauge (OOG) items, (e.g., mobility aid special baggage (see GOM 2.7).
7. Ensure that all baggage personnel are briefed on:
    a. the OOG and baggage make-up areas for the flight, and
    b. any special baggage items expected.
8. Ensure the is accurate (i.e., stand information is appropriately displayed).
9. Ensure the baggage make-up area (e.g., baggage chute/carousel/lateral) and segregation for the departing flight is correct.
10. Ensure any baggage carts to be used are serviceable. See GOM 3.1.3.3.
11. Where baggage is being palletized, ensure the pallet is structurally safe and the net attachments are in place. See GOM 4.5.
12. Prepare/produce Baggage cart cards electronically or manually based on the expected baggage. These are typically created in the Baggage Reconciliation System (BRS). Add the cards to the appropriate baggage cart. If additional carts are needed, ensure the information is communicated to ensure appropriate planning as applicable.

NOTE: Planned mishandled baggage such as rush baggage (RUSH) or unaccompanied baggage (UNAR) should also be included in the departure plan.

2.4.2 EXECUTION OF DEPARTING BAGGAGE

Ensure all mandatory screening and securing of baggage is performed, coordinated and communicated, as required, with the BHS and load control area, to ensure appropriate planning as applicable.

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Apply sorting and loading procedures for carts based on FLY2SKY procedures with respect to:

- Priority baggage;
- Heavy baggage;
- Connection baggage (short connections, hub units, mixed loads, etc.);
- Late baggage;
- Fragile baggage;
- Special baggage (see GOM 1.1.6.12);
- Unaccompanied baggage/RUSH baggage.

Where tracking/reconciliation is performed electronically in the baggage make-up area:

- Scan the baggage cart card for the designated appropriate category.
- Scan the barcode of the baggage tag.
- Confirm whether the baggage can be loaded (or not) on the flight by visually inspecting the baggage tag for the applicable flight information and receiving a positive response from the scanner.
    - If positive for loading, load the baggage in the designated baggage cart.
    - If negative for loading, do not load the baggage, place it to the side.

NOTE: Ensure the stacking height requirements are followed for open baggage carts. See GOM 2.8.

Where reconciliation is performed manually in the baggage make-up area:

- Visually inspect the baggage tag to check the flight number and destination. Place baggage to the side if it is not for designated flight. See GOM 2.8.
- Detach one of the removable tabs and apply to the baggage Bingo card.

Where tracking/reconciliation is performed at the aircraft side:

- Unload the baggage from the baggage cart and load directly onto the conveyor leading to the hold into which the baggage will be loaded.
- Scan the baggage tag barcode including items tagged at the gate that are retrieved to be loaded.
- Confirm that the baggage can be loaded on the flight by visually inspecting the baggage tag for the applicable flight information and receiving a positive response from the scanner. Place baggage to the side if a negative response is received. See GOM 2.8.

NOTE: Country or airline regulations may require scanning functions to be performed by trained security personnel.

Obtain confirmation of baggage acceptance closure to complete the baggage make-up process.

Compare expected-checked-baggage count to the received-checked-baggage count to ensure all accepted baggage which includes special baggage and RUSH baggage. Review total pieces for each baggage cart. Pass along all baggage carts figures, including baggage counts for each cart and total cart numbers, so the total load summary can be prepared.

Conduct a final check in the baggage make-up area to ensure there are no left-behind bags. If baggage is left behind, report this to baggage services. See GOM 2.8.

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Cover baggage carts, close curtains, as equipped.

Ensure that all baggage is secured inside carts. Baggage may not be transported on GSE not intended for this purpose. Set aside for pick up where space is available.

Coordinate with ramp personnel the baggage cart delivery arrangements to the aircraft for loading.

NOTE: Baggage should not be brought to the stand until the aircraft is ready for loading.

2.4.3 CODES FOR BAGGAGE IDENTIFICATION

- BF First Class
- BC Business Class
- BJ Business Class Long-haul
- BP Priority
- BY Economy
- BU Special Economy
- BT Transfers
- BA Alliance Transfer
- BO Online Transfer
- BI Interline Transfer
- BD Domestic Transfer
- BS Short-connection Transfer
- BH Hub (containers, groups or large flows)
- BG Tail-to-tail
- BZ Crew
- BQ Courier
- BX Expedite (RUSH)
- BM Mixed Container (containing baggage only)
- BE Exempt (transit baggage not subject to Customs–like International-to-International)
- BB Trans-border Transfer

NOTES:

- For additional details, see BRM 2.5.2.2.
- See GOM 1.1.6.12.3 for DAA procedures.

2.5 TRANSFER BAGGAGE

2.5.1 PLANNING TRANSFER BAGGAGE

Further to planning departure baggage (see GOM 2.4.1), it is important to prepare for flights arriving with transfer baggage.

Review the list of arrival flights, baggage transfer messages (BTM), and airport/airline system to obtain:

- The number of transfer baggage arriving before the departing flight is open for baggage make-up. Allocate a storage area, if not provided by the airport's infrastructure, for bags arriving early as defined by the station.
- The number of transfer baggage that will arrive during the time the departing flight is open for baggage make-up.

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If tail-to-tail transfers are permitted/approved by local authorities, and the applicable conditions are met (such as domestic versus international, timing, or any other restrictions) allocate baggage staff to deliver the bags for short connections. Arrange for additional loading units at the stand and plan for the collection and delivery of the baggage, including at handover points for equipment operators.

If transfer baggage will or shall be injected into the baggage handling system (BHS) for sortation, arrange for personnel to deliver the baggage to the appropriate arrival transfer area.

Determine the different categories of baggage for the departing flight (e.g., premium versus economy baggage, onward connecting baggage or, if permitted by the local authority, containers of baggage that will be unloaded from one flight and loaded onto another during a transfer stop, such as hub containers or through containers).

Ensure the baggage handling team is aware of storage locations for early arriving transfer baggage for collection.

Establish the number of transfer baggage that will arrive after their departure flight has closed for baggage make-up, and:

- Determine whether it is possible for the departure flight to accept late baggage and to extend baggage make-up time and facilities.
- Identify baggage to be re-flighted as RUSH. See GOM 2.8 and GOM 2.9.

Follow the planning and execution steps for GSE and special handling equipment set up, similar to GOM 2.4.1 and GOM 2.4.2.



Caution:
Handling of transfer baggage and failure to load contributes significantly towards mishandling of baggage.

NOTE: Transfer baggage may arrive up to 24 hours prior to the departing flight but also close to the departing flight's scheduled departure time. Planning shall be according to connection times for the arriving feeder flight.

2.5.2 EXCECUTION OF TRANSFER BAGGAGE

Collect the transfer baggage from the arrival flight.

Deliver the baggage to the appropriate location:

1. Baggage Handling System
    a. Deliver the baggage to the transfer baggage inject point.
    b. Unload and inject the baggage.
    c. Scan the baggage to record delivery to the BHS.
2. Tail-to-tail (based on local regulation and set minimum connecting time (MCT):
    a. Scan the baggage at the point of collection.
    b. Deliver the baggage to the departure aircraft.
    c. Scan the baggage upon loading into the departing aircraft.

    NOTE: If possible, and where permitted by local regulations, request that flights with connecting tail-to-tail baggage are parked close together in order to minimize the chance of mishandling.
3. Storage Areas
    a. Deliver the bag to the storage area.
    b. Scan the bag to record delivery to the storage area.
4. Transfer Baggage Area:

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If the airport is equipped with a separate transfer baggage induction area where authorities may request to see/obtain a transfer bag at the transfer point, follow the local directives in place regarding baggage retrieval points and timing when requested.

2.5.3 MONITORING TRANSFER BAGGAGE

Transfer baggage should be tracked and monitored in accordance with Resolution 753. Baggage that does not successfully make the transfer is managed as per GOM 2.8 and GOM 2.9.

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2.6 ARRIVING BAGGAGE

2.6.1 PLANNING OF ARRIVING BAGGAGE

1. Review the relevant messages for the arriving flight, such as baggage manifest messages (BMM), container pallet messages (CPM) and load messages (LDM), to determine the number and location of arriving and transfer baggage, including special baggage.
2. Review the allocated parking stand and baggage sortation area.
3. Plan for personnel to offload the baggage at a set time before the scheduled time of arrival (STA) and determine the offload activities.
4. Plan any special handling equipment and briefing needed.
5. Collect GSE, baggage carts to be used, ensuring all are in good working order.
6. Brief the baggage team of the delivery locations for arriving baggage including special baggage/OOG.
7. Communicate with the arrival ground personnel meeting the aircraft for any DAA requirements, especially mobility aids that will come directly to the arrival hall.
8. Ensure the signage for the arrival flight is up-to-date and correctly displayed at the assigned injection point, as well as on the baggage claim belt.

2.6.2 EXECUTION OF ARRIVING BAGGAGE

2.6.2.1 ARRIVING BAGGAGE - COLLECTION

1. Liaise with the ramp team for the collection of baggage as per the offload plan (e.g., CPM, LDM).
2. Verify the baggage collected is the correct baggage as per the offload plan, baggage cart tags and baggage tags.
3. Sign for the handover, as appropriate.

2.6.3.2 ARRIVING BAGGAGE - DELIVERY

- Observe government required screening and securing of baggage, as applicable.
- Deliver the baggage to the allocated location and position for arriving baggage.
    - Follow the offload priority order, as applicable. Typically, baggage labelled priority is offloaded first, followed by regular baggage.
    - Activate the belt and/or automatic tag reader by pushing the button if this is not automatic.
    - If required, manually record the time of the first and last bag. If required, indicate the last bag delivered by:
        - Placing a baggage tub on the reclaim marked as last bag delivered, or
        - Tagging the last bag injected with a last bag tag, or
        - Informing the arrival hall personnel that all baggage has been inducted.
- Once offloading is completed baggage personnel must perform a check of the area to ensure no baggage remains.
- Ensure there is regular communication between ramp, baggage and passenger teams regarding the progression of the offload, especially in the event of issues or delays. See GOM 2.8.



Caution:
Baggage that has been delivered on to the baggage belt must be rescreened before being loaded onto another aircraft, e.g., RUSH bags, misrouted baggage, etc.

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2.6.3.3 IN THE ARRIVAL HALL

Depending on the local responsibility inside the arrival hall, if permitted, baggage personnel should:

- Remove bags when the reclaim belt is overloaded and set them on the floor area adjacent to the belt.
- Communicate with the arrival hall staff to ensure passenger communication.

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2.7 SPECIAL BAGGAGE

2.7.1 SPECIAL BAGGAGE - GENERAL

a) Special baggage includes any type of baggage that requires additional handling procedures, tagging, segregation procedures may be needed, depending on the nature of the item.
b) Many of these items will either be dispatched from the OOG belt (out-of-gauge), or local regulations may require special baggage to be walked through a security checkpoint to reach the baggage make-up area. Baggage personnel should be aware of the OOG pick up locations and ensure they monitor the areas. All special baggage must be screened, which could include alternate methods like manual screening.
c) The planning, preparation and execution follow similar processes as normal baggage. When special baggage is departing, see GOM 2.4, transferring see GOM 2.5 or arriving see GOM 2.6.

Baggage personnel need to conform to special handling requirements as indicated on labels, stickers and forms etc.

2.7.2 SPECIAL BAGGAGE HANDLING

Mobility Aids

Handle all mobility aids in accordance with the IATA Dangerous Goods Manual and any other FLY2SKY requirements or restrictions.

- As per the planning instructions, mobility aids may be loaded and be transported to the aircraft in a baggage cart.
- Care must be taken to ensure no damage is incurred to mobility aids. Loose or additional pieces should be secured to the device where possible.
- For departing mobility devices, if the device is used by the corresponding passenger to the door of the aircraft, it will be taken to the aircraft hold at the stand and not come to the baggage make-up area.
- For transfer mobility aids, the device may be required at the door of the aircraft and therefore may not be transferred tail-to-tail or be inducted into the baggage sortation system, where permitted. The device must still be scanned. For devices being inducted, use the OOG induction belt or walk the aid through the security process where permitted.
- For arriving mobility aids, the device may be required at the door of the aircraft and therefore may not be transferred tail-to-tail or be inducted into the baggage sortation system, where permitted. The device must still be scanned. For devices going to the arrival hall, use the OOG induction belt, or walk the device into the arrival hall where permitted.

Live Animals

- Handle live animals in hold (AVIH) in accordance with the IATA Live Animals Regulations (LAR) and any other operating airline or country requirements or restrictions. See GOM 1.1.6.12 (f). Handling labels will identify any specific requirements.
- As per the planning instructions, AVIH may be loaded into a baggage cart to be transported to the aircraft.

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- Special care must be taken to keep the AVIH in a monitored area of the baggage make-up area or enclosed area that provides protection from weather, the elements, noise and the cage being bumped by equipment, where possible.
- The AVIH should remain in the baggage make-up area until the loading team at the aircraft is ready to load it.

NOTE: For handling of firearms and DAA baggage, handle as per local requirements. See Resolution 745b and GOM 1.1.6.12.3/GOM 1.1.6.13.

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2.8 BAGGAGE IRREGULARITIES

2.8.1 HANDLING OF BAGGAGE IRREGULARITY

At baggage departure, transfer and arrival points in the baggage handling process, efforts are required to prevent, decrease and resolve baggage mishandling. In the case of baggage irregularities, the following recovery steps should be followed to decrease/resolve baggage mishandling.

1. Baggage arrives in the baggage make-up area without a destination tag.
   If a destination tag has come off a bag, it is a “tagless” or “tagoff” unclaimed bag until its identity can be determined
   a. Check for possible baggage stubs to identify the flight details to which the baggage belongs.
   b. Use available resources to determine the owner or flight number the bag was accepted for including the DCS, BRS or baggage tracing system.
   c. Information such as the passenger’s name, or the description of the bag can be searched to determine the identity. Agents should enter data into the system as accurately as possible. See GOM 2.9 for the retagging instructions.
   d. Typically, the local baggage committee has assigned a specific handler/airline to be responsible for tagless baggage for a period of time. See Resolution 743.
2. Special baggage arrives without a handling label or instruction where required.
   Special baggage items that require specific labelling or accompanying forms, arriving in the baggage make-up area without it, should not be loaded until properly declared.
   a. Place the baggage separately to the side and report it to the supervisor.
   b. Based on confirmation received, attach the correct handling label/form prior to loading.
   c. Do not load if confirmation is not obtained.
3. Baggage arrives at the incorrect make-up area.
   If a bag for another flight arrives at the incorrect make-up area, typically, there is a pre-determined place to leave it for collection by another entity. Communication is also required.
   a. Notify the control room that a bag for a different flight is at the incorrect baggage make-up area.
   b. Place it in the collection area, if applicable, or deliver the bag to the correct flight make-up area if nearby and possible.
   c. Communicate with handlers managing the baggage make-up so that they can determine if the bag should go to the make-up area or the flight.
4. Baggage receives a negative response when scanned.
   When scanning baggage, you receive a negative or a positive/OK-to-board response. When a negative response is received, do not load the bag on the baggage cart and place it to the side for further action.
   a. Review the baggage tag details to determine the intended flight and destination for the baggage.
   b. Attempt to determine why the bag is not permitted, which could include incorrect flight tagging, the baggage tag was not activated during acceptance, the accompanying passenger was not accepted or is on standby, it is the incorrect baggage cart to place the baggage into, etc.

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c. Redirect the baggage, if applicable, as per GOM 2.9.
d. Communicate with passenger services to determine the baggage tag activation status from the DCS system, as self-tagged baggage requires an activation step in some DCS systems. See GOM 1.1.6.3.2 (i).
e. The resolve may be to activate the tag. Scan the baggage and load if a positive response is provided.
f. The baggage must not be loaded until the reason for the “do not load” has been determined.

NOTE: Ensure the standby baggage process at the location of the baggage make-up is adhered to.

5. Baggage is leaking.
Any piece of baggage must be properly packaged and free of leakage. In the event of receiving damaged or leaking baggage, do not load and immediately report to the supervisor or airline representative.
   a. Conduct an evaluation in the surrounding area to see if any other baggage has been contaminated by the leaking substance.
   b. In the event a dangerous goods package or shipment appears to be damaged or leaking, ensure it is prevented from being loaded into a cart or container in the baggage make-up location.

   NOTE: Ensure emergency procedures are followed in case of DG leakages.

   c. Immediately notify the customer airline and authorities.
6. Baggage is damaged or inadequately packed.
If baggage is visibly damaged or inadequately packed, the baggage shall be secured and placed to the side in the make-up area as its transport may cause further loss, damage or risk to other baggage. Notify the airline personnel and do not load the damaged baggage until you receive further direction from them. Personnel may place loose contents in a plastic bag or box, or secure the baggage with heavy tape. See GOM 2.9.
   a. Once adequately packaged, the baggage may be loaded into the cart.
   b. If the baggage cannot be adequately packaged, it should not be loaded and handed over to the mishandled baggage personnel.

   NOTE: Follow local procedures for informing the passenger and customer airline.

7. Baggage arrives at the baggage make-up area after the make-up is closed.
   a. If baggage arrives at the baggage make-up area after the make-up has been completed, communicate with the person responsible for the baggage make-up area and loading supervisor to determine if there is still time to collect the baggage and deliver it to the stand.
   b. Ensure the baggage is scanned and arrange for its delivery to the stand if approved.
   c. If not approved for travel, immediately contact the mishandled baggage personnel so that alternate arrangements can be made.
8. Baggage arrives at the baggage make-up area after the flight has departed.
If baggage arrives at the baggage make-up area after the flight has departed, immediately contact the mishandled baggage personnel so that alternate

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arrangements can be made. Baggage left behind must be redirected to the Mishandled Baggage Area/Office for next steps. See GOM 2.9.

9. Baggage cannot be located.
   Once baggage make-up is finished and a cross-check is completed (see GOM 2.4.2) attempt to locate any missing baggage:
   a. Communicate with passenger services to see if any late baggage was accepted.
   b. Communicate with the OOG area and ensure a final check was done for any special or oversized baggage items.

   NOTE: If applicable, review the DCS for a description of the item as it could be a tagged item taken by the passenger to the gate, such as strollers or mobility aids.

   c. Complete a final check of the make-up area, between belts, in the designated collection areas, to see if any final baggage can be located.
   d. Communicate with personnel responsible for loading before flight departure for last minute change corrections and the mishandled baggage personnel for all discrepancies and variations.
   e. If RUSH baggage cannot be located, communicate with the Baggage Mishandling Office or Supervisor to see if the expected baggage can be located.

   NOTE: Any changes or variations in the expected baggage counts shall be communicated to the person responsible for loading before flight departure.

10. Arrival baggage is reported missing.
    Should the arrival hall baggage personnel communicate that baggage is missing, do all possible to check the applicable areas for the missing baggage.
    a. Conduct a check of the baggage belt and surrounding areas to ensure no baggage fell between the belts or remains on carts used.
    b. Communicate with the offloading team at the stand for a check of the aircraft holds and carts.
    c. Ask the offloading team to review their arrival CPM/LDM for information.
    d. Review arrival/offload scanning records in the BRS to narrow down the baggage location.
    e. Ensure RUSH bags and any remaining bags are communicated and sent to the mishandled baggage office for processing.
11. Arrival baggage was tagged to another destination.
    Immediately contact the baggage office so that alternate arrangements can be made.
12. Transfer baggage doesn't arrive at the sorting area.
    If transfer baggage does not arrive at the sorting area, or is not scanned at the transfer point, do all possible to check the applicable areas for the missing baggage.
    a. Conduct a check of the surrounding areas to ensure no baggage fell between the belts or remains in carts used.
    b. Communicate with the offloading team at the stand for a check of the aircraft holds and carts.
    c. Ask the offloading team to review their arrival CPM/LDM for information.
    d. Review offload scanning records in the BRS to narrow down the baggage location.

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e. Communicate with the mishandled baggage office. Where possible the information pertinent to not-seen-for-transfer (NSFT) baggage information must be sent to the arrival station.

13. Transfer baggage delivered to the arrival hall in error.
    Follow local regulations regarding the handling and movement of transfer baggage that is delivered to the arrival hall in error. Once permitted by authorities, baggage must be stored securely until processed for transfer.
    a. Arriving baggage is delivered to the incorrect arrival hall in error.
    b. Arriving baggage that is delivered to an arrival hall in error (e.g., domestic vs. international, Schengen vs. Non-Schengen) should be immediately secured. Follow the directions of the local authorities.

    NOTE: If baggage is offloaded to the wrong belt, the baggage agent should communicate the revised belt information to the passengers.

14. Special baggage issues:
    a. Mobility aids
       Any damage, delay or missing special baggage with a serious impact to the passenger such as mobility aids must be handled with priority. Advise the customer airline and mishandled baggage office immediately and do all possible to locate or handle the item with great care.
    b. AVIH
       Issues surrounding AVIH must be handled carefully, and we must limit their exposure to the elements. If AVIH are extremely aggressive, injured or there is damage to the cage, advise the customer airline and mishandled baggage office immediately.
       i. Damaged cages must be reported and potentially will not be able to travel, as this would increase the chance of the animal getting out of their cage during flight or being injured.
       ii. In the event of flight delays, AVIH may require water or walking therefore liaise closely with the airline for instructions on who would accomplish this.

    NOTE: See IATA LAR for AVIH requirements.

    c. Firearms
       The mishandling of firearms could present a security issue if they are missing, delivered to an incorrect area, etc. Therefore immediately report any issues to the local authorities, customer airline for further instructions.
    d. Other special baggage items
       Other special baggage items such as musical instruments, sporting equipment, etc., if mishandled may pose a significant customer service issue for passengers, therefore all efforts should be made to communicate any issues to the customer airline and mishandled baggage office as soon as possible.

NOTES:

- Baggage irregularities include checked baggage that is lost, delayed or damaged in transportation. All efforts should be made to ensure that checked baggage

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successfully travels on the flight it was accepted for. Despite best efforts, baggage situations and irregularities will occur, and when they do, baggage personnel should do all possible to rectify the situation.

- Baggage remaining after the flight and whose issue has not been resolved must be redirected to the Mishandled Baggage Area/Office/Re-Flight for next steps. See GOM 2.9.

2.8.2 FLIGHT DELAYS

In the event of a flight delay, establish and maintain communication between the check-in and baggage make-up area personnel regarding extending the time for baggage acceptance.

2.8.3 DEALING WITH SPECIFIC OUTAGES

2.8.3.1 BAGGAGE RECONCILATION SYSTEM OUTAGES

If the BRS fails but the most recent data remains available in the system, baggage can be reconciled against this data with changes highlighted when connectivity is restored. If no data is available when the system fails, manual processes should be adopted using bingo cards and baggage reconciliation stubs.

2.8.3.2 BAGGAGE HANDLING SYSTEM (BHS) OUTAGES

When the BHS fails, there will be baggage that is trapped in the system that needs to be removed, and there may be baggage that has not yet been injected into the system from check-in.

Local procedures must be followed, and the system design will determine the state of the bags when there is a failure. The key stages of baggage processing (i.e., cleared as safe for transport, storage, baggage make-up) can still be completed without a BHS, however the airport capacity will be reduced.

See Recommended Practice 1740b for further guidance.

2.8.3.3 EQUIPMENT ISSUES

Any equipment or GSE that is unserviceable must be flagged as "out of service" and moved to a location where it can be collected for repair or be repaired. Arrange for alternate equipment as required.

2.8.3.4 DIVERSION

When a flight is diverted to a station:

a) Review the flight documentation/messages (e.g., BMM, Cargo Pallet Message, Load Distribution Message) for mobility aids, AVIH and other items requiring special handling. Ensure the guidance under special baggage handling is followed. See GOM 2.7.2.
b) Plan to unload baggage from the flight in accordance with the intention for the passenger movements:
    a. If the aircraft is being replaced, transfer the baggage to the new aircraft.
    b. If passengers are transferring to other flights, either move the baggage to the next flight or allocate a reclaim carousel for the diverted flight so passengers can collect their bags before continuing with their journey.
    c. If passengers are terminating, deliver the baggage to the allocated arrival carousel.

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2.8.2.6 CANCELLED FLIGHTS

When a flight is cancelled:

a) Deliver the baggage to the alternative flight provided, or
b) Deliver the baggage to a reclaim carousel allocated to the original flight so the passengers can collect their bags.

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2.9 MISHANDLED BAGGAGE

2.9.1 MISHANDLED BAGGAGE – INTRODUCTION

Mishandled baggage includes passenger baggage that has been delayed, lost, damaged and/or pilfered. Despite best efforts, mishandling may occur due to various reasons. Mishandled baggage, where possible, should be forwarded and united with the passenger by the fastest means possible.

Even when the recovery methods detailed in GOM 2.8.1 are followed, mishandlings do occur. The local mishandled baggage office (LL) will handle the baggage and passengers involved.

2.9.2 TYPES OF MISHANDLED BAGGAGE

1. **On-Hand Baggage**
   On-hand baggage or unclaimed found baggage is baggage that has missed the flight upon which it was intended to travel or was found without a tag. The station/handling agents that created the on-hand file are responsible for creating the on-hand report, and the initial tracing of the bag to see if there are any matches. After five days, the file is sent to secondary/central tracing for further action.
2. **Missing baggage**
   Delayed/missing baggage is checked baggage not available to passengers when they present the baggage identification tag at the point of stopover or destination. Tracing missing baggage is about matching reports of missing baggage against reports of on hand baggage. The station that creates the tracing file is responsible for primary tracing and information to the passenger about the status of the file.
3. **Damaged or Pilfered Baggage**
   DPR files are created for baggage that is reported to be damaged or has contents missing.

NOTES:

- Definitions as agreed upon by the industry.
- For additional details, see BRM 2.11 and IATA Resolution 755.
- For additional information on mishandled baggage, see IATA Resolution 743, RP 1743b, RP 1743d.
- For definition of mishandled baggage see Annex F.

2.9.3 BAGGAGE IDENTIFIED AS BEING MISHANDLED

In the event that baggage is identified as mishandled, the baggage handling personnel shall perform the following steps to commence the recovery, repair or delivery process:

1. When the passenger reports missing baggage, ensure all relevant information pertinent to the itinerary, baggage information, contact details, etc., are recorded.
2. The IATA Baggage Identification Chart can be used to assist the passenger to provide detailed descriptions of the missing baggage.
   NOTES:
   The IATA Baggage Identification Chart is a comprehensive list of baggage types, colors and various descriptive elements as described in the Passenger Services Conference Resolutions Manual (PSCRM) under Resolution 743b - Attachment A.
   For the IATA Baggage Identification Chart, see BRM 2.10.4.
3. This information is entered into a Property Irregularity Report (PIR).

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4. Passengers may have several ways to complete a PIR with the ground handler/airline, including:
   - In person with an agent, either on paper or directly into the Tracing system;
   - Using a kiosk in the arrivals hall;
   - On the airline or ground handler website;
   - Using the airline Application;
   - By telephone to the baggage office.
5. If baggage identified as mishandled by the baggage make-up area, the agent shall create the applicable baggage report. See GOM 2.9.2.

NOTES:

Enter mishandled or unclaimed found baggage details into the tracing system as defined by operating airline procedures.

Legal time limits apply to the reporting of loss, delay, damage or pilferage of baggage, see operating airline policies and applicable conventions and/or regulations.

2.9.4 MISHANDLED BAGGAGE KNOWN IN ADVANCE

When an arrival station is advised in advance that checked baggage will not be arriving on its intended flight, all efforts should be made to advise affected passengers as soon as possible in the arrival hall, providing the passenger with forwarding details if known.

2.9.5 MASS OFFLOAD

In case of mishandling situations affecting multiple passengers and many bags, the baggage agents should prepare in advance, if advised, to be able to manage multiple passengers, including additional staff available in the arrivals hall, making available paper PIRs to facilitate the gathering of information for AHL files.

2.9.6 FORWARDING MISHANDLED BAGGAGE

Mishandled baggage shall be forwarded by the fastest possible means using the services of any IATA member airline, to the airport nearest to the passenger's address.

- Use a RUSH indicator (manual and/or electronic), when applicable.
- Ensure the number of unaccompanied bags is included in the baggage counts for load control.
- Send a Forward (FWD) message for the bag to the lost and found office of the destination and any connection stations.
- Send a BTM for the re-flighting (if not done automatically).

NOTE: Follow any additional screening requirements as per local regulations.

2.9.7 BAGGAGE TAGGED TO ANOTHER DESTINATION

Follow GOM 2.9.6 to arrange for baggage forwarding.

2.9.8 STORAGE OF MISHANDLED BAGGAGE

Store mishandled baggage in a safe and secure area where access is controlled. Where required, make sure such baggage is subject to security controls before being loaded into an aircraft in line with the security requirements of the forwarding carrier, receiving carrier and relevant authorities.

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2.9.9 DELIVERY OF MISHANDLED BAGGAGE

Previously mishandled baggage shall be delivered in the most appropriate and fastest way in line with FLY2SKY procedures.

2.9.10 MISHANDLED MOBILITY AIDS

Damaged, delayed or missing mobility aids should be handled as a priority. See GOM 2.7.2 (a) and GOM 2.8.1 (o) point 1.

Raise the applicable report in line with operating airlines procedures.

Make all possible efforts to provide a suitable equivalent loaned item or replacement, as needed and as per operating airline procedure or applicable regulations.

Arrange for the repair or replacement of the item, if needed.

2.9.11 MISHANDLED LIVE ANIMAL

Delay of or injury to an AVIH should be handled as a priority. See GOM 2.8.1 (o) point 2. Should the mishandling include the death of an animal, notify the customer airline immediately for support and passenger assistance. In the case of delay, appropriate alternate arrangements will need to be made to ensure the animal is cared for during the journey.

2.9.12 REASON FOR LOSS CODES

An important part of the baggage mishandling process is to identify the reason baggage was mishandled, for corrective and preventive actions to be taken. Primary and secondary baggage irregularity codes may be used to identify the root cause of the mishandlings, and typically, airlines use these codes for statistical reporting purposes. The FS (Fault station) is usually identified as well as the code. See Annex E for Reason for Loss Codes.

NOTE: Mishandled or unclaimed baggage include one or more of the following baggage disruption incidents where a baggage file will be created:

- Delay of checked baggage (AHL–Advise if holding file)
- Loss of checked baggage (AHL–Advise if holding file)
- Found baggage/Unclaimed baggage/on hand baggage (OHD–On hand baggage file)
- Damage or partial loss of checked baggage (DPR–Damaged baggage file)
- Pilferage of baggage or items from baggage (DPR–Damaged baggage file)
- Taken in Error baggage (TIE) (Courtesy AHL–Advise if holding file)

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2.10 BAGGAGE SYSTEMS

2.10.1 BAGGAGE SYSTEM - INTRODUCTION

This section presents a brief overview of the baggage systems that are typically used.

2.10.2 BAGGAGE RECONCILATION SYSTEMS

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

Baggage reconciliation procedures, either manual or automated, shall be in place where required by local regulations and FLY2SKY procedures. BRSs automate the process of recording where baggage is loaded onto the aircraft and matching baggage details to passengers.

In the event the passenger is not on board at departure, the bag is located and removed, as required, by regulations and FLY2SKY procedures.

The BRS will maintain passenger/baggage reconciliation as required, including:

- Standby passengers;
- Off-airport and group check-in passengers;
- Voluntary or involuntary deplaning;
- Transit passengers.

The checked baggage of any passenger who is withdrawn from the flight or did not board (no-show) is to be considered unaccompanied and handled in accordance with FLY2SKY procedures and local regulations, which include off-loading and additional security controls.

Additionally, once a flight has been closed for check-in, the baggage room flight lead, or the baggage supervisor will complete the steps in GOM 2.4.2.

2.10.3 BAGGAGE HANDLING SYSTEMS

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

2.10.4 BAGGAGE MESSAGING SYSTEMS

Baggage messaging supports the movement and processing of baggage. Baggage messages are defined in Recommended Practice 1745 and Recommended Practice 1755– for Type B and Modern Baggage Messaging respectively. Messages are sent to the airport from the handling either via a direct connection or through a message distribution provider such as SITA or ARINC.

2.10.5 BAGGAGE MANAGEMENT SYSTEMS

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

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baggage management system is often a component of an overall airport management system.

2.10.6 BAGGAGE RE-FLIGHTING SYSTEMS

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

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3 AIRCRAFT GENERAL SAFETY AND SERVICING OPERATIONS

3.1 RAMP SAFETY IN AIRCRAFT

3.1.1 INTRODUCTION

Ramp safety rules and procedures promote safe ground handling. Therefore, the minimum safety rules and procedures defined in this section shall always be applied and understood by all personnel working on the ramp.

Aircraft damage can endanger passengers, personnel and aircraft. Disruptions may also negatively impact safe airline operations.

Even a slight scratch or dent on an aircraft may result in a serious accident.

Any aircraft damage discovered or caused shall be it shall be immediately reported to the aircraft engineer/flight crew. Handling agents shall notify FLY2SKY OCC vi a phone call immediately after any aircraft damage has occurred or been noted. As soon as possible thereafter, a Ground Safety Report (GSR) shall be raised submitted via Centrik.

Safety rules have to be followed:

a) It is not permitted to smoke or to use lighters/matches/e-cigarettes airside unless in a designated area defined by the local airport operator/regulator.
b) No unauthorized personnel can enter the ramp area or an aircraft. If any unauthorized person is detected the local authorities shall be informed directly or through your Operations Supervisor, according to local regulations.
c) Safety Marker Cones shall be in place before handling/loading/un-loading can start. Refer to Chapter 4.3 – Aircraft Coning
d) Ensure airbridge/steps are fully retracted prior to aircraft arrival/departure.
e) The Ramp Supervisor shall ensure that a visual check is made for damage to the aircraft exterior, prior to vehicles or equipment being positioned into their servicing positions.
f) All vehicle and equipment operators shall ensure that a visual check is made for damage to exterior areas of the aircraft that they intend to position to, prior to vehicles or equipment being positioned into their servicing positions.
g) The ramp area shall be checked frequently to avoid accidents, injuries to persons or damage to aircraft and equipment.
h) Airport operators shall ensure airside fire safety procedures and equipment are in place and staff trained accordingly to ensure ramp safety according to local regulations.
i) Before, during and after ground handling, visually check and monitoring of aircraft exterior and interior (cargo holds) shall be permanently performed and in case of any damage identified, safety and security issue uncovered or any other irregularities raised; operationally activities shall be immediately stopped, TAC/flight crew/technical engineer shall be informed, and pictures/video shall be made as evidence. Operational activities could be continued after TAC/flight crew/technical engineer approval.
j) All staff attending the ramp area shall be aware of the local airside fire safety and general safety and security regulations

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3.1.2 GENERAL RAMP SAFETY

3.1.2.1 ENGINE DANGER AREAS

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

a) Vehicles and personnel shall remain clear of aircraft danger areas when aircraft engines are running and the anti-collision lights are on. Refer to GOM 4.6.5, Note point 1, and GOM 4.6.8.2 Note.
b) To prevent incidents and accidents caused by aircraft engines, personnel shall never position themselves or equipment in the following critical areas before/during aircraft departure and arrival
    a. Engine intake area
    a) Engine blast area
b) Ensure the engine intake area is clear at all times when engines are running or when the engine is about to start.
c) It is forbidden to pass through the blast area while the engines are running.



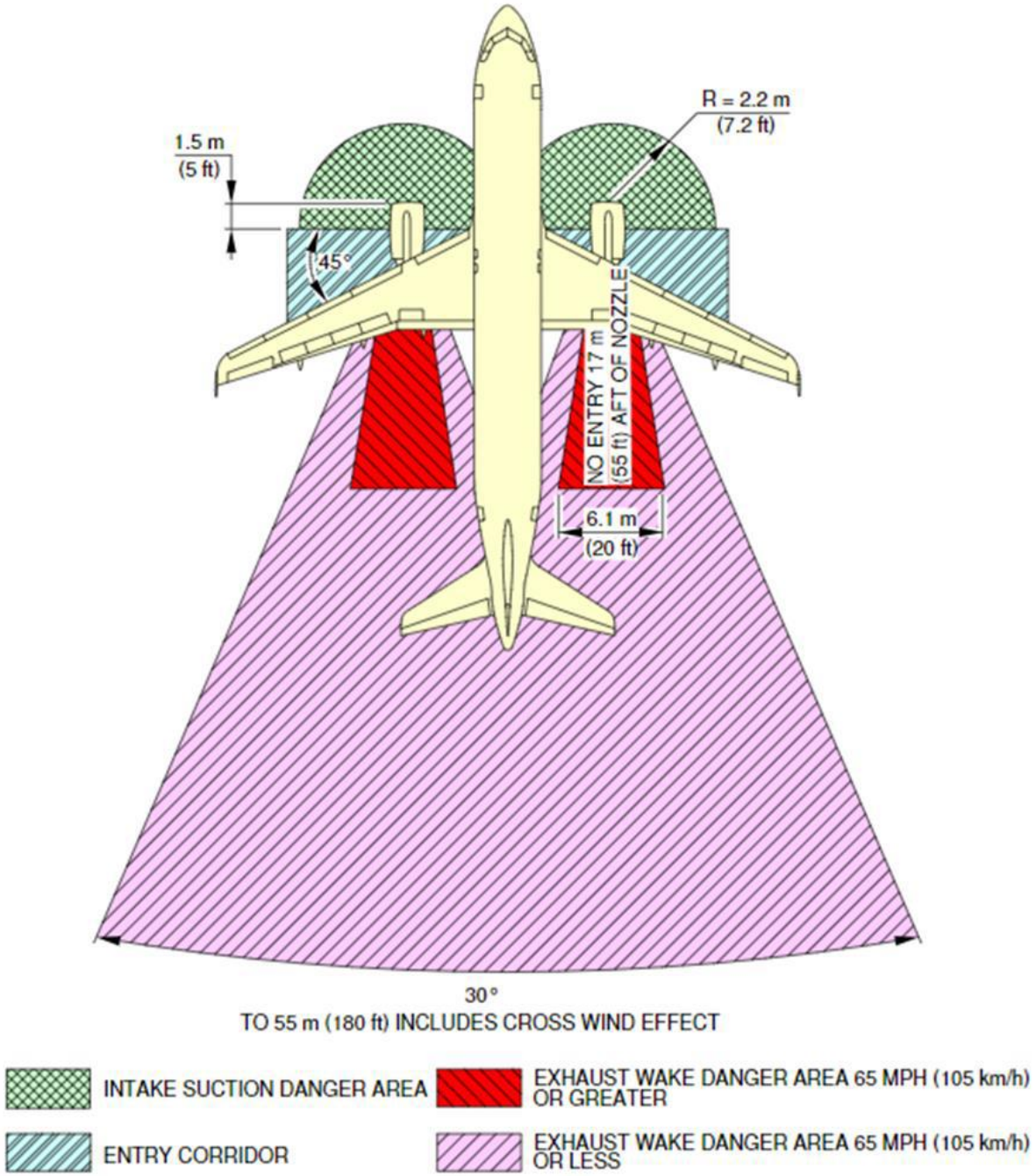
Danger:
Ground personnel and/or equipment shall stay clear of the engine danger areas, which may extend beyond the ERA.

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3.1.2.2 ENGINE DANGER AREA DIAGRAMS

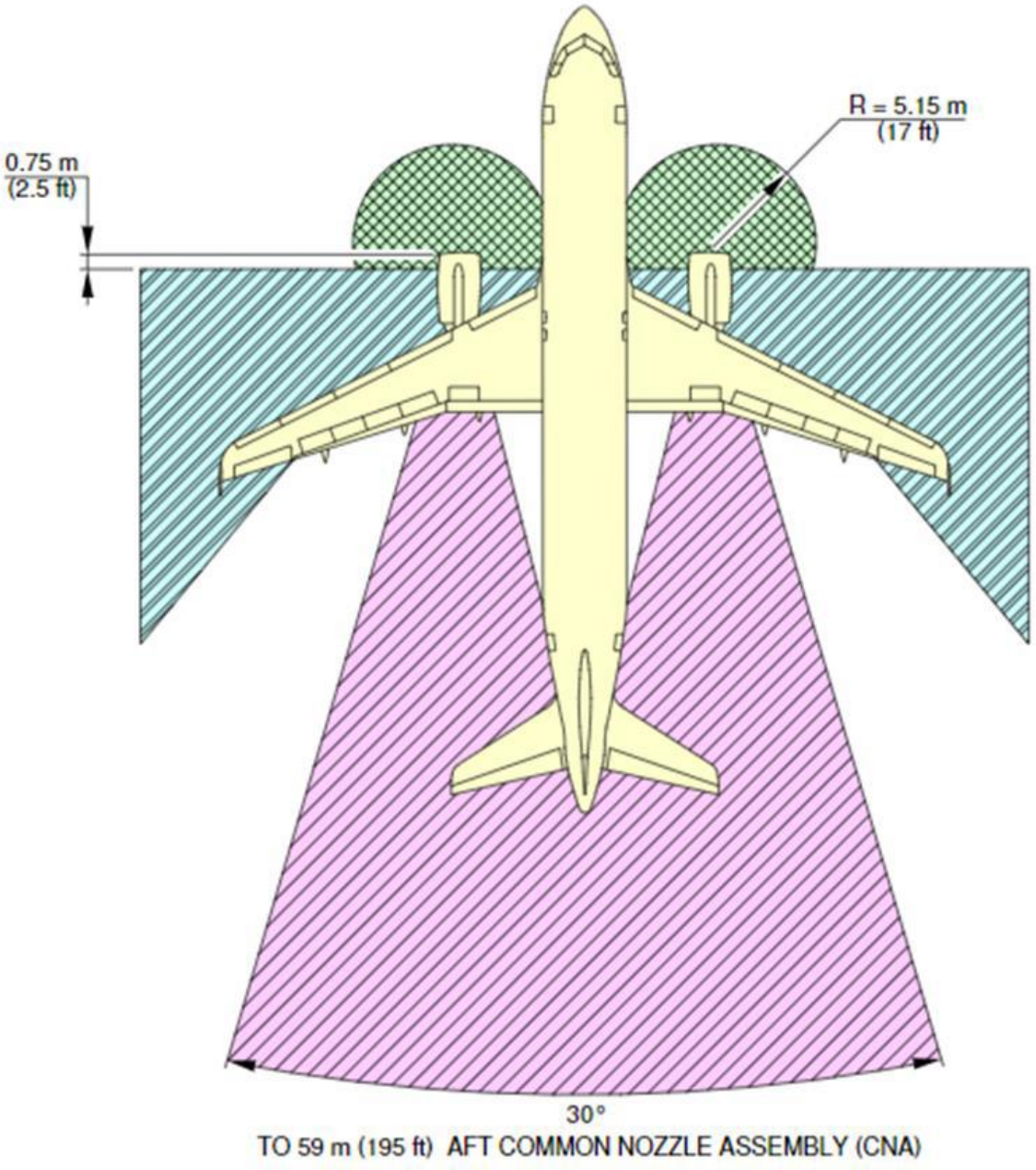
The size and shape of the dangerous areas vary for each aircraft type based on whether the engines are at “idle” or “breakaway” thrust.

CFM56 ENGINE SERIES



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IAE V2500 SERIES ENGINE



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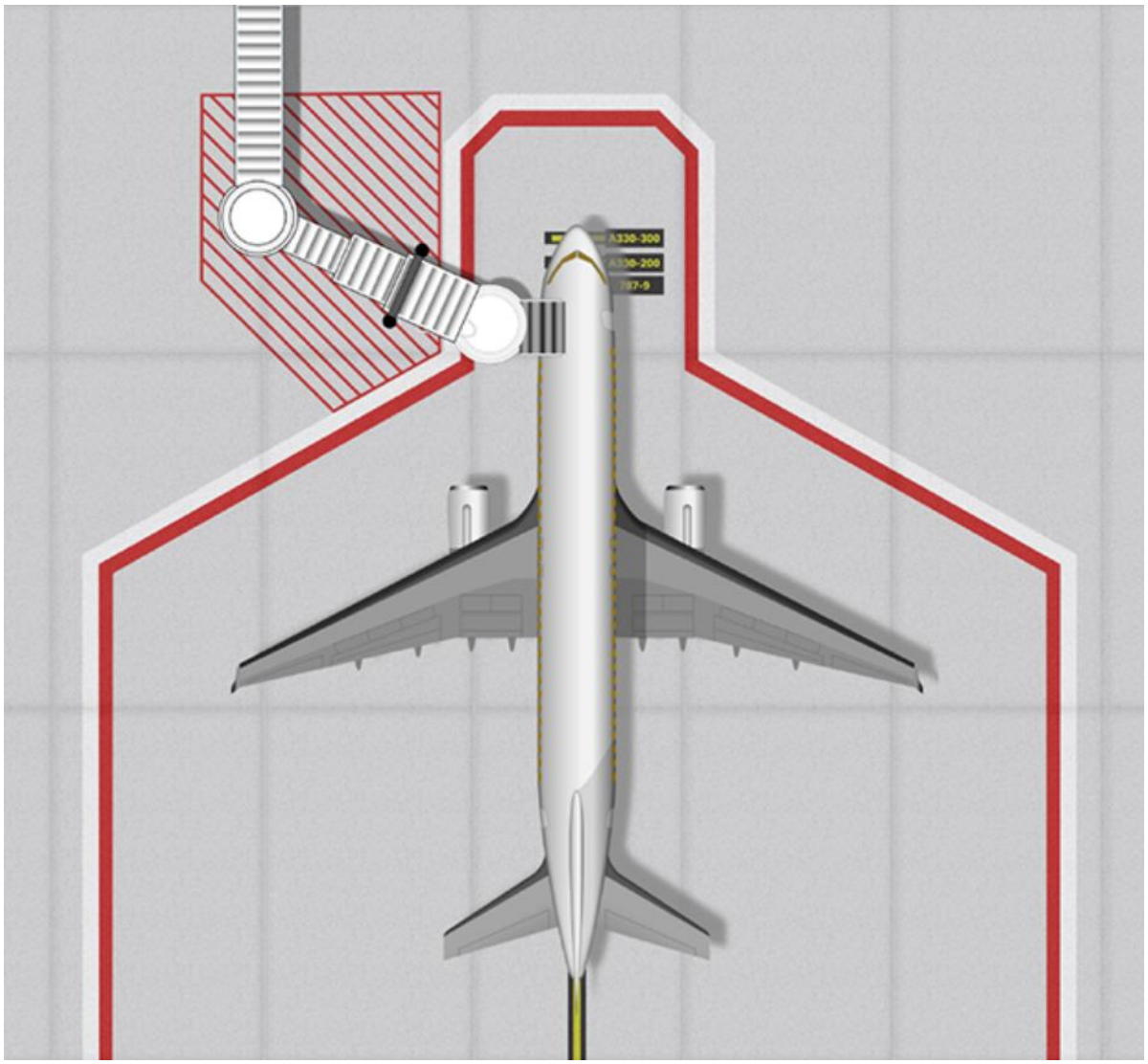
3.1.2.3 EQUIPMENT RESTRAINT AREA AND EQUIPMENT RESTRAINT LINE

The equipment restraint area (ERA) is defined as the area of the apron where an aircraft is parked during ground operations. It may be indicated by a painted line. Figure 3.1.2.3a provides an example of the markings used at some locations.

The ERA shall be free of personnel not involved in the aircraft arrival, obstructions, equipment (refer to exemption GOM 4.1.4.1) and foreign object debris (FOD) before and during aircraft arrival and departure.

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

Figure 3.1.2.3a—Illustration of ERA markings



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If no markings are visibly present, or where the engine danger area extends beyond the ERA markings, additional procedures shall be established to ensure safety of personnel and prevent damage to aircraft and equipment. Figure 3.1.2.3b provides an example of an additional procedure, a virtual safety circle used to protect personnel and equipment.

Figure 3.1.2.3b—Illustration of the virtual safety circle for no ERA markings



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3.1.2.4 FOREIGN OBJECT DEBRIS

FOD applies to all loose objects that are a danger to the safety and integrity of aircraft or personnel. FOD, therefore, shall not be left in any area where it would pose a hazard.

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

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

Examples of FOD:

Plastic and paper: bags, sheets and towels

Metal: nuts and bolts, empty oil and hydraulic fluid cans, tools and equipment

Natural objects: rocks, pebbles and wood

Other debris: burst ballast bags, luggage handles and wheels, etc.





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

The following FOD checks shall be conducted prior to any aircraft movement and after servicing operations:

a) Check GSE staging and parking areas near the area of operation.
b) Do routine checks of GSE (including floors of enclosed cabins) to ensure everything is secure and operational, and not about to fall off and become FOD.
c) In ramp areas, ensure anything carried in/on a vehicle is secured.
d) Before aircraft arrival, conduct a FOD walkaround of the aircraft parking stand, removing all FOD found.
e) Dispose of all FOD in designated garbage bins, where provided or as per local arrangements. FOD bins should be enclosed, to avoid FOD being blown out by wind.

NOTE: Refer to AHM 465 for FOD Prevention Program.

The airport authority shall ensure that FOD is disposed of via sweeping. Sweeping may be done manually or with an airfield sweeper, which is the most effective equipment for removing debris from the majority of airside areas. All airside areas including aircraft manoeuvring areas, aprons, GSE staging areas, gates and adjacent areas shall be swept routinely.

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All staff working in airside areas are responsible for the collecting and disposal of retrievable FOD as soon as it is discovered. Where FOD is too large, heavy or in a restricted or inaccessible area, the airport authority shall be notified without delay.

In order to minimize the possibility of FOD, the following shall take place:

a) A physical inspection for FOD, obstacles and spillage shall be conducted by ground personnel prior to each aircraft arrival, departure or other ground movement operation
b) In coordination with the airport authority, the service provider shall support and participate in a program for the inspections of such areas as taxiways, aprons and other working areas for foreign object debris and surface deterioration
c) Managers and Supervisors shall:
    a. observe whether personnel are conscientious picking up FOD and disposing of them appropriately
    b. carry out spot checks of general housekeeping in work area
    c. observe personnel at work for proper FOD prevention practice
    d. review induction and currency training of staff
    e. monitor staff awareness about FOD and evaluate their participation in FOD control
    f. follow up on corrective actions recommended from FOD investigation and observations
    g. ensure there is adequate provisions of FOD receptacles/containers in applicable areas
    h. ensure adequate FOD promotional material is displayed
    i. be accountable for tools and parts
    j. ensure routine maintenance of ground support equipment is conducted and recorded

3.1.2.5 PERSONNEL PROTECTIVE EQUIPMENT (PPE)

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

- Safety footwear
- Hearing protection
- High visibility clothing
- Gloves
- Any other specified PPE as per local requirements

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

FLY2SKY staff responsible for entering the ramp area for limited functions such as passenger assistance or conducting such checks as the LPC/Audit/inspection, but without responsibility for performing aircraft handling, servicing or loading/unloading activities, shall wear a fluorescent safety vest and ear defenders; and shall comply with applicable local regulations.

3.1.3 SAFETY INSTRUCTIONS FOR OPERATING AND WORKING WITH GROUND SUPPORT EQUIPMENT ON THE RAMP

3.1.3.1 GENERAL SAFETY INSTRUCTIONS

Apply these procedures whenever operating Ground Support Equipment (GSE) on the ramp:

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a) Personnel shall only drive or operate GSE if trained and authorized for that specific equipment type.
b) GSE shall not be moved or driven across the path of:
    a. Taxing aircraft or aircraft under tow/pushback
    b. Embarking and disembarking passengers on the ramp
    c. Emergency vehicles
c) When operating any GSE, check the aircraft for possible damage in the equipment contact zone before positioning and after removal of GSE to/from the aircraft.
d) Immediately report any damage found, or where contact has taken place or is suspected to have taken place, especially for composite aircraft.
e) Where damage has been found or where contact has taken place or is suspected to have taken place, do not move any GSE to/from the aircraft in the area where damage has been found until inspection is completed, and clearance given to proceed.
f) Use all safety devices fitted on GSE (e.g., proximity sensors, bumpers, handrails, stabilizers) during aircraft handling and servicing. Ensure protective rubber bumpers are not compressed against the aircraft fuselage.
g) Personnel working with and around vehicles and equipment must protect themselves from loose clothing, long hair, and/or hanging accessories/jewellery from becoming a hazard, e.g., caught or trapped in equipment.
h) No ground equipment apart from fuel vehicles shall be parked within the 3-meter radius of aircraft fuel venting openings
i) No ground equipment shall operate under the aircraft wings except fuel vehicles where necessary
j) Connecting/disconnection of electrical equipment to aircraft during fuelling/de-fuelling is strictly forbidden
k) Prior to the removal of airbridge/steps the GSE operator shall:
    a. Ensure cabin door is closed by qualified person
    b. advise staff attending the cabin (i.e. cabin crew, cleaners, caterers, etc.) and ramp supervisor prior to removing GSE
l) All GSE whish interfaces with aircraft cabin access doors shall have side railings that extend to the fuselage ensuring the safety of staff and passengers from falling.
m) Pre-positioning of any GSE including stares and passenger boarding bridges is strictly prohibited unless authorities by the airport authorities.

3.1.3.2 BASIC OPERATING REQUIREMENTS FOR GROUND SUPPORT EQUPMENT

GRH 3.5.1 (i), GRH 3.5.1 (ii), GRH 3.5.1 (iii), GRH 3.5.1 (vi), GRH 3.5.1 (vii)

a) Securely stow GSE cables and hoses, where fitted, prior to transportation and when not in use.
b) GSE shall not impede the accomplishment of other aircraft handling operations in progress unless there is an important reason to do so.
c) Check that all areas of GSE are free of contamination, FOD and safe for use prior to and throughout the operation.
d) Operators shall check the GSE assigned to them prior to initial use, particularly the parking brakes, strobe light, rubber protective bumpers, safety systems and in-life service date of onboard fire extinguishers. If found to be defective, the GSE shall be reported, tagged as “Out of Service” and removed from operations, when applicable.

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e) All safety rails shall be fully retracted/lowered prior to positioning and removal, where possible.
f) Extra personnel shall not be carried on moving GSE without an approved seat (i.e., apply the no seat–no ride principle).
g) Seat belts shall be worn, where fitted, except where repositioning equipment is within the same operational area, e.g., within the parking stand or baggage make-up area.
h) Before moving any GSE/Vehicle ensure all its doors are closed, where fitted.
i) GSE shall not be operated while using handheld Portable Electronic Devices (PEDs), including cell phones, portable music players, portable game units or earpiece or headset.
j) GSE shall only be used for its intended purpose.
k) Prior to movement of any GSE/Vehicles, the intended travel path shall be checked and confirmed clear of personnel, equipment or other obstacles.
l) GSE with lifting devices shall not be driven or towed in the raised position, except for final positioning onto the aircraft.
m) The GSE platform shall not be operated while in motion.
n) Use a guide person when vision is restricted. The guide person shall be able to accurately judge clearances and communicate signals to the driver/operator. Stop immediately if visual contact with the guide person is lost. Movement shall not continue until visual contact is re-established.
o) Once motorized GSE is in its servicing position at or near the aircraft:
    a. Apply the parking brake with the gear selector in park or neutral (if no selection for park).
    b. Turn off the engine, unless required when in operating/servicing mode.
    c. Install GSE wheel chocks, where equipped.
    d. If equipped with stabilizers, ensure they are deployed before the GSE is used for servicing. Deploy other safety devices (e.g., active proximity sensors, safety rails), if fitted.
    e. When motorized GSE is in operating/servicing mode, remain in a position whereby the emergency controls can be promptly accessed. This includes the immediate vicinity of the controls or an immediately adjacent and accessible location.
    f. If motorized GSE is not fitted with external emergency controls, the operator shall remain in the operating position and in control of the equipment when in operating/servicing mode.
    NOTE: As an exception for pushback tractor, the engines may need to be left running unattended:
        i. While conducting a single person pushback operation
        ii. To avoid specific restart by maintenance function
    If unattended, apply the parking brake and place the gear selector in park, or neutral if no selector for park.
p) When GSE is chocked:
    a. Place one chock at the front and one chock at the rear of the same wheel.
    b. Chocks shall be centered on and in contact with the wheel.
q) When unattended motorized GSE/vehicle is positioned in or adjacent to the ERA, other than as described in GOM 3.1.3.2 (o):

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

r) The ground power unit (GPU) and preconditioned air (PCA) may be left running unattended when connected to the aircraft, provided the serviceability and fuel levels are checked periodically.
s) A No-Touch policy (i.e., GSE/PBB shall not touch the aircraft) shall be employed for all GSE/PBB types that are not equipped with self levelling sensors. The equipment shall be positioned in a way that ensures:
   a. The protective rubber bumpers do not touch the aircraft fuselage.
   b. The gap between GSE/PBB and aircraft shall not allow a person or large piece of equipment to fall through. As a guideline, a gap of 5 cm (2 in.) or two fingers should be maintained between the device and the aircraft.
   c. Check that throughout the turnaround process a clearance is maintained between the GSE and the fuselage to allow vertical movement.
t) For GSE and PBB equipped with self-levelling sensors. Continue movement until the protective rubber bumpers just touch the aircraft (but shall not be compressed against the fuselage) or the proximity sensors stop the movement.
u) After positioning equipment on the aircraft, raise or extend all safety rails on conveyor belts, loaders, and other elevated devices, except where restricted by the aircraft type.
v) GSE shall be parked in the designated airside equipment parking areas when not in use.
w) Access to firefighting equipment or the fuel hydrant emergency stop switch shall not be obstructed.

NOTE: or GSE operations during adverse weather refer to GOM 3.3 Adverse Weather Conditions.

GRH 3.5.3

The GHSP shall implement a preventive and unscheduled maintenance program in accordance with AHM 917, ensuring that all GSE remains in a serviceable and safe mechanical condition. The maintenance program shall be based on the principle that the OEM defined program takes precedence unless otherwise agreed and documented between OEM and GSE owner and/or operator. In the absence of OEM information, the IATA recommended interval shall take effect.

The program shall include:

- A preventive maintenance plan specifying intervals and required tasks for each type of equipment.
- A corrective/unscheduled maintenance process for timely repair of reported or observed defects.
- A record-keeping system to track both preventive and corrective maintenance activities. These records shall include equipment ID, maintenance date, performed tasks, parts replaced, and responsible personnel.
- Provisions for fire extinguisher control if installed on GSE, in accordance with local regulatory requirements.
- When purchasing maintenance products or items that impact the safety and security of the equipment, the ESP must only acquire products that meet the technical

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specifications set by the Ground Support Equipment (GSE) manufacturer. Records of product acceptance and purchases must be kept by maintenance for review during audits and inspections. GRH 1.10.4

- Every Equipment Service Provider (ESP) must have “Tag Out” procedures in place. If any ground support equipment (GSE) is damaged or becomes inoperable, it must be removed from service and tagged out. Under no circumstances shall damage or unserviceable equipment be used to service FLY2SKY aircraft

The ESP shall ensure that maintenance personnel are trained and competent.

All maintenance records must be retained and made available to FLY2SKY representatives upon request.

FLY2SKY Ground Operations shall conduct periodic audits or reviews of the ESP's GSE maintenance program to verify compliance with this policy.

Any deficiencies, unserviceable equipment, or observed discrepancies (e.g., INOP/UNSERVICEABLE labels) must be reported immediately. The equipment must not be operated until clearance is received from maintenance or an authorized engineer.

3.1.3.3 NON-MOTORIZED GROUND SUPPORT EQUIPMENT

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

a) When parked and/or when not connected to motorized vehicles, all non-motorized GSE shall have brakes set or chocks in place. Dollies/carts shall be connected as a chain, where possible.
Exception: Aircraft towbars.
b) Pallet and container dollies shall only be towed with turntables in the locked position (straight ahead). They shall only be rotated prior to loading or unloading.
c) The number of carts and dollies allowed is usually limited by the local airport authority or ground handling service provider, however, in critical conditions (e.g., slippery surface conditions, congested facilities, low visibility) the number should be reevaluated and might be reduced to ensure safe operations on the ramp.
d) Personnel shall walk around chains of carts and dollies to access required areas. Do not walk or stand between carts and dollies even when they are stationary on the ramp.
e) Know the dolly types as some dollies are not compatible with others. Follow the recommended towing combinations when transferring dollies from one place to another. Do not tow more units than the recommended sets or combinations.
f) Hinged side gates of loaded carts shall be lowered carefully in case loads fall out and cause injury
g) Personnel should avoid manually pulling or pushing dollies or carts. Where necessary, obtain additional assistance
h) When connecting or disconnecting dollies/carts to/from the towbar, hold only the towbar handle and tow pin of the dollies/carts. Do not hold the tow eye when connecting or disconnecting. Ensure correct alignment of dollies/carts when connecting to GSE or inching of tractor/tug to the dollies/carts.
i) Position oneself beside the towbar when connecting or disconnecting dollies/trolleys ensuring the tow-pin is properly inserted before towing and use the towbar handle to connect and or disconnect dollies/trolleys.
j) During transportation with carts and dollies, the load shall be properly secured using appropriate locks, stops, rails, curtains and straps.

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k) The overall height of loads shall permit safe lifting of each piece of the load during loading and offloading of carts by personnel standing on the ground.
l) Light packages shall not be wedged between heavier items.
m) When using tarpaulins, all straps shall be securely fastened to the baggage cart.
n) If equipped with stabilizers, ensure they are deployed before the GSE is used for servicing or access. Deploy other safety devices (e.g., active proximity sensors, handrails), if fitted.
o) If using maintenance stairs e.g., to open and close cargo hold access doors: GRH 3.2.6B
    a. The stairs shall be fitted with safety rails to prevent falls.
    b. Maintenance stairs should be facing towards the panel which is being accessed. Retractable/extendable safety rails shall be lowered or retracted during positioning.
    c. Raise or extend retractable/extendable safety rails prior to any personnel accessing the stairs.
    d. Moving or repositioning the stairs is not permitted while personnel are on the stairs. When not in use, park maintenance stairs outside the ERA in a designated area.
p) Towable air start units (ASU), PCA and GPU shall not be connected to the tow vehicle and aircraft at the same time, if possible. Before towing the unit away, the operator shall ensure the unit is disconnected from the aircraft.



Danger:
While the movement of carts and dollies by hand is very simple, it can result in injuries. Therefore, be extra careful with your hands, fingers, and feet when hooking up dollies, carts and trailers to each other or to other equipment.

3.1.3.4 SAFELY DRIVING AND PARKING GROUND SUPPORT EQUIPMENT RESTRAINT AREA

GRH 3.5.1 (iii), GRH 3.5.1 (iv), GRH 3.5.1 (v)

Operators shall apply the following precautions when driving or parking GSE within the ERA:

a) Make one complete stop with all motorized GSE prior to entering the ERA or at 5 m from the aircraft. This action shall be carried out even if there is no equipment restraint line marked on the apron.
    NOTE: When a complete stop is made, in addition to confirming functionality of the brakes, it also allows the operator to establish situational awareness.
b) GSE shall not be driven faster than 5 km/h or 3 mph (walking speed).

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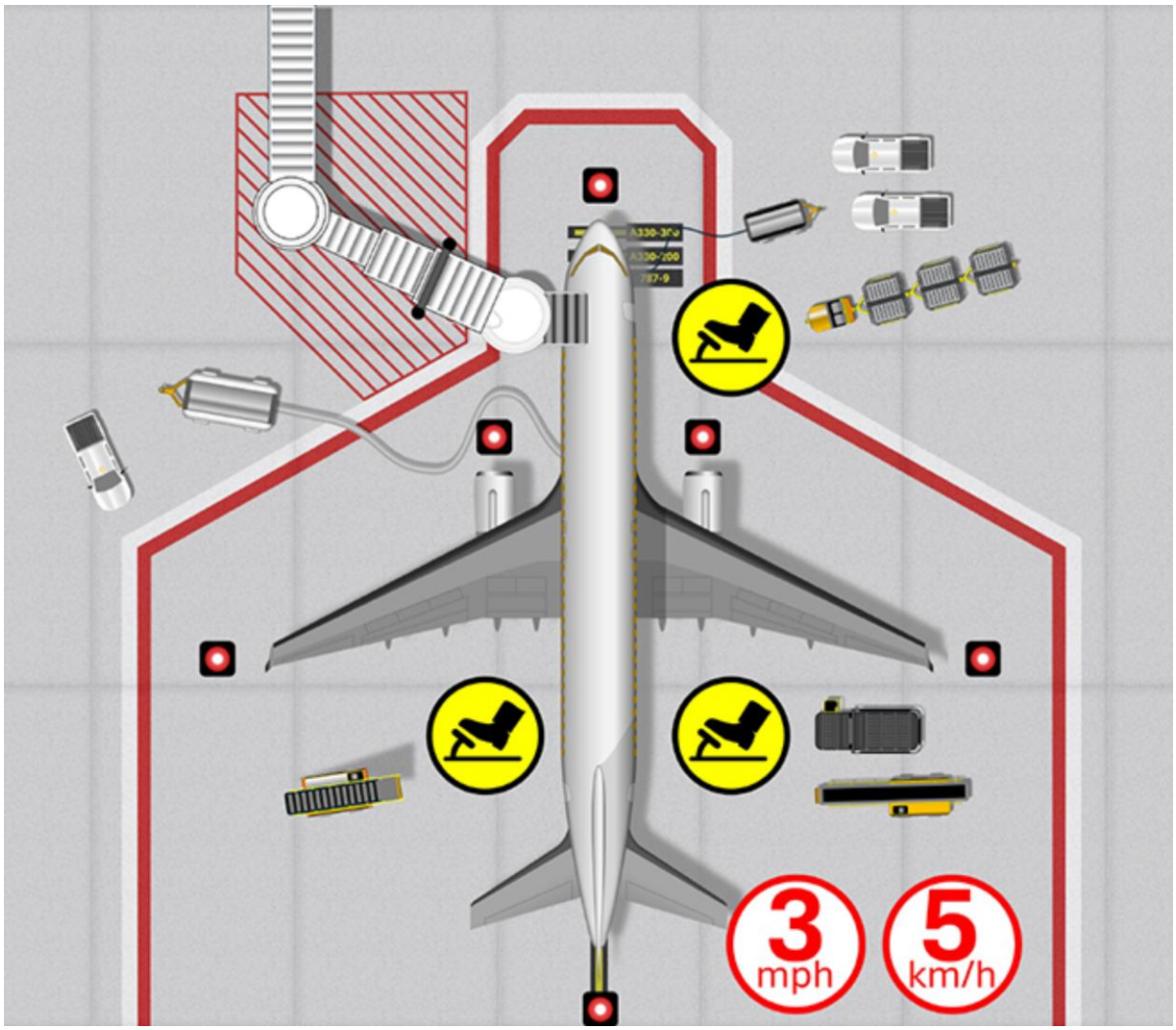


Figure 3.1.3.4a—Precautions for driving/parking GSEs in ERA

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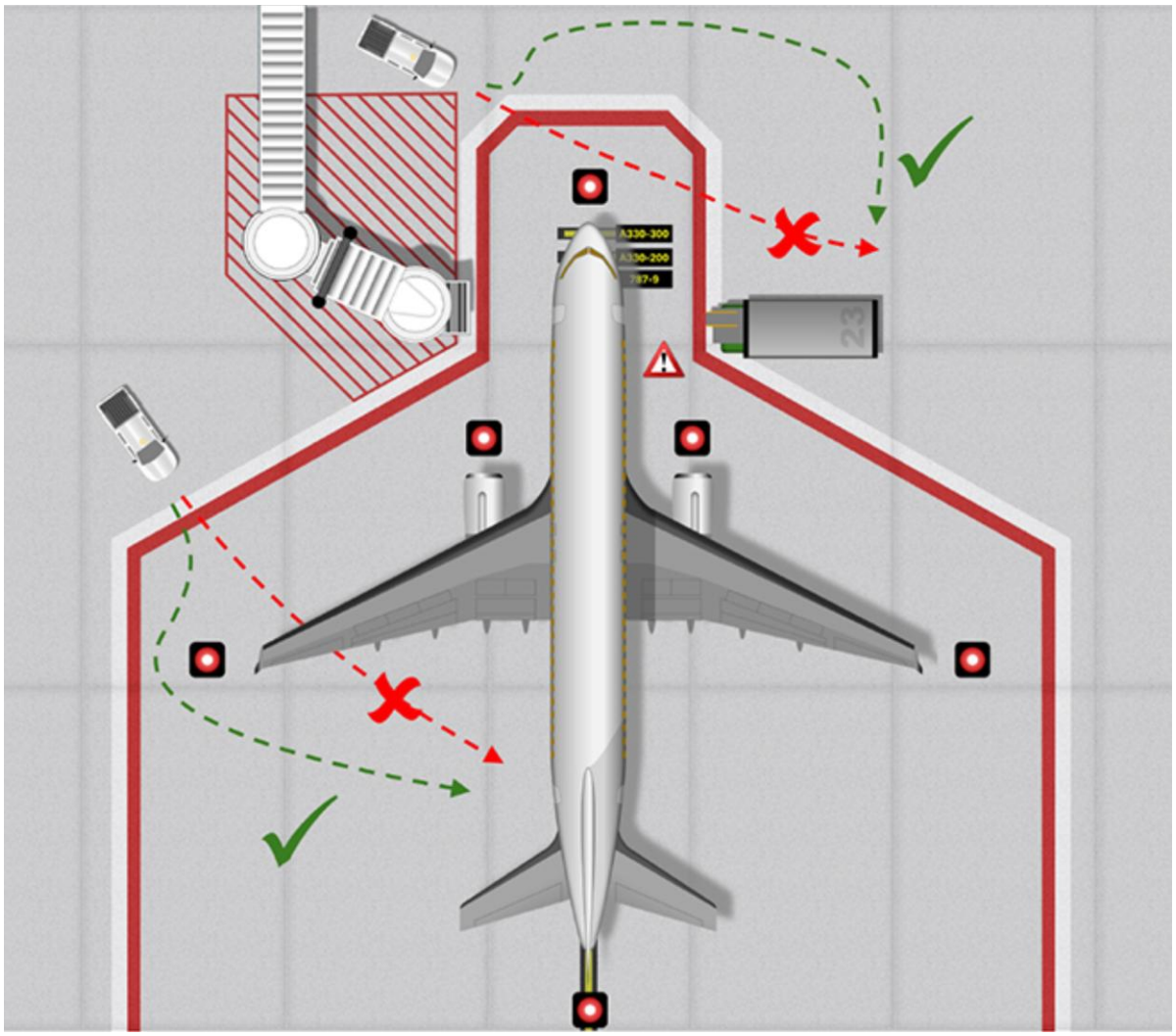


Figure 3.1.3.4b—Safe manoeuvring of GSEs/PBBs in ERA

c) Manoeuvre GSE carefully to prevent personnel injury and/or aircraft damage.
d) Avoid performing sharp turns near the aircraft, particularly when towing equipment.
e) When the vision of the driver/operator is/may be restricted during movement of the GSE/PBB to/from/near the aircraft, or during repositioning near the aircraft, the driver/operator shall be:
    1. Guided by a guide person(s) using standard IATA signals. The guide person(s) shall be positioned so that clearance from the aircraft, other equipment, vehicles or facilities can be accurately judged, and signals can be clearly communicated to the driver/operator. If visual contact with the guide person(s) is lost, the operator shall stop the movement of the GSE/PBB immediately. Movement shall not restart until visual contact has been re-established, or
    2. Assisted by means of appropriate proximity sensing and warning systems and/or visual aids such as cameras and mirrors.
f) GSE that is not directly involved in the handling or servicing of the aircraft shall not be driven through or parked within the ERA.

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g) Any GSE (e.g., tractors, pallet transporters, carts and dollies) shall not be driven or positioned under the aircraft fuselage unless specifically required) e.g., lavatory servicing, aircraft maintenance, towbarless tractor etc.).
h) Driving or parking under the aircraft wings not permitted, see exception.

Exception: Due to aircraft type or local restrictions, exceptions may apply. Prior operator approval shall be given.

No equipment shall enter the Equipment Restraint Area (ERA) until:
a) aircraft has reached a complete stop,
b) engines have shut down and are spooling down
c) aircraft anti-collision lights are switched off (Only exemption is positioning GPU if necessary or according to the GOM 4.1.4.1)
d) clearance is given for GSE to approach the aircraft

GSE that is being towed to a position at or near the aircraft shall, whenever possible, be driven along a route which does not require sharp turns, approaches the aircraft on parallel path to the side of the aircraft fuselage and is parked in parallel position to the aircraft.

3.1.3.5 PASSENGER BOARDING BRIDGE

GRH 3.5.2 (I), GRH 3.5.2 (II), GRH 3.5.2 (III), GRH 3.5.2 (IV)

The operator of the PBB shall:
a) Be trained and authorized to operate the PBB.
b) Check that the PBB is serviceable before use.
c) In case of any PBB malfunction or exceedance of operating limits, cease PBB operation and report to the appropriate authority
NOTE: Personnel involved in PBB operation shall be aware of the local contact details of the authority responsible for their maintenance.
d) Inspect the walking surfaces and ensure they are free from contamination and any other conditions that could cause injury to passengers and personnel.
e) Ensure only personnel required for the PBB operation are in the movable section of the PBB while it is moving. All other personnel and equipment (e.g., wheelchairs) shall remain outside the moveable section(s) of the PBB.
Exception: Additional personnel may be allowed specifically for operator training, assessment, guidance or PBB maintenance.



Danger:
Risk of distraction to the PBB operator.

f) Ensure the PBB is fully retracted or parked in its safe designated parking position prior to aircraft arrival and departure movement.
g) Ensure the safety barrier or equivalent device is in place across the forward opening prior to removal from the cabin access door and whenever the PBB is not at the aircraft.



Danger:
Risk of fall from height.

h) Ensure that the movement path is clear of personnel, equipment/vehicles and all other obstacles, and that the PBB steps are clear of personnel, before moving the PBB.

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i) When positioning the PBB to/from the cabin access door and driver/operator vision is restricted, use a guide person. Refer to IGOM 3.1.3.4 (e).
j) Prior to positioning/removal, ensure that safety rails/canopies on the PBB are fully retracted.
k) Move the PBB slowly toward the aircraft, avoiding any aircraft sensors or protrusions.
    a. Where the PBB is equipped with a self-levelling device, continue movement until either the protective bumpers just touch the aircraft or the PBB's proximity sensors stop the movement.
    b. When not equipped with a self levelling device, maintain a gap in accordance with No-Touch policy. Refer to GOM 3.1.3.2 (s)
l) Ensure the PBB does not contact the wing root leading edge fairing that extends under certain cabin access doors or any other sensors or fairings.
m) Once the equipment is positioned, ensure any safety rails and canopies on the PBB are fully extended.
n) When positioning/removal is complete, secure/isolate the PBB controls to prevent movement by non-authorized persons.
o) Maintain adequate clearance between the PBB and the underside of the cabin access door, or as directed by the cabin access door markings to prevent damage. This reduces the possibility that the aircraft door will rest on the PBB as the aircraft settles during loading and unloading.
p) Once the PBB is in position at the cabin access door, engage any safety systems (e.g., safety shoe) and auto-leveler features, if applicable. If the PBB is not equipped with an auto-leveler, the PBB shall be attended by an operator whenever it is positioned at an aircraft.
q) Ensure the cabin access door is closed before removing the PBB.
r) Where integrated with the PBB, ensure ground power cables and PCA hoses are disconnected from the aircraft prior to moving the PBB, unless required for operational purposes.
s) Prior to removal, ensure that any manually positioned safety features (e.g., safety shoe) are stowed correctly.
t) In the event of an emergency that requires an immediate stop of PBB operations, activate the emergency stop function/controls.

Cabin Crew members positioned at the aircraft door will stop embarkation/disembarkation and notify a member of the ground staff, if they observe any safety hazards (e.g. the drop from door sill is too low or too high).

3.1.3.5.1 INSPECTION OF CABIN DOORS & SURROUNDING AREAS

The Airbridge Operator shall perform an inspection of the cabin door and surrounding area prior to the final positioning of the bridge onto the aircraft. This inspection shall take place just prior to the final docking, at a distance that allows full visibility of the door and surrounding area.

A similar inspection shall also take place during the early stages of retraction of the airbridge, within a distance that allows full visibility of the door and surrounding area.

Particular attention shall be given to the areas indicated below.

Any damage shall be immediately reported to the engineer, crew and FLY2SKY OCC.

3.1.3.6 PASSENGER STAIRS

The following precautions shall also be taken when operating passenger stairs:
a) Check that the walking surfaces are free of contamination and safe for use.

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b) Ensure the movement path is clear of personnel, equipment/vehicles and all other obstacles before moving the passenger stairs.
c) If passenger stairs are towed, disconnect them from the tractor and manually position them at the aircraft. Ensure the brakes are engaged once stairs are positioned to the aircraft.
d) Ensure safety rails and canopies, if any, on the passenger stair platform are fully retracted prior to positioning.
e) Move the passenger stairs slowly toward the aircraft, avoiding any aircraft sensors or protrusions, and either:
    a. Where the passenger stairs are equipped with a self levelling device, continue movement until the protective bumpers just touch the aircraft, or the passenger stair proximity sensors stop the movement.
    b. When not equipped with a self levelling device, maintain a gap in accordance with No-Touch policy. Refer to GOM 3.1.3.2 (s)
f) The controls shall only be operated from inside the driver's cabin of the passenger stairs except where equipped with external controls.
g) Maintain adequate clearance between the passenger stairs and the underside of the cabin access door, or as directed by the cabin access door markings, to prevent damage.
h) Engage any safety systems and auto-leveler features, if applicable. If the passenger stairs are not equipped with an auto-leveler, the level of the passenger stairs shall be monitored and adjusted, as required.
i) Deploy stabilizers, if fitted. Do not allow anyone (except the operator) to use the stairs until the stabilizers are deployed.
j) Ensure passenger stairs are positioned so that the cabin access door can be used as an unobstructed escape route in case of emergency.
k) Prior to removing/repositioning the passenger stairs from/at the cabin access doors, the operator shall notify and receive the confirmation from the cabin crew or other personnel on board, as applicable, of the intention to remove/reposition the equipment. The equipment shall only be removed/repositioned after the cabin access door has been closed or a fall prevention device is in place across the access door. Refer to GOM 4.4.2.1 (b).
l) After the cabin access door has been closed, confirm there are no personnel on the stairs prior to retracting stabilizers.
m) If passenger stairs are towed when removed from the aircraft, manually position them clear of the aircraft to a suitable position before connecting them to the tractor.
n) Make sure any slide rails and canopies on the passenger step platform are fully retracted during positioning.
o) Extend side rail/s after the cabin door has been opened.
p) Make sure passenger stairs are positioned so that the cabin door can be used as an unobstructed escape route in the event of an emergency/evacuation.
q) Close the cabin door before removing the passenger stairs.
r) If the stairs are not positioned on the aircraft, they shall be pulled back sufficiently to allow the deployment of slides in case of emergency.

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Danger:

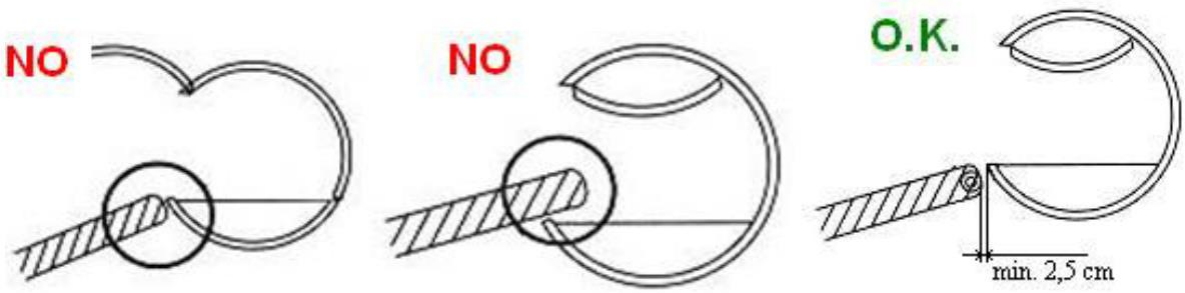
- Cabin doors shall only be in the open position if there is a GSE or boarding device positioned at the door.
- Cabin doors may never be opened without any equipment positioned in the aircraft.
- There is a risk of falling while operating cabin doors.
- Slide deployments can be fatal. If an armed door begins to open, do not attempt to hold the door, as you risk being seriously injured or killed by doing so.

3.1.3.7 BELT LOADER

The following precautions shall also be taken when operating a belt loader: GRH 3.2.6B

a) Do not operate the conveyor belt or raise or lower the boom when personnel are on the belt.
b) Do not stand or walk on the conveyor belt when the safety rails are lowered.
c) Do not sit or stand on a conveyor belt while it is in operation, nor while the boom is raised or lowered.
d) Belt loaders shall not be used to transport baggage, cargo or other items across the ramp.
e) The boom of the belt loader shall never be positioned inside the cargo hold of any aircraft.
Exception: The rule does not apply to specially designed belt loaders which require the equipment to be extended/positioned inside the cargo holds.
f) Position and remove a belt loader to/from the aircraft in a straight line.
g) Position the boom at an angle to the cargo hold doorsill that will:
    a. Allow tractors/trailers to access the belt loader without impeding slide deployment areas and passenger evacuation routes.
    b. Prevent items and personnel from falling between the boom and doorsill.

Sample of correct/incorrect connection of the belt loader.



h) Once the belt loader is positioned ensure the wheels are left in straight ahead position

Caution:
Speeding up operation of the conveyor belt using the accelerator pedal is not permitted.

i) Where clearance allows, always raise the side safety rail as soon as the belt loader is positioned. Ensure it does not touch the aircraft fuselage.

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Caution:
Care shall always be taken when working around a moving belt.
Personnel shall remain vigilant to trap hazards while raising/lowering the safety rails. Keep hands/fingers away from the edges/ends of the belt where they may become trapped.
Belt movement shall be stopped before any attempt to clear any obstructions.

j) The safety rail shall also be deployed when a belt loader is used to gain access to aircraft cargo holds or cargo hold access door controls.
k) Ensure proper separation between articles and appropriate belt speed to avoid jamming.
l) When unloading or loading items onto a belt loader, ensure they are stable, and correctly positioned on the conveyor belt to avoid items falling off.
m) When unloading or loading items between the belt and aircraft cargo hold, ensure items do not come into contact with aircraft fuselage/cargo hold access door.
n) Adjust and control the back of the conveyor belt correctly to avoid dropping goods from the belt.
o) The safety rail may be lowered to accommodate large items during loading and unloading.
p) Ensure the boom is clear of the aircraft or other obstacles before making a turn.

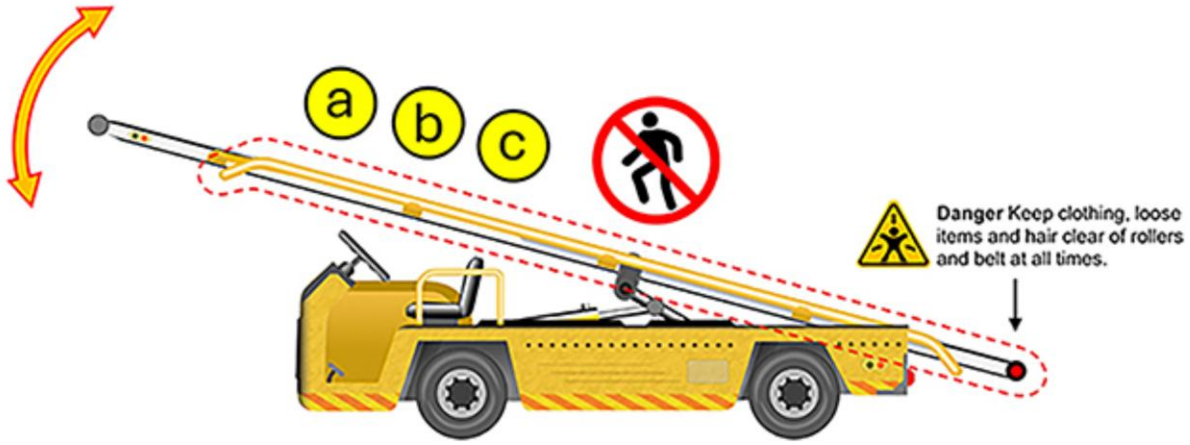


Figure 3.1.3.7a—Illustration of secure positioning and handling of belt loader at aircraft

3.1.3.8 UNIT LOAD DEVICE LOADER

N/A for FLY2SKY
All FLY2SKY aircrafts are bulk loaded.

3.1.3.9 ELEVATING EQUIPMENT

The following precautions shall also be taken when operating elevating equipment:

a) For elevating equipment with a rear access platform, ensure all safety barriers/rails are secured in place prior to vertical movement of the platform.
b) Ensure the load is properly secured (e.g., cart brakes, stretchers, wheelchairs) and all access doors and shutters are closed prior to raising or lowering the vehicle.
c) Any elevating equipment doors not being used for servicing at the aircraft shall be closed and latched.
d) The positioning of the elevating equipment shall allow the loading platform to be perpendicular and at the same level to the aircraft doorsill.

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e) The final position of the elevating equipment shall allow for a safe working area and minimize the length of the walking surface between the aircraft and the elevating equipment while in the raised position.
f) Before accessing the platform at the front or the rear of the elevating equipment, ensure the platform is at the same level as the equipment cabin.
g) Carefully place the portable ramp/bridge on the doorsill from the platform side, as necessary.
h) Equipment (e.g., catering carts) and passengers in wheelchairs shall be pushed on and off the aircraft. Always ensure a hand-to-hand exchange. No elevating equipment is to be staged on the platform, and no loose items are to be transported on top of carts (e.g., catering equipment).
i) Continually observe and be aware of the clearance between the aircraft door and the elevating equipment platform.
j) When the servicing is finished, carefully remove the portable ramp/bridge from the platform side and stow securely.
k) Prior to removing/repositioning the elevating equipment from/at the cabin access doors, the operator shall notify and receive the confirmation from the cabin crew or other personnel on board, as applicable, of the intention to remove/reposition the equipment. The equipment shall only be removed/repositioned after the cabin access door has been closed or a fall prevention device is in place across the access door. Refer to GOM 4.4.2.6.
l) The passengers and/or load shall be secured properly inside the elevating equipment. Passengers shall be seated and wearing seat belts. Passengers seated in wheelchairs shall have the wheelchair secured during elevating equipment movement.
m) Visually check for any obstructions on both sides of the elevating equipment before lowering.
n) Lower the truck body to the fully lowered position.
o) Close and secure all the doors of the elevating equipment when the servicing is finished.
p) Perform a walkaround to check for FOD and clearance around elevating equipment stabilizers.
q) All elevating equipment shall stop operation when the wind speed reaches 40 knots (gusting).



Danger:
Do not enter or place any part of the body inside the scissor area beneath the elevating equipment.

3.1.3.10 TRACTOR/ELECTRIC BAGGAGE TUG

The following precautions shall also be taken when operating a tractor or electric baggage tug (EBT) and towing dollies/baggage carts:

a) Take care to avoid sudden sharp turns, jerks and stops.
b) Prior to moving with towed load, ensure there are no personnel between or near the towed load.
c) Baggage, cargo and other items shall only be transported on the tractor/EBT where the design of the equipment incorporates a designated location for the carry of such items.
d) Use the remote push button control (inching operation) to connect dollies, carts, or towed load, where fitted.

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e) When Tractor/EBT is near the belt loader during aircraft handling, a gap of at least 1 m (3 ft.) shall be maintained.
NOTE: When necessary to position carts/dollies within 1 m (3 ft.) of the belt loader, adjust the position of the carts/dollies by hand.
f) The appropriate type of baggage carts/dollies shall be used according to the type to transport the load.
g) Keep an appropriate distance between baggage cart/dolly and baggage loader during loading and unloading process. To avoid baggage/cargo falls, realign the baggage cart/dolly if the distance between belt loader and baggage cart/dolly is unsafe.
h) Ensure baggage/cargo is fully transferred onto the belt loader before moving the Tractor/EBT.
i) Ensure all the baggage/cargo is secured on the baggage carts/dollies, or curtains are closed before transporting.

3.1.3.11 ULD TRANSPORTER
N/A for FLY2SKY

3.1.4 FIRE

3.1.4.1 FIRE PREVENTION AND PROTECTION
Personnel must always be vigilant for fire hazards and potential sources of fires in their areas of operation and try to mitigate or eliminate them during the operations (e.g., fuelling and defueling operations, open wires, dangerous goods handling, GPU connections and use of electrical equipment). To eliminate conditions that may lead to fire:

a) Personnel must never smoke airside except in a designated smoking area.
b) All personnel shall be familiar with the location and use of firefighting equipment, fire alarms, fuel hydrant emergency shut-off valve, etc.
c) All personnel must be familiar with assembly points.
d) Emergency exits must be kept clear/unobstructed at all times.
e) Exercise good housekeeping in the airside areas to eliminate the risk of fire.
f) Dispose of garbage into the designated waste bin and do not allow garbage to accumulate.
g) All fuel/oil leakages must be contained as soon as possible, and the area cordoned off. (e.g., using safety cones, caution tape).
h) Smoke from GSEs/vehicles must be reported immediately.
i) Do not refuel any GSE/equipment while the engine is running any GSE/equipment while the engine is running or while using electronic devices.
j) GSEs/vehicles shall only be parked as follows:
    a. Within the defined equipment parking areas;
    b. In a manner that does not obstruct access to firefighting equipment and the fuel hydrant emergency shut-off valve.

3.1.4.2 ACTIONS IN THE EVENT OF A FIRE
a) In the event of a fire, carry out the immediate actions specified in GOM 6.5.2.
b) In event of GSE/vehicle fire, additionally, carry out an assessment and only if considered safe to do so:
    a. Fight the fire using available fire extinguishers.
    b. Move affected GSEs/vehicles away from the aircraft and operational area to the extent practical.
    c. In case the affected GSEs/vehicles cannot be moved, move adjacent GSEs/vehicles away to avoid spreading the fire.

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3.2 SAFETY DURING FUELING AND DEFUELING

As aircraft ground handling activities take place at the same time as aircraft fuelling operations, which covers refuelling and de-fuelling. These activities shall be compatible to ensure the safety and integrity of the operation.

This section provides specific operating criteria for ground handling personnel that when implemented will enable the interface of activities to be accomplished safely.

The following industry documents, as applicable, shall be consulted:

- IATA Guidance Material on Standard Into-Plane Fueling Procedures
- IATA Fuel Quality Pool: Control of Fuel Quality & Fueling Safety Standards Services

3.2.1 FUELING SAFETY ZONE

3.2.1.1 DIFINITION OF FUELING SAFETY ZONE

GRH 4.1.4

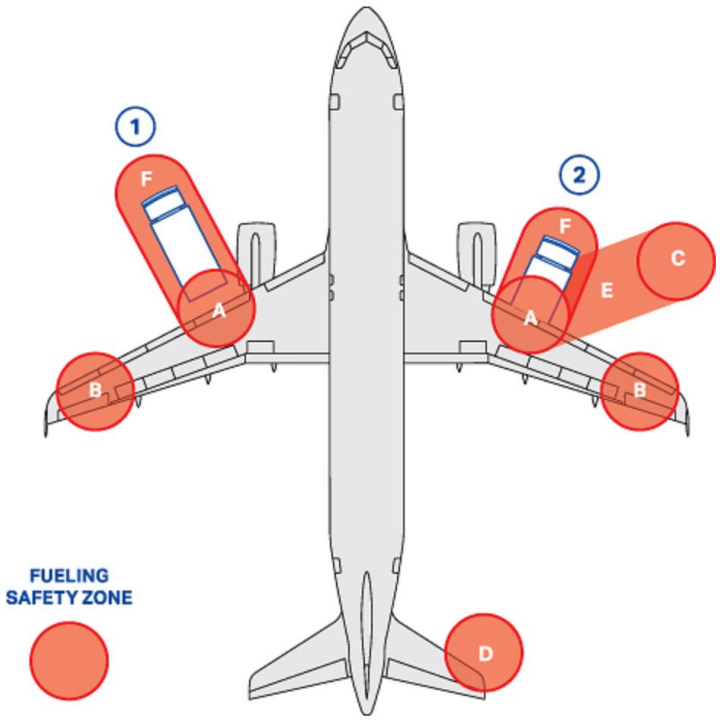
Area with radius of at least 3 m (10 ft.) or as specified by local regulations, from filling and venting points on the aircraft, fuelling vehicle and within the hydrant pits. Recommend Cones around all fuel equipment and vents.

Vehicles and GSE performing aircraft servicing functions shall not be positioned within a 3 m (10 ft.) radius of aircraft fuel system vent openings.

Due to the fire hazard associated with fuel vapors, personnel shall not use items and processes such as matches, open flames, welding, use of photographic flashbulbs, electronic cigarettes etc. while fuelling is taking place on the aircraft stand.

Portable electronic devices, such as Mobile (Cell) Telephones, Portable Radios and Pagers, shall not be used within the fuel safety zone.

EXAMPLE OF FUELING SAFETY ZONE–JET AIRCRAFT



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REFERENCE	DESCRIPTION
A	Aircraft refueling port/plug
B	Fuel vent exit
C	Fuel hydrant pit
D	Fuel vent exit (according to the aircraft type)
E	Hoses
F	Fuel vent exit (according to the aircraft type)
1	Fuel truck
2	Hydrant dispenser

Within the FSZ, all personnel shall ensure they:

a) Do not smoke.
b) Do not use any handheld PEDs, including cell phones, portable music players, portable game units or earpiece or headset.
c) Enter the FSZ only when required to do so by the current job task/responsibility.
d) Assume that fuelling is taking place anytime a fuel vehicle is on the stand during aircraft servicing and fuel hoses are connected.
e) Do not leave vehicle engines running unnecessarily.
f) Position all GSE and vehicles so they do not obstruct the fuelling vehicle's escape route; this is not a mandatory requirement for hydrant type fuelling vehicles, but every effort shall be made to ensure a clear exit pathway.
g) Do not allow any passengers to enter the FSZ.
h) Avoid the use of motorized GSE in the FSZ.
i) Do not park any GSE in the FSZ.
j) Ensure fuel hoses are protected, and all equipment is kept a minimum of 1 m (3 ft.) away from any fuel hose on the stand that is connected between a fuel truck and an aircraft.

3.2.1.2 FUEL SAFETY ZONES

a) The connection or disconnection of any aircraft electrical equipment, including GPUs, batteries and battery chargers, is not permitted during aircraft fuelling. GRH 4.1.6 (ii)
b) Only tail mounted APU may be started during refuelling if the start is an initial start or a restart after normal shutdown. If the APU exhaust discharges cross the upper surface of the aircraft wing, over wing fuelling shall not be carried out while the APU is running. If the APU exhaust discharges to the side or rear of the aircraft, fuelling vehicles shall be positioned to avoid any risk of coming in the path of the exhaust stream i.e., the APU exhaust shall discharge outside the fuelling zone.
c) Do not attempt to start the APU during fuelling if the APU had an automatic shutdown or a failed start attempt. Make sure the fuelling operation is complete, and the hose disconnected before another APU start is attempted.
d) The APU may be shutdown (manual or automatic) during the refuelling operation.
e) The engines of unattended GSE shall be switched off.
f) GSE SHALL NOT be parked under the aircraft wingtip fuel vents.
g) Equipment shall be positioned so that the fuelling vehicle has a clear exit route and can be moved away from the aircraft in a forward direction.
h) A distance of 1 m (3 ft) shall be maintained, wherever possible, between ground support equipment and any fuelling equipment, i.e., vehicles, hoses, hydrant pits.
i) Ground Power Units (GPUs) shall not be operated unless they are positioned 3 m (10 ft) from the aircraft fuelling vents and venting points. The GPU shall be started and electrical connections made before fuelling begins. The unit shall not be

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disconnected, or switches operated during fuelling. In the event of fuel spillage, if safe to do so, the GPU shall be stopped immediately and shall remain stationary until the spill is removed and there is no danger from flammable vapor.

j) Equipment with metal wheels or metal studded tires capable of producing sparks shall not be moved in the safety zones.
k) Only authorized persons and vehicles are permitted in the fuelling zone.
l) Fuelling operations with Air Conditioning Units in operation may be carried out subject to the same conditions as those applicable to general aircraft servicing, with the exception that, in the event of fuel spillage, the engine of the unit shall be stopped. This is to prevent the possibility of flammable vapours being passed into the aircraft passenger compartment.

3.2.1.3 SAFE FUELING PROCEDURES



Caution:
DO NOT LET THE REFUEL PRESSURE MORE THAN THE MAXIMUM PRESSURE OF 50PSI (3.45 BARS). IF YOU DO NOT OBEY THIS INSTRUCTION, DAMAGE TO THE AIRCRAFT OR EQUIPMENT CAN OCCUR.

1. Fuelling vehicles should, if possible, always move forward into the fuelling position. If a fuelling vehicle has to be reversed, a guidance person shall be used.
2. Vehicles shall approach the aircraft at walking speed.
3. Fuel trucks and their hoses shall not block the access to the cabin and hold doors.
4. Each trailer tank or towed service shall remain coupled to their tractors.
5. The aircraft and the fuelling vehicles shall be electrically bonded together throughout the fuelling operation to ensure that no difference in electrical potential exists. Refer to GOM 3.2.1.4 Grounding Points GRH 4.1.6 (i)
6. If the bonding cable connecting the fuelling vehicle to the aircraft becomes disconnected during ground operations the fuel operator shall be immediately advised.
7. Access to the hydrant emergency stop button shall be visible and clear of obstruction and all ramp staff trained in its location and use.
8. A lanyard shall be attached to the hydrant pit valve and shall be extended on the apron such that it is free of obstruction and readily accessible to the fuelling operator and ground staff.
9. The hydrant pit valve shall be identified by a four-winged flag or equivalent and clearly visible to other ground equipment handlers.
10. Minimize length of hydrant inlet hose to limit the exposure of the hose to damage. GRH 4.1.6 (iii)
11. The fuel operator shall maintain control of fuelling operations using the handheld Deadman device throughout the operation, remaining outside the vehicle cab at all times.
12. Fuelling vehicles and equipment shall have hoses of sufficient length to allow the fuelling platform to be fully lowered whilst the hoses/couplings are connected to the aircraft fuelling manifold.
13. Extreme care shall be taken to position refuelling vehicle and equipment correctly, ensuring that strain is not applied to the fuelling hoses, coupling and manifolds on the aircraft when the platform is lowered.
14. Vehicles shall be designed to ensure that the fuelling hoses cannot become entangled on equipment during movement of the fuelling vehicle's platform.
15. Platforms shall not be raised or lowered while fuelling operations are taking place.

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16. When raising the lift platform of fuelling vehicle, care shall be taken to ensure that it does not touch any part of the aircraft.
17. The fuel operator shall conduct a final walk around the vehicle before leaving the aircraft to ensure all hoses have been disconnected and stowed correctly.
18. If fuel vapour is detected inside the aeroplane, or any other hazard arises, refuelling/de-fuelling should be stopped immediately

Procedure for Cessation of Aircraft Fueling Due to Lightning Threat GRH 4.1.6 (iv)

- Fuelling must be stopped if lightning is detected within a **5-mile (8-kilometer) radius** of the airport.
- The fuelling supervisor is responsible for determining the threat level (refer to GOM 3.3 Adverse Weather Conditions)

Actions to Take When Lightning is a Threat

1. **Immediate Suspension of Fuelling**
   - Stop fuel flow immediately by closing all fuel valves.
   - Disconnect fuelling hoses but leave them grounded to prevent static electricity buildup.
   - Ensure all electrical equipment related to fuelling operations is switched off.
   - Do not start or restart fuelling until conditions are reassessed and deemed safe.
2. **Passenger and Crew Safety**
   - Passengers must remain onboard (if fuelling with passengers on board) unless an emergency evacuation is required.
   - If an evacuation is necessary, use airbridges or covered walkways when available.
   - Cabin crew shall remain alert and follow the PIC's instructions.
3. **Ground Crew Precautions**
   - Avoid standing near fueling points and exposed metal structures.
   - Ground personnel shall move to a safe location (e.g., terminal or designated lightning-safe areas).
   - Maintain radio communication for updates on weather conditions.

Resumption of Fuelling

- Fuelling operations may only resume after a minimum 30-minute period has passed since the last observed lightning strike within the designated area.
- The fuelling supervisor, PIC, and airport authorities must confirm that conditions are safe before recommencing fuelling.

Reporting

- All fuelling suspensions due to lightning must be recorded in the Fuelling Log and reported to the Operations Control Centre (OCC).
- Any incidents or aircraft damage must be reported to FLY2SKY OCC immediately.

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3.2.1.4 GROUNDING POINTS

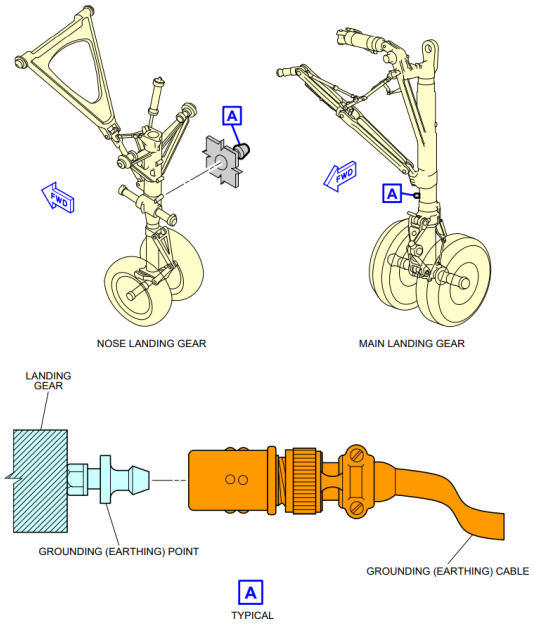
1. Grounding (Earthing) Points

	DISTANCE			
	AFT OF NOSE	FROM AIRCRAFT CENTERLINE		MEAN HEIGHT FROM GROUND
		LH SIDE	RH SIDE	
On NLG leg:	5.07 m (16.63 ft)	On Centerline		0.94 m (3.08 ft)
On left MLG leg:	20.25 m (66.44 ft)	3.79 m (12.43 ft)	-	1.07 m (3.51 ft)
On right MLG leg:	20.25 m (66.44 ft)	-	3.79 m (12.43 ft)	1.07 m (3.51 ft)

A. The grounding (earthing) stud on each landing gear leg is designed for use with a clip-on connector (such as Appleton TGR).
B. The grounding (earthing) studs are used to connect the aircraft to an approved ground (earth) connection on the ramp or in the hangar for:
   a. Refuel/defuel operations,
   b. Maintenance operations,
   c. Bad weather conditions.

NOTE : In all other conditions, the electrostatic discharge through the tire is sufficient. If the aircraft is on jacks for retraction and extension checks or for the removal/ installation of the landing gear, the grounding (earthing) alternative points (if installed) are:

- In the hole on the avionics-compartment lateral right door-frame (on FR14),
- On the engine nacelles,
- On the wing upper surfaces.



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3.2.2 FUEL SPILLAGE

GRH 4.1.3

Each refueller shall be equipped with spill containment kit for use as a first response to a spill on the apron. The contents of the kit shall comply with the local airport regulations and include fuel absorbent pads. Used pads shall be disposed of according to applicable waste disposal regulations.

Spilled fuel shall be removed or cleaned up by the responsible aerodrome services before passengers are boarded.

Each airport may have specific procedures for summoning Airport Rescue and Firefighting (ARFF) services. Communication methods can include phone calls, mobile devices, or pressing the fuel shut-off button, among others. It is the responsibility of all personnel to be familiar with these requirements, including when and how to request ARFF assistance. Additionally, response protocols may vary based on the size of a fuel spill or the nature of a fire. Personnel must also be aware of the response requirements relevant to these situations.

The into plane company shall have procedure for responding to fire or major fuel spill during refuelling, in particular summoning of the airport rescue and firefighting services.

In the event of a fuel spillage the following actions shall take place:

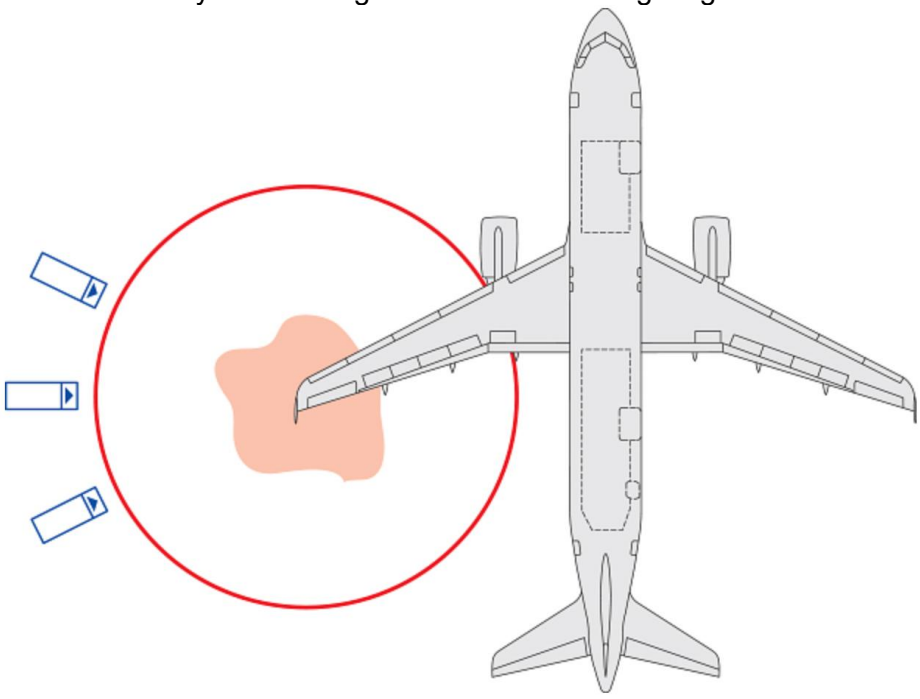
a) Fuelling vehicle shall be equipped with spill kits and marked accordingly.
b) Activate the emergency shut-off valve, where installed. STOP the fuelling operation.
c) Inform the following immediately:
    a. Pilot-in-Command (PIC)
    b. Airport Authority / Apron Control
    c. FLY2SKY OCC and Ground Operations Supervisor
    d. Fuel supplier / fueling agent in charge

    All relevant parties must maintain open communication until the situation is under control.
d) Summoning the rescue and firefighting service GRH 4.1.7
    a. The first person to identify the fuel spill or fire must immediately:
        i. Notify the Airport Rescue and Firefighting Services using the designated airport emergency contact number or direct emergency button (where available).
        ii. Clearly state:
            1. Location (aircraft stand, gate number, terminal area, etc.)
            2. Nature of the incident (fuel spillage, visible fire, suspected ignition risk, etc.)
            3. Aircraft registration and flight number
            4. Any known hazards (DG on board, fuel quantity spilled, fire spreading)
e) Verify with authorities/supervisor whether to stop all activity around the aircraft.
f) EAs directed by the Captain or appropriate Authority evacuate all persons from the immediate area.
g) If safe to do so, mobilize firefighting equipment as standby protection until the arrival of the airport emergency services.
h) Control the movement of unauthorized personnel and equipment into the area.
i) As far as possible, restrict all activities inside and outside the spill area to reduce the risk of ignition.
j) All electrical equipment in use during the fuelling operation shall be switched off immediately.

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k) DO NOT start the APU until the spilled fuel is removed and there is no further risk of spilled fuel or vapours.
l) Normal operations shall not be resumed on the aircraft, or any engines started before the person in charge of the emergency, determines that it is safe to continue.
m) If fuel is spilled on any item, then such items are NOT TO BE LOADED into the aircraft.

In the event of a fire occurring either on or in the vicinity of the aircraft STOP the fuelling operation and immediately summoning the rescue and firefighting service.



3.2.3 FUELING/DEFUELING WITH PASSENGERS OR CREW ARE EMBARKING, ON BOARD OR DISEMBARKING

GRH 4.1.2; GRH 4.1.5

1. Re-/De-fuelling of an aircraft with passengers embarking on board or disembarking is allowed, when:
    a. It is not prohibited by Local Airport Authorities and/or regulations
    b. A qualified person shall remain at a specified location during fuelling operations. This qualified person shall be capable of handling emergency procedures concerning fire protection and firefighting, handling communications and initiating and directing an evacuation
2. Two-way communication shall be established, tested and remains available between ground staff, supervising the refuelling, and a qualified person on board. This communication may take place via the aircraft interphone communication system or via other suitable means. GRH 4.1.2 (i)
3. The person responsible for supervising the refuelling shall inform crew/staff on board and around the aircraft that fuelling is about to commence and when fuelling is completed. GRH 4.1.2 (iii)
4. Should a hazardous situation arise the person responsible for supervising the refuelling shall inform the crew or other qualified personnel on board the aircraft GRH 4.1.2 (ii)

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5. The fuel truck or hydrant dispenser shall not be parked in the embarkation or disembarking path.
6. Ground activities outside the aircraft and work within the aircraft, such as catering and cleaning, shall be conducted in such a manner that they do not create a hazard or obstruct emergency exits.
7. All exit areas, cabin aisles and cross aisles inside the aircraft shall be kept clear of obstructions.
8. The ground area beneath nominated exit doors shall be kept clear of any obstructions. GRH 4.1.5 (i)
9. When passenger loading bridges are in use, an interior access path is maintained from the aircraft to the terminal. GRH 4.1.5 (ii)
10. When a passenger loading bridge is not used, aircraft passenger steps or alternate means of emergency evacuation shall be in place. GRH 4.1.5 (iii)
    a. Door 1L shall be used as entry ,
    b. Door 2L shall be primarily used as emergency EXIT on A320
    c. Door 4L shall be primarily used as emergency EXIT on A321
    d. If stairs/air bridge is not available for rear entry door, the door must be closed and the Crew ember must be ready to arm the door in the event of a need to evacuate
11. Passengers joining or leaving the aircraft via the apron are moved without delay under the supervision of a responsible person over a safe route. Passengers shall be kept at a safe distance from the fuelling operation and other hazardous areas such as aircraft engines, APU exhausts and fuel tank vents. “No Smoking” regulations shall be strictly enforced.

For all types of fuel, necessary precautions shall be taken, and the aircraft shall be properly manned by qualified personnel ready to initiate and direct an evacuation of the aircraft by the most practical and expeditious means available CAT.OP.MPA 195 (B).

General rules to be followed during refuelling / de-fuelling with passengers on board:

1. The aerodrome fire services must be advised by flight crew that refuelling/de-fuelling will be taking place with passengers on board/passengers embarking or disembarking;
2. No individual items of electrical equipment may be switched on or off while fuelling/de-fuelling is in progress;
3. Lavatories have to be locked and passenger visits to lavatories are not allowed;
4. Passengers has to be embarking on board only via FWD door, seated and disembarked in accordance with normal procedures;
5. The position of the fuel bowser/installation relative to the airplane is to be such that it will not impede the rapid exit of passengers if an emergency evacuation becomes necessary;
6. Ground servicing activities and work inside the aircraft, such as catering and cleaning shall be conducted in such a manner that they do not create a hazard and allow emergency evacuation to take place through those aisles and exits intended for emergency evacuation. AMC1 CAT.OP.MPA.195 (A)

When it is necessary to make refuelling / de-fuelling with passengers on board/embarking/disembarking. With Commander's authority, passengers may embark, disembark in a turn or remain on board during fuelling/de-fuelling provided that the following precautions are observed:

1 Commander informs SCCM about the decision to fuel the aircraft with passengers on board and appoints one crew member to keep communication

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between flight deck and fuelling staff. The communication can be performed by a member of the ground staff as well (Ground/Maintenance and Engineering crew). In order to ensure that crew members receive prompt notification of a situation threatening safety (such as major fuel spill or fire), the Flight deck, Cabin and Ground interphones will be used to allow contact between the Ground Crew supervising fuelling and the Crew members on board, so that the aircraft deplaned or evacuate as necessary.

2 Responsible person for fuelling provides notification to the flight crew or other qualified personnel on board and/or appropriate personnel engaged in aeroplane ground handling activities when fuelling is about to begin and has been completed to ensure the flight and cabin crew are aware of fuelling operations and are in a position to effect expeditious evacuation of the aircraft if necessary.

3 SCCM informs crew and personnel via PA that re/de-fuelling will take place and when refuelling is completed; AMC1 CAT.OP.MPA.195 (C)(3)

4 The SCCM or designated crew member shall make a PA announcement informing passengers that refuelling/defueling will take place, instructing them to unfasten their seatbelts and refrain from smoking. A further announcement shall be made once refuelling is completed; AMC1 CAT.OP.MPA.195 (C)(6)

5 Ground handling staff must be advised if fuelling is to take place when passengers remaining on board.

6 Fire-fighting department must be notified.

7 If locally required, the airport authority must be informed and/or permission must be requested.

8 The ground area beneath the exits intended for emergency evacuation and slide deployment areas must be kept clear at doors where stairs are not in position for use in the event of evacuation; AMC1 CAT.OP.MPA.195 (C)(9) and

9 Provision is made for a safe and rapid evacuation as bellow: AMC1 CAT.OP.MPA.195 (C)(10)

a. passenger stairs or passenger boarding bridge with interior access path must be at the airplane with main exit doors open. If stairs/air bridge is not available for rear entry door, the door must be closed, and the Crew Member must be ready to arm the door in the event of a need to evacuate.

10 Where boarding bridge is in use, an interior access path is maintained from the aircraft to the terminal.

11 Where a passenger boarding bridge is not in use, aircraft passenger steps or an alternate means of emergency evacuation is in place

12 Minimum crew must be in the flight deck (1 pilot)

13 Minimum required number of cabin crew members for relevant type must be on board at assigned stations (according to CCOM Chapter 4) with one cabin crew member positioned by the boarding door and be prepared for an immediate emergency evacuation. All cabin crew members shall be positioned at their assigned doors if passengers are already on board. AMC1 CAT.OP.MPA.195 (C)(7)

14 Two-way communication shall be established and shall remain available by the aeroplane's intercommunication system or other suitable means between (see point 15 below) the ground crew supervising the refuelling and the qualified personnel on board the aeroplane; the involved personnel shall remain within easy reach of the system of pilot (PM) when fuelling starts and ends. or AMC1 CAT.OP.MPA 195 (C)(2);

15 PM confirms with the ground crew that:

a. this person remains on the ground within visual (eye) contact from flight deck; IOSA FLT 3.9.2 (iv)

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b. in case of fuel related emergency, ground crew will make three times loud bang on the aircraft side to bring attention of the flight crew and assure two-way visual communication, and;
c. use standard emergency hand signals. Commander must remain on the flight deck for the duration of fuelling. Commander is responsible for initiation of emergency evacuation. AMC1 CAT.OP.MPA.195 (C)(1)

NOTE 1: For the purpose of this procedure, maintenance engineer, ground handling agent or fueller are considered as ground crew.

NOTE 2: If it is not possible to follow procedure above due to obstruction of visual contact (e.g., ambulance or catering truck at R1 door), co-pilot takes over the duty of ground crew or fuelling shall be suspended.

1 No smoking rules are rigidly enforced
2 'FASTEN SEAT BELTS' signs must be off; AMC1 CAT.OP.MPA.195 (C)(4)
3 'NO SMOKING' signs shall be on, together with interior lighting to enable emergency exits to be identified; AMC1 CAT.OP.MPA.195 (C)(5)
4 Cabin exits and aisles are unobstructed: baggage and trolleys securely stowed, no passengers standing in the aisle or by doors IOSA FLT 3.9.2 (i)
5 Provision of safe evacuation of passengers from beginning of fuelling process till fuelling process is completed must be available
6 Ground handling activities and work inside aircraft must be conducted in such a way that the aisle and emergency exits designated for rapid deplaning or emergency evacuation remain unobstructed
7 If the presence of fuel vapour is detected inside the aeroplane, or any other hazard arises during re/defueling flight crew or other airplane personnel on board must be immediately notified and fuelling must be stopped; AMC1 CAT.OP.MPA.195 (C)(8)
8 When re-fuelling/de-fuelling is finished, seat belt signs are switched on by Commander, Cabin Crew will be advised via P.A. from flight deck "REFUELLING COMPLETED" or indication is switching "ON" the Fasten Seat Belt signs.

3.2.3.1 PASENGER EVACUATION DURING FUELING

GRH 3.6.2

In case of a fire resulting from fuelling operations, or from a large fuel spillage, a precautionary disembarkation or an emergency evacuation may be performed. In both cases, the same recommendations apply.

Information about the incident is provided by the ground personnel, who will inform the Flight Crew of the nature of the incident. Good communication between ground personnel, the Flight Crew and the Cabin Attendant is a key factor in achieving a successful evacuation/disembarkation.

The ground area beneath the exits that are intended for emergency evacuation, as well as slide deployment areas, should be kept clear where stairs are not in position for use in the event of evacuation; and provision is made for a safe and rapid evacuation.

If the stairs are positioned to the aircraft, it is better that passenger use the stairs instead of escape slides. This is because, before deploying escape slides, it is necessary to ensure that the area outside the aircraft is clear of obstruction. However, there may often be obstacles surrounding the aircraft (e.g. fuel truck, catering, baggage handlers, boarding passengers, etc.), and any contact with these obstacles or with personnel during escape slide deployment may make the situation worse.

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If PBB is in use; interior access path shall be maintained clear for rapid evacuation.

It is possible to use the escape slides to rapidly evacuate the aircraft. However, if escape slides are used, it is very important to verify that there are no obstacles in the area where the escape slide will be deployed. In some cases, it may be necessary to wait for equipment, personnel, or vehicles to move away from the deployment area, before arming the escape slide and opening the aircraft doors.

An evacuation cannot be interrupted once it has been set in motion.

Role	Responsibilities
Flight crew	OM-B 11-1-1 and FCOM PRO-ABN-90-DETAILED CABIN-COCKPIT EVACUATION PROCEDURE
Cabin crew	CCOM 12.10.1
Ground staff	• TRC/supervisor summons the rescue and firefighting service immediately in the event of a fire or major fuel spill. • Stop all fuelling operations immediately • Do not use electrical equipment that could ignite fumes. • Confirm that there are no obstacles in the area where the escape slide will be deployed • Request immediate movement of personnel or vehicles positioned in the area beneath the exits • Do NOT interfere or stop the passenger from exiting the aircraft. • Assist the passenger exiting through all usable exits • Gater and direct the passenger to a designated safe area.

3.2.4 FUEL SUPPLIERS COMPLAINCE MONITORING

GRH 4.1.1

Fuel delivered and loaded onto FLY2SKY aircraft shall be free of water and solid particle contamination and be of the correct grade and specification, according to IATA standards.

The Fuel system of FLY2SKY A32F fleet has been certified with: JET A1, JET B, JP4, JET A, JP8 and N° 3 JET.

Fuel	Standards	REMARKS
JET A1	ASTM D1655 (Only latest issue)	It should always be used. Variations are permitted; however, they must be thoroughly documented and subject to review.
	DEF STAN 91-91 (Only latest issue)	
	DCSEA 134 D (Only latest issue)	
	GOST R 52050-2006 (Specified issue only!, newer standards need extra certification)	
JET B or JP4	ASTM D6615 (Latest issue only)	It may be used if Jet A1 is not available. Handling of this fuel type

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	MIL-DTL-5624-U (Specified issue only!, newer standards need extra certification)	is generally more complex. It provides superior performance in cold conditions and is typically used in northern regions such as Canada and Alaska.
JET A	ASTM D1655 (Latest issue only, may be used with military additives mentioned in MIL-DTL-83133 JP8 & JP8+100)	It is essentially equivalent to Jet A1, available primarily in the United States, and has no regulatory or maintenance impact.
JP8	DEF STAN 91-87 (Latest Issue only)	Can be used if Jet A1 is not available. Handling for the fuel is more difficult, fuel performs better than Jet A1 in cold conditions. Used mainly on military bases.
	MIL-DTL-83133-H (Specified issue only!, newer standards need extra certification)	
No.3 JET.	GB 6537-2006 (Specified issue only! Newer standards need extra certification)	Chinese equivalent to Jet A1, could be used as an alternative however a prior review should take place

IMPORTANT NOTE: FLY2SKY aircraft shall never be fuelled with TS-1 and RT.

To ensure that all fuel supplied and delivered to the FLY2SKY's aircraft is of the correct grade and specification for A320 and free from contamination, during the audit/inspection FLY2SKY requires the fuel supplier to provide the following certificates/records:

- Fuel specification reports indicating the correct grade.
- Fuel Certificates of Quality
- Contamination test results verifying that the fuel is free from water, microbial growth, or particulates
- Fuel truck or hydrant system maintenance records
- Fuel Release Certificate

In case of suspected water contamination, the onsite fuel water check shall be conducted by the engineer and/or fuelling staff before the actual uplift.

When the fuelling contracts are arranged by the Lessee, the Compliance Monitoring Department will confirm that the Lessee has an oversight process for the suppliers in place. If the Lessee uses IFQP as a means of compliance monitoring, the Lessee shall demonstrate that the the latest audit report(s) is obtained through official program channels, and the content of such report(s) shall be considered.

If the audit reports do not meet FLY2SKY requirements, additional documentation may be requested from the Lessee to demonstrate compliance with fuel quality and specification requirements.

Additionally, basic procedures and fuel water check are monitored by the auditor during the audit/inspection of the ground handling services provider.

The FLY2SKY CAMO Department issues a WO to the maintenance organizations every 10 days to perform a fuel water check from the aircraft tanks, in accordance with the Aircraft Maintenance Manual (AMM).

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Whenever a FLY2SKY aircraft is parked for a period exceeding one month or stored for a period up to/more than 1 year, the FLY2SKY CAMO shall issue a WO to the maintenance organizations for fuel sampling and microbiological contamination analysis, in accordance with the procedures specified in the Aircraft Maintenance Manual (AMM).

3.2.4.1 SCOPE

This procedure applies to all personnel involved in fuel procurement, handling, storage, and delivery, including fuel suppliers, ground handling agents, and aircraft operators.

3.2.4.2 FUEL SUPPLIER COMPLAINCE MONITORING

Supplier Approval & Audits

- FLY2SKY shall only procure fuel from approved suppliers who meet international and regulatory fuel safety standards (e.g., JIG, IATA, ASTM, or national aviation authorities).
- Audits and inspections shall be conducted to verify:
  - Supplier adherence to fuel quality management systems.
  - Proper handling, storage, and delivery procedures.
  - Compliance with safety and environmental regulations.

Certification & Documentation

- Fuel suppliers must provide certificates of quality and compliance for every batch of fuel delivered.
- The following documentation must be checked and retained:
  - Fuel specification reports indicating the correct grade.
  - Contamination test results verifying that the fuel is free from water, microbial growth, or particulates.

3.2.4.3 FUEL DELIVERY AND QUALITY CONTROL

Pre-Delivery Checks GRH 4.1.1

- Before accepting fuel, the following must be verified:
  - The correct fuel grade (e.g., Jet A-1) is being delivered.
  - The fuel truck or hydrant system is properly maintained and fuel delivered is free from contamination.
  - The supplier provides a Fuel Release Certificate or equivalent documentation.

Fuel Sampling & Contamination Checks GRH 4.1.1

- Fuel samples must be taken at multiple points:
  - Before fuel enters storage tanks.
  - Before fuelling aircraft.
- The following contamination tests must be conducted:
  - Visual inspection: Check for water, sediment, or unusual coloration.
  - Water detection test: Use water-detecting test kits.
  - Density and temperature measurement: Verify that fuel meets standard density and temperature specifications.

3.2.4.4 NON-COMPLIANCE AND INCIDENT REPORTING

Handling Suspected Contamination

- If contamination is detected:
  - Stop fuelling operations immediately.
  - Quarantine the affected fuel and alert maintenance teams.
  - Report the issue to the fuel supplier for investigation and corrective action.

Reporting & Documentation

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- All fuel quality checks, contamination tests, and incidents must be documented in the Fuel Log.
- Any non-conformance or supplier-related issues must be reported to FLY2SKY for further action. Report shall be submitted via Centrik.

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3.3 ADVERSE WEATHER CONDITIONS

GRH 3.2.10

3.3.1 ADVERSE WEATHER CONDITIONS – GENERAL

Airside operational personnel shall use the following procedures during adverse or poor weather conditions, which may have a negative impact on aircraft handling activities and ground safety. If additional information is required, refer to supervisory personnel.

3.3.2 WINTERY OR SLIPPERY APRON CONDITIONS

Winter weather brings extra hazards, which require awareness and more care on the part of personnel working on the apron to prevent accidents. The following precautions to reduce accident risk shall be taken:

a) Plan additional time for all ramp activities and take extra care when walking across apron surfaces, which can be slippery.
b) Take extra care when driving, especially when approaching the aircraft. Remember that GSEs require greater distances to stop safely on slippery surfaces.
c) Operators of potable water tankers and toilet servicing units shall be vigilant to ensure that there is no spillage or leakage that can lead to subsequent freezing. Care shall be taken to keep spillage and overflow to a minimum.
d) If apron conditions are hazardous, contact the competent authority to mitigate the hazard. In the event the hazard cannot be mitigated, suspend the affected operations.
e) Close all entrance and cargo hold doors as soon as possible and keep them closed to avoid precipitation entry into the aircraft. In case of use of cooling/heating units and pre-conditioned air, refer to GOM 4.1.4.2.
f) Ensure that the aircraft parking stand, particularly the ERA, is sufficiently free of ice, snow, etc. to provide a safe working area during all ramp handling activities, including the aircraft arrival or departure operations.
g) Remove snow and ice from equipment and work surfaces prior to the start of operations.



Caution:
Reduce speeds in slippery apron conditions. Adjust all activities and operations on the ramp to suit the conditions at the time.

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3.3.3 THUNDERSTORMS AND LIGHTING

3.3.3.1 WORK INSTRUCTIONS DURING THUNDERSTORMS AND LIGHTING

On receipt of an ALERT:

a) Make preparations for the STOP phase.
   a. Suspend nonessential activities in open areas and ensure all personnel using or about to use headsets are informed of the alert.
   b. Fueling operations can continue, however, the proximity of the thunderstorm/lightning shall be continually monitored.
   c. Avoid using highly conductive equipment.

b) On receipt of a STOP order:
   a. Stop fueling and detach hoses from aircraft. Fueling hoses cannot be left attached to the aircraft during any thunderstorm/lightning event.
   b. Discontinue aircraft communication by headset.
   c. Stop all ramp activity and clear ramp.
   d. Personnel shall seek shelter inside buildings or metal-bodied vehicles. No one shall seek shelter under any part of the aircraft, loading bridge, near light poles, fences, under trees.
   e. In accordance with local procedures, aircraft may come on the stand, but the aircraft doors shall remain closed and ground servicing suspended.



Danger:
Failure to follow procedures could result in a fatal accident.

LEVELS	ACTION
Amber–ALERT Lightning activity is detected at a distance in excess of 8 km (5 miles) from the operation.	Disseminate a lightning warning to airside operating personnel so they can prepare and plan their activities to be ready in case of a Red Alert in accordance with local regulatory requirements.
Red–STOP/SUSPEND Lightning activity is detected within 5 km (3 miles) of the operation.	Disseminate the order to stop all airside activities and seek shelter to all airside operating personnel.
Green–ALL CLEAR Lightning activity has moved beyond 5 km (3 miles) and is heading away from the operation.	Disseminate the order to resume normal activities to all airside operating personnel.

NOTE: The distances referred to above may vary depending on local climatic parameters.

3.3.3.2 LIGHTING ALERT CALLOUT

In the absence of an integrated airport notification system, all airside operating personnel shall be aware of the following procedures:

a) Use the counting method to detect/predict lightning activity. Determine the corresponding level based on the counting method diagram; see GOM 3.3.3.3
b) The responsible person notifies all airside operating personnel of the lightning alert level. If the person responsible is not available, the counting method shall be used by all airside operating personnel for self-protection.

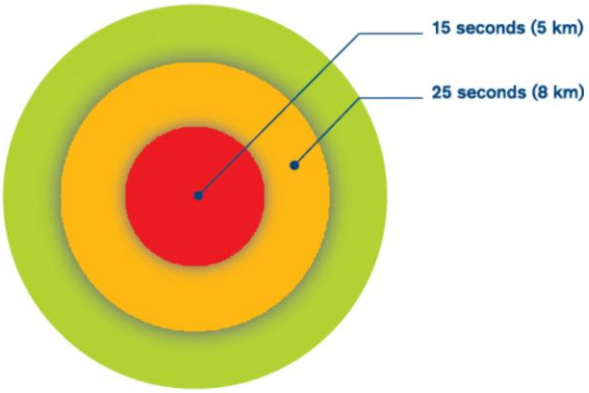
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c) In case of a Red Alert, proceed to a designated shelter.

3.3.3.3 COUNTING METHOD

The counting method is used when an integrated airport notification system is absent. It is used to estimate the level of lightning activity.

Counting Method Chart:



NOTEs:

1 The time indicated is the time between observing the lightning and hearing the sound of thunder.
2 If the counted time is less than 15 seconds, the lightning activity is less than 5 km from the airport.
3 If the counted time is between 15 seconds and 25 seconds, the lightning activity is between 5 and 8 km from the airport.

3.3.4 HIGH WIND CONDITIONS

High winds pose a great risk of damage, and the following minimum precautions shall be taken:

a) Ensure the safety of the aircraft by installing additional chocks and removing all equipment from around the aircraft.
b) Take extreme care when opening or closing any aircraft doors.
c) Ensure parking brakes are set on all parked GSE.
d) Set parking brakes and secure by additional means, if necessary, all non-motorized ramp GSE (i.e., baggage carts, dollies, maintenance stairs). Secure with chocks and/or connect to a tractor or other GSE

3.3.4.1 AIRBRIDGE STANDS

For airbridge operations in high wind conditions, check with local operator for maximum manoeuvring and operating limits during such conditions.

Monitor control of lateral movement of airbridge due to heavy wind.

3.3.4.2 NON AIRBRIDGE SIGNALS

a) On non-airbridge stands the Ground Handling Agent operator shall observe the operational limits for manoeuvring and operating aircraft steps during high winds conditions

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b) Passengers shall be boarded/disembarked via the forward cabin doors due to the horizontal stabilizer at the rear of the aircraft being exposed to high winds - resulting in lateral movement of the aircraft
c) Ground staff shall monitor the lateral movement between aircraft and steps. In the event of excessive movement, boarding / de-boarding shall be suspended at the applicable cabin door

3.3.4.3 CABIN DOOR OPERATION IN HIGH WIND CONDITIONS

Due to the horizontal stabilizer at the rear of the aircraft being exposed to high winds, resultant lateral movement of the aircraft is expected. Vertical movement of the aircraft aft fuselage is also to be expected – this is normally compensated for by the use of a airbridge and/or steps equipped with sensors and an auto levelling device to adjust for changes in the aircraft's vertical position. Steps which are not equipped with sensors and an auto levelling device shall be positioned with a suitable vertical gap between the aircraft door sill and steps. Steps shall be fitted with a suitable soft leading edge to reduce the risk of aircraft damage in the event of lateral aircraft movement.

Opening/closing cabin doors shall not be attempted in wind speeds exceeding 74 km/h (46 mph)

3.3.5 HIGH WINDS ACTIVITY TABLE

The following actions shall be taken when sustained winds and/or gusts of wind at 25 knots (kts) or greater are predicted. However, it is the actual wind speed at the aircraft parking position that constitutes the risk of injuries and damage.

Personnel Actions	25 to 39 kts (46 to 72 km/h)	40 to 59 kts (73 to 110 km/h)	Above 60 kts (111 km/h)
Chock aircraft landing gear as per Aircraft Out of Service/Night Stop/High Wind; see GOM 4.2.2.	X	X	X
Remove safety cones and passenger integrated guidance systems. Secure them in a designated area	X	X	X
Secure PCA hoses. Retract and secure PCA hoses.	X	X	X
Remove FOD	X	X	X
Secure ULDs and ensure container doors and curtains are closed.	X	X	X
Secure rolling stock (e.g. carts, dollies, maintenance stairs and towbars).	X	X	X
Secure PBB/passenger stairs and position to minimize surface exposed to the direct force of the wind. Towable passenger stairs shall be removed from exposed areas.		X	X
Close cargo hold, cabin access doors and access panels		X	X

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Do not initiate the elevation of high-lift equipment and stairs, booms on deicers and passenger stairs.		X	X
Park GSE closely together and adjacent to a building, if possible			X
Retract and lower PBB.			X



Danger:
High winds pose a great risk of damage and injury.

3.3.6 SANDSTORMS AND LOW VISIBILITY

The following minimum precautions shall be taken:

a) Issue appropriate PPE such as goggles, masks and covered clothing.
b) Ensure the provision of shelter, as required.

3.3.7 INTENSE HEAT

The following minimum precautions shall be taken:

- Issue appropriate PPE (i.e., covered clothing).
- Ensure the provision of rehydration for personnel.
- Ensure the provision of a temperature-controlled environment during rest breaks

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3.4 HAND SIGNALS

3.4.1 HAND SIGNALS – INTRODUCTION

To standardize ground-to-ground personnel communication and/or ground personnel to flight crew communication and/or flight crew to ground personnel communication, the following hand signals are defined:

a) Gu**ide Person Hand Signals**–to be used by a specific guide person in direct liaison with the GSE operator to facilitate movements of any type of GSE.
b) **Marshalling Hand Signals**–to be used by ground personnel to assist the flight crew during manoeuvring of the aircraft and engine starting.
c) **Technical/Servicing Hand Signals**–to be used by ground personnel to communicate technical/servicing information to flight crew, and by flight crew to communicate technical/servicing information to ground personnel.

NOTES:

3. Only use hand signals when verbal communication is not possible.
4. Ensure acknowledgement of all signals is received.

d) **Aircraft Movement Hand Signals**–to be used during the tractor/towbar or towbarless connection/disconnection process, as well as at the start and end of the aircraft ground movement operation.

3.4.2 GENERAL CONDITIONS FOR USAGE HAND SIGNAL

The person giving the hand signals shall:

a) Use only approved hand signals.
b) Wear a high visibility vest.
c) Maintain the same role throughout the procedure.
d) Keep in constant visual contact with the other ground personnel and flight crew throughout the maneuver. If visual contact is lost, the operation must stop and shall only recommence when visual contact is reestablished.
e) Remain clear of the intended pathway of the vehicle/aircraft, where possible.

3.4.3 SPECIFIC REQUIREMENTS FOR USING MARSHALING HAND SIGNALS

a) Perform aircraft marshaling only if permitted by the local airport authority and personnel have been trained and authorized.
b) Give marshaling hand signals from a position in front of the aircraft when facing and within view of the flight crew.
c) Wear a high visibility vest.
d) Use illuminated flashlights/wands to improve the visibility of the hand signals in the following situations:
    a. Insufficient apron lighting
    b. Poor visibility
    c. Night conditions
    d. When required by local airport authorities or regulations



Caution:
To avoid any possible confusion by the flight crew, do not use guide person hand signals for equipment until all aircraft marshaling has been completed.

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NOTES:

1 The hand signals on the following pages are illustrated with the use of wands. The meaning of the signals remains the same when bats, gloves or illuminated flashlights are used.

2 It is not possible to give signals for engaging/releasing parking brakes with the use of bats or illuminated flashlights.

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3.4.4 GUIDE PERSON HAND SIGNALS FOR GROUND SUPPORT EQUIPMENT

3.4.4.1 TO ATTRACT THE OPERATOR`S ATTENTION AND TAKE COMMAND



Arms held above the head in a vertical position with palms facing forward.

Meaning: I am in charge of this maneuver. You will take orders only from me.

3.4.4.2 FORWARD MOVEMENT



Arms held above the head with elbows a little bent and palms facing backward; repeatedly move arms upward and backward, beckoning onward.

Meaning: Move toward the guide person.

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3.4.4.3 BACKWARD MOVEMENT



Arms by the sides, palms facing forward, swept forward and upward repeatedly.

Meaning: Move directly away from the guide person.

3.4.4.4 TOUR RIGHT (FROM THE DRIVER`S POINT OF VIEW)



Left arm pointed downward, hand extended; right arm repeatedly moved upward and downward toward the guide person's left. Speed of arm movement indicates rate of turn.

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3.4.4.5 TURN LEFT (FROM DRIVER`S POINT OF VIEW)



Right arm pointed downward, hand extended; left arm repeatedly moved upward and downward toward the guide person's right. Speed of arm movement indicates rate of turn.

3.4.4.6 LIFT



Stretch both arms toward load and/or equipment, palms up, hand movement in upward direction.

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3.4.4.7 LOWER



Stretch both arms toward load and/or equipment, palms down, hand movement in downward direction.

3.4.4.8 ACCOMPANIED MOVEMENT



Come with load or equipment. Maintain eye contact with operator/driver. Swing down opposite arm.

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3.4.4.9 INDICATE DISTANCE



Raise arms above head, palms facing inward. Distance shown between hands shall correspond exactly with actual margin.

3.4.4.10 STOP



Arms raised and crossed over head, palm forward.

Immediate stop: Hands cross over head with clenched fists.

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3.4.4.11 OK



Lift right arm above head, hand closed, thumb raised.

Meaning: All is clear or continue on your own or drive away.

3.4.4.12 CHOCKS INSERTED, STABILIZERS ON



Arms down, hands closed, palms facing backward, thumbs extended; move arms in toward sides.

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3.4.4.13 CHOCKS REMOVED, STABILIZERS OFF



Arms down, hands closed, palms facing forward, thumbs extended; move arms out away from sides.

3.4.4.14 TO INTERRUPT POWER SOURCE (ELECTRICITY, FUEL, AIR)



Right arm and hand level with shoulder, palm downward; swing extended arm horizontally toward throat by bending elbow.

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3.4.4.15 STOP ENGINE



Right arm and hand level with shoulder, palm downward, hand on throat making horizontal move to the right, passing hand across throat.

3.4.4.16 TO CONNECT OF DISCONNECT



Raise left arm and hand in front of body, fingers extended horizontally, palm down.

Connect: Right hand with clenched fist moving upward to contact left palm

Disconnect: Right hand with clenched fist leaving left palm downward.

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3.4.4.17 BRAKES ON/OFF



Right arm and hand raised horizontally in front of body.

Release brakes: With fist clenched, extend fingers, palm inward.

Engage brakes: With extended fingers, clench fist, palm inward.

3.4.5 AIRCRAFT MOVEMENT SIGNALS-HEADSET OPERATOR TO TRACTOR DRIVER

3.4.5.1 VEHICLE BRAKES OFF



Raise right hand just above shoulder height with closed fist and ensuring eye contact with driver open palm toward driver.

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3.4.5.2 CLEAR TO PUSH



Hold arm straight out at a 90° angle from shoulder and display hand with thumb up.

Meaning: Indicates to tractor driver that all equipment is clear of aircraft, chocks have been removed, the aircraft brakes are off and flight crew has given clearance to commence pushback.

3.4.5.3 NAVIGATE/HOLD



Hold arm straight out at 90° angle from shoulder and display hand with thumb down.

Meaning: Indicates to tractor driver that aircraft is not ready for pushback and to hold position.

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3.4.5.4 VEHICLE BRAKES ON/STOP



Your computer does not support the animated version of this figure.

Raise hand just above shoulder height with open palm and, **ensuring eye contact with the tractor driver**, close into a fist. At the end of the pushback, also indicates to tug driver that aircraft brakes have been set. The tractor driver shall return the signal to the headset operator to confirm vehicle brakes set.

3.4.5.5 SLOW DOWN



With hand at a 45° angle downward to the side, make a patting motion.

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3.4.5.6 CHANGE OF PUSHBACK DIRECTION



Touch nose with finger with arm at a 90° angle to the shoulder, extend arm to point in the direction that aircraft needs to be turned to.

3.4.6 AIRCRAFT MOVEMENT HAND SIGNALS – WING WALKER TO HEADSET OPERATOR, TRACTOR DRIVER. MARSHALLER, FLIGHT CREW (AS APPLICABLE)

3.4.6.1 CLEAR TO MOVE AIRCRAFT

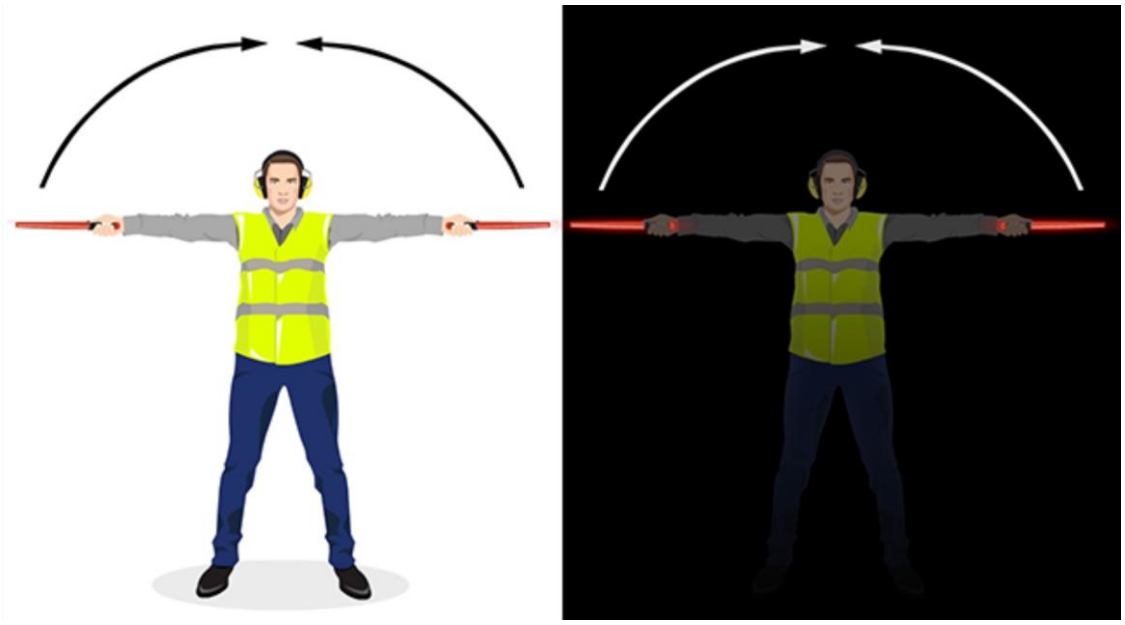




Raise right arm fully extended above head with wand held straight and left arm and wand at a 45° angle downward to the side.

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3.4.6.2 STOP MOVEMENT OF AIRCRAFT



Fully extend arms and wands horizontally 90° at shoulder level; raise arms and wands to cross above head.

3.4.6.3 HOLD MOVEMENT OF AIRCRAFT

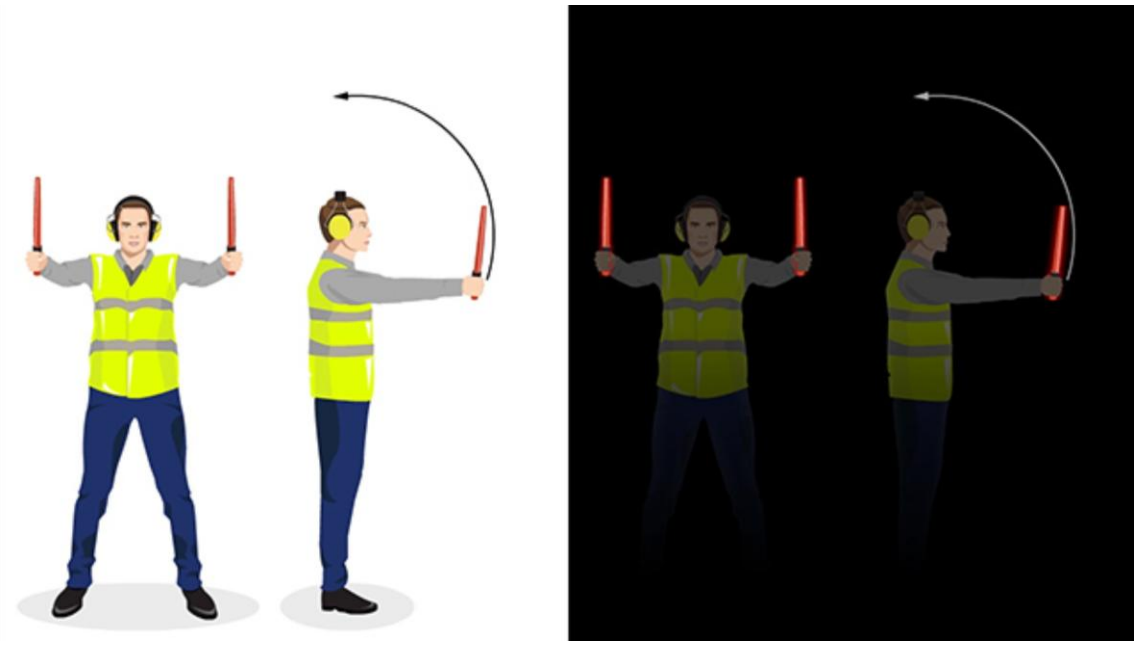


Fully extend arms and wands downward at a 45° angle to the sides. Hold this position until it is clear for the aircraft to move.

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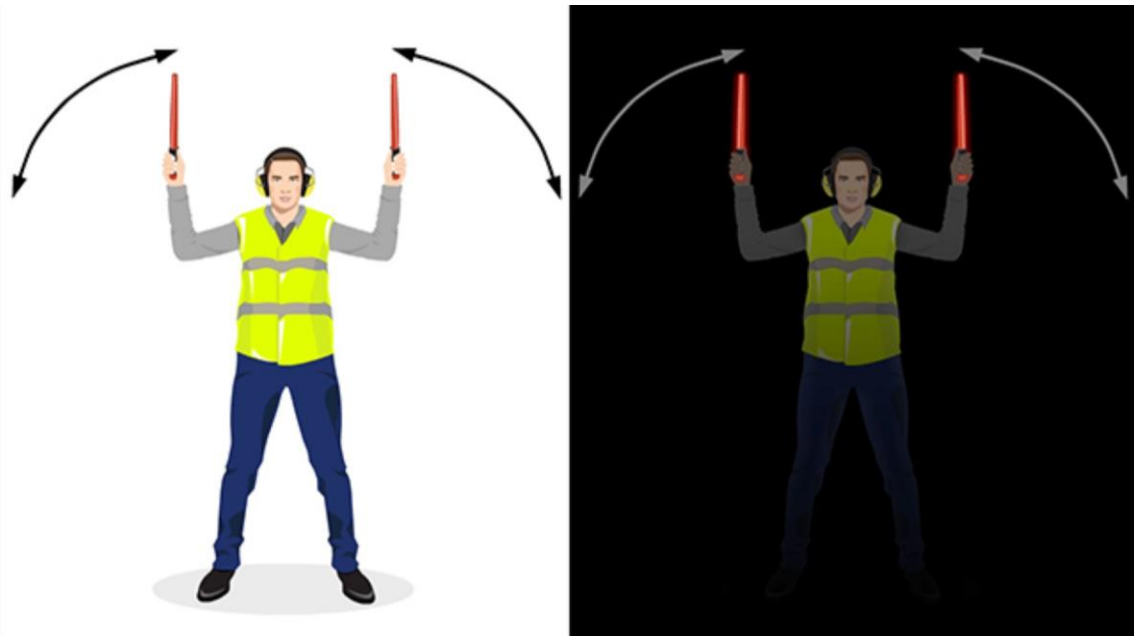
3.4.7 MARSHALLING HAND SIGNALS FOR AIRCRAFT

3.4.7.1 IDENTIFY GATE/STAND



Raise fully extended arms forward at shoulder level; raise straight above head with wands pointing up, move hands forward and backward to keep from blending into background.

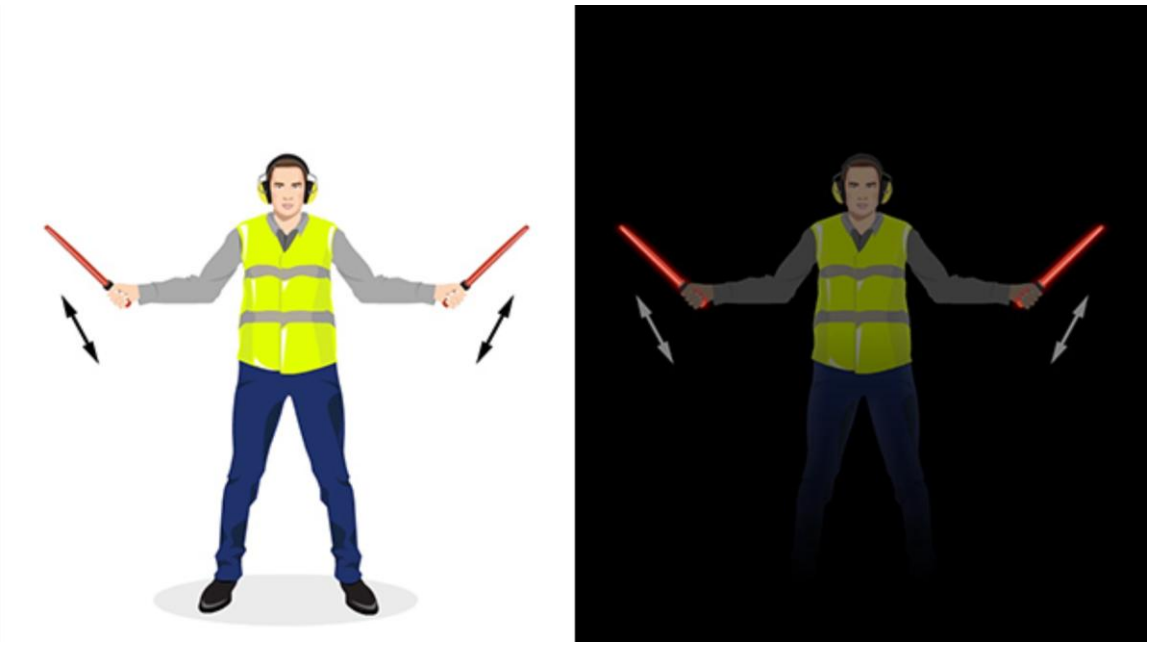
3.4.7.2 CONTINUE TO TAXI STRAIGHT AHEAD



Holding arms extended to the side; bend arms at elbows; move arms and wands up and down from waist to head.

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3.4.7.3 SLOW DOWN



Arms held at sides and slightly bent at elbows; move arms downward in a patting gesture, moving wands up and down from waist to knees.

3.4.7.4 TURN RIGHT (FROM THE FLIGHT CREW`S POINT OF VIEW)



With left arm and wand extended at a 90° angle to the body, right hand makes the come ahead signal. The rate of signal motion indicates to the flight crew the rate of aircraft movement desired.

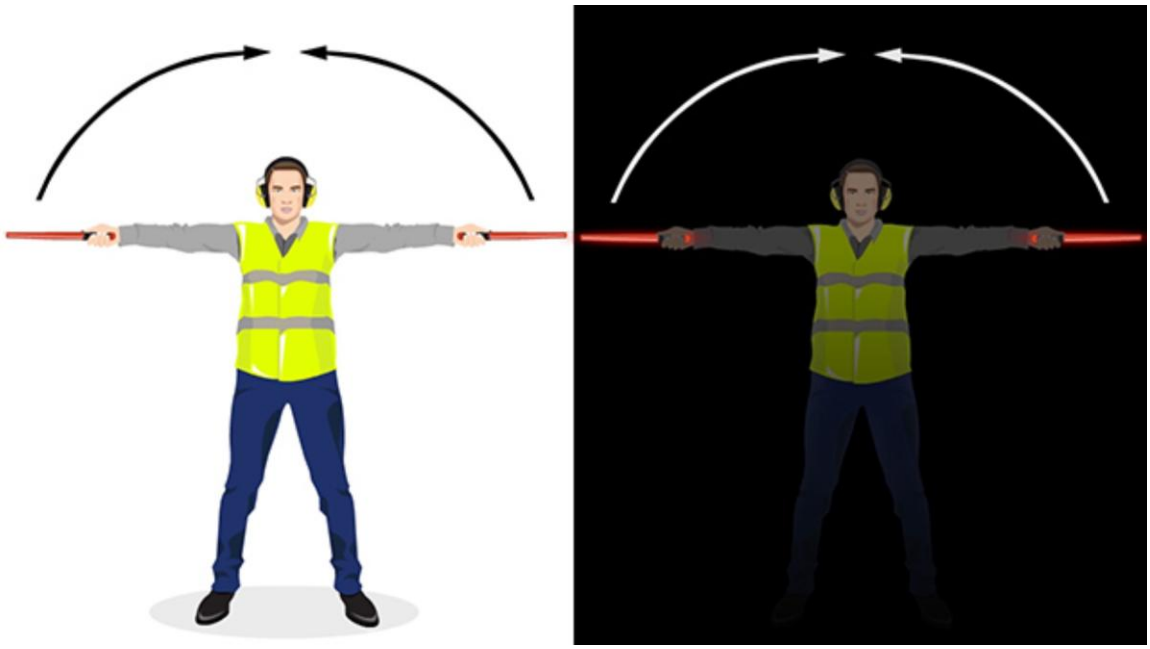
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3.4.7.5 TURN LEFT (FROM THE FLIGHT CREW`S POINT OF VIEW)



With right arm and wand extended at a 90° angle to the body, left hand makes the come ahead signal. The rate of signal motion indicates to the flight crew the rate of aircraft movement desired.

3.4.7.6 STOP



Fully extend arms and wands horizontally 90° at shoulder level; raise arms and wands to cross above head.

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3.4.7.7 HOLD POSITION/STABY





Fully extend arms and wands downward at a 45° angle to the sides. Hold the position until the aircraft is clear for the next maneuver.

3.4.7.8 PROCEED TO NEXT MARSHALLER OR AS DIRECTED BY TOWER/GROUND CONTROL





Point both arms upward, move and extend arms outward to side of body and point with wands to direction of next marshaller or taxi area.

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3.4.7.9 DISPATCH AIRCRAFT





Perform a standard military salute with right hand and/or wand to dispatch the aircraft. Maintain eye contact with the flight crew until the aircraft has begun to taxi.

3.4.7.10 FIRE





Holding right arm straight, move right hand in an exaggerated figure eight (8), or a fanning type motion, from the shoulder to the knee, while at the same time pointing with the left-hand wand to the area of the fire.

At night, use the same process with wands.

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3.4.7.11 SET BRAKES





Raise right hand just above shoulder height with open palm facing forward. Ensuring eye contact with flight crew, close hand into a fist. **DO NOT** move until receipt of thumbs up acknowledgment from flight crew.

3.4.7.12 RELEASE BRAKES





Raise hand just above shoulder height with hand closed in a fist. Ensuring eye contact with flight crew, open palm facing forward. **DO NOT** move until receipt of thumbs up acknowledgment from flight crew.

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3.4.7.13 CHOCKS INSERTED





With arms and wands fully extended above head, move wands inward in a *jabbing* motion until wands touch. Ensure acknowledgement is received from flight crew.

3.4.7.14 CHOCKS REMOVED

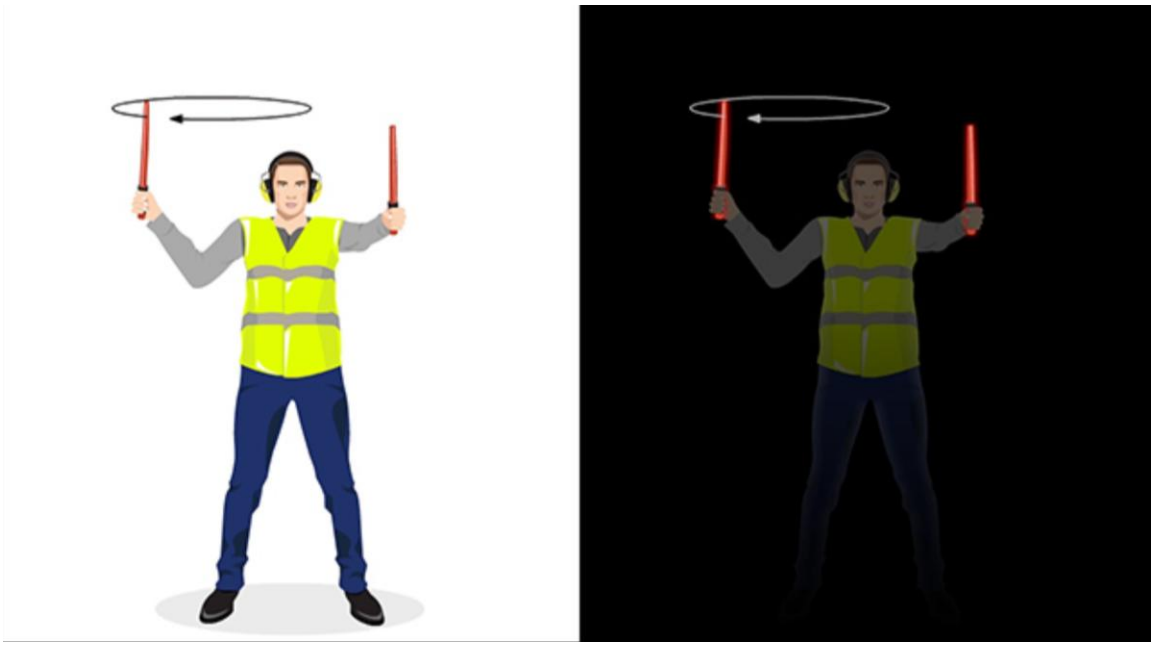




With arms and wands fully extended above head, move wands outward in a jabbing motion. **DO NOT** remove chocks until authorized to do so by flight crew.

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3.4.7.15 START ENGINE



Raise right arm to head level with wand pointing up and make a circular motion with hand; at the same time, with the left arm raised above head level, point to the engine to be started.

3.4.7.16 EMERGENCY ENGINE SHUT DOWN/CUT ENGINES



Extend right arm with wand forward of body at shoulder level, move hand and wand to top of left shoulder and draw wand to top of right shoulder in a slicing motion across throat. Hold left arm above head with closed fist.

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3.4.8 TECHNICAL/SERVICING HAND SIGNALS – GROUND PERSONNEL TO FLIGHT CREW

3.4.8.1 CONNECT TOW BAR



Bring arms above head and grasp forearm with opposite hand.

3.4.8.2 AIR UP



Wave arms up and down from thigh to waist with palms up.

Meaning: Supply pressurized air for engine start.

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3.4.8.3 CONNECT/DISCONNECT POWER



To connect ground power:
Hold arms fully extended above head; open left hand horizontally and move fingertips of right hand up to touch open palm of left hand (forming a “T”). At night, illuminated wands can also be used to form the “T” above the head.



To disconnect ground power:
Hold arms fully extended above head with fingertips of right hand touching open horizontal palm of left hand (forming a “T”) and lower right hand away from the left. **DO NOT** disconnect power until authorized by the flight crew. At night, illuminated wands can also be used to open the “T” above the head.

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3.4.8.4 AFFIRMATIVE/ALL CLEAR





Raise right arm to head level with wand pointing up or display right hand with thumbs up; left arm remains at side by knee.

3.4.8.5 NEGATIVE





Hold right arm straight out at 90° from shoulder and point wand down to ground or display right hand with thumbs down; left hand remains at side by knee.

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3.4.8.6 INTERPHONE





Extend both arms at 90° from body and move hands to cup both ears.

3.4.8.7 DO NOT TOUCH CONTROLS







Raise right hand above head level and close fist or hold wand in horizontal position; left arm remains at side by knee.

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3.4.8.8 OPEN/CLOSE STAIRS

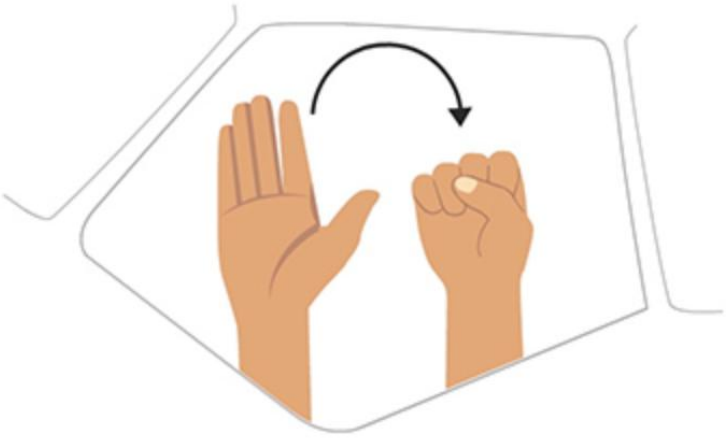


With right arm at side and left arm raised above head at a 45° angle, move right arm in sweeping motion toward top of left shoulder.

NOTE: This signal is intended mainly for aircraft with a set of integral stairs at the front.

3.4.9 TECHNICAL/SERVICING HAND SIGNALS – FLIGHT CREW TO GROUND PERSONNEL

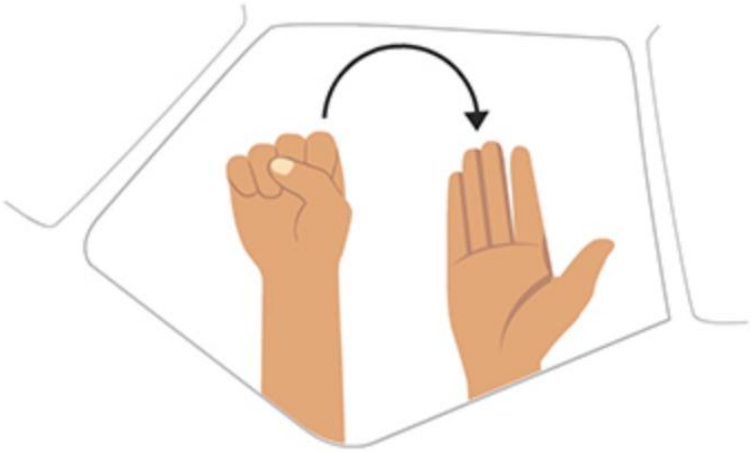
3.4.9.1 BRAKES ENGAGED



Raised arm and hand with palm facing forward and fingers extended in front of face and close hand into a fist.

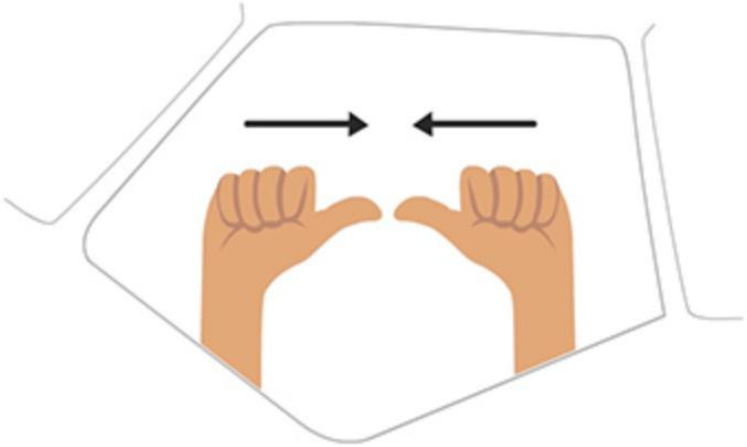
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3.4.9.2 BRAKES RELEASED



Raised arm with fist clenched in front of face; extend fingers to open palm facing forward.

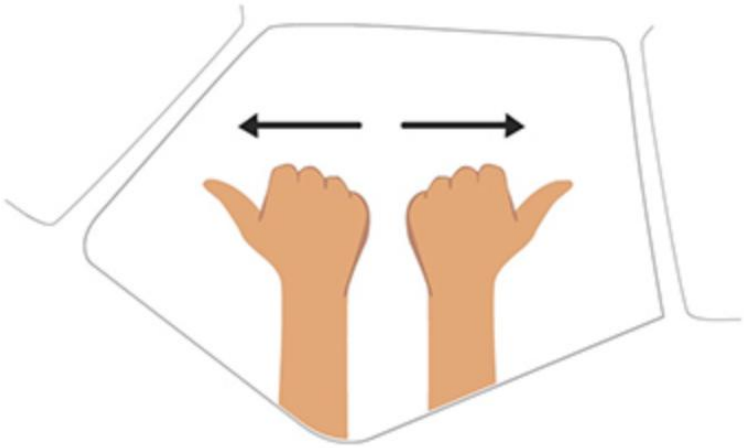
3.4.9.3 INSERT WHEEL CHOCKS



Hands held in front of face, palms facing forward with fingers closed and thumbs extended; move hands inward.

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3.4.9.4 REMOVE WHEEL CHOCKS



Hands held in front of face, palms facing backward with fingers closed and thumbs extended; move hands outward.

3.4.9.5 READY TO START ENGINE(s)



One hand raised with the appropriate number of fingers outstretched to indicate the number of the engine to be started.

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3.4.9.6 ALL CLEAR



One hand raised with closed fingers and thumb extended. Acknowledgement of all ground actions.

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3.5 TOILET SERVICING

3.5.1 INTRODUCTION

The complete procedure for servicing the aircraft toilet waste tank(s) consists of the following three steps:

a) Draining the waste tank(s)
b) Flushing the waste tank(s)
c) Adding an amount of pre-charge and/or concentrated deodorant pre-charge product, as applicable



Caution:

1 Toilet fluids are corrosive.
2 Prior to servicing, inspect the toilet servicing panel on the aircraft for signs of leakage.
3 If any horizontal blue streaks are observed, the blue streak shall be cleaned prior to servicing.
4 After cleaning, look again for signs of leakage.
5 Blue ice build-up at higher altitudes may influence airworthiness. In the case of a possible leak, immediately inform FLY2SKY representative, ground engineer, or the flight crew.

3.5.2 HYGIENE PRECAUTIONS

Toilet servicing operators shall:

a) Wear heavy rubber gloves, full face protection and protective clothing to protect against harmful waste when performing toilet servicing.
b) Ensure toilet servicing equipment is not parked or operated at the potable water fill area.
c) Ensure toilet servicing and potable water servicing are not performed at the same time.
d) Except as provided for above, when potable water servicing is taking place, do not position toilet servicing equipment in the same area as water servicing equipment. Where possible, the toilet service vehicle shall remain outside the ERA until the potable water servicing vehicle has left the ERA.
e) If required to perform potable water servicing and toilet servicing operations in the same shift, assign personnel to perform potable water servicing before toilet servicing, or where it is necessary to perform potable water servicing after toilet servicing, shower and change into clean clothes/overalls and PPE between these tasks.

3.5.3 TOILET SERVICING PROCEDURE

3.5.3.1 GENERAL

Each aircraft type has specific requirements for toilet servicing and the amount of pre-charge and/or concentrated deodorant pre-charge product.

a) Prior to opening a toilet service panel, check for stains around the panel.
b) While opening the service panel, stay clear and watch for signs of leakage.
c) Stay clear of the drain fitting cap while opening and watch for signs of leakage.
d) Ensure the drain hose Y-fitting coupling is connected correctly before the drain valve handle is pulled.
e) Empty the waste tank(s).
f) Flush the waste tank(s) in accordance with operator airline procedures.
g) Pre-charge the tank(s) with the correct quantity of water and disinfectant, as applicable.

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h) Fill the waste tank(s) with the correct amount of water and concentrated deodorant pre-charge product or premixed fluid, as applicable. For aircraft equipped with a conventional toilet system, fill the waste tank(s) with the correct amount of water and pre-charge or concentrated deodorant pre-charge.
i) After servicing, ensure there are no leaks at the drain fitting cap or the end of the drain hose Y-fitting coupling.
j) Close the nozzle tightly to prevent the accumulation of ice during flight and wipe off residual water and disinfectant.
k) After servicing, close and latch the fitting caps and service panel door..

NOTES:

1 Inform aircraft maintenance or flight crew, if:
   a. Fluid leakage is observed.
   b. The drain valve will not open, or the waste tank cannot be drained.
2 Report any spillage of waste to the supervisor.

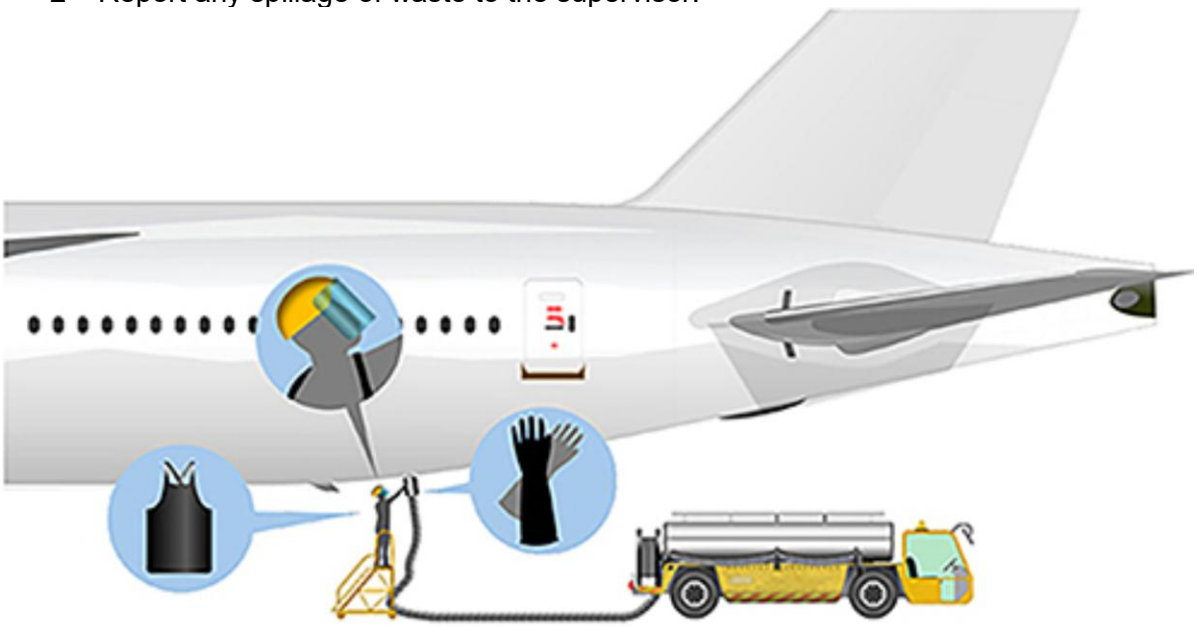


Figure 3.5.3.1—Proper/secure handling of toilet servicing

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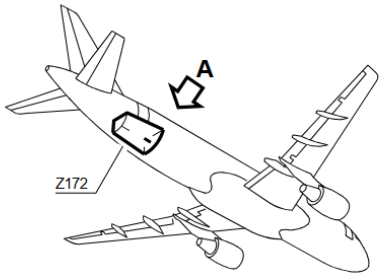
SERVICING OF THE TOILET SYSTEM A32F

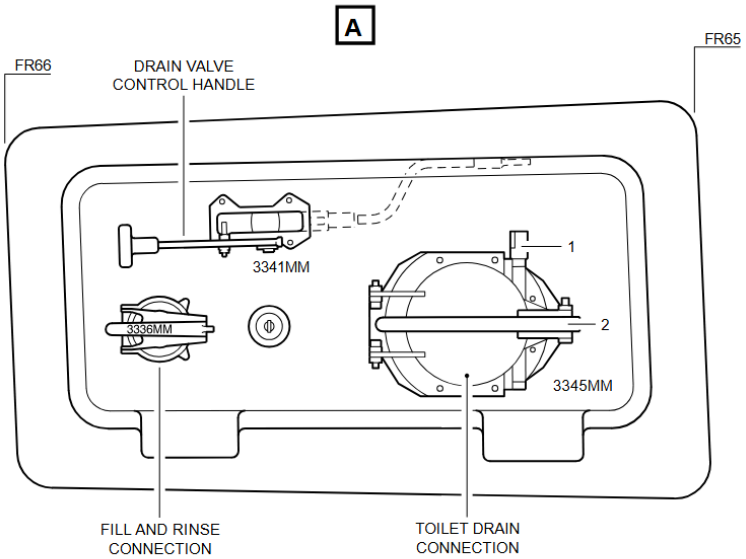
NOTE: ALWAYS USE RUBBER GLOVES WHEN YOU DO WORK:

- On the toilet waste system,
- On parts that have contamination from the waste system.

NOTE: AFTER YOU DO WORK ON THE TOILET WASTE SYSTEM, DO NOT PERFORM SERVICING OF THE POTABLE WATER SYSTEM.

Open these access panels: (See Pic. A)





Do these steps to drain the system:

- Open the cap of the toilet drain connection and the fill and rinse connection.
- Connect the toilet service-vehicle hose adapter and the 4-inch diameter drain hose to the toilet drain connection.
- Push the PUSH TO OPEN lever (1).
- Move the drain valve control-handle 3341MM from the CLOSE to the OPEN position.

Do these steps to flush the system:

- Connect the flush/fill hose (1-inch diameter) of the toilet service vehicle to the fill and
- rinse connection.

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- Operate the toilet service vehicle.
- Flush the waste tank with a maximum of 57 l (15.0577 US gal) of water with
- a maximum pressure of 3.45 bar (50.0380 psi).
- Touch the drain hose and make sure that the fluid is fully drained.
- Stop the operation of the toilet service vehicle.
- Push the drain valve control-handle 3341M to the CLOSE position.

Do these steps to disinfect Waste Holding Tank:

- Use the toilet service vehicle and fill the waste tank with 10 l (2.64 US gal) of disinfectant solution.
- Switch off the toilet service vehicle.
- Disconnect the drain hose and the hose adapter.
- Make sure there are no leaks from the waste drain connection, leaks are not permitted.
- Close the drain cap.
- Disconnect the fill and rinse the hose and let the connection drain completely.
- Close the cap of the fill and rinse the connection.
- Clean all parts of the service panel and nearby area with clear water to remove any contamination that can cause corrosion.
- Dry the service panel and nearby area.
- Close the access panel.
- Make sure that the latches are correctly locked and that the door makes a continuous surface with the skin of the aircraft.

3.5.3.2 DRAINING

a) Drain the aircraft waste system into the waste tank of a toilet service unit.
b) Observe the waste drain hose during draining to confirm that the waste tank is completely emptied. The hose will vibrate for a few seconds as the contents of the waste tank pass into the waste tank of a toilet service unit.

NOTE: Drain the waste tanks one at a time for optimal results.

3.5.3.3 SERVICING DURING FREEZING CONDITIONS

Take the following measures to prevent freezing of the fluid in the aircraft toilet tanks and lines during freezing conditions:

- Drain the waste tanks if the aircraft is parked in the open for several hours without electrical power supply and the temperature is, or is expected to be, below the freezing point, as per operating airline procedures.
- Fill the aircraft toilet system only after electrical power supply has been restored, and as close to flight departure time as possible.
- Ensure the fill line is fully drained before closing the cap to prevent freezing of fluid in the fill line.



Caution:
Do not attempt to remove any frozen substance from the filling port nor service panels. Contact maintenance immediately.

3.5.3.4 INOPERATIVE TOILET SYSTEMS

If defects in the toilet system prevent regular servicing, ask qualified technical personnel, if available, for assistance (e.g., removal of panels).

If no technical personnel are available, inform the flight crew or an airline representative.

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3.6 PORTABLE WATER SERVICING

3.6.1 GENERAL

a) The water used for uplift shall only be used as potable water for the aircraft and shall fully comply with the hygiene and testing requirements detailed in AHM 440 sections 7.5, 8.11.1 and 9.1 and those detailed in GOM 3.6.3.
b) Equipment used shall fully comply with the specifications detailed in AHM 970 for water servicing vehicles or AHM 981 for towed service carts.
c) Records shall be kept of all equipment cleaning and disinfection tasks performed
d) All equipment and facilities used shall be maintained to the highest possible hygiene standards.
e) Only uplift water to aircraft if authorized or requested by FLY2SKY.
f) Replenish the aircraft tank according to FLY2SKY procedure. Any deviation shall be reported to the supervisor or FLY2SKY representative.
g) Potable water servicing and toilet servicing shall not be performed at the same time
h) Airline representatives shall be informed of any issue that may affect (or may have affected) the standard of water uplifted to their aircraft, including contamination incidents, maintenance findings and test failures.

3.6.2 PORTABLE WATER SERVICING PROCEDURES

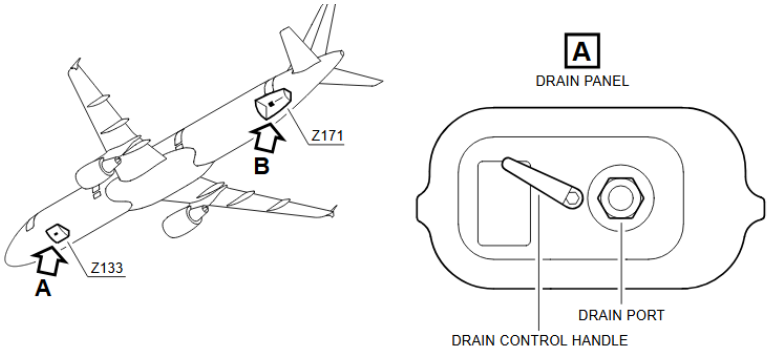
3.6.2.1 FILLING AIRCRFT WATER TANKS

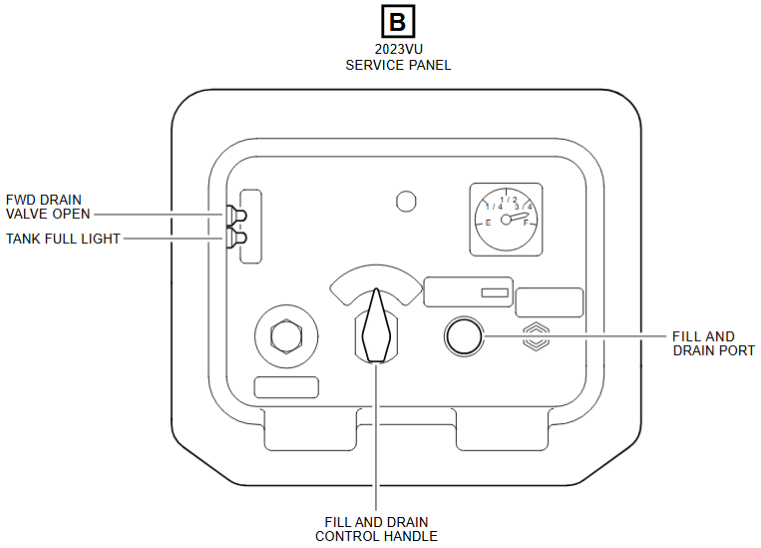
a) Before connecting the aircraft filling hose to the aircraft, flush the hose.
NOTE: The hose needs to be flushed into a bucket or waste container before connecting the hose to the aircraft filling port (not required on consecutive servicing).
b) Do not place hose ends on the ground or in contact with other contaminated surfaces.
c) Hose connectors shall be checked for cleanliness before connecting to the aircraft filling port.
d) The aircraft filling port shall be cleaned before the hose is connected.
NOTE: Cleaning shall be carried out either by wiping with a pre-soaked disinfectant towelette or wiping with a towelette or equivalent that has been soaked with a disinfecting solution. The spray-and-wipe procedure is accepted if sprayed directly onto the towelette. However, personnel shall not spray directly into the aircraft filling port.
e) Fill the water tank(s) to the required level.
NOTE: Each aircraft type has specific requirements for filling and draining.
f) After servicing, disconnect the hose from the aircraft filling port and do not allow any water in the fill line to drain.
g) Ensure there are no leaks at the filling port. Contact maintenance if any leaks are identified.
h) Wipe off residual water and/or residual disinfectant, if any.
i) Close and secure the filling port cap and service panel door.

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SERVICING THE WATER SYSTEM A32F

NOTE: AFTER YOU DO WORK ON THE TOILET WASTE SYSTEM, DO NOT PERFORM SERVICING OF THE POTABLE WATER SYSTEM.





Do these steps to fill the potable water tank:

- Open the potable water fill and drain port on the service panel.
- Connect the fill hose of the CART - SERVICING, *WATER*, POTABLE or *WATER* SOURCE - GROUND to the POTABLE *WATER* FILL AND DRAIN port.
- On the *service* panel 2023VU:
  - Turn the FILL/OVERFLOW/DRAIN handle to the PULL TO FILL position.
  - Then pull it out to the mechanical stop.
- Operate the *water service vehicle* and fill the potable *water* tank until *water* comes from the POTABLE *WATER* OVERFLOW port.
- Operate the water service vehicle and fill the potable water tank until the quantity indicator shows the necessary quantity.
- Stop the *water service vehicle*.
- Push in and then turn the FILL/OVERFLOW/DRAIN handle to the NORMAL position.
- Disconnect the hose of the *water service vehicle* from the fill and drain port.
- Clean and dry the *service* panel and the adjacent area.
- Visually examine the connections for leaks. Leaks are not permitted.

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- Put the cap on the POTABLEWATERFILL AND DRAIN port.
- Close the fill and drain port on the *service* panel.

NOTE: If you do the servicing in cold weather conditions, the FILL AND DRAIN port must stay open as long as possible to drain the residual *water* from the fill and drain line.

3.6.2.2 WATER SERVICING DURING FREEZING CONDITIONS

When instructed by the operating airline, take the following measures to prevent freezing the potable water tanks and lines during freezing conditions:

- Drain the aircraft water tanks.
- Ensure the fill line is fully drained before closing the filling port cap to prevent freezing of fluid inside.
- In case of a frozen fill line or component, personnel should immediately halt the service, close all relevant access points and contact maintenance. Under no circumstances should personnel attempt to thaw or remove the frozen substance manually. Maintenance should use approved thawing methods to prevent damage to the fill line or other equipment.
- Dispose of the water in accordance with airport operator requirements.



Caution:
Keep aircraft cargo hold access doors closed to prevent water lines from freezing when the compartments are not being loaded or unloaded.
Do not attempt to remove any frozen substance from the filling port or service panels. Contact maintenance immediately.

- Before starting potable water servicing in freezing conditions, personnel must inspect hoses, connectors, and fill lines for any signs of ice or frost accumulation that could impede flow. If ice is detected, maintenance should be contacted for thawing or replacement. This precaution helps prevent equipment damage and service delays

3.6.3 PORTABLE WATER HYGIENE REQUIREMENTS

3.6.3.1 FILL POINTS AND WATER CABINETS

a) Daily, weekly and monthly tasks shall be conducted and recorded as per AHM 440 sections 8, 10 and 12.
b) When not in use, hoses shall be secured in a pest-proof enclosure. Hose ends shall be capped, or secured on a dummy connector, or immersed in a receptor filled with a disinfecting solution (permanganate or equivalent). Where caps or dummy connectors are used, they shall be clean and in good condition.
c) Fill points without attached hoses shall be capped.
d) Do not place hose ends on the ground or in contact with other contaminated surfaces.

3.6.3.2 WATER SERVICE VEHICLES AND TOWED SERVICE CARTS

The water service vehicles and towed service carts shall:

a) Be inspected for cleanliness before and after servicing. Water tanks must be free of leaks.
b) Be disinfected at least once per week and deep cleaned at least once per month. These tasks shall be recorded. See AHM 440 sections 8.4 and 8.11.1.
c) Only be filled at a designated potable water fill point using approved hoses and couplings.
d) Only be used to fill aircraft potable water tanks.

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e) Be parked in a designated clean, shaded and secure area when not in use.
f) When staged on or adjacent to parking stands prior to servicing assignments, not be staged adjacent to toilet servicing equipment.
g) When toilet servicing is taking place, not be positioned in the same area as toilet servicing equipment. Where possible, the water service vehicle or towed service cart shall remain outside the ERA until the toilet servicing vehicle has left the ERA.
h) Have the tank drained no later than 24 hours after filling, in accordance with AHM 440 section 6.4.
i) When the equipment is not in use, have the hose ends capped, or secured on a dummy connector, or immersed in a receptor filled with a disinfecting solution (permanganate or equivalent). Where caps or dummy connectors are used, they shall be clean and in good condition.

3.6.3.3 WATER SERVICING PERSONNEL

The water servicing personnel shall:

a) Be dressed in clean working clothes. See AHM 440 section 10.1.
b) Work in a safe and clean manner.
c) If required to perform potable water servicing and toilet servicing operations during the same shift, be assigned to perform potable water servicing before toilet servicing, or where it is necessary to perform potable water servicing after toilet servicing, shower and change into clean clothes/overalls and PPE between these tasks.
d) Either wear single use or disposable gloves while, or wash hands before, carrying out potable water servicing.

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3.7 AIRCRAFT CLEANING AND DISINFECTION

3.7.1 AIRCRAFT CLEANING AND DISINFECTION – GENERAL

a) Aircraft Cleaning
Remove visible dirt and/or particles through mechanical action, normally undertaken on a routine and frequent basis. Cleaning and disinfection can be combined into one process if disinfectants are used during the cleaning.

b) Disinfection/Sanitization/Sanitation
The procedure applies measures taken to control or kill infectious agents on a human or animal body, on a surface, on goods or in/on baggage, cargo, containers, and/or conveyances by direct exposure to chemical or physical agents.

c) Event
An event is an occurrence of suspected or confirmed communicable disease on board an aircraft, or aircraft contaminated with body fluids, or other nonstandard (uncommon) situation necessitating additional cleaning and disinfection.

3.7.2 AIRCRAFT CLEANING INTERVALS

a) Turnaround Cleaning
Cleaning performed on aircraft while on the ground prior to departure within a defined ground time.

b) Transit Cleaning
A type of turnaround cleaning that may be performed with transit passengers on board.

c) Layover/Night-Stop Cleaning
Cleaning performed when the aircraft is on a longer predefined ground time. The cleaning does not involve removal of cabin panels and/or gallery inserts.

d) In-flight Cleaning
Cleaning performed by cabin crew while the aircraft is airborne.

e) Deep Cleaning
Cleaning performed when the aircraft is on a longer predefined ground time. The cleaning may include the removal of cabin panels and/or galley inserts. It includes cleaning performed during maintenance.

NOTE: Cleaning done during aircraft maintenance is not addressed within the scope of this section.

3.7.3 CLEANING AND DISINFECTION PRODUCTS

3.7.3.1 GENERAL

FLY2SKY requires GSP to ensure cleaning and disinfecting products used in operations are airline-approved and based on the aircraft's Original Equipment Manufacturer (OEM) recommendations. This includes following local health organization recommendations and using proper Personal Protective Equipment (PPE). Informed selection and correct use of products are vital in ensuring effective cleaning and disinfection of an aircraft without damaging the aircraft's interior, systems and/or equipment while minimizing the likelihood of transmission of any communicable diseases.

3.7.3.2 PRODUCTION SELECTION

a) Refer to OEM guidance for the most recent recommendations.

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b) Refer to local health authorities for recommendations on products effective against a contagious disease outbreak or pandemic.
c) The ICAO Council Aviation Recovery Taskforce (CART) Takeoff Guidance recommends the use of a 70% isopropyl alcohol (IPA) solution as a disinfectant for the touch surfaces in the cockpit, cabin and cargo holds. Cleaning and disinfection products shall comply with and be certified according to OEM standards and/or industry test standards, such as SAE (Society of Automotive Engineers) International standards:
    a. AMS1452C, Disinfectant, Aircraft, General Purpose (concentrated liquid)
    b. AMS1453A Disinfectant Cleaner for Aircraft Interior General Purpose Liquid (diluted)
    c. AMS1525D Cleaner for Aircraft Exterior Metallic Surfaces, Wipe Solvent, Cold Operations
    d. AMS1526C Cleaner for Aircraft Exterior Surfaces, Water-Miscible, Pressure-Spraying Type

    NOTE: These standards might need to be approved by local authorities, if applicable.
d) Consultation with OEMs before using any disinfection agents that do not comply with SAE standards is required.
e) Refer to the cleaning and disinfection product manufacturer's instructions to ensure the proper application, ventilation and PPE is used.

3.7.3.3 PRODUCT USE

The following recommendations are based on OEM guidelines:

a) It is important that the cleaning and disinfection liquids are used exclusively according to the product specifications and manufacturer safety data sheet (SDS).
b) Use premixed cleaning and disinfection liquids where possible to avoid mixing ratio errors.
c) Special attention must be paid to the application instructions and mixing ratios (e.g., wipe on, wipe off, water rinsing, drying after cleaning).
d) Use only the allowed bottle sizes on board to minimize the risk of spilling the cleaning and disinfection solutions.
e) Do not spray cleaning and disinfection liquids in the cargo compartment. Instead, apply as per the product and/or airline application instructions (e.g., wet wipe on/off).
f) Do not allow cleaning and disinfection liquids to contact critical equipment (e.g., smoke detector, electronic door operation equipment and fire extinguishing discharge nozzle).
g) Disinfectants are flammable. Take precautions around potential sources of ignition, especially hidden sources such as electronic boxes mounted in the cargo compartment.
h) FLY2SKY shall periodically inspect the aircraft interior and cargo holds to ensure there are no long-term effects or damage over time due to frequent use of cleaning and disinfection products. If damage is observed, contact the OEM.

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Caution:

1. Use of non-certified cleaning and disinfection liquids can lead to severe damage to material in the aircraft's interior.
2. Use of cleaning and disinfection liquids in the wrong mixing ratio or using the wrong application method can lead to severe damage to material in the aircraft's interior.
3. Cleaning and disinfectant solutions tend to be oxidizers. The interior of an aircraft contains many materials susceptible to damage from oxidization. Care must be exercised when using cleaning products and disinfectants.
4. Metals used in aircraft construction may corrode upon exposure to cleaning and disinfection products.
5. Safety-critical cables and wires may deteriorate upon exposure and aircraft furnishings may have their fire-resistant properties reduced.
6. Some cleaning and disinfection products, such as IPA, are flammable. Care must be exercised in the aircraft interior, especially near various electric installations and boxes as these are sources of ignition.

3.7.3.4 CLEANING EQUIPMENT

All equipment and materials used to clean aircraft shall be in accordance with FLY2SKY procedures and approved standards.

a) Vacuum Cleaners
Aircraft-powered or battery-powered vacuum cleaners can be used for carpets, air vents, seat arm storage, seat rails, behind-the-seat storage, etc. Manual (nonelectric) carpet sweepers are not an adequate substitute but may be necessary when time is limited, or a large number of passengers remain on board.



Caution:
Do not unplug a vacuum cleaner by pulling on the cord. Pull from the plug.

b) Hand Brushes
Use in areas inaccessible to vacuum cleaners.

c) Chewing Gum Remover
Use to remove chewing gum.

d) Mops and Brooms
Use for cleaning floors and other hard surfaces. Must be clearly identified or color coded for toilet cleaning and general cleaning to avoid cross-contamination (e.g., red/blue for lavatories, yellow for galleys, green for cabin). They shall be separated at all times, including during cleaning activities.

e) Towels and Cloths
According to airline requirements, there are different types for general purpose cleaning and polishing. They must be clearly identified or color coded for toilet cleaning and general cleaning (top-down approach). They shall be kept separated at all times, including during cleaning activities.

f) Absorbent Wipes
Used for mopping up spillages.

g) Hand Sprayers
Used for dispensing detergents and disinfectants.

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h) Runners
Used for floor and/or carpet protection.
i) Soft Rolls and Wipes
Used for wiping up spillages.
j) Buckets
Need to be checked to ensure the cleaning liquid is being replaced regularly.

3.7.4 CLEANING AND DISINFECTION TASKS

The following cleaning and disinfection tasks, including associated checklists, serve as a guideline on how to provide a safe and sanitary operating environment for passengers, crew and cleaning personnel. The tasks provide a framework for airlines, as defined in the following tables:

- Flight deck;
- Galley;
- Cabin crew seats and service/entry door lining panels;
- Lavatories;
- Passenger seating area;
- Crew rest;
- Cargo.

3.7.4.1 CLEANING AND DISINFECTION TASKS – GENERAL

The following cleaning and disinfection tasks serve as a guideline on how to provide a safe and sanitary operating environment for passengers, crew and cleaning personnel.

The tasks, as defined in the following tables, provide a framework for airlines. It is the responsibility of each airline, as per their specific assessments and needs to:

a. Establish which tasks they deem necessary to be completed during an aircraft cleaning interval.
b. Adhere to airline specifications regarding cleaning and disinfection tasks.
c. During a pandemic, it is essential that airlines perform a risk assessment based on regulatory requirements, the airport cleaning plan, and OEM recommendations and then develop mitigation plans, including amending their own existing cleaning and disinfection procedures.
d. Review and update their cleaning matrices based on specific configurations of their aircraft types.
e. For cargo aircraft, clean and disinfect cabin, seating and crew rest areas in the same way as instructed in GOM 3.7.4.5 and GOM 3.7.4.6
f. Monitor high-contact surface areas in aircraft as much as possible; include such areas in the cleaning checklist.
g. Ensure the cleaning and disinfection products are used in the correct mixing ratio according to their application instructions and/or product SDS.
h. Ensure the correct mixing ratio is used for relevant areas as per the SDS. There might be a different mixing ratio for the same product for different areas (e.g., 1:10 for cleaning in cabin surroundings and 1:5 for lavatories and galleys).
i. Ensure the correct application method is used according to the application instructions and/or product SDS (e.g., apply with premoistened wipes or single use wetted cloths).

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j. To avoid contamination on board, cleaning personnel shall carry their own cleaning equipment to avoid unnecessary exchanges of cleaning items between different teams or persons.



Caution:

1. If spraying methods are used, do not spray directly into power supply panels, lighting, vents, interphone, coffeemakers or other electrical systems. Disinfectant shall only be applied using a cloth in these areas.
2. Immediately inform an airline representative if any of these areas are accidentally sprayed.
3. Ensure cleaning and disinfection products are wiped off after application using a slightly moist towel, if required by the SDS. Residues of cleaning and disinfection products left on surfaces (e.g., tables) may lead to severe discoloration and permanent damage of the cabin interior.
4. Ensure a suitable cloth is used for aircraft cabin cleaning.

3.7.4.2 FLIGHT DECK

Tasks	Turn around	Layover
Clean and disinfect the pilot and copilot seats, including armrests, table and seat controls.	☐	☐
Clean and disinfect seat belt buckles.	☐	☐
Clean and disinfect flight controls (e.g., control column).*	☐	☐
Clean and disinfect the sidewall lining and associated controls (e.g., nose wheel steering tiller, display controls, electronic flight bag).*	☐	☐
Clean and disinfect the instrument panel and associated controls (e.g., gear lever).*	☐	☐
Clean and disinfect the glareshield and associated controls (e.g., autopilot, warning/caution buttons).*	☐	☐
Clean and disinfect the sun visors and surrounding area.*	☐	☐
Clean and disinfect the overhead panel, including grips and handles.*	☐	☐
Clean and disinfect the central console, including engine controls, flaps, communication units, etc.*	☐	☐
Clean and disinfect the pilot and copilot headsets.*	☐	☐
Clean the inside of the windshield with the designated product.*	☐	☐
Clean and disinfect the cabin access door (both sides), handle and lock.	☐	☐
Extend, clean and disinfect the folding seats/jump seats and any associated equipment.	☐	☐
Clean down pedals.*	☐	☐
Clean floor, vacuum carpet, empty waste boxes, wipe shelves.	☐	☐

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	**Caution:** a) Frequency of cleaning of the flight deck should account for both separation of the flight deck from the passenger compartment and frequency of crew transitions. b) Adhere to airline-specific procedures regarding cleaning the flight deck (e.g., the cleaning crew may only be permitted to enter the flight deck when flight crew or maintenance personnel is present). c) Cleaning and disinfection fluids for the flight deck can be different from fluids used in the cabin. d) Do not spray disinfectant directly onto panels and screens; it shall be applied with cloth. e) Ensure liquid does not seep into controls. f) Any accidental adjustment of important instruments during the cleaning process must be reported to the flight crew or maintenance personnel. g) Buckets shall not be brought into the cockpit.
NOTE: Cleaning and disinfecting of areas designated with an asterisk (*) above shall be done by personnel specifically trained for flight deck cleaning.	

3.7.4.3 GALLEYS

Tasks	Turn around	Layover
Clean and disinfect worktops, countertops and service tables.	☐	☐
Clean ovens.	☐	☐
Clean coffeemakers.	☐	☐
Clean water boilers.	☐	☐
Clean and disinfect panels and doors.	☐	☐
Clean and disinfect switcher panels and handles.	☐	☐
Empty and clean waste compactors; add waste sac/box, if needed.	☐	☐
Clean and disinfect lockers/drawers.	☐	☐
Clean and disinfect trolley containers and storage.	☐	☐
Clean and disinfect collapsible trolleys.	☐	☐
Drain and disinfect sinks, including taps and drain plug.	☐	☐
Remove trash from bin compartments and clean/disinfect bin area, including flap.	☐	☐
Sweep, mop and disinfect the floor.	☐	☐
	**Caution:** Clean ovens and aluminum surfaces with detergents as per recommended standards.	

3.7.4.4 CABIN CREW SEATS AND SERVICE/ENTRY DOOR LINING PANELS

Tasks	Turn around	Layover
Clean and disinfect each attendant seat, seat belt and surrounding location.	☐	☐
Clean and disinfect cabin crew intercom.	☐	☐

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Empty and clean seat pockets.	☐	☐
Inspect emergency leaflets for damage and clean, disinfect or replace.	☐	☐
Arrange or remove and replace literature and amenities.	☐	☐
Clean and disinfect seat upholstery and remove any evident stains.	☐	☐
Clean and disinfect door frames, including door panels, sills, exit doors and emergency slide covers.	☐	☐

3.7.4.5 LAVATORIES

Tasks	Turn around	Layover
Clean mirrors and windows, if applicable, using authorized glass cleaners.	☐	☐
Ensure all soap dispensers are functional and refilled with liquid soap.	☐	☐
Clean and disinfect soap dispensers.	☐	☐
Clean and disinfect hand basin, handles and steel fittings.	☐	☐
Clean and disinfect sidewall panels and ceiling.	☐	☐
Clean and disinfect shelves.	☐	☐
Clean and disinfect diaper changing table, if available.	☐	☐
Clean and disinfect toilet bowl, shroud, seat and flushing mechanism (lever or button).	☐	☐
Empty waste bin(s) and replace waste bag, if applicable. Clean and disinfect compartment, including flap, before reinstalling bin(s).	☐	☐
Clean and disinfect the floor.	☐	☐
Ensure the toilet compartment is dressed and stocked with amenities required for flight.	☐	☐
Clean and disinfect lavatory door (both sides), including the door lock, knob/lever, grip, door grilles and coat hook(s), if applicable.	☐	☐



Caution:

a) Immediately wipe off any cleaning/disinfectant liquid spills on the surfaces to prevent damage or deterioration.
b) Toilet cleaning shall be performed from top to bottom for hygienic reasons.
c) Use only towels identified specifically for toilet cleaning.
d) Do not reuse mops and towels used for toilet cleaning outside of lavatories.

3.7.4.6 PASSENGER SEATING AREA

NOTE: The passenger seating area includes its surroundings.

Tasks	Turn around	Layover
Use vacuum cleaner to remove loose particles from seats, floors, carpets and curtains after cleaning and disinfecting.	☐	☐
Remove headcovers and pillow covers from seats, if applicable.	☐	☐

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Clean and disinfect cabin windows, window shades, dimmable window controls, if applicable, sidewall lining and ceiling, including air nozzles.	☐	☐
Clean and disinfect magazine racks.	☐	☐
Clean and disinfect interior and exterior of overhead bins, including handles.	☐	☐
Remove all waste from seat pockets, arm rests, back rest pockets, shoe bins and seat lockers, then clean and disinfect.	☐	☐
Remove and replace literature and amenities as needed and arrange according to airline standards.	☐	☐
Clean and disinfect or replace emergency leaflets.	☐	☐
Clean, disinfect and dry both sides of tray tables (including cocktail table, if applicable), and the locking mechanism.	☐	☐
For fabric seat covers, use vacuum cleaner to remove loose particles. For leather seat covers, wipe and ensure seats are dry.	☐	☐
Remove any visible stains on seats or request change of fabric.	☐	☐
Clean and disinfect seat belts and buckles.	☐	☐
Clean and disinfect arm rests, in-flight entertainment (IFE) screens and passenger control units (e.g., reading lights, air nozzles, IFE remote control, seat controls).	☐	☐
Clean and disinfect infant bassinets, extra seat belts and other amenities, if applicable.	☐	☐
Dress the passenger seat to signify clean as per airline standards.	☐	☐
Clean ventilation grids/grilles.	☐	☐



Caution:

a) Be careful while handling disposable bags to avoid sharp objects that may have been disposed of by passengers.
b) If there is a chewing gum stain on the floor or seats, use gum remover to remove the stain rather than sharp objects.
c) For some parts of the aircraft (e.g., closets, doghouse), assistance from Engineering may be requested to remove emergency equipment to enable cleaning and disinfection.

3.7.4.7 CREW REST COMPARTMENTS

N/A for FLY2SKY

3.7.4.8 CARGO HOLD

Tasks	Turn around	Layover
Clean and disinfect cargo hold access door surroundings and door handles for all lower deck cargo holds (FWD, AFT and Bulk), in addition to main deck cargo hold access door for cargo aircraft.	☐	☐
Clean and disinfect cargo loading system panels, including cargo joystick in ceiling and latches, if applicable.	☐	☐
Clean and disinfect all access panels and service access points, including cargo hold access door control panels.	☐	☐
Clean and disinfect door net stanchions, net attachment fittings and tie-down points, if applicable, in bulk compartment.	☐	☐

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Clean and disinfect light switches.	☐	☐



Caution:

a) When cleaning and disinfecting the complete cargo hold, refer to OEM guidance for further clarification of appropriate techniques to be used.

b) Consider cleaning the floor areas of any aircraft compartment where personnel work inside to manually load/unload (e.g., bulk loaded cargo holds).

3.7.5 AIRCRAFT CLEANING AND DISINFECTION DURING A PANDEMIC

3.7.5.1 GENERAL

During a pandemic, all existing cleaning best practices are, in principal, still applicable. However, they need to be revised and amended based on the regulatory requirements, airport cleaning plans, and OEM recommendations to include new measures addressing the threat.

Based on a conducted risk assessment, each airline may implement different cleaning and disinfection schedules, techniques and products, which consider the operational circumstances and duration of the disinfecting effects of the substance(s) used.

3.7.5.2 ACTIONS PRIOR TO CLEANING

To minimize person-generated contaminant concentrations during ground and flight operations, OEMs recommend maximizing total cabin airflow; therefore, care shall be taken to avoid blocking air vents (particularly along the floor).

It is strongly recommended that operators consult with the aircraft OEM for questions specific to an aircraft type. The following are general recommendations for cabin air considerations, although and there may be exceptions for specific aircraft models:

a) The aircraft auxiliary power unit (APU) shall be permitted to be used at the gate/stand to enable the aircraft's air conditioning system to be operated if equivalent filtration from the external PCA is not available.

b) If the aircraft has an air recirculation system but does not have High-Efficiency Particulate Air (HEPA) filters installed, refer to OEM documents or contact the OEM to determine the recirculation system setting.

c) It is recommended that fresh air and recirculation systems be operated to exchange the volume of cabin air before cleaning crews enter the aircraft for cleaning purposes.
   a. For those aircraft with air conditioning, run the air conditioning packs (with bleed air provided by the APU or engines) or supply air via an external PCA source for at least 10 minutes prior to the boarding process, throughout boarding and during disembarkation.
   b. For aircraft with HEPA filters, run the recirculation system to maximize flow through the filters.
   c. For those aircraft without an air conditioning system, keep the aircraft doors open during the turnaround to facilitate cabin air exchange (passenger doors, service door and cargo hold access door), as much as practical.



Caution:
Ensure access doors are only in the open position if there is an appropriate boarding device or other equipment positioned at the door.

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NOTE: Ensure access doors are only in the open position if there is an appropriate boarding device or other equipment positioned at the door.

3.7.5.3 ACTIONS DURING CLEANING AND DISINFECTION

a) Once on board, ventilation systems shall be kept running while cleaning takes place. **NOTE:** In some cases, depending on the technique used for disinfection, regulators may recommend that the air conditioner be turned off during the disinfection operation and the passenger cabin fully ventilated after disinfection.
b) To avoid contamination on board, the cleaning crew shall:
    a. Be assigned specific tasks, as much as possible.
    b. Use different cleaning materials in each task area (e.g., cloths, buckets, brushes, mops), potentially using color coded items.
    c. Carry their own cleaning items on board to avoid unnecessary exchange of cleaning items between different teams/persons.
    d. Use new disposable gloves in each area. Disposable gloves shall not be reused in other sections of the cabin.
    e. Follow the correct sequence of cleaning; for example, from top to bottom or front to back, as relevant (e.g., toilets, galleys, floors).
c) Use disinfection product(s) as per the recommendation in GOM 3.7.3.3
d) Clean and disinfect all defined areas as specified in GOM 3.7.4 by using approved disinfection products as defined in GOM 3.7.3.3 and appropriate cleaning materials/tools such as mopping, wiping, or any other approved methods.

3.7.5.4 ACTIONS AFTER CLEANING AND DISINFECTION

After cleaning and disinfection, ensure cleaning crews disembark with all items for cleaning, including all waste, and that the following provisions are followed:

a) Disposal of waste must be done in accordance with local airport authority regulations.
b) Personnel disembarking the aircraft with waste materials shall wear gloves to protect themselves and dispose of gloves after the disposal process.
c) Keep PBB or steps unobstructed by waste bags.
d) Do not throw waste bags onto the ramp from the aircraft or steps.
e) If any amenities are to be loaded prior to departure, ensure this is done and indicated in the handover documentation.

3.7.5.5 HANDOVER PROCEDURES

When required, a handover protocol should be established, including a record to indicate that the aircraft has been cleaned and disinfected according to the ICAO aircraft disinfection sheet or FLY2SKY procedures.

NOTES: For lost, found, damaged or suspicious items:

a) Do not check/open any items found as the nature of the contents is unknown and has the potential of being harmful/dangerous.
b) Any lost property found must be handed in according to FLY2SKY procedures.
c) Any seat or cabin interior/area found damaged must be reported, as appropriate.
d) Any suspicious item found must be immediately reported as per FLY2SKY procedures.

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3.7.6 CLEANING AND DISINFECTION DURING AN EVENT

3.7.6.1 SUSPECTED OR CONFIRMED CASE PF COMMUNICABLE DISEASE ON BOARD

The following are guidelines for cleaning crews that have to clean an arriving aircraft with a suspected case of communicable disease. During an outbreak of a specific communicable disease, the WHO or the national health authorities may modify or add further procedures to these guidelines:

a) Wear PPE as recommended by the national public health authority.
NOTE: PPE requires appropriate training before use.
b) Remove and discard gloves after cleaning or if they become soiled or damaged.
c) Use only cleaning agents and disinfectants at recommended concentrations and contact times that have been approved by OEMs.
d) Begin cleaning at the top (light and air controls) and proceed downward progressively working from clean to dirty areas.
    a. Surfaces to be cleaned include:
        i. Affected seat
        ii. Adjacent seats in the same row
        iii. Back of seats in the row in front
        iv. Light and air controls
        v. Adjacent walls and windows
        vi. Seatbacks (the plastic and/or metal part)
        vii. IFE video monitor
        viii. Tray tables
        ix. Armrests
        x. Remove seat pocket contents and replace (safety briefing card can be cleaned with approved disinfectant)
    b. Clean lavatory(ies) used by the sick passenger, including:
        i. Door handle
        ii. Locking device
        iii. Faucet
        iv. Wash basin
        v. Adjacent walls
        vi. Counter
        vii. Toilet seat

NOTE: In exceptional circumstances, public health authorities may require additional cleaning.

e) Disinfection of upholstery, carpets, or storage compartments is only indicated when they have been soiled by body fluids. In such cases, use an absorption agent first, if required, clean any visible soil and disinfect before vacuuming to eliminate the risk of re-aerosolization.
f) Wash hands with soap and water immediately after PPE is removed. An alcohol-based hand sanitizer may be used as an alternative if the hands are not visibly soiled.
g) Dispose of soiled material and PPE in a biohazard bag, if available. If not, place it in an intact plastic bag, seal it, and label it as biohazard.
h) Do not use compressed air. It might re-aerosolize infectious material.

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3.7.6.2 AIRCRAFT CONTAMINATED WITH BODY FLUIDS

When contaminated with blood, respiratory secretions, vomit, excretions and other bodily liquid (contaminants), the aircraft cabin shall be disinfected by ground cleaning crew or specially qualified personnel after disembarkation.

The air conditioning unit (ACU) shall be adjusted to ensure full ventilation is completed and then turned off.

Once the air ventilation is finished:

a) Wear disposable gloves and other PPE according to local instructions.
b) Absorb the contaminant(s) into a towel or apply absorbent powder and disinfectant to the contaminants evenly.
   NOTE: Absorbent and disinfectant used must have been tested and approved for the interior material being cleaned.
c) Place the used towel and gloves in a biohazard or other waste bag. When using absorbent powder, remove the coagulated contaminants with portable pickup shovels and place in biohazard waste bags.
d) Clean and disinfect the contaminated area wearing new gloves. It is important to follow the application method and effective contact time as per the OEM SDS.
e) Remove gloves and clean/disinfect hands before removing other PPE in the following order:
   a. Take off protective suits (aprons) and gloves.
   b. For visibly soiled hands, wash with soap and water thoroughly.
   c. Take off goggles and facial mask/shield.
   d. Apply skin disinfection/hand sanitizer to clean hands and other parts of the body that may have been exposed to contaminants.
   e. Place all used PPE and contaminated items in a biohazard waste bag and seal the bag.
   f. Dispose of the biohazard as per local regulations.

NOTE: When cleaning and disinfection was initially performed by cabin crew during flight, they shall inform ground departments at destination to prepare for additional cleaning and/or disinfection, if need be, and disposal of biohazard.

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3.8 CARGO HOLD DISINSECTION

3.8.1 CARGO HOLD DISINSECTION – INTRODUCTION

Aircraft are disinsected to protect countries from the introduction of insects and bacteria, vectors of infectious and contagious diseases. They may be present in the cockpit, in the cabin, in the holds of passenger and cargo aircraft.

Aircraft disinsection requirements are determined by the local health authorities in the country of arrival.

3.8.2 GENERAL PRINCIPLES FOR DISINSECTION

FLY2SKY shall comply with the disinsection requirements demanded by the local health authorities on arrival by applying one of the following methods:

a) The residual disinsection, which consists of spraying a remanent insecticide on the internal surfaces of the aircraft at regular time intervals. This task is usually performed by maintenance personnel.
b) The pre-departure disinsection, which consists of manual spraying an insecticide with spray cans at departure time, whenever required by local health regulation at arrival or when residual disinsection certificate has expired.

The disinsection products used must comply with the standard required by the World Health Organization (WHO). The spray cans, for single use only, have normally 2 stickers for traceability purposes.

NOTE: Refer to operating airline procedures for the number of spray cans to be used per hold, according to the aircraft type, and their disposal.

3.8.3 PRE-DEPARTURE DISINSECTION

When a pre-departure disinsection is required, the following procedures should apply:

a) Carry out spraying just before the cargo hold door is closed. Empty cargo holds should also be sprayed before closing.
b) Where required by operating airline procedure, fix one of the 2 identification stickers to the cap of the aerosol used and keep caps to hand them over to the flight crew before departure.
c) Aerosols must be discharged into each cargo hold in such a manner as to ensure that all parts of the cargo hold have been disinsected.
d) Do not spray directly onto smoke detectors.



Caution:
Flight crew should be advised when the cargo hold is about to be sprayed. Spraying can trigger smoke detectors.

e) When a dedicated support device for spray cans is attached to the cargo hold bulkhead, place the spray can into it with the nozzle orientated toward the hold.
f) Immediately close the cargo hold access door after spraying.
g) In case of cargo hold reopening, repeat treatment.
h) Where required by operating airline procedure, hand the caps over to the flight crew. Refer to FLY2SKY procedures for more information.
NOTES:

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1. Whenever animals are transported in the hold, refer to specific FLY2SKY procedures.
2. Upon arrival, the spray cans shall be handed over to the local health authorities or handled in accordance with local procedures.

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3.9 SAFETY DURING DE-ICING/ANTI-ICING OPERATIONS

3.9.1 SAFETY DURING AIRCRAFT DE-ICING/ANTI-ICING OPERATIONS – GENERAL

No aircraft shall attempt take-off when frozen or freezing contamination is present on or adhering to the wings, propellers, control surfaces or other critical surfaces. This is known as the ICAO Clean Aircraft Concept. Compliance with this requirement can be achieved by appropriate use of anti-icing or de-icing procedures, or where necessary a combination of both.

Detailed procedures and requirements for de-icing and anti-icing can be found in SAE AS 6285 Aircraft Ground De-icing/Anti-Icing Processes and other relevant SAE documents.

The term de-icing will be used throughout this section but should also be considered to refer to the anti-icing process.

De-icing operations shall be performed with extreme caution to prevent injury to personnel and damage to aircraft and equipment. De-icing is not permitted during the fuelling process.

3.9.2 PERSONNEL SAFETY

Refer to GOM 11.10.1

NOTE: Refer to GOM 3.3.2 for detailed safety precautions for ramp operations in winter conditions.

3.9.3 OPEN BASKET OPERATIONS

Refer to GOM 11.10.2

3.9.4 CLOSED BASKET OPERATIONS

Refer to GOM 11.10.3

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4 AIRCRAFT TURAROUND

4.1 AIRCRAFT ARRIVAL

GRH 3.2.3

4.1.1 ACTIONS PRIOR TO AIRCRAFT ARRIVAL

GRH 3.2.2

The ground staff member responsible for arrival operations shall:

a) Ensure that the required ground personnel are present, including any additional personnel (i.e., wing walker; see GOM 4.1.2 (b) for wing walker positioning during aircraft arrival).
b) Ensure all persons involved with the aircraft arrival and post-arrival handling/servicing are briefed on safety and operational requirements relevant to their functions. Examples may include:
    a. Pre-arrival task allocations, e.g., GSE checks & preparation, FOD checks.
    b. Task allocation, e.g., chocks & cones positioning, wing walker, GSE operation.
    c. Aircraft arrival process safety awareness, e.g., placement of nose landing gear chocks, connection of headset/establishment of communication with flight deck, connection of the ground power unit (GPU) and the fixed power unit (FPU), positioning of GSE and personnel prior to and during aircraft arrival, clearances to approach the aircraft.
    d. Non-standard processes that may be required (e.g., unserviceable anti-collision light, hot brakes) after aircraft arrival.
    e. Aircraft defects that may affect ground handling operations, e.g., defects to In-plane loading systems.
    f. Specific unloading, equipment positioning and operating requirements, e.g., sequential hold unloading, unloading and delivery prioritization.
c) Conduct a foreign object debris (FOD) check of the entire stand, removing all debris prior to aircraft arrival and ensure stand remains clear of FOD.
d) Ensure the stand surface condition is sufficiently free of ice, snow, etc., to ensure safe aircraft movement.
e) Ensure all required ground support equipment (GSE), chocks and safety cones are available and serviceable, and are positioned well clear of the aircraft path, outside the equipment restraint area (ERA)/engine danger area. See GOM 3.1.2.1 and GOM 3.1.2.3).
f) If applicable, pre-position GPU. See GOM 4.1.4.1.
g) Where a headset will be used for communication with flight crew, ensure it is serviceable/sufficiently charged.
h) If responsible to do so (e.g., aircraft docking guidance system is not activated by airport operator), activate the aircraft docking guidance system after it is confirmed that conditions are safe to accept the aircraft. Where an aircraft docking guidance system is not available/in use, ensure that a marshaller is in position.
i) Prior to and during aircraft arrival, all personnel shall remain well clear of the arriving aircraft and its maneuvering path, outside the ERA/engine danger areas (see GOM 3.1.2.1 and GOM 3.1.2.3).

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Exception: Personnel performing the functions of marshaller and/or wing walker(s) may be required to be inside the ERA during aircraft arrival. In such cases, they shall remain clear of the aircraft manoeuvring path and engine danger area.

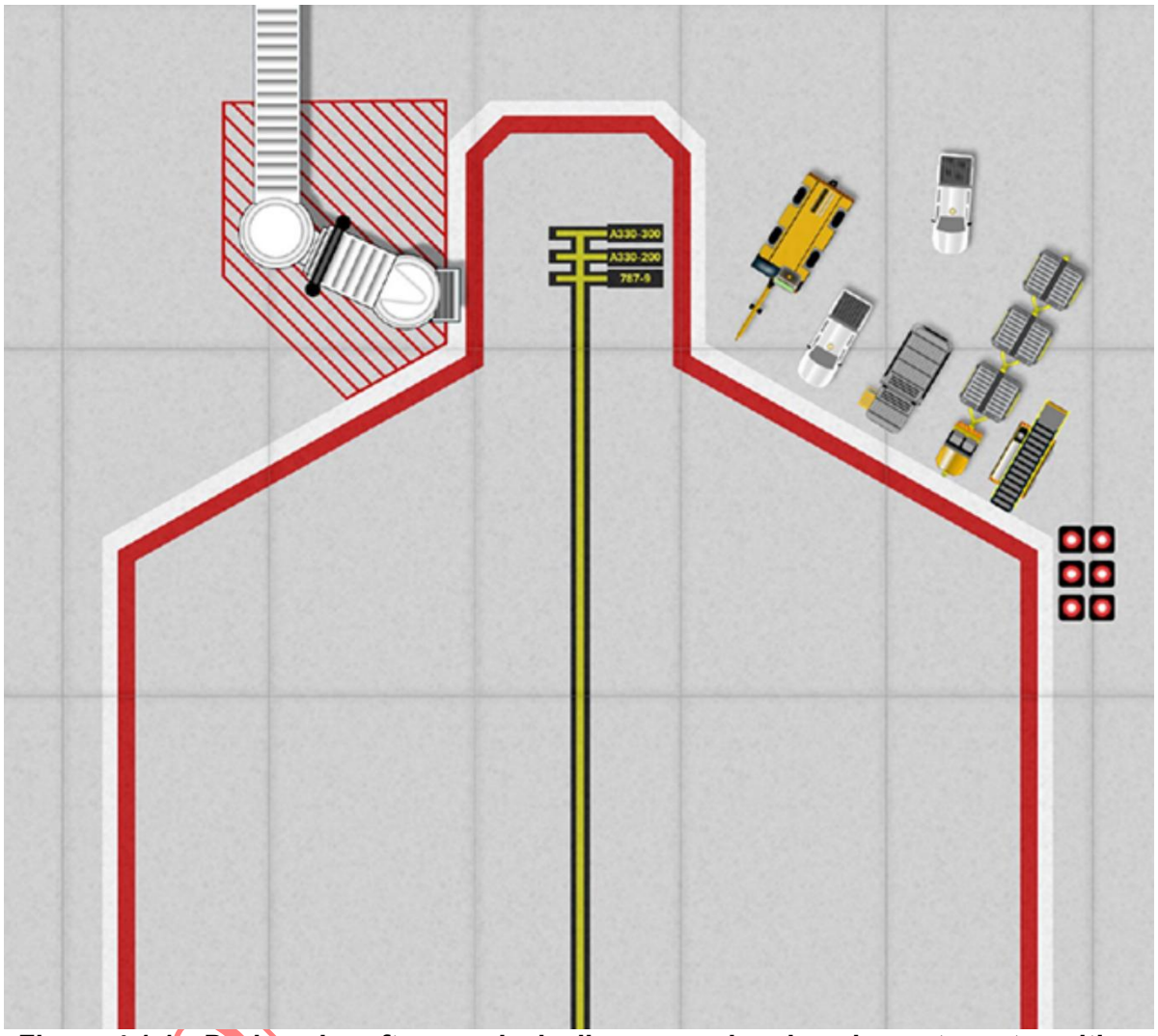


Figure 4.1.1—During aircraft pre-arrival, all personnel and equipment must position well clear of the aircraft's path

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4.1.2 ACTIONS DURING AIRCRAFT ARRIVAL

GRH 3.2.2

For a standard arrival at a stand without an automated guide-in system or at an open ramp:

a) As the aircraft approaches the stand area, the marshaller points to the guide-in line on the ramp to be followed by the aircraft by standing at the top of the guide-in line and giving the “Identify Gate/Stand” signal. See GOM 3.4.7.1. ing walkers, if required, will be positioned approximately 1 m (3 ft.) outside the path of the wingtips. Wing walkers shall maintain visual contact with the marshaller until the aircraft has come to a complete stop. See diagram in GOM 4.1.2 for positioning of wing walker during aircraft arrival on stand.

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b) While the aircraft taxies along the guide-in line, the marshaller gives the “Continue to Taxi Straight Ahead” signal with marshalling wands. See GOM 3.4.7.2.
c) The nose wheel should follow the guide-in line all the way to the appropriate stop point. Use the “Turn Left (from the flight crew's point of view)” or “Turn Right (from the flight crew's point of view)” signals to correct the track of the aircraft as required. (See GOM 3.4.7.4 and 3.4.7.5).
d) If at any time during the aircraft movement the marshaller is unsure or identifies an imminent danger, signal the aircraft to “STOP” (see GOM 3.4.7.6).
e) If at any time during the aircraft movement the wing walkers are unsure or identify an imminent danger, signal the marshaller with the “STOP” signal (see GOM 3.4.7.6).
f) As the aircraft approaches the stop position, use the “Slow Down” signal, if required (see GOM 3.4.7.3). As the nose wheel reaches the stop point, slowly cross the wands in the “STOP” signal (see GOM 3.4.7.6).

For a standard arrival at a stand with an automated guide-in system:

a) The ground staff member responsible for aircraft arrival operations shall verify that the correct aircraft has been selected for the arrival and the equipment is operational.
b) The agent responsible for staffing the emergency stop button shall be positioned with an unobstructed view of the arriving aircraft and within reach of the system to stop the aircraft in the event it is needed. It is essential to maintain a continuous unobstructed view between the agent responsible for staffing the emergency stop button and the ground personnel ensuring clearance (e.g., wing walker).
c) If the emergency stop is activated, and only after verification by the ground staff member operating the aircraft docking guidance system that the risk is no longer there, the system can be reactivated. If not, standard aircraft arrival procedures shall be used.
d) Wing walkers, if required, will be positioned approximately 1 m (3 ft) outside the path of the wingtips. Wing walkers shall maintain visual contact with the agent responsible for aircraft arrival operations until the aircraft has come to a complete stop. See diagram in Figure 4.1.2 for positioning of wing walker during aircraft arrival on stand.

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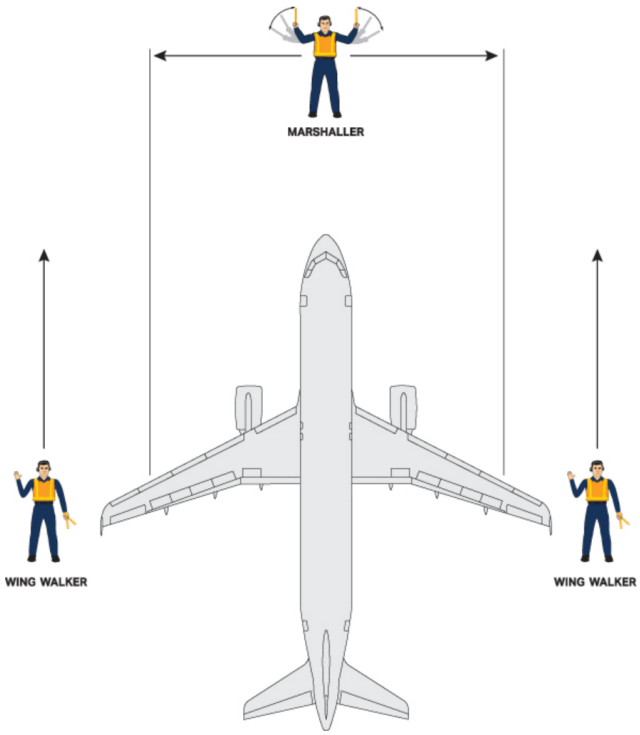


Figure 4.1.2—Wing Walker Positioning for Aircraft Arrival

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4.1.3 ACTIONS AFTER AIRCRAFT ARRIVAL

GRH 3.2.3

Caution:
When an aircraft arrives with anti-collision light not illuminated, ground personnel will not be aware whether flight crew wish to warn the ground personnel not to approach aircraft. In such situations follow the procedures defined in GOM 4.1.3.2.

4.1.3.1 STANDARD ARRIVAL PROCEDURES

Upon aircraft stopping:

a) Position wheel chocks at the nose landing gear (NLG) wheels as per GOM 4.2.1.
b) Position and connect the GPU or FPU, if required and permitted, before engine shutdown in accordance with GOM 4.1.4.1.

NOTE: Where local regulations or procedures do not permit the chocking of the nose landing gear and connection of GPU/FPU prior to engine shut down and anti-collision lights being switched off (other than arrival with inoperative APU), the above actions shall take place immediately after engine shut down and anti-collision lights being switched off, and prior to any other activity taking place around the aircraft.

After the engines have been shut down, are spooling down, and anti-collision lights have been switched off:

a) The ground staff member responsible for aircraft arrival operations shall give clearance for placement of the remaining wheel chocks, safety cones and connection of the GPU/FPU if not previously connected.
b) Remaining wheel chocks shall be placed in accordance with GOM 4.2.1, and verbal/visual confirmation shall be given to the flight crew. Visual confirmation may be via hand signals or automation (e.g., aircraft docking guidance system).
c) If a passenger boarding bridge (PBB) is used, it shall be positioned onto the aircraft after an inspection has been carried out to confirm there is no damage to the cabin access door and surrounding area.
d) Safety cones shall be placed in accordance with GOM 4.3.1. After placement, GSE may enter the ERA to initially approach the aircraft.

Caution:
If anti-collision lights are not switched off, or if the ground personnel responsible for the arrival notices any abnormal situation, do not continue with the standard arrival procedure described in point (b) under GOM 4.1.3.1. In such situations follow the procedures defined in GOM 4.1.3.2.

NOTE: Spooling down of an engine can be identified as follows: reduced engine noise, visible fan speed reduction, lack of exhaust heat or thrust plume.

Conduct an arrival walkaround to inspect for damage to the following parts of the aircraft:

a) All cargo hold access doors
b) All access panels and servicing access points
c) Aircraft fuselage
d) Aircraft engine cowlings/propellers
e) All cabin access doors, including service doors.

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Give clearance for GSE to position at the aircraft. Clearance may be given for individual GSE after the applicable servicing position and its surrounding area has been inspected.

NOTE: If any damage is found, report it immediately to a supervisor and do not approach the aircraft with any GSE in the area where the damage has been found. The Supervisor shall promptly photograph any identified damage and immediately verbally inform the Pilot-in-Command (PIC), presenting the image(s) for review. A detailed report must be submitted via the Centrik system as soon as practicable by the Supervisor. If the damage is confirmed to be recorded in the Dent and Buckle Chart, and with the captain's approval, ground support equipment (GSE) may then be positioned accordingly.

4.1.3.2 NON-STANDARD ARRIVAL PROCEDURES

Non-Standard arrival procedures cover cases of anti-collision light not illuminated during arrival, anti-collision light kept ON after arrival, inoperative APU, hot brakes and all cases where the ground staff member sponsible for arrival deems necessary to contact the crew prior to giving clearance for placement of chocks on the MLG and safety cones.

When the anti-collision light is not illuminated during arrival:

1. Upon aircraft stopping, position wheel chocks at the nose landing gear (NLG) wheels as per GOM 4.2.1. Position and connect the GPU or FPU, if required and permitted, before engine shutdown and as per with GOM 4.1.4.1.
2. Do not give clearance to position main landing gear chocks and safety cones.
3. Establish communication with the flight crew to assess the situation:
    a. If flight crew gives authorization, resume the arrival procedure according to GOM 4.1.3.1 (b).
    b. If flight crew indicates an issue (e.g., inoperative APU, hot brakes), follow the procedures as per item (c), (d) or (e) (as applicable).

When anti-collision light is kept ON after arrival:

1. Upon aircraft stopping, position wheel chocks at the nose landing gear (NLG) wheels as per GOM 4.2.1. Position and connect the GPU or FPU if required and permitted, before engine shutdown as per GOM 4.1.4.1.
2. If the Anti-Collision light is not switched OFF, do not give clearance to position main landing gear (MLG) chocks and safety cones.
3. Establish communication with the flight crew to assess the situation.
4. Follow the relevant arrival procedure according to flight crew explanation.

Inoperative APU:

1. Upon aircraft stopping, position wheel chocks at the nose landing gear (NLG) wheels as per GOM 4.2.1
   NOTE: Ground personnel shall never approach the engine danger areas.
2. Position and connect the GPU or FPU, before engine shutdown in accordance with GOM 4.1.4.1.
3. After the engines have been shut down and are spooling down, and anti-collision lights have been switched off, resume the arrival procedure as per GOM 4.1.3.1 (b).



Caution:
When the ground staff member responsible for arrival operations is aware of the inoperative APU before the aircraft arrives, this shall be highlighted as part of pre-arrival briefing.

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Hot Brakes:

1. Upon aircraft stopping, position wheel chocks at the nose landing gear (NLG) wheels as per GOM 4.2.1. Position and connect the GPU or FPU, if required and permitted, before engine shutdown, as per GOM 4.1.4.1.
2. Where the flight crew is aware of the hot brake situation and leave the anti-collision light ON, or in case ground personnel notice brake overheat by fumes or smoke coming from the brakes, do not give clearance to position main landing gear chocks and safety cones.
3. Ensure other ground personnel do not approach the aircraft and arrival activities do not continue.
4. Establish communication with the flight crew to assess the situation and, if requested, arrange for ACU or dedicated brake cooling equipment.
   NOTE: Further assessment or action may be required (e.g., attendance of maintenance personnel and/or emergency services).
5. Once clearance is received from the flight crew, resume the arrival procedure as per GOM 4.1.3.1 (b).



Danger:
Be very careful when there is brake overheat and/or landing gear fire. There is risk of tire explosion and/or wheel rim burst that can cause injury or death. Personnel positioning main gear chocks shall approach the landing gear with extreme caution from an oblique angle, as shown in Figure 4.1.3.2.

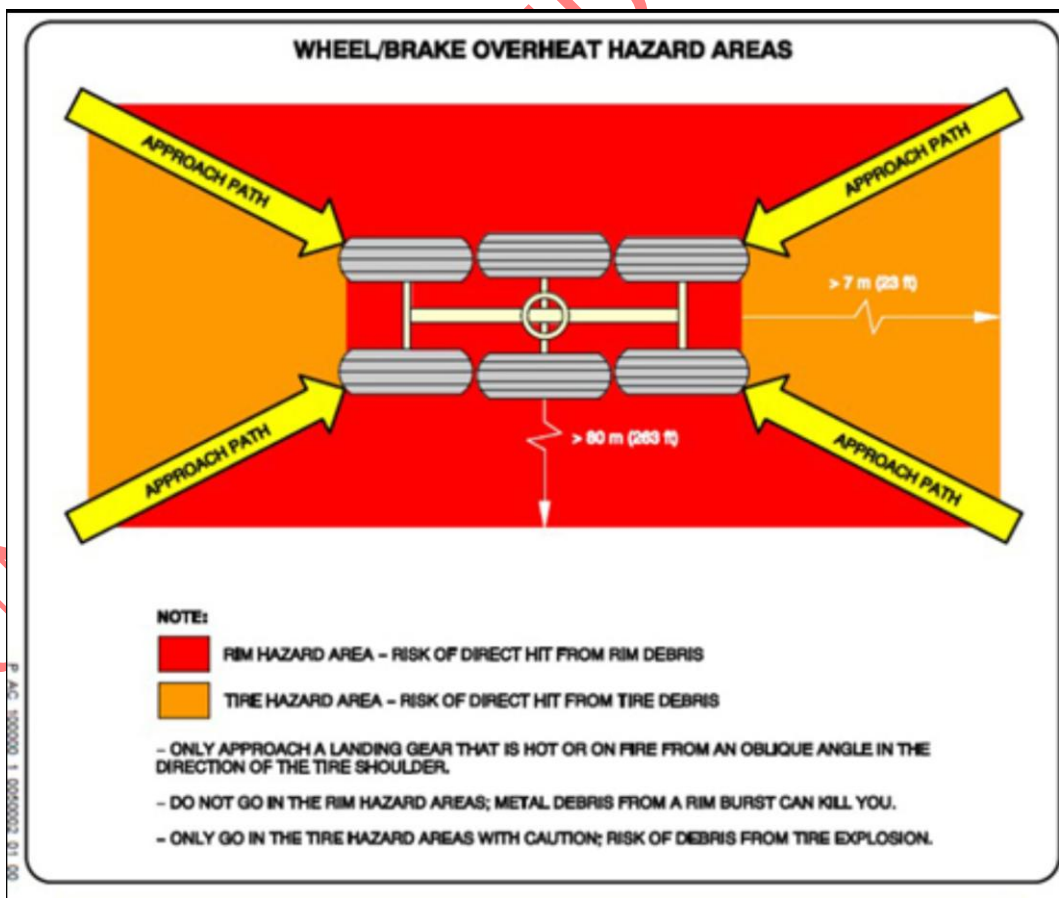


Figure 4.1.3.2—Approaching overheated landing gear

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In all other non-standard arrival situations where the ground staff member ponsible for aircraft arrival operations deems it necessary to contact the flight crew:

1. Do not give clearance to position main landing gear chocks and safety cones.
2. Ensure the other ground personnel do not approach the aircraft and arrival activities do not continue.
3. Follow the flight crew instructions.



Danger:
Non-compliance with non-standard arrival procedures can lead to injuries and fatality.

4.1.4 GROUND SUPPORT EQUIPMENT FOR ARRIVING AIRCRAFT

4.1.4.1 GROUND POWER UNIT AND FIXED POWER UNIT

a) It is permitted to pre-position a Ground Power Unit (GPU) inside the ERA, provided it is in a marked GPU parking position with the parking brake set or wheel chocks in place, as applicable.

b) If the GPU is not pre-positioned, position the GPU on the appropriate side of the aircraft as shown in Figure 4.1.4.1 (example of GPU positioning) with the parking brake set or wheel chocks in place, as applicable.



Danger:
Ground personnel and/or equipment shall stay clear of the engine intake and blast areas. If the GPU is towed to its position, extreme caution shall be taken during positioning.

c) FPU and leads shall be fully stowed/retracted during aircraft arrival as per the system design.
NOTE: Where the FPU is attached to the PBB, the PBB shall be maneuverer to allow for connection of the power cables to the aircraft.

d) Only connect GPU(s)/FPU(s) if required/requested by the operating airline.

e) Before connecting to the aircraft, check the aircraft receptacles, lead(s) and plug(s) to ensure they are clean and undamaged, with no sign of excessive wear or electrical burning to the contacts.

f) Do not energize the GPU/FPU power output until the unit is connected to the aircraft.

g) Connect the external power sources according to operating airline procedures, including the number of supplies, required output, sockets to be used, etc. Advise the flight crew of any discrepancies.

h) Attach the power lead lanyards to the aircraft attachment point, where fitted.

i) Request approval from flight deck before turning off and disconnecting the GPU/FPU cables. Do not connect/disconnect GPU/FPU during aircraft fueling.

j) Turn off the GPU/FPU power output before disconnecting the cable(s).

k) Always disconnect and stow the GPU power cables BEFORE connecting a tow tractor to the GPU.

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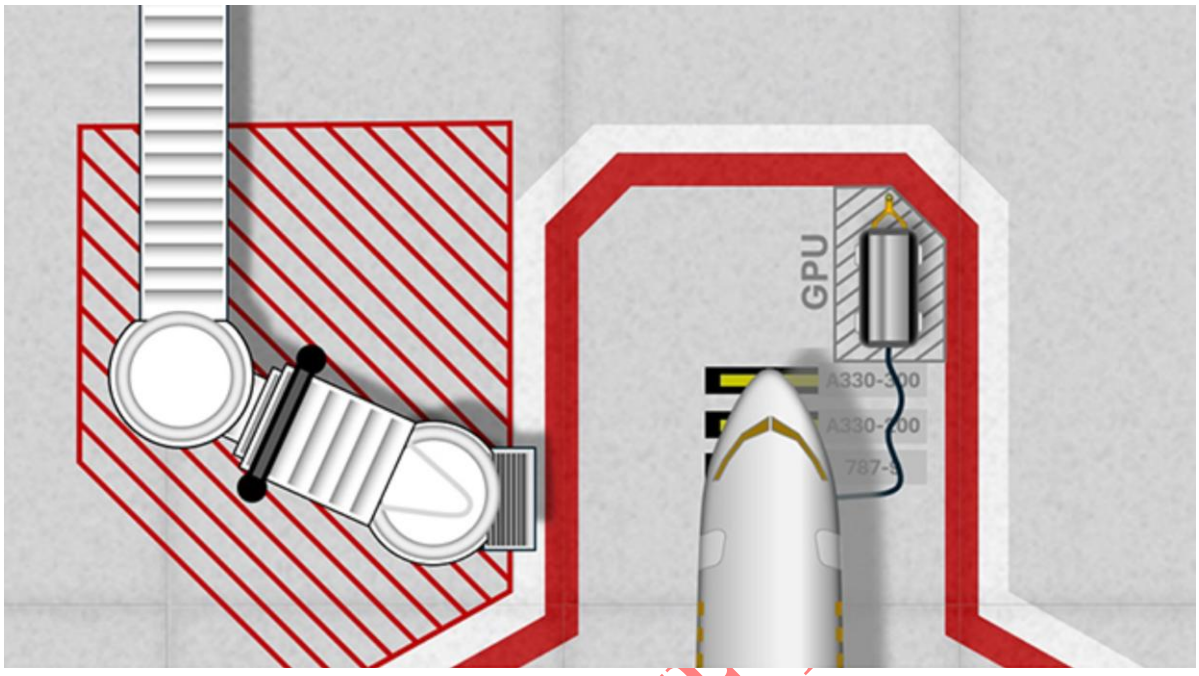


Figure 4.1.4.1—Sample GPU positioning

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4.1.4.2 COOLING/HEATING UNITS AND PRECONDITIONED AIR



Danger:
Before supplying air from an external source, make sure at least one cabin access door is open and remains open during air unit operation, as per FLY2SKY procedures.
Make sure a motorized ground air supply unit is not near the aircraft. The engine exhaust pipe of the unit shall point away from the aircraft. Heat from the unit's exhaust can cause damage to the aircraft structure.

As part of the fuel conservation program of most airlines, preconditioned air (PCA) is required at all airports that provide on-stand PCA.

Refer to the FLY2SKY instructions for the location of the PCA access panel, specific flow rate and pressure requirements on the specific aircraft type. If required in accordance with FLY2SKY procedures, inform the flight crew or engineer before connecting or disconnecting PCA to/from the aircraft.

NOTE: Make sure there is no blockage of the PCA hose.

To connect PCA:

a) Open the access panel.
b) Connect the ground PCA unit to the aircraft.
c) Start up the ground PCA unit.
d) On the ground PCA unit, select the desired cooling or heating settings (air temperature and flow rate) and position the selector in the appropriate position.

To disconnect PCA:

a) Shut down the ground PCA unit.
b) Disconnect the ground PCA unit from the aircraft.
c) Close the access panel.
d) Retract the PCA hose to the fully stowed and secured position.

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4.2. AIRCRAFT CHOKING

GRH 3.2.3

4.2.1 WHEEL CHOCK PLACEMENT

a) Make sure the required number of serviceable chocks are available, considering the aircraft type and weather conditions.
b) Chocks shall be kept clear of the guide-in line and in a safe area away from arriving aircraft and engine danger areas.
c) Wait for aircraft to come to a complete stop before approaching the aircraft to position chocks.
d) One designated ground staff member will immediately place chocks forward and aft of the nose gear if the aircraft type allows and according to the diagrams in GOM 4.2.2. This is the first action to take place around the arriving aircraft and shall be completed before any other activity takes place.
e) Before approaching the main gear, wait until:
    a. Engines have been shut down and are spooling down
    b. Anti-collision lights are switched off.
    c. Clearance to approach the aircraft has been given by the personnel responsible for the arrival operation.
f) Walk towards the main gear in a path parallel to the fuselage, avoiding engine intake areas.
g) Place chocks forward and aft of both main gears in accordance with the normal operation chock placement diagram. See GOM 4.2.2.1.
    NOTES:
        1. If the number of chocks is limited, after the first main gear has been chocked, and provided the aircraft parking brake is applied, the nose gear chocks may be removed and positioned at the second main gear.
        2. When both main landing gears (MLG) are chocked simultaneously, chocks positioned on NLG may be removed or left in place until departure.Notify the flight crew that the chocks are inserted.
h) Notify the flight crew that the chocks are inserted
    NOTE: When the aircraft is parked on a slope, the chock on the down-slope side should just touch the wheels and the chock on the up-slope should not touch the wheels.

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4.2.2 CHOCK PLACEMENT DIAGRAMS

4.2.2.1 NORMAL CHOCK PLACEMENT DIAGRAS

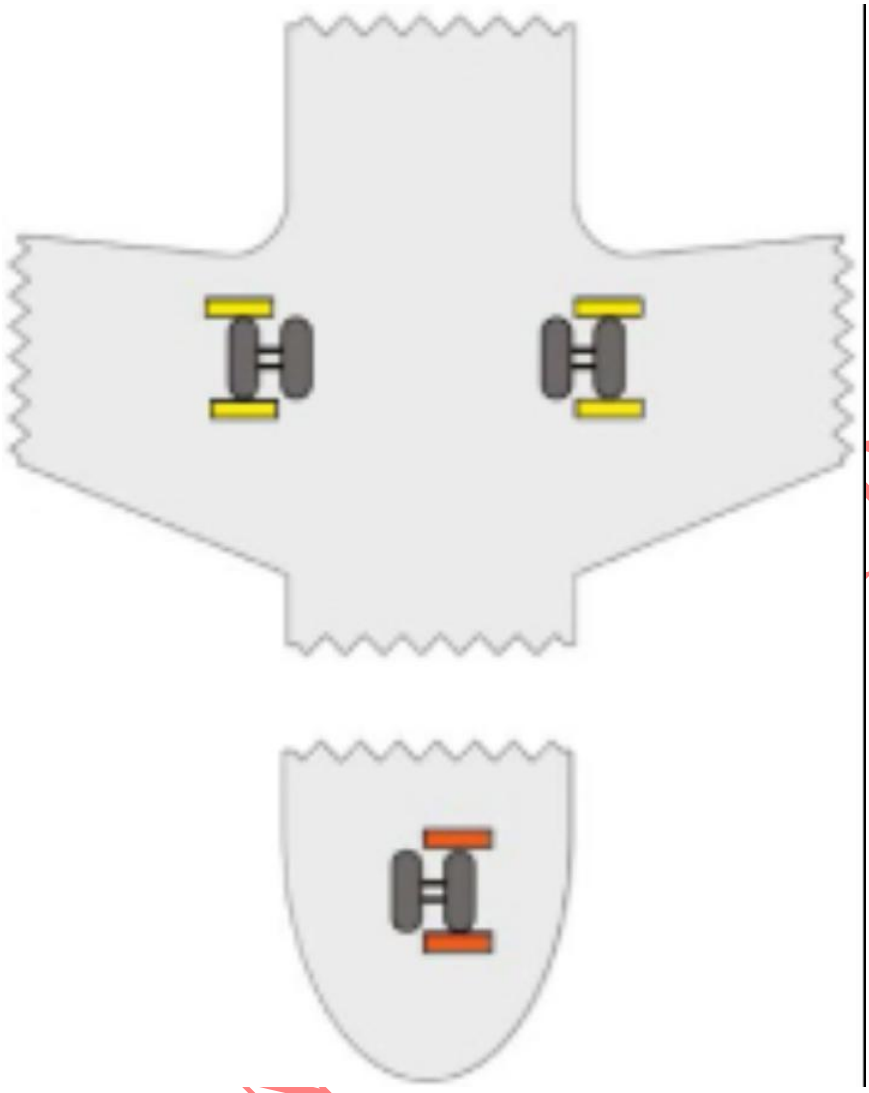


Figure 4.2.2.1—Normal Chock placement by aircraft gear type

NOTE: Chocks should be positioned on the outer wheel(s).

Legend:

Mandatory chocks

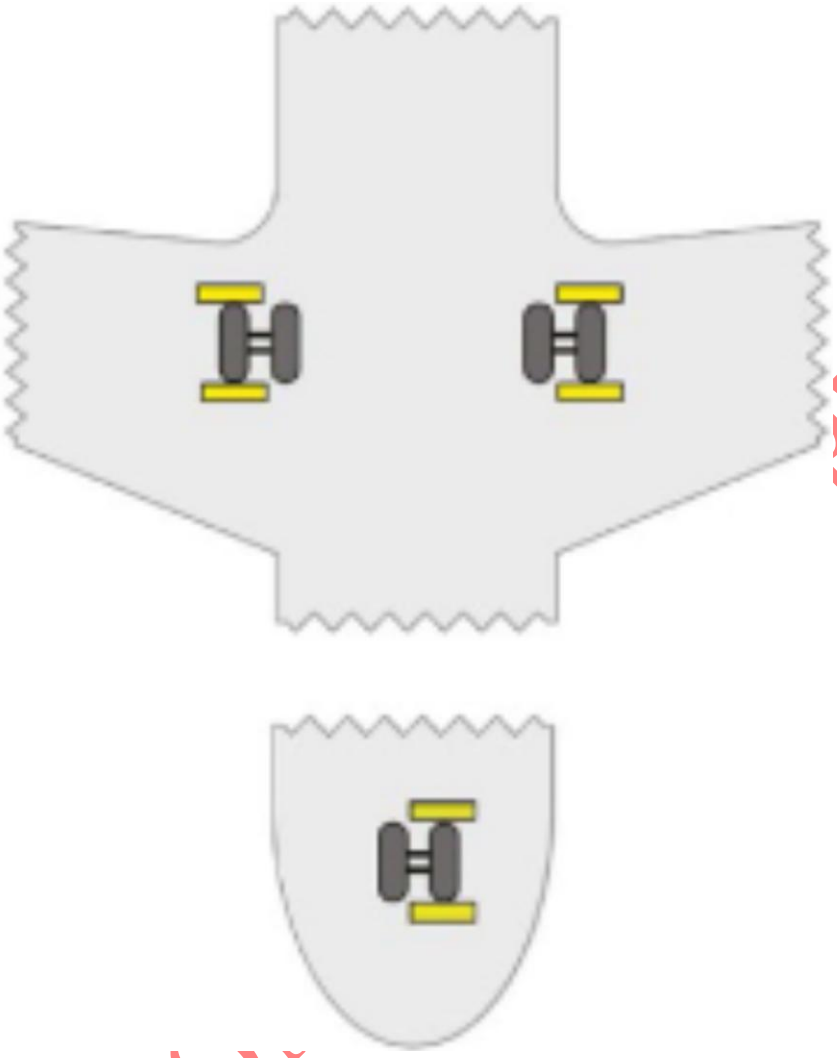
Temporary chocks (mandatory on arrival; they may be left in place or removed provided both MLG are chocked).

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4.2.2.2 ENHANCED CHOCK PLACEMENT DIAGRAMS

Enhanced chock placement covers cases of high winds, night stops, or parking out of service. During high wind conditions, ensure the aircraft parking brake is set by coordination with maintenance personnel.



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Figure 4.2.2.2—Enhanced chock placement by aircraft gear type

NOTE: Chocks should be positioned on the outer wheel(s).

Legend:

Mandatory chocks

4.2.3 REGIONAL AIRCRAFT CHOCKING

N/A for FLY2SKY

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4.3 AIRCRAFT CONING

GRH 3.2.3

4.3.1 SAFETY CONE PLACEMENT AND REMOVAL

Safety cones are a caution sign for operators/drivers to maintain required safety clearances. Cones protect parts of the aircraft against collision by GSE.

a) Prior to arrival of the aircraft, make sure there are sufficient serviceable safety cones to protect the aircraft type to be handled.
b) Approach the aircraft to position cones only when all the following criteria are met:
    a. Aircraft has come to a complete stop
    b. Engines have been shut down and are spooling down
    c. Anti-collision lights are switched off
    d. Aircraft has been chocked

NOTE: Spooling down of an engine can be identified as follows:

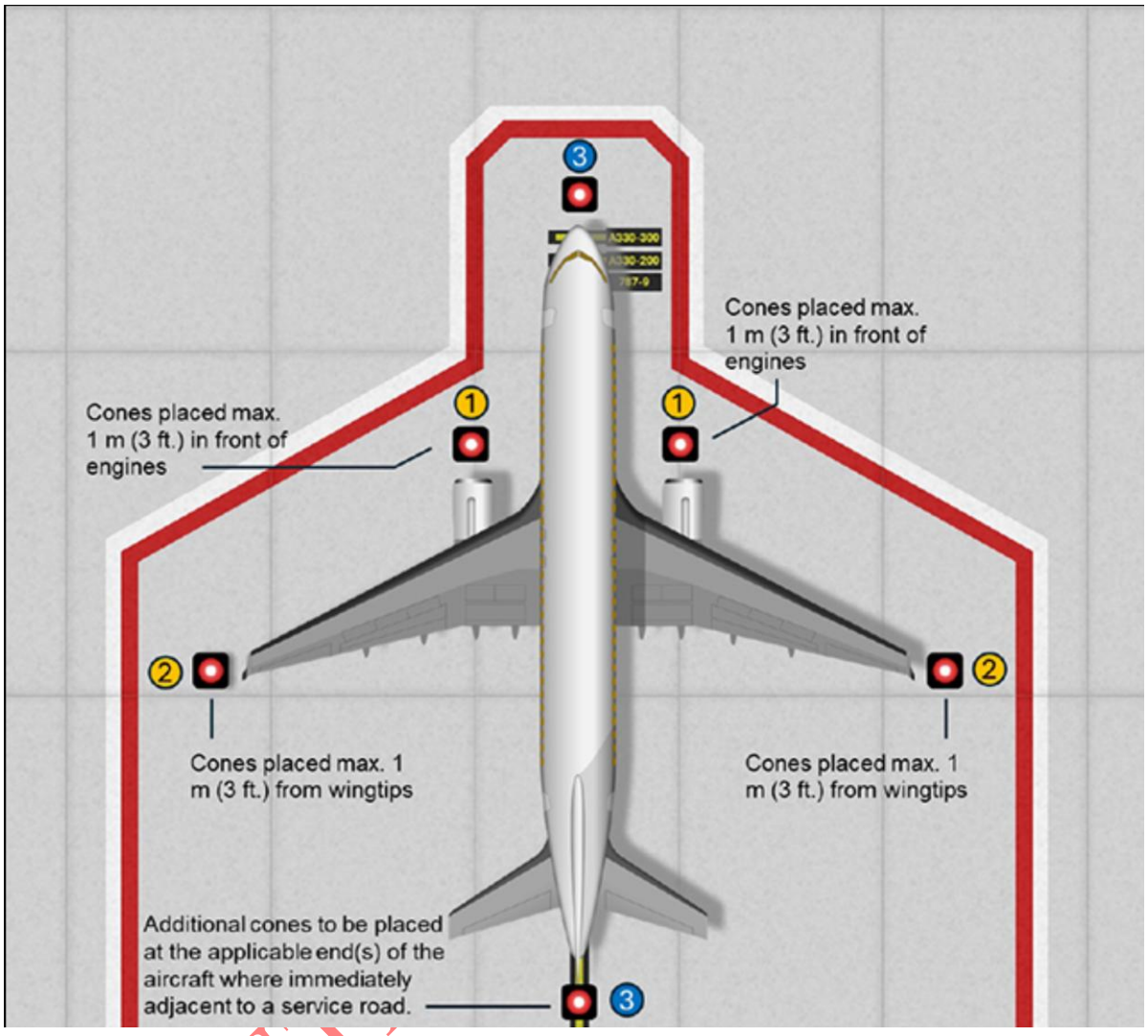
a) reduced engine noise
b) visible fan speed reduction
c) lack of exhaust heat or thrust plume

c) Place safety cones on the ground in accordance with the diagrams in GOM 4.3.2 within a maximum of 1 m (3 ft.) radius outward from the point where the aircraft is being protected. Cones shall not be placed in high-wind conditions.
d) Additional safety cones may be needed as per operational requirements or local regulations.
e) GSE shall not approach the aircraft until all safety cones have been placed (not applicable for the PBB or GPU, if required).
f) All required safety cones shall remain in place until GSE and vehicle activities around the aircraft have ceased prior to departure of the aircraft.
    NOTE:
    1. In some situations, it may be necessary to reposition cones to allow GSE to be positioned. In such cases, reposition the cones to their original position when the GSE is removed.
    2. Cones shall not be placed under engines.
g) Ensure all vehicles have been removed from the ERA, except GSE required for the departure operation, e.g., ASU, GPU/FPU and pushback tractor, as applicable.
h) Remove the safety cones from around the aircraft.
i) When not in use, place the safety cones in the designated storage area.

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4.3.2 CONE PLACEMENT FOR WING-MOUNTED TWIN ENGINE JET AIRCRAFT



CONE NUMBER	DISCRIPTION
1	Cones placed max. 1 m (3 ft.) in front of engines
2	Cones placed max. 1 m (3 ft.) from wingtips
3	Additional cones to be placed at the applicable end(s) of the aircraft where immediately adjacent to a service road.

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4.4 AIRCRAFT ACCESS DOORS

4.4.1 GENERAL SAFETY REQUIREMENTS

This section provides generic precautions and does not constitute training on opening/closing of aircraft access doors.

Ground personnel shall not operate any aircraft access doors unless they have been trained and authorized to do so as documented in AHM11.

Aircraft access door operation shall be performed in accordance with FLY2SKY procedures for the applicable aircraft type and, where applicable, the markings labelled on the door.

Seek assistance from maintenance personnel if any difficulty is experienced during normal door operation.

If damage or irregularity is discovered, immediately report it to the supervisor, aircraft maintenance personnel and if available, flight crew.



Caution:
Do not operate or leave doors open in winds exceeding those indicated in the manufacturer's limitations.

NOTE: For door operations during severe weather, refer to GOM 3.3 Adverse Weather Conditions.

4.4.2 CABIN ACCEESS DOORS

GRH 3.2.5

4.4.2.1 GENERAL

Cabin access/service doors shall only be opened and closed by crew members, Engineers/Technicians or authorized and trained ground staff.

There is a risk of falling while operating cabin doors or accidental slide deployment.

Cabin access/service doors shall only be operated or left in the open position if there is a GSE or a PBB with platform at its final height positioned at the door or if an appropriate fall prevention device is placed across the door.

Cabin doors shall only be opened after the GSE equipment is positioned and the appropriate signal is received that it is safe to open the door.

NOTES:

a) FLY2SKY aircrafts are not equipped with fall prevention devices.
b) The cabin door strap installed in aircraft doors is not considered an appropriate fall prevention device.



Danger:
There is a risk of falling while operating cabin doors.

GSE or PBB shall be removed after the cabin access door is closed and acknowledged by cabin crew or by another authorized person.

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Danger:
Slide deployments can be fatal. If an armed door begins to open, personnel must not attempt to hold the door, as they risk being seriously injured or killed.

If a cabin access/service door is found open without a GSE or PBB positioned at the door, personnel shall immediately notify a supervisor.

Before allowing passenger/crew embarkation or disembarkation via a cabin access door, ensure the boarding device is properly positioned at the door.



Danger:
Personnel shall remain aware of increased risk of a fall from a height while retracting stair platform and safety rails.

GRH 3.2.6A(i)(ii)

Airbridges, steps or high lift vehicles shall be in position (GOM 3.1.3.5 and GOM 3.1.3.6) prior to the cabin door being opened. Equipment shall remain positioned at cabin access door at all times when such door is open. If aircraft cabin door is found open without boarding device positioned, supervisor or crew must be notified and adequate measures taken:

a) door must be closed by trained person only or
b) adequate ground equipment positioned.

GRH 3.2.6A (iii)

Before removing ground support equipment from any cabin door location, the GSE/PBB operator shall advise the cabin crew/engineer/authorize and trained ground staff. GSE or a PBB shall be removed from a cabin access door immediately after such door is closed.

Cabin Crew members positioned at the aircraft door shall stop passenger embarkation/disembarkation and notify a member of the Ground Staff to reposition the equipment if they observe any safety hazards, e.g. if the ground equipment is positioned in such a way that the height between the ground equipment and the door sill is too high or too low.

Warning: During refuelling/loading/unloading the weight of the aircraft changes and the shock absorbers settle down or up. In consequence the bottom of the door may touch the platform of the airbridge or steps and may cause damage.

When galley configuration requires opening of cabin door to perform cleaning activity (servicing trash bins), this shall be followed:

a) Perform activity only when catering vehicle or passenger stairs are placed on the aircraft door
or
b) If catering vehicle or passenger stairs are not positioned on cabin door, it is allowed to partially open the cabin door (i.e. “crack” the door) in order to provide minimum sufficient space to allow the servicing of the trash bin. (The cabin door is not moved more than is required for the removal and immediate refit of the bin). Once the trash bin service is completed, the cabin door shall immediately be closed and secured.

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4.4.2.2 OPENING CABIN ACCESS DOORS FROM INSIDE BY CREW

The responsible ground personnel shall:

a) Knock twice on the door, to indicate that a GSE or PBB is properly positioned, and the door swing area is free from obstruction. Provide a conventional “thumbs up” signal through the door window to the crew.
b) Stand clear or retreat to a safe position before the door is opened by the crew.
c) Assist crew when required, with moving the door to the fully opened position and engaging the gust lock.
d) Remove boarding device after cabin door closed

4.4.2.3 OPENING OF CABIN ACCESS DOOR FROM INSIDE BY TRAINED AND AUTHORIZED GROUND PERSONNEL

Staff shall follow:

a) Checked that the door is disarmed.
b) Check that all indicators show that it is safe to open the door.
c) Check that a GSE or PBB is positioned correctly at the door.
d) Open the door slowly and carefully in accordance with the instructions and markings labelled on the door, and the specific instructions for the aircraft type and/or your training.

4.4.2.4 OPENING CABIN ACCESS DOORS FROM OUTSIDE WITH CREW/GROUND STAFF ON BOARD

Where there is a requirement for ground personnel to open door from outside with crew/ground personnel on board:

a) Visually inspect the cabin access door and the surrounding fuselage for signs of damage.
b) Check all indications as per aircraft type that the door is disarmed and safe to open, e.g., residual pressure warning lights or flags.
c) Knock twice on the door and give “thumbs up” on the door illuminator to indicate that the door is ready to be opened. Receive a “thumbs up” acknowledgement from the crew/ground personnel on board.
d) If there is no “thumbs up” or indication from the cabin that the door is disarmed, knock twice again give “thumbs up” on the door illuminator



Caution:
If there is no confirmation that the door is disarmed or safe to open, do not open the door.

e) If there is still no “thumbs up” or indication from the cabin crew/ground personnel onboard, contact the flight deck via an open cockpit window or the aircraft interphone system to seek confirmation that it is safe to open the cabin doors.
f) Once it is confirmed that the cabin access door is disarmed and safe to open, open the door in accordance with the instructions and markings labelled on the door, and the specific instructions for the aircraft type.
g) Move the cabin access door to the fully opened position and engage the gust lock.

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4.4.2.5 OPENING CABIN ACCESS DOORS FROM OUTSIDE WITH NO CREW/GROUND STAFF ON BOARD

a) Visually inspect the cabin access door and the surrounding fuselage for signs of damage.
b) Check all indications as per aircraft type that the door is disarmed and safe to be opened. e.g., residual pressure warning lights or flags.



Caution:
If there is no indication that the door is disarmed or safe to open, do not open the door.

c) Once it is confirmed that the door is disarmed and safe to open, open the door in accordance with the instructions and markings labeled on the door, and the specific instructions for the aircraft type.
d) Move the door to the fully opened position and engage the gust lock.

4.4.2.6 CLOSING OF CABIN ACCESS DOORS FROM INSIDE BY CREW

Prior to removing or repositioning GSE or PBB, the responsible ground personnel shall:

a) Notify crew that equipment needs to be removed or repositioned (as applicable) and that the cabin access door needs to be closed.
b) Receive confirmation from the crew that the cabin access door will be closed.
c) Visually inspect the exterior of cabin access door and surrounding areas for signs of damage, debris, or obstructions.
d) Retract equipment safety rails and canopy (where fitted) where necessary to close the door.
e) Assist cabin crew when required, with moving the door to the fully closed position.
f) Where using passenger stairs or PBB, remain on the platform until the door is fully closed.
g) Where using elevating equipment (e.g., catering truck or medical loader) retreat from the platform prior to the door being closed.
h) Check that the cabin access door is closed and that the door and handle are flush with the surrounding fuselage.
i) Descend passenger stairs before they are moved.

4.4.2.7 CLOSING OF CABIN ACCESS DOORS FROM INSIDE BY AUTHORIZED AND TRAINED GROUND PERSONNEL

a) Coordination between applicable ground personnel inside and outside the aircraft to confirm that the cabin access door will be closed shall take place prior to closing the door.
b) The trained ground personnel onboard shall:
    a. Visually inspect the cabin access door and inside surrounding areas for signs of damage, debris or obstructions.
    b. Move the door to the fully closed and locked position in accordance with the instructions and markings labeled on the door, and the specific instructions for the aircraft type.
c) The GSE/PBB operator shall follow the same steps as documented in GOM 4.4.2.6 b-i and additionally:
    a. Where using elevating equipment (e.g., catering truck or medical loader) personnel shall retreat from the platform prior to the door being closed.

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b. Retract equipment stabilizers after the door is closed and personnel are clear of the equipment.
c. Remove GSE or PBB from the door.

4.4.2.8 CLOSING OF CABIN ACCESS DOORS FROM OUTSIDE WITH CREW/GROUND PERSONNEL ON BOARD

a) Coordination between applicable ground personnel inside and outside the aircraft to confirm that the cabin access door will be closed, shall take place prior to closing the door.
b) Prior to closing the cabin access door from outside, the person responsible for closing the door shall:
    a. Visually inspect the exterior of cabin access door and surrounding areas for signs of damage, debris or obstructions.
    b. Retract equipment safety rails and canopy (where fitted) where necessary to close the door.
    c. Release the gust lock and move the door to the fully closed and locked position in accordance with the instructions and markings labeled on the door, and the specific instructions for the aircraft type.
    d. After the door is closed, check that the door and handle are flush with the surrounding fuselage.
    e. When closing the door from passenger stairs, descend the stairs before they are moved.
c) The GSE/PBB operator shall:
    a. Retract equipment stabilizers after the door is closed and personnel are clear of the equipment.
    b. Remove GSE or PBB from the door.

4.4.2.9 CLOSING CABIN ACCESS DOORS FROM OUTSIDE WITH NO CREW/GROUND PERSONNEL ON BOARD

Prior to closing the cabin access door from outside, the person responsible for closing the door shall follow the same steps as documented in GOM 4.4.2.8(b-c).

4.4.2.10 REOPENING CABIN ACCESS DOORS

In situations where a cabin access door needs to be reopened and reclosed after initial closing (e.g., not closed properly, additional delivery of catering and/or supplies, requirement to reconnect boarding device), the following shall apply:

a) Where flight crew or other qualified personnel are in the cockpit, but they did not initiate the request to reopen the cabin access door:
    a. Seek authorization from the flight crew or other qualified personnel in the cockpit for the cabin access door to be reopened via an open cockpit window (if applicable) or use the flight interphone system.
    b. Await clearance to re-open the cabin access door. If authorization to reopen the door is not granted, do not attempt to reopen the door.
b) Follow the applicable actions/steps in the in the Opening Cabin Access Doors sections (see GOM 4.4.2.1 to 4.4.2.5, as applicable).

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4.4.3 CARGO HOLD ACCESS DOORS

GRH 3.2.6B

4.4.3.1 CARGO HOLD ACCESS DOORS – GENERAL

a) To access the cargo hold access door control panel where it is out of reach from the ground, use maintenance stairs in accordance with GOM 3.1.3.3 or a belt loader in accordance with GOM 3.1.3.7.
b) Allow adequate space for door clearance to avoid equipment obstructing the free passage of the door during opening/closing.
NOTE: Manual operation of a cargo hold access door due to technical issues shall only be performed by maintenance personnel or flight crew.
c) The cargo hold access door control panel, where applicable, shall be closed when not opening/closing the cargo hold access door.

4.4.3.2 OPENING CARGO HOLD ACCESS DOORS

a) Before positioning GSE and/or opening, perform a visual check for any signs of damage to the doors or surrounding areas.
b) Where applicable, check cargo hold access door control indicators, residual pressure warning lights or flags to ensure it is safe to operate the door or open the cargo access door vent flap.
c) Open the cargo hold access door in accordance with the specific instructions for the aircraft type.

4.4.3.3 CLOSING CARGO HOLDS ACCESS DOORS

Before closing the cargo hold access door, ensure:

a) The anti-roll-out system (doorsill guards/latches), if installed, is in the raised position.
NOTE: At each cargo compartment door sill, there are two types of latches.
    a. The overridable lateral latch, which stops the accidental roll-out of a unit. This latch is overridden in the loading direction and is lowered for unloading.
    b. The other type of latch is an upward latch and locks the unit at the doorsill.
b) Load restraint and door protection nets are properly fitted, if applicable.
c) Door area, including the door sill and frame, are free of debris and other obstructions.
d) Door and surrounding area show no visible signs of damage.

Close the cargo hold access door in accordance with the specific instructions for the aircraft type.

After closing the cargo hold access door, ensure:

a. The lock indicators are engaged/properly set, as applicable, and that the door is properly locked, handles are properly stowed, and panels are properly closed.
b. A visual check is performed for any signs of damage to the doors and surrounding areas.

4.4.3.4 REOPENING OF CARGO HOLD ACCESS DOORS

a) If a cargo hold access door is not closed properly, it shall be reopened and reclosed.
b) Once the predeparture walkaround has taken place in accordance with GOM 4.6.3.1, do not attempt to reopen any aircraft cargo hold access door without clearance from the flight crew or the trained ground personnel in the cockpit.

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c) If a door needs to be reopened, the ground personnel responsible for the departure shall notify the flight crew via the use of the flight interphone system, or where practical, use the cockpit open window.

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4.5 AIRCRAFT LOADING AND UNLOADING

4.5.1 SUPERVISION ON AIRCRAFT LOADING AND UNLOADING

4.5.1.1 SUPERVISION RESPONSIBILITY

GRH 3.4.1

The ground handling agent shall follow FLY2SKY loading procedure and ensure that:

a) The cargo hold is inspected before loading to:
   a. Check for damage;
   b. Ensure it is empty of other than documented transit load items.
b) The aircraft is loaded:
   a. In accordance with written loading instructions;
   b. In a manner that satisfies weight and balance requirements.
   c. The load is secure and will not move during the flight;

a) The person performing the aircraft loading and unloading supervision task is responsible for the safe and efficient handling of the aircraft as well as the protection of the loads carried.
b) The responsibility will ensure the aircraft is:
   a. Unloaded in accordance with the load message (LDM)/container pallet message (CPM)/offloading instructions report (OIR) or any other incoming messages
   b. Loaded in accordance with the corresponding loading instruction report (LIR) (see GOM 5.2.2).

NOTE: Any aircraft loading/unloading operation shall only start in the presence of the person responsible for the aircraft supervision task.

4.5.1.2 COMMUNICATION

When verbal communication is used, it is critical that combinations of letters and numbers are pronounced and understood by those who transmit and receive voice messages by radio or telephone, regardless of their native language. The ICAO phonetic alphabet and numbering system shall be used by all parties when involved in aircraft turnaround.

To ensure all the load is accounted for accurately prior to departure, the parties responsible for loading and load planning shall clearly communicate and confirm:

a) Flight number
b) Aircraft registration
c) Flight leg (Destination), as applicable
d) LIR edition number
e) Load by position/compartment, including NIL-Position/Compartment(s)
f) Return load (standby load that is not loaded)
g) All commodities and sub-commodities

When communicating load figures using verbal communication between the person reporting the load and the person responsible for the load planning task, the person responsible for the load planning task shall always read back the information given according to the same guidelines above.

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NOTES:

a) The same principle will apply when the person responsible for the load planning task is verbally communicating information to the person responsible for the loading supervision task, and when loading information is verbally communicated between loading team members and loading team supervisor.

b) To further prevent miscommunication during the aircraft turnaround handling and close out reconciliation process, implementation of standard verbiage for load discrepancy communication (see Table 4.5.1.2) shall be used between the person responsible for the loading supervision task and person responsible for the load planning task and between the person responsible for the loading supervisor task and loading team members.

c) Efficient communication devices (e.g., headsets, high-performance radio, phones) shall be provided to relevant team members for verbal communication to avoid misunderstanding in a noisy environment.

Table 4.5.1.2—Load discrepancy communication

Discrepancy	Description
Offload	Planned load removed from aircraft for any reason (e.g., missing passenger, damaged cargo)
Position Change	Change of position within the cargo compartment or change of cargo compartment
Missing	Load not received for any reason, but planned on LIR
Weight	Difference between deadload weight as shown on LIR and actual weight of load
Incorrect Load	Mismatch of received load for flight (e.g., wrong flight number, incorrectly documented special load)
Restraints	Missing, damaged or malfunctioning floor locks, load restraints and/or nets
Technical	Compartment technical issues (e.g., faulty locks, unserviceable stanchions, broken/missing divider nets, other defects)
Not Planned	Any deadload not included in LIR

4.5.1.3 ACTIONS PRIOR TO UNLOADING

Prior to unloading, the person responsible for the aircraft loading supervision task shall:

a) Brief the unloading team members on safety and unloading requirements in accordance with the CPM/LDM/OIR (as applicable) including any special requirements, e.g., unloading sequence, special load items, restraint requirements, aircraft defect. Check to ensure the briefing and unloading instructions are understood by the persons responsible for aircraft unloading.

NOTES:

a. The OIR, which is a systematic plan for unloading, shall be issued prior to aircraft arrival.

b. For transit flights, an OIR, as defined in GOM 5.4.1.3, may be issued.

b) Verify the arriving aircraft registration with the registration on the CPM/LDM/OIR.

c) Ensure the necessary equipment for unloading is available at the aircraft parking stand (see GOM 4.1.1 (c)).

4.5.1.4 ACTIONS DURING UNLOADING

During unloading, the person responsible for the aircraft loading supervision task shall:

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a) Cross-check the load against the CPM/LDM/OIR as the unloading progresses to ensure the correct sequence of unloading takes place in accordance with the specified timelines.
b) For bulk unloading:
    a. Perform a visual inspection of all items during unloading to ensure there is no damage/leakage.
    b. Ensure the load distribution is in accordance with the LDM.
c) Ensure special equipment (e.g., tie-down straps, load spreaders, plastic sheeting for wet cargo) is unloaded, as required.
d) Log any irregularities in the unload sequence noted during unloading and report as per FLY2SKY procedures (see GOM 4.5.1.5 (e)).
e) Ensure, where applicable, transit loads are not offloaded or over-stowed.
f) If required, Delivery at the Aircraft (DAA) bags/items shall be delivered as per FLY2SKY requirement.
g) If possible, organize immediate transportation of arriving carts containing baggage, cargo and/or mail (see GOM 4.5.6.2 and as per specified timelines).

4.5.1.5 ACTIONS AFTER AIRCRAFT UNLOADING

After unloading has been completed, the person responsible for the aircraft loading supervision task shall:

a) Carry out a hold inspection, in accordance with GOM 4.5.5.1 and action issues accordingly.
b) Ensure the nets and straps are properly stowed and cargo hold access door checks are performed in accordance with GOM 4.4.3 in case the cargo hold access doors need to be closed.
c) Sign the OIR if applicable, (See AHM 514 and AHM 515) and in doing so confirm that:
    a. Aircraft has been unloaded in accordance with OIR
    b. Load was unloaded in a manner that prevents damage or spillage
d) Close the cargo hold access doors if the aircraft is to be left unattended (see GOM 4.4.3.3).
e) If irregularities are reported during the unload sequence, report in accordance with FLY2SKY procedures.

4.5.1.6 ACTIONS PRIOR TO LOADING

Prior to loading, the person responsible for the aircraft loading supervision task shall:

a) Brief the loading team members on safety and loading requirements in accordance with the LIR, including any special requirements, e.g., loading sequence, special load items, restraint requirements, aircraft defect.
    NOTE: Check to ensure the briefing and loading instructions are understood by the persons responsible for aircraft loading.
b) Verify the aircraft registration with the registration on the LIR.
c) Carry out a hold inspection prior to commencing loading, in accordance with the requirements detailed in GOM 4.5.5.1, and action issues accordingly.
d) Assemble and check loads against the LIR to ensure compliance with:
    a. Special handling codes and related information.
    b. Destination airport (confirm destination of the loads).
    c. Preliminary Notification to Captain (NOTOC) as per AHM 381, where applicable.

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d. Special load requirements, e.g., live animals, perishables, valuables, DG, temperature sensitive products etc.

e) Ensure all loads are protected from adverse weather, and particular attention shall be given to special loads (e.g., live animals, perishables, time and temperature-sensitive cargo).

f) Allow no contamination (e.g., snow, ice, water, wood, plastic) on bulk load/loose load pieces.

g) Ensure special equipment is available (e.g., tie-down straps, load spreaders, plastic sheeting for wet cargo), as required.

h) Where possible, organize and position the carts containing baggage, cargo and/or mail in hold and load order.

i) For bulk loading, confirm:
   a. Cart identification labels are correctly filled in where applicable.
   b. Loose pieces/weight information is correct, where applicable.
   c. A visual inspection of all items of bulk load is performed prior to loading to ensure there are no signs of damage or leakage that may damage or contaminate the aircraft.

4.5.1.7 ACTIONS DURING LOADING

During loading, the person responsible for the aircraft loading supervision task shall:

a) Cross-check the bulk load against the LIR as the loading progresses to ensure the correct sequence of loading takes place in accordance with the specified timelines (e.g., where applicable, transit loads are not over-stowed for transit stations).

b) Regularly check whether loading personnel who are physically loading the aircraft encounter any loading issues and attend to any issues raised concerning loading.
   NOTES:
   a. Stop/suspend loading operations where an irregularity is discovered e.g., aircraft/cargo hold, damage to or leakage from load items, cargo loading system malfunction
   b. Log any irregularities in the load sequence noted during loading and report as per FLY2SKY procedures (see GOM 4.5.1.8).

c) Liaise with the person responsible for the weight and balance calculation task and receive authorization for any deviations, including any last-minute changes to the LIR, as documented in GOM 5.3.2. The person responsible for the weight and balance calculation task shall check the deviation and confirm whether possible or give an alternative solution.
   NOTE: Any load information change between the LIR and actual loading (e.g., changes in transfer bag figures, cargo figures) shall be communicated to the person responsible for the weight and balance calculation task as soon as known to avoid unnecessary reloads, weight and balance issues, and last-minute pressure.

d) If an authorized change of load order occurs, provide confirmation of change to the persons responsible for the aircraft loading task prior to recommencing loading in the hold.

e) Protect all loads from adverse weather and special attention shall be given to live animals and/or perishables.

f) Ensure special loads are handled and loaded as per instructions provided.

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g) Where applicable remove any loose plastic or any other material used to protect the load from bad weather.
h) Visually inspect all loads requiring special handling to ensure they are secured against shifting. Ensure all necessary nets have been closed. See GOM 4.5.7
i) If required, Delivery At the Aircraft (DAA) bags/items shall be loaded as per FLY2SKY requirement and local authority requirements. See GOM 2.4.4
j) For tracking/reconciliation during loading see GOM 2.4.3

4.5.1.8 ACTIONS AFTER LOADING

After loading has been completed, the person responsible for the aircraft loading supervision task shall:

a) At the completion of loading, receive confirmation of the following from the persons performing the aircraft loading task:
    a. Loading status of the aircraft is in compliance with the latest edition of the LIR.
    b. Loads are secured and that all locks, stops, nets, net stanchions, fire blankets are raised, closed, locked or installed and that load securing is correctly applied (see GOM 4.5.7)
b) Sign the LIR, and in doing so confirm that:
    a. Aircraft has been loaded in accordance with the final edition of the LIR including any authorized changes.
    b. Load is secured (in a manner that prevents movement or spillage during flight) and locks, stops, nets, fire blankets are correctly installed, raised, locked.
c) If applicable, sign a NOTOC to confirm or otherwise state that:
    a. There was no evidence of leakage from the package(s) or any leakage from the package loaded on the aircraft.
    b. The package loaded in the designated position and secured.

    NOTE: The LIR and the NOTOC shall be retained in accordance with applicable regulations.
d) If irregularities are reported during the load sequence report in accordance with FLY2SKY procedures
e) Inspect the ramp and staging areas to ensure any load planned on the aircraft has not been left behind and offloaded items are correctly accounted for.
f) Ensure cargo hold access door checks are performed in accordance with GOM 4.4.3.3

4.5.2 AIRCRAFT GROUND STABILITY

Airline ground stability requirements, where applicable, shall be adhered to.

Unloading or loading may cause the aircraft to become unstable or could cause tipping. For some aircraft types, a tail stand or nose tether is available.

The unloading sequence may be reported in the OIR/CPM/LDM and loading sequence in the LIR. When detailed information about the unloading and loading sequence is not available, as a general principle for cargo aircraft and passenger aircraft sensitive to tail tipping, ensure the sequence below is adhered to:

a) Unload the aft hold first.
b) Unload the forward hold last.
c) Load the forward hold first.
d) Load the aft hold and bulk last.

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NOTE: If this sequence cannot be followed, check with the operator for instructions about the correct unloading/loading sequence.

4.5.3 SAFETY REQUIREMENTS TO AIRCRAFT LOADING AND UNLOADING

4.5.3.1 SAFETY REQUIREMENTS TO AIRCRAFT LOADING AND UNLOADING – GENERAL

a) Holds and compartments shall only be entered or exited by using the appropriate loading equipment, which shall be positioned and secured at the aircraft cargo hold access door.
b) Loading equipment shall remain in position while personnel are still in the cargo hold.
c) Equipment operators shall ensure other personnel are not entrapped by movement of loads, pallets and/or containers, either in the aircraft or on the loading equipment.
d) Carts shall not be used to gain access to cargo holds.
e) Personnel shall walk around chains of carts and dollies to access required areas. Do not walk or stand between carts and dollies even when they are stationary on the ramp.
f) Hinged side gates of loaded carts shall be lowered carefully in caseloads fall out and cause injury.
g) Take care when pulling or pushing carts, especially when ramp conditions are slippery. When necessary, obtain assistance.
h) Use correct manual handling techniques and practices when handling heavy items. Obtain assistance when moving heavy articles.

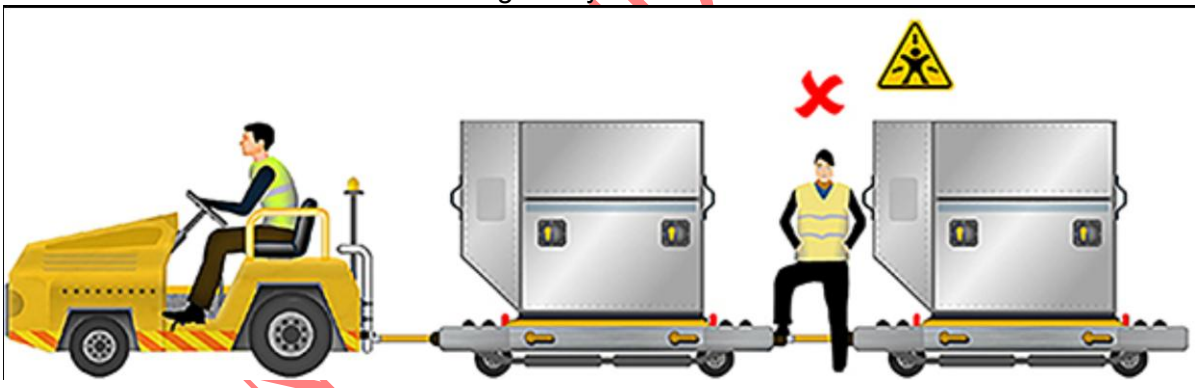


Figure 4.5.3.1—Personnel must avoid standing/walking between carts

4.5.3.2 UNIT LOAD DEVICE LOADING AND UNLOADING

N/A for FLY2SKY

4.5.3.3 MAIN DECK LOADING OF FREIGHTER AIRCRAFT

N/A for FLY2SKY

4.5.3.4 BULK LOADING AND UNLOADING

a) Where a belt loader is used, position items on/off the belt loader see GOM 3.1.3.7 .
b) Where possible avoid placing loads directly on the ramp, especially if the ramp is contaminated.
c) When loading/unloading aircraft directly from the ramp without the use of equipment:
    a. Position carts/dollies to/from the aircraft in a parallel direction to the fuselage, maintaining a gap of at least 1m (3 ft.) from the fuselage.
    b. Always turn tractors and carts/dollies away from the aircraft.

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NOTE: For any load items that cannot be safely loaded directly from the ramp, appropriate loading equipment (e.g., belt loader) shall be used to avoid injury or damage.

d) Ground personnel carrying out bulk loading task shall:
   a. Use the right lifting techniques to reduce on the risk of injury
   b. Be accounted for once inside the aircraft hold and after completion of loading for safety reasons



Danger:
There is a risk of suffocation due to poor ventilation in the holds.

4.5.4 UNLOADING

4.5.4.1 SCALING PROCESS

a) If the flight crew experiences a handling issue on take-off, they may request the scaling of all loaded baggage and cargo at the arrival station.
b) The scaling process shall be coordinated with FLY2SKY representative. Further handling of baggage and cargo shall only proceed once the scaling is completed and the weights confirmed.

4.5.4.2 SAFETY PRECAUTIONS FOR UNLOADING

a) Before positioning GSE and/or opening cargo hold access doors, perform a visual check for any signs of damage to the doors or surrounding areas (see GOM 4.4.3).
b) Check to ensure the aircraft hold load has not shifted during the flight.
   a. Verify the contour of the cargo loads passing through the doorway to ensure sufficient space between the doorway depressor seals and the cargo load.
   b. Contact the person responsible for the aircraft loading supervision task if any load has shifted and will not safely exit the door.
c) Check for unsecured nets.
d) Check for damage to the aircraft hold as the unloading progresses and after completion of unloading (see GOM 4.4.3).
   NOTE: Immediately report any irregularities (e.g., spills, unusual fumes or smells, unsecured loads/restraints, LDM/CPM discrepancies) prior to or during the unloading process to the person responsible for the aircraft loading supervision task or as required by the operator or authority.

4.5.5 CARGO HOLD INSPECTION

GRH 3.4.1(f)

4.5.5.1 CARGO HOLD INSPECTION – GENERAL

a) A cargo hold inspection shall be performed:
   a. After the aircraft unload is complete.
   b. Prior to loading if this does not follow immediately after unloading is complete.
   c. When the aircraft was unattended between unloading and loading.
   d. When there was a change of persons responsible for the aircraft loading and/or supervision task.
b) The person undertaking the cargo hold inspection shall perform a visual check of all cargo holds to ensure:
   a. No damage to compartment floors, walls, ceiling, door frames, panels, door.

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b. No missing, damaged or malfunctioning floor locks, load restraints or nets.
c. No spills.
d. No loads other than transit loads have been left on board the aircraft.
e. Any other items that shall not be present in the hold have been unloaded.

c) Prior to commencing the loading of the aircraft, the person responsible for undertaking the cargo hold inspection shall provide positive confirmation to the person responsible for the aircraft loading supervision task that the inspection has been carried out, if appropriate.
d) Any damage or discrepancies observed shall be reported to the person responsible for the aircraft loading supervision task or to the person responsible for the weight and balance calculation task (as a minimum).
NOTE: A check shall be conducted of a hold even if on arrival the hold was reported as being empty.
e) Any items that shall not be present in the hold shall be removed.

4.5.5.2 CARGO HOLD DAMAGE

Any damage to compartment liners (i.e., holes, tears, detachment) may reduce their effectiveness, permitting air to enter the compartment and fire suppression agents to escape, thereby reducing the capability to handle a fire event that may lead to specific loading limitations; therefore:

a) Any technical malfunction, damage or irregularity discovered shall be immediately reported to the supervisor, aircraft maintenance personnel and if available, the pilot-in-command (PIC). See GOM 4.4.1.
b) Adhere to any resulting load limitations according to FLY2SKY procedures.
c) Inform the onward station(s) of the load limitations according to the instructions FLY2SKY representative if the defect cannot be rectified before departure.

4.5.5.3 SPILLS IN CARGO HOLDS

a) Spills can occur in cargo holds during unloading and/or loading as well as in flight due to:
   a. Improper packaging
   b. Damage due to mishandling prior to loading
   c. Improper loading in the compartment
b) Spills can be from liquids, gels or materials in powdered or granulated form.
c) Spills can be hazardous, corrosive, flammable, explosive, toxic, poisonous, etc. Even water can cause serious damage to electrical components and systems.
d) Spills can be corrosive to the aircraft structure. Mercury spills are particularly corrosive to the extent that the affected aircraft structure may have to be completely replaced if the spill is not cleaned up quickly.
e) It is essential that any spill is reported immediately so that corrective action can be taken.
f) Initiate the local spill response plan for spill events.
g) Request information from the respective cargo terminal operator about the nature of what has leaked as well as the safety data sheet, if applicable.

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4.5.6 LOADING

4.5.6.1 LOAD HANDOVER

The handover process between cargo handling (cargo warehouse), baggage handling (baggage make-up area) and ground handling (ramp) departments shall be done systematically to ensure a safe departure.

Depending on the airport infrastructure and/or local agreements, the handover of cargo, mail and baggage to the ramp shall be done at a dedicated handover point.

4.5.6.2 LOAD TRANSPORTATION

Prior to transporting cargo and/or mail to/from the cargo warehouse or baggage from the baggage make-up area or baggage claim area, the equipment operator shall ensure:

a) The GSE used for transportation is serviceable. For GSE operations see GOM 3.1.3
b) A visual inspection of all loads is carried out to ensure:
    a. The cargo, mail and/or baggage for transport is the correct load for the departing/arriving flight(s).
    b. No nets, ropes, straps or protective materials can drag on the ground or get jammed in rollers, ball-mats or wheels.
    c. All built-up cargo/mail/baggage is safe to move and will not shift, roll or topple.
    d. There is no damage to the load.
c) All loads are protected from adverse weather via use of tarpaulins or covered carts. Special attention shall be given to live animals and/or perishables. When using tarpaulins, all straps shall be securely fastened to the cart.

4.5.6.3 LOAD DELIVERY FOR DEPARTURE

Depending on the location of the handover point, the person responsible for the aircraft loading supervision task or the person responsible for receiving the load shall:

a) As required by FLY2SKY and if applicable, receive all documentation, pouches and special instructions for the specific flight.
b) Carry out an inspection of all of the load to ensure:
    a. The load is correct for the departing flight(s).
    b. No damage has occurred during the transport process.
    c. There is no evidence of tampering with the load (e.g., cuts, tears to plastic foil).
    d. Nets, ropes, straps, protective materials, etc. are prevented from being dragged on the ground or becoming jammed in rollers, ball-mats or wheels while manoeuvring or while being loaded onto aircraft.
c) Immediately report any damage to the load(s), whether it is discovered when the load arrives on stand or occurs during loading.
    a. Report torn or missing baggage tags and cargo labels.
    b. Do not load unless discrepancies are corrected.

4.5.6.4 LOADING PROCESS

GRH 3.4.1

a) Loading shall not commence if there is no LIR (electronic or hard copy).
b) Prior to loading commencing, a cargo hold inspection check 4.5.5, shall be performed. Any signs of hold damage must be reported to the person responsible for the aircraft loading supervision immediately.

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c) Report any loading issues, errors, changes or other loading matters to the person responsible for the aircraft loading supervision task immediately
d) Carry out a Visually Detectable Damage Check prior to loading.
e) Carry out a visual inspection of all items of bulk load prior to loading to ensure no damage/leakage.
f) While loading into bulk holds the person carrying out the loading of baggage/cargo/mail shall:
    a. Load in accordance with LIR requirements. GRH 3.4.1(ii)
    b. Cross-check cart labels to ensure the load is correct.
    c. Check cargo, mail and baggage labels to ensure correct destination/flight number.
    d. Ensure any leaking or damaged loads are not loaded and the supervisor is informed immediately. Any contaminated load is kept separately.
    e. Ensure applicable special load items are tied down (see GOM 4.5.7) or otherwise secured in accordance with operating airline requirements.
    f. Install/close/secure compartment/bay divider nets, barrier nets, fire curtains, door nets and stanchions, as applicable.
    g. Ensure light packages are not loaded or wedged between heavier items.
    h. Ensure the necessary clearance between the load and aircraft hold ceiling is achieved to avoid any obstruction or damage to aircraft smoke detector/fire suppression system. Specific requirements given by the operating airline shall be followed.
    i. Load items in accordance with directional handling labels and ensure the labels shall be visible during unloading.
    j. Loads shall be correctly stacked to achieve maximum volume.
    k. Ensure bulk load is correctly secured.
    l. Reconcile cargo, mail and bags loaded by compartment and destination, as applicable and as is required to ensure correct reconciliation prior to load sheet finalisation.
g) As a minimum visually inspect that all load require special handling is secured against shifting and all necessary nets have been closed. Refer to 4.5.7.
h) Position/close/lock compartment separator/cargo door barrier nets/fire barriers and ensure load is correctly secured as required once compartments/hold loading has been completed.
i) Confirm to the person responsible for the aircraft loading supervision task, the status of loading, confirming loading in accordance with final edition of LIR and that load is secure, compartment separator/cargo door barrier nets, fire blankets are closed as appropriate.

NOTE: Any load information change between LIR and actual (e.g. changes in transfer bag figures, cargo figures) shall be communicated to weight and balance calculation task as soon as known to avoid unnecessary re-loads, weight and balance issues and last-minute pressure.

j) Door safety nets are properly closed.

NOTE 1: Between unload and onload, compartment nets shall be secured inside aircraft compartments and not left hanging outside to avoid clips and attachment points striking the fuselage, especially during adverse weather.

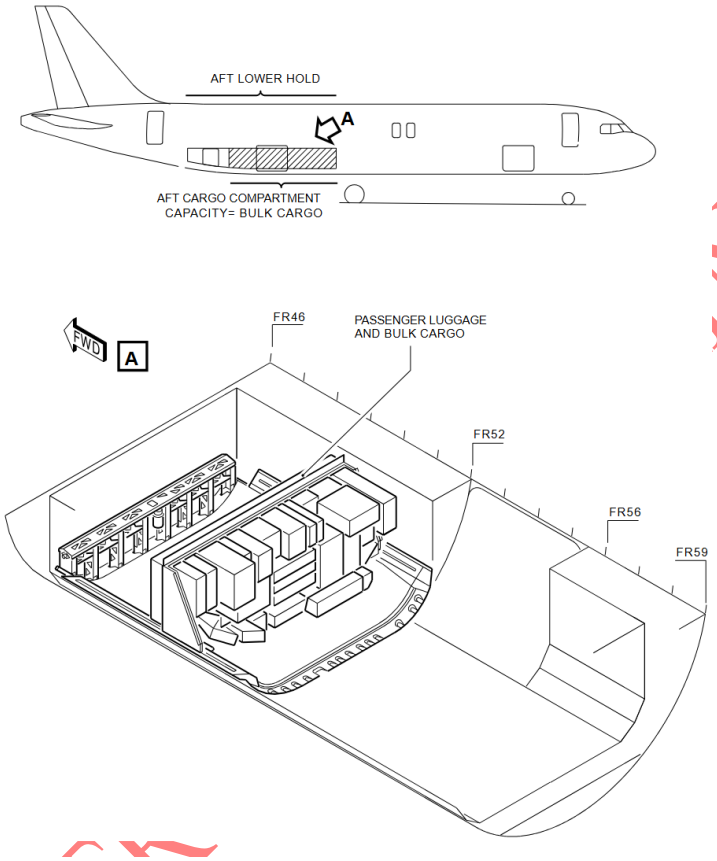
NOTE 2: Ensure the ramp area is clear of all wooden and/or plastics pallets after completion of loading or unloading.

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4.5.6.5 LOADING OF CARGO HOLD WITH CARPET SLIDING LOADING SYSTEM

On some aircraft AFT cargo hold is equipped with mechanized bulk loading system so called Sliding Carpet System (SCS) designed to help the loading and unloading of bulk loads. The SCS is installed on position 31 and 32. The sliding carpet is the conveyor belt of the SCLS. It is connected to the drive unit by toothed belts which pull the carpet forward and rearward. The carpet has kevlar reinforcements sewn into the extension of the drive belts.



The system includes a **movable bulkhead** that enables the on-board loader to remain in a safe and ergonomically sound position throughout the loading process. The Sliding Carpet System allows a single operator to load the entire cargo area from a fixed position. Once the first row of cargo is placed on position 32, the carpet is advanced forward to position 31 using the control panel installed on the ceiling, creating space for subsequent rows. This process is repeated until the cargo compartment is fully loaded.

The control panel is on the control box which is installed in the ceiling near the cargo door area of the AFT cargo compartment. The control panel houses:

- SELECT switch
- RUN pushbutton
- LOAD and UNLOAD lights
- EMERGENCY STOP switch
- PWR AVAILABLE light
- LOAD ALARM LIMIT SW
- UNLOAD ALARM LIMIT SW
- Circuit breaker CB1.

When the ground handling bus is energized, power is available at the 2001VU C/B panel 260. Close the circuit breaker CB1 on the control box and the PWR AVAILABLE light comes on.

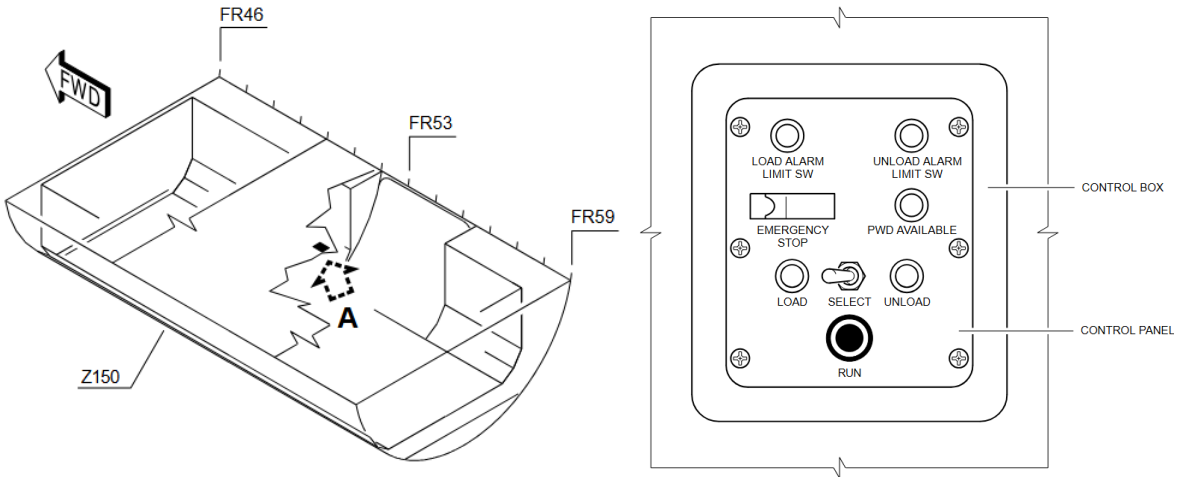
Power is now available to the SCLS and the sliding carpet system is ready to operate.

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The SELECT switch is a two-way toggle switch. The toggle switch controls the run direction of the sliding carpet. The two positions available are LOAD and UNLOAD:

- LOAD - the sliding carpet and the moveable bulkhead move in the FWD (load) direction
- UNLOAD - the sliding carpet and the moveable bulkhead move in the AFT (unload) direction.

The RUN pushbutton activates the motor and the SCLS runs (as long as the pushbutton is pressed) in the pre-selected direction.



For bulk loading, when mandatory cargo nets are properly installed, no additional restraints are required, except in the following cases:

- When an item poses a hazard due to its nature, form, or density;
- When an item weighs more than **150 kg (330 lb)** and is located **outside** the area covered by the Sliding Carpet System;
- When an item weighs more than **50 kg (110 lb)** and is located **within** the area covered by the Sliding Carpet System.

It shall be noted that the **Sliding Carpet System covers the tie-down points** of the respective cargo hold zone. Therefore, it is **not possible to secure items with tie-downs** in the area where the system is installed.

The capacity of the AFT cargo hold is 4 256 kg (9 382 lb).

The cargo hold is divided into sections to help the control of the loading.

The following table provides the maximum gross weight per section.

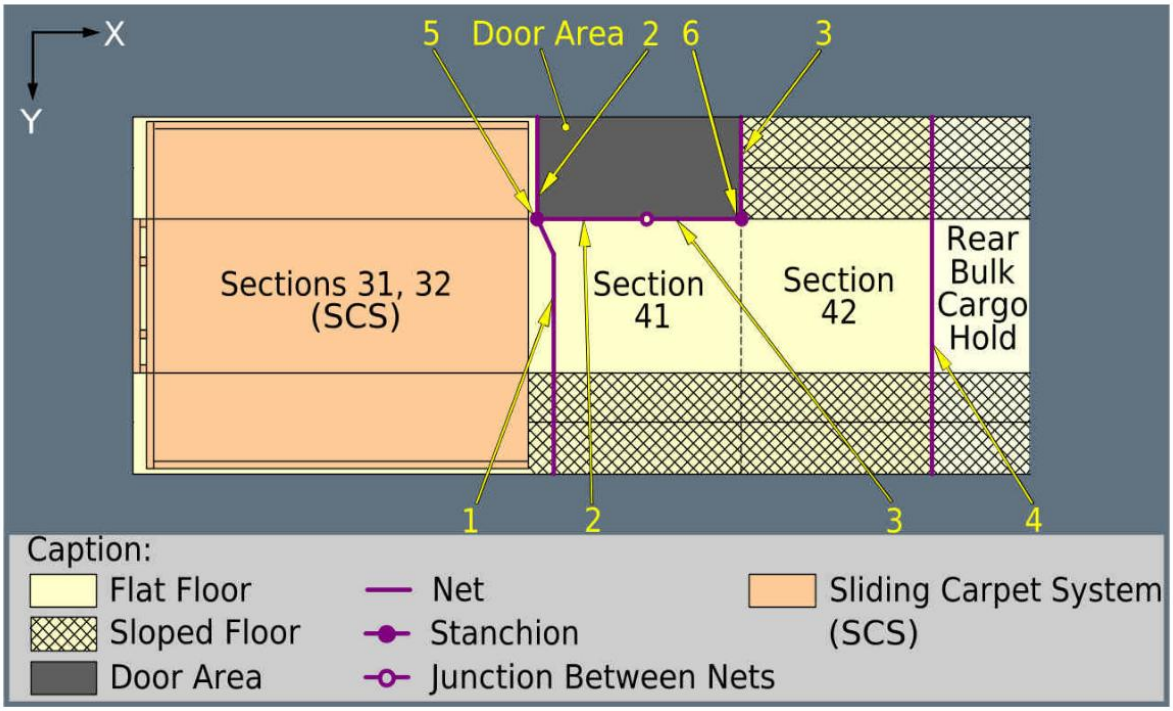
Section	MAX Gross Weight	
	(kg)	(lb)
31+32 (1)	2146	4731
41	928	2046
42	1182	2605

(1) Sliding carpet system
The loading of the cargo hold is subject to additional restraint requirements or weight restrictions in both of the following cases:

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- A malfunction of the installed nets or stanchions (Refer to CTL-LIM-AFT-BMEC-NMF Net Malfunctions)
- A malfunction of the Sliding Carpet System (SCS) (Refer to CTL-LIM-AFT-BMEC-MMF Malfunctions of the Mechanized Bulk Loading System).

The aft cargo hold is divided into sections and net sections as indicated in the illustration below.



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4.5.7 SECURING OF LOAD

GRH 3.4.1, GRH 3.4.15, GRH 3.4.16, GRH 3.4.17

4.5.7.1 SECURING OF LOAD – GENERAL RULES

When transporting a load in an aircraft, it shall be secured such that it shall not:

a) Move during the flight, which could dangerously affect the weight and balance of the aircraft.
b) Cause damage to the aircraft structure or other important parts of the aircraft.
c) Cause damage to another load or become damaged itself.
d) Cause injury to passengers and crew in case of an emergency landing.
e) Cause injury to ground handling personnel during loading and unloading.

4.5.7.2 BULK COMPARTMENTS

The load in bulk compartments is generally secured by door nets and sector divider nets. Ensure the following items are always secured:

a) Barrels or drums filled with liquids
b) Cages or boxes with AVIH
c) HEA pieces weighing 150 kg (330 lb.) or more
d) Coffins with HUM



Caution:
Do not load baggage or other shipments on top of the coffin.

e) Dangerous goods (see GOM 4.5.7.7)
f) Powered mobility aids
g) Loads that need spreading
h) Fragile loads

The following loads shall not move vertically or horizontally during flight. If the available volume of the compartment or net section is not volumetrically filled (three quarters of the height) with load, additional securing is necessary for:

a) Loads that are sensitive against shocks or tilting
b) Wet cargo
c) High-density packages
d) Pipes, tubes, bars, beams, planks, poles or other objects of a penetrating nature

If long pieces do not fit into one net section and the divider net cannot be closed correctly, check with the FLY2SKY's GOM for load restrictions

For battery-powered wheelchair and mobility devices ensure:

a) It is loaded/unloaded in such a manner that prevents unintentional activation during transport and the battery terminals shall be protected from short circuits (refer to IATA DGR).
b) The battery is either adequately protected against damage by the design of the mobility aid and securely attached to the wheelchair/device, isolating the electrical circuits according to the manufacturer's instructions, or
c) Removed from the mobility aid following the manufacturer's instructions.
NOTE: Battery-powered wheelchairs or mobility devices for use by passengers are classified in three main categories, based on the battery type that powers the device as defined in IATA DGR 2.3.2.2-2.3.2.4

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d) It does not roll when moving up the loading belt in an upright position. If tilting is necessary, ensure the passenger has consented and can only be tilted on the side without the device controls.
e) It shall be secured against movement in the cargo compartment, by use of straps, tie-downs or other restraint devices.
f) The mobility aid, including batteries, electrical cabling and controls shall be protected from damage, including damage caused by the movement of baggage, mail and cargo.
g) Any battery-powered mobility aid shall not be stowed together with loose loaded (bulk) items, or other loads loaded on top.

NOTES:

a. When securing, use tie-down points, keep the mobility aid in an upright position where possible, secure the mobility aid using the base frame, avoid unnecessary tilting of the mobility aid, ensure adequate clearance when loading/unloading, avoid over-tightening tie-down straps or other securing devices, load last when possible.
b. The PIC shall be informed of the location of the mobility aid with installed batteries, removed batteries and spare batteries.

4.5.7.3 SECURING ULDs

N/A for FLY2SKY

4.5.7.4 TIE-DOWN LOADS

Definition of forces

Properly tie down the loads on board the aircraft to withstand the following types of forces during takeoff, flight and landing.

Force	Definition
Forward	Horizontal forces effective during landing and steep angles of descent
Backward	Horizontal forces effective during take-off and steep angles of climb
Sideward	Horizontal forces effective during rough landing, turbulence and close turns
Upward	Vertical forces effective during landing and heavy turbulence in flight

Depending on the flight situation, the forces described above can be stronger than normal gravity force of 1 g. Secure all loads against the different forces according to the gravity factor (g-factor).

In general, the pallet build-up is done with a net that restrains the load against all forces.

Tie-down of load with straps or ropes

If the primary restraint of the load is done by straps, tie-down must be carried out according to AHM 311.

The usage of tie-down material with different capacities is not allowed.

There are two ways to secure a package with tie-down ropes or straps:

a) Lashing across or around a package (embraced lashing)
The embraced lashing method with tie-down straps or ropes fastens the strap or rope from one tie-down fitting across or around the load to a second tie-down fitting on the opposite side.

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A strap attached to the fittings on opposite sides of the load is rated to hold twice its ultimate load capacity. For example, an ETSO/TSO-C172 strap with 2,250 kg (5,000 lb.) rated restraint capacity will provide up to a maximum 4,500 kg (10,000 lb.) ultimate load for standard lashing.

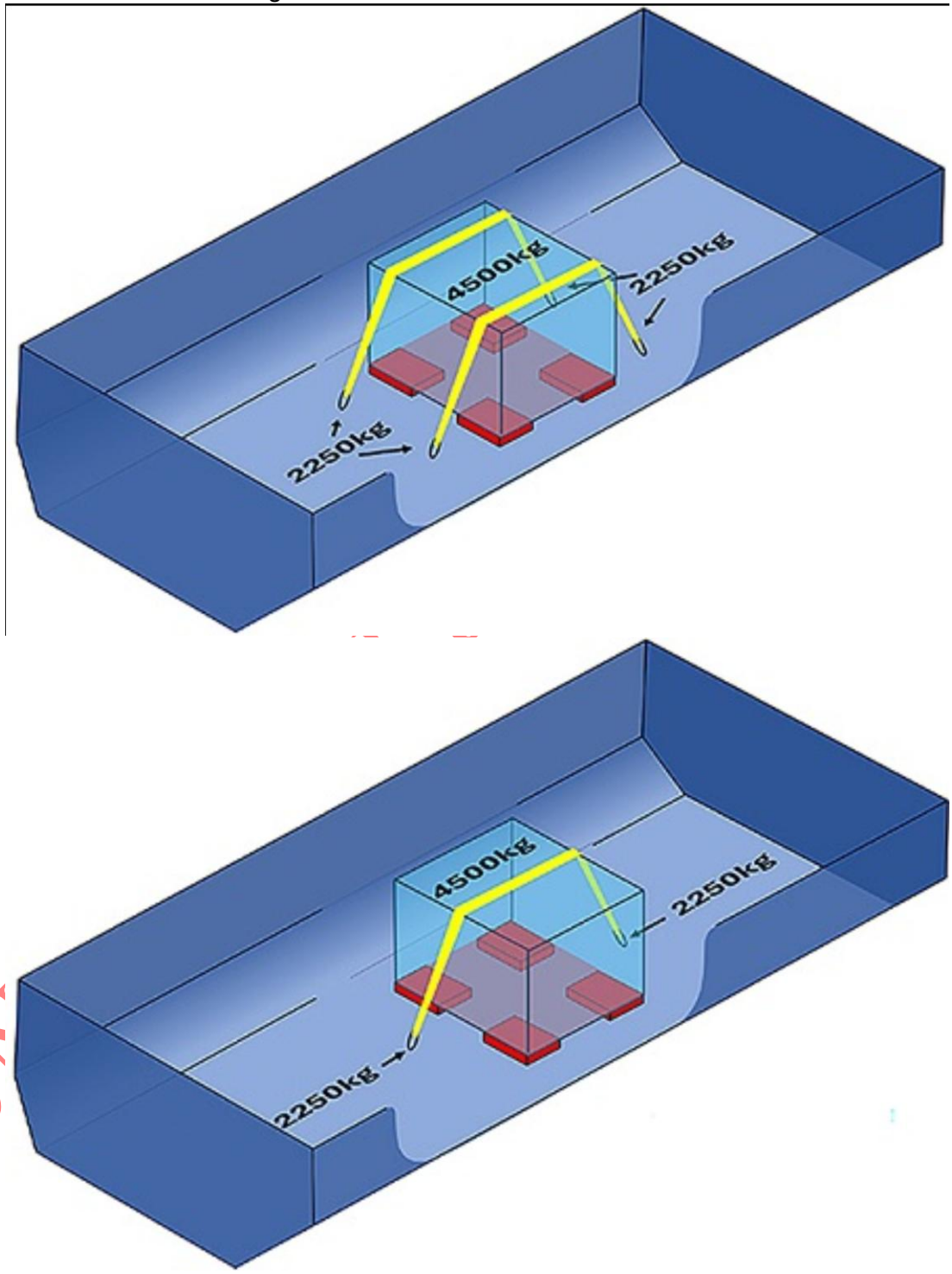


Figure 4.5.7.4.2a—Examples of embraced load lashing

b) Lashing directly fastened to the package (direct lashing)

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If a tie-down strap is directly fastened to the load with one tie-down fitting, the ultimate restraint capacity of the strap (e.g., an ETSO/TSO-C172 strap with 2,250 kg (5,000 lb.) ultimate load) will apply.

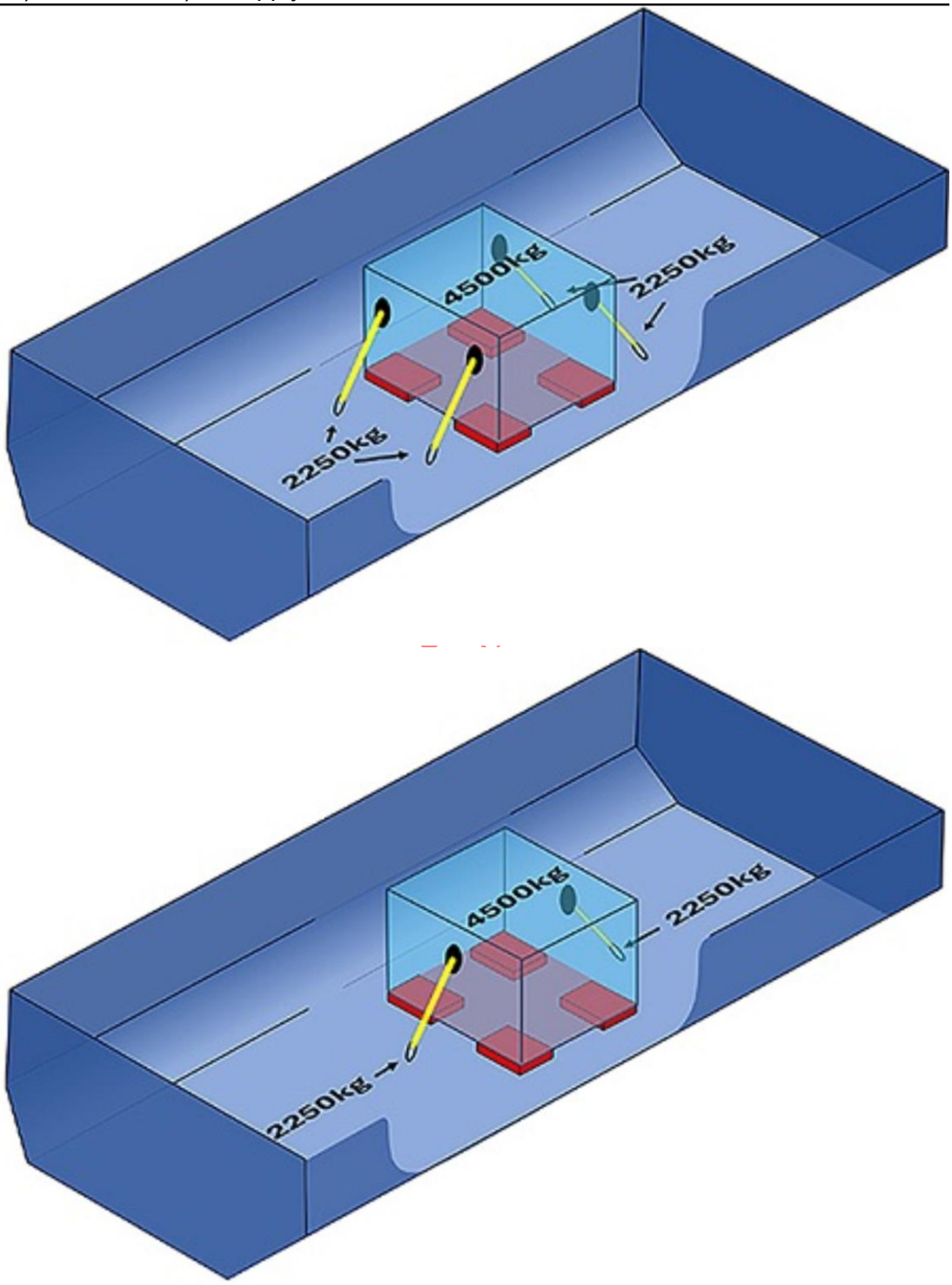


Figure 4.5.7.4.2b—Examples of direct load lashing

4.5.7.5 USE OF TIE-DOWN MATERIAL

Make sure the tie-down material is in serviceable condition.

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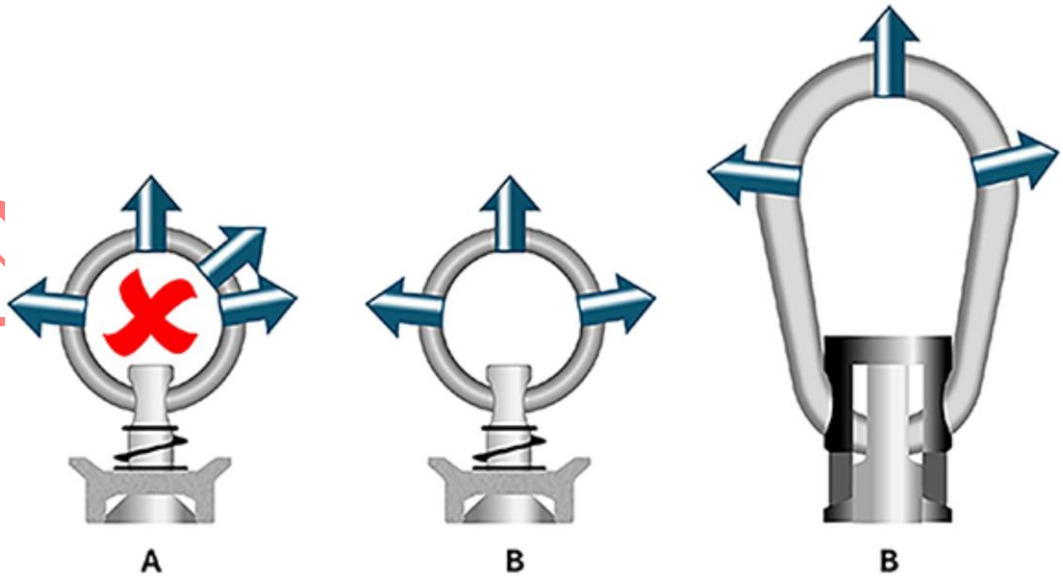
a) Tie- Down Ropes

a. Fix tie-down ropes to the aircraft floor tracks or tie-down fittings.
b. Make sure the overlapping ends of the tie-down ropes are long enough and will not loosen in the case of sudden stress.
c. Fix the tie-down ropes to the tie-down rings in a way that they may be easily loosened for unloading.
d. Do not fix tie-down ropes to other parts of the aircraft.
e. Do not use the same attachment points for lashing to secure the net sector divider nets.



b) Tie- Down Fittings

A single tie-down fitting may receive up to three straps/ropes in three different restraint directions (one up and two opposite horizontal directions). Forces generated by the load can never act in more than one direction at the same time; thus, the fitting will never be pulled by more than one strap/rope at the same time. Therefore, never attach more than three straps/ropes to the same fitting and never more than one strap/rope in the same direction.



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Alpha-Numeric	DESCRIPTION
A	Forbidden
B	Allowed

Figure 4.5.7.5a—Tie-down fitting with maximum three straps/ropes in three different restraint directions

Fix tie-down rings to the aircraft floor only at tie-down points or to tie-down tracks.

Distribute the attachment points of the tie-down rings evenly (nearly equal distances) over the length of the piece.

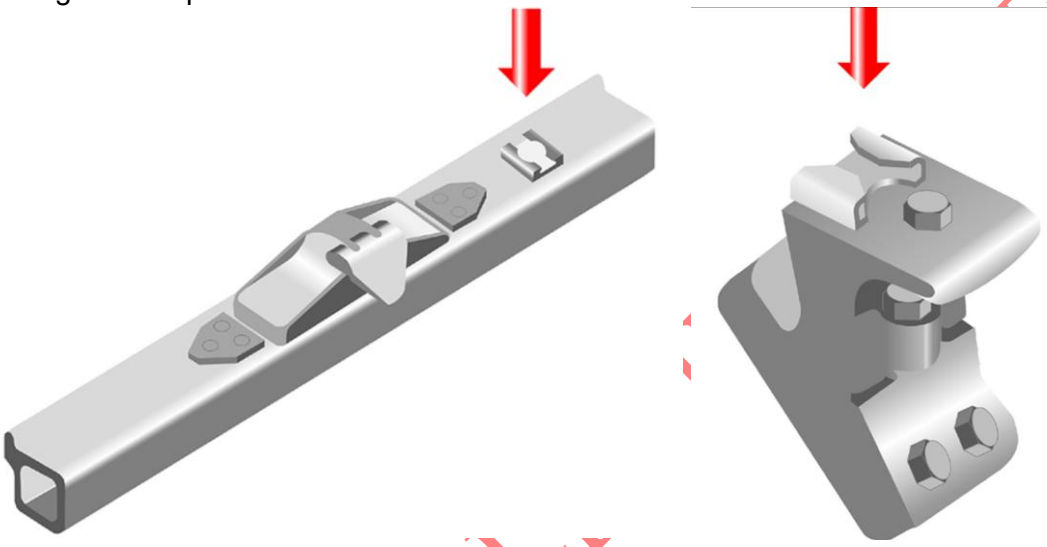


Figure 4.5.7.5b—Example of tie-down attachment points on outboard side lock and side guide

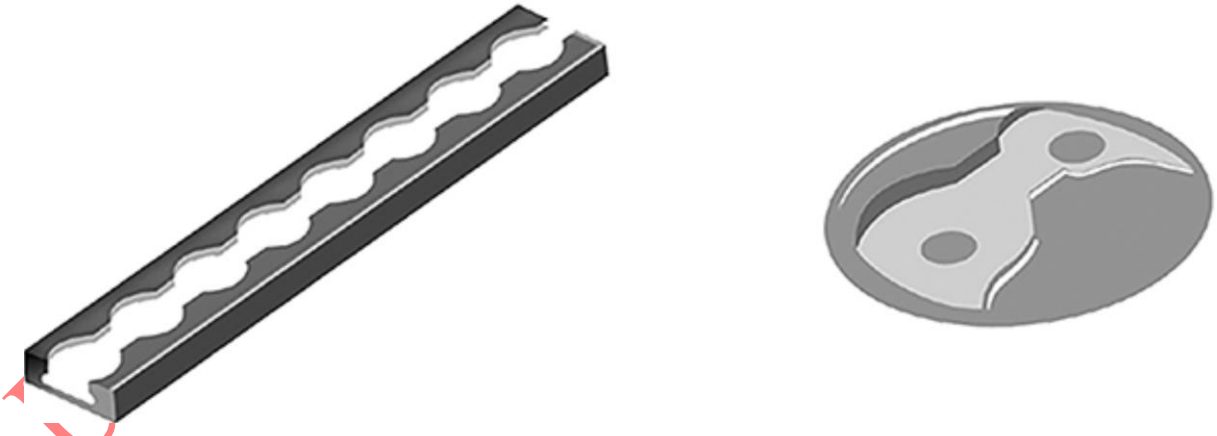


Figure 4.5.7.5b—Example of tie-down attachment points on track and anchor plate

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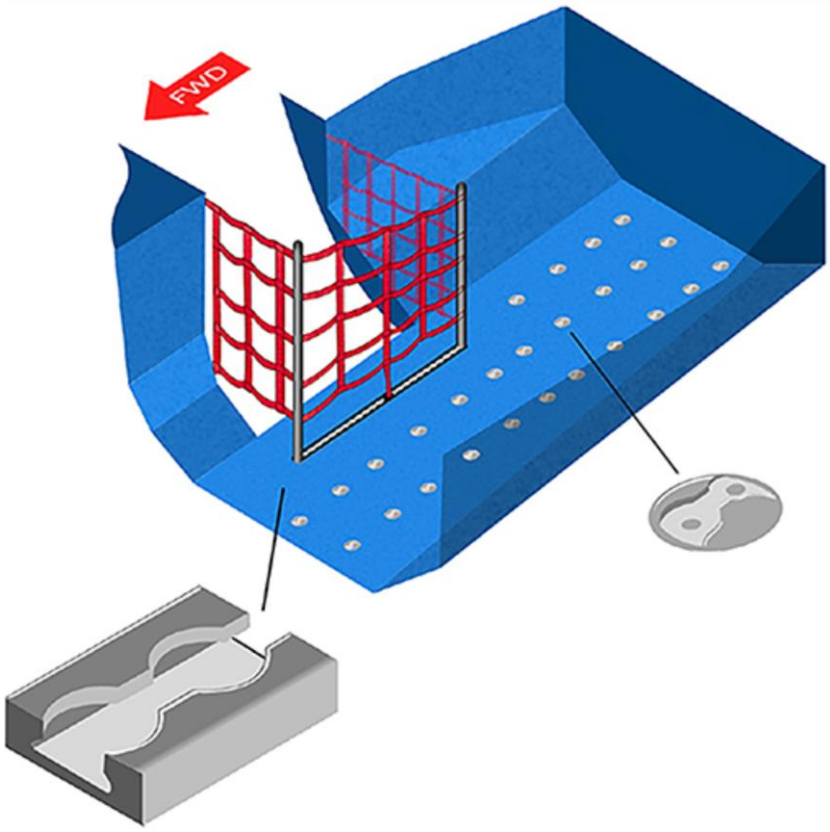


Figure 4.5.7.5c—Example of tie-down attachment points in the bulk compartment

Caution:
Tie-down is forbidden on any part of the aircraft structure, other than those described in Figure 4.5.7.5c, even if equipped with rings or tie-down points.

c) Tie-Down Straps

Use only certified ETSO/TSO C172 tie-down straps.

Fix tie-down straps to the aircraft with their fixed tie-down rings only at dedicated tie-down points or tie-down tracks.



Figure 4.5.7.5d—Example of tie-down straps

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d) Tightening

Tighten the lashing strongly, but not so strongly that the load or tie-down material is damaged.

Make sure all tie-down ropes or straps used for lashing the same piece have the same tension.

To protect fragile or sensitive cargo or dangerous goods, use cloth, cardboard or similar material for edge protection.

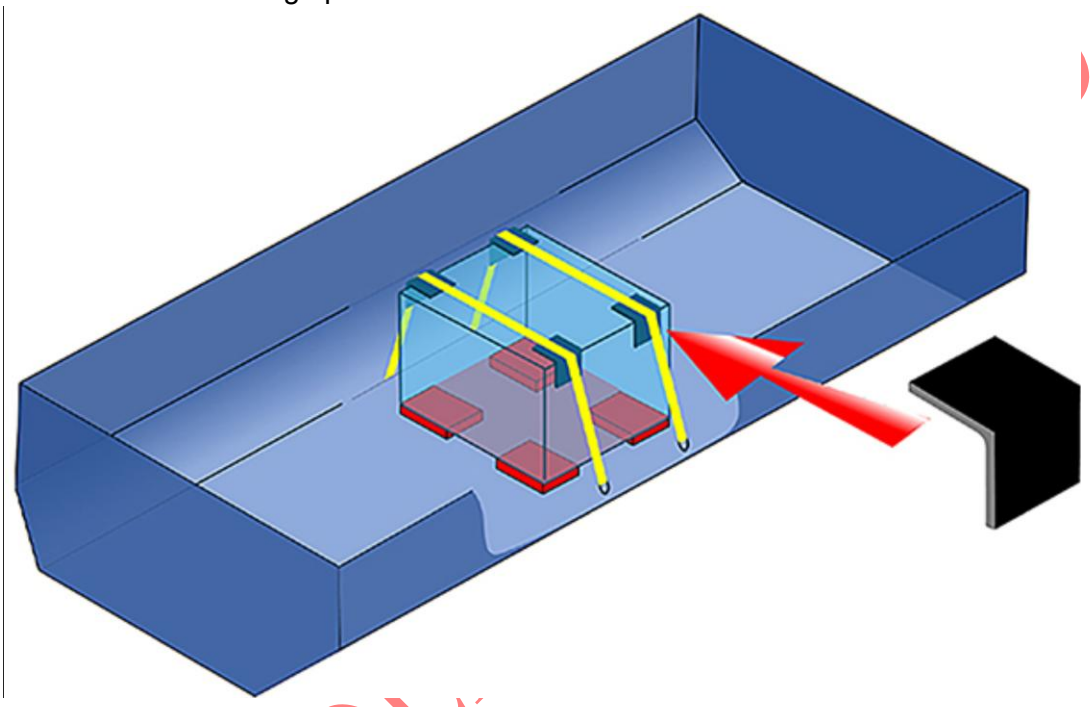


Figure 4.5.7.5e—Protect the edges of fragile or sensitive cargo

e) Sharp Edges

To avoid cutting or grinding tie-down ropes or straps, smoothen sharp edges with a piece of soft material (e.g., cloth, cardboard, plank or similar).

4.5.7.6 STANDARD LASHING

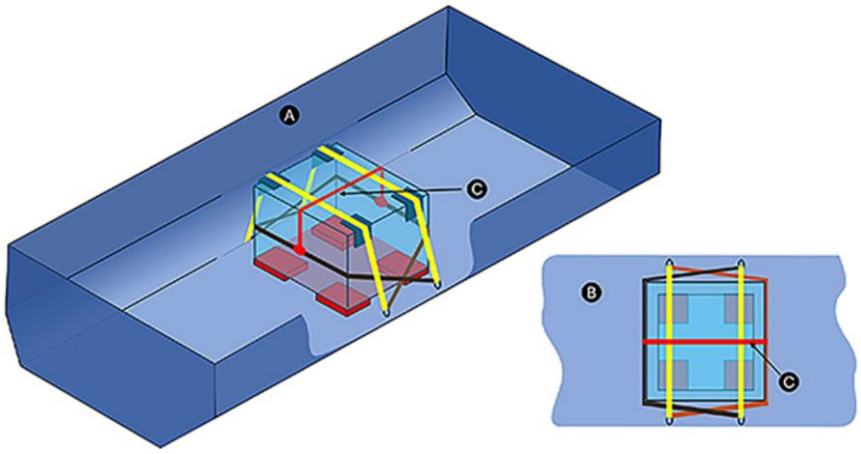
For standard lashing use:

a) Four tie-down rings
b) Four tie-down ropes/straps and one safety rope
   a. Two against upward forces
   b. One against forward forces
   c. One against backward forces
   d. One safety rope

The safety rope prevents the tie-down ropes/straps used against forward and backward forces from sliding down.

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Alpha-Numeric	DESCRIPTION
A	Isometric View
B	Top view
C	Safety Rope

Figure 4.5.7.6a—Standard lashing of a load

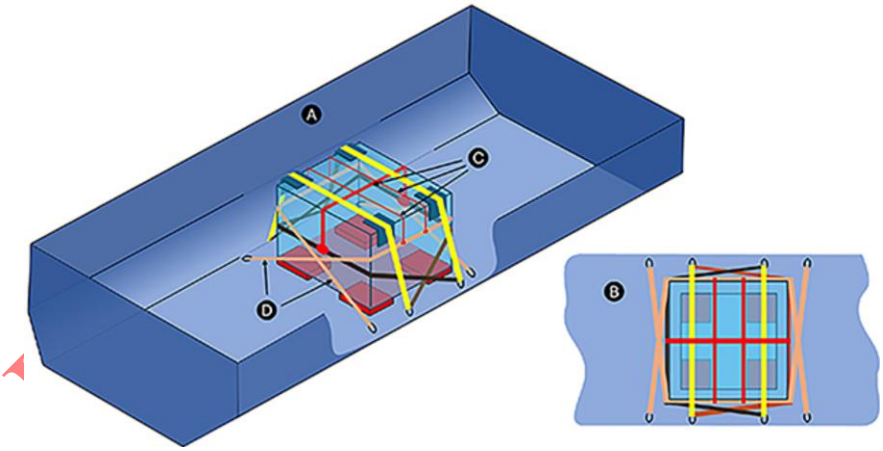
Sideward forces

Sideward forces are normally covered by the standard lashing for upward, forward and aft forces. The rope/straps shall be lashed close to the pieces.

Exception

If a piece is more than twice as high as it is wide:

a) Tie down against sideward forces additionally to the standard lashing
b) Place this additional lashing between half and two-thirds of the height
c) Secure this lashing with two safety ropes to prevent the additional lashing from sliding down



Alpha-Numeric	DESCRIPTION
A	Isometric View
B	Top view
C	Safety Rope
D	Additional Lashing

Figure 4.5.7.6b—Standard and sideward lashing of a load

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Barrels

Barrels are difficult to lash because of their round shape and mostly sharp rims.

Use supporting planks for a safe lashing.

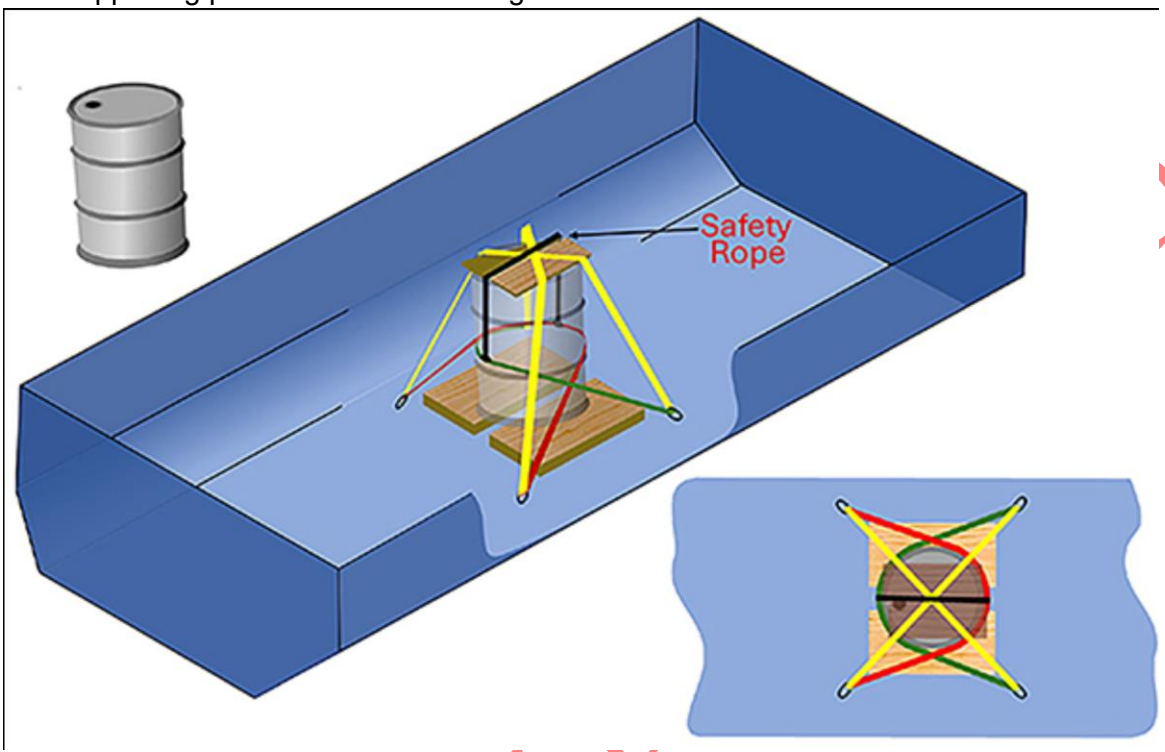


Figure 4.5.7.6c—Lash barrels with protective planks

4.5.7.7 SECURING OF DANGEROUS GOODS

GRH 3.4.3(iii)

Handle dangerous goods with utmost care to prevent any damage to persons or goods.

Strictly observe all special handling instructions, labels or imprints (e.g., THIS WAY UP) or arrows showing the proper orientation of the package).

On a pallet, securing by tie-down is not necessary if all the load on the pallet, including the dangerous goods package, is secured by the pallet net.

In a bulk compartment or a container, securing by tie-down is not necessary if the package cannot move horizontally or vertically. The net section or container must be volumetrically full (three-quarters of the height), and the entire floor area must be covered.

Observe the securing requirements as shown in Figures 4.5.7.7:

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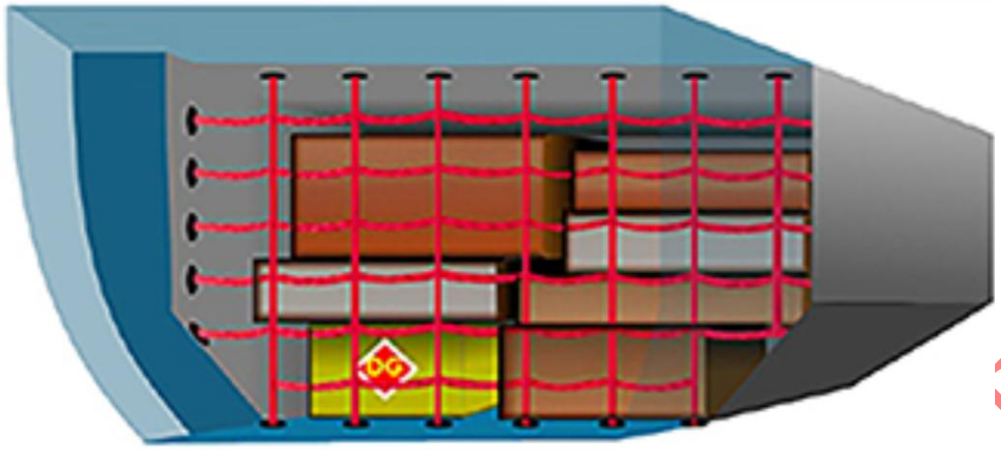


Figure 4.5.7.7a—Securing dangerous goods by pallet net

NOTE: When the net sector in the bulk compartment is volumetrically full, including the entire floor area, securing by tie-down is not necessary.

If the entire floor area of a container or lower deck aircraft container is not filled completely with another load, tie down the dangerous goods package to prevent any movement.

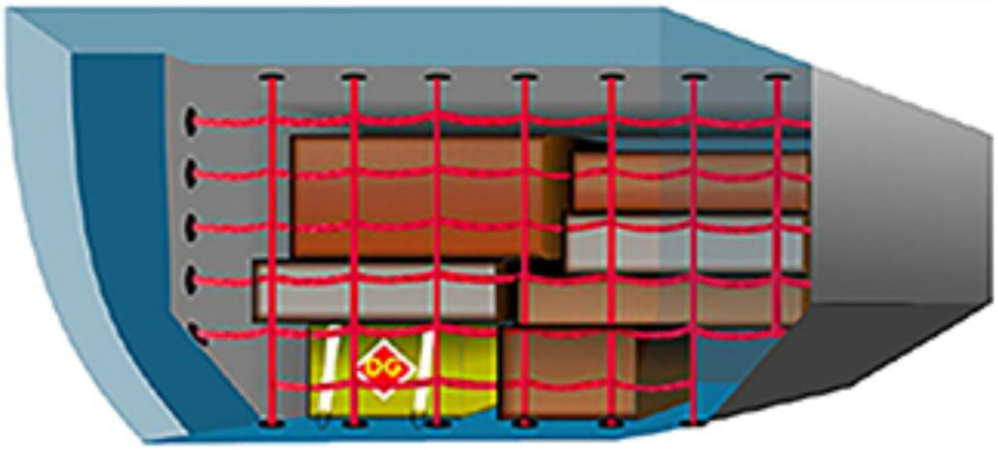


Figure 4.5.7.7b—Securing dangerous goods with tie down

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If the net sector in the bulk compartment or container is not volumetrically full, tie-down the dangerous goods package to prevent any movement.

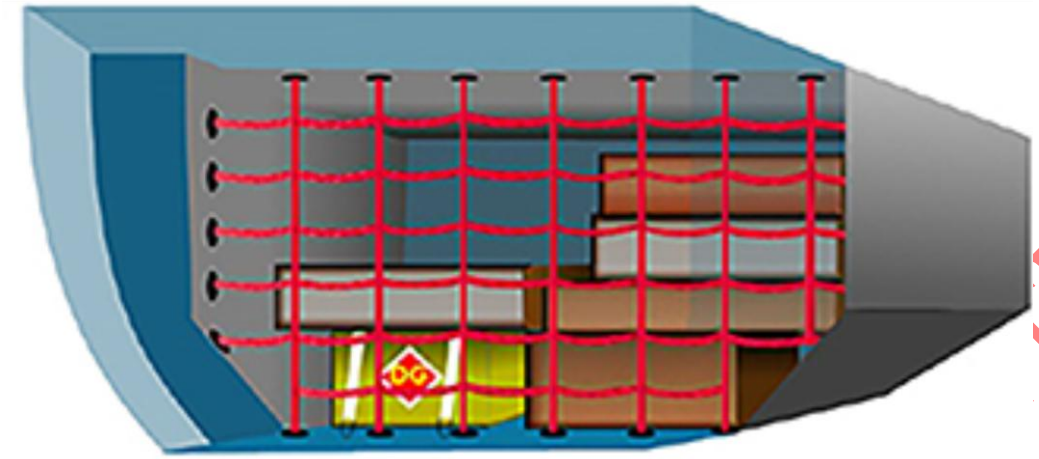


Figure 4.5.7.7c—Securing dangerous goods in a partially empty net sector

Securing small dangerous goods packages

If securing by tie-down in a net sector or container is not possible because of the small size of the package:

Fill the net sector or container as shown in (Figure 4.5.7.7a–Example 1, or put planks on top of the package (see Figure 4.5.7.7d–Example 4) to make securing by tie-down possible.

If neither is possible, do not load the package.

If the net sector in the bulk compartment or container is not volumetrically filled, tie-down of all items is required.



Figure 4.5.7.7d—Small packages must be tied down

4.5.8 LOAD SPREADING

When the weight of item(s) to be loaded exceeds the maximum floor load per square meter or the maximum floor load per running meter of a compartment, the weight must be spread to prevent damage to the compartment floor. This applies to HEA loads but may also apply

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to smaller items weighing less than 150 kg (330 lb.). The item must be fully restrained (see figure 4.5.8) and can be spread by making use of wooden boards or beams.

Caution:
Overloading can cause damage to aircraft frames and ribs and consequently can have serious implications for the safety of the aircraft.

The weight shall be spread by making use of wooden boards or beams, in which case:

a) The surface to support the weight will be enlarged, or
b) The length will be enlarged

The load spreading instructions shall be in accordance with FLY2SKY requirements. The information shall be included on the LIR.

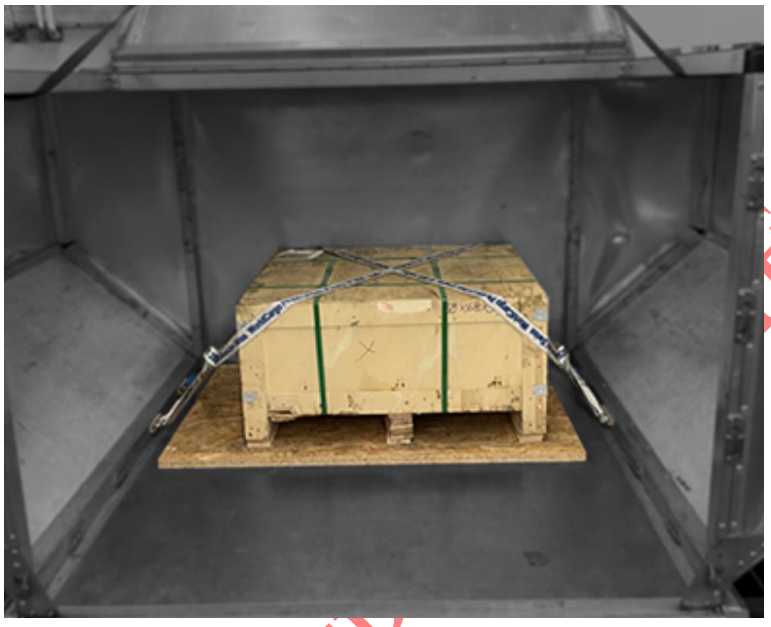


Figure: 4.5.8–Load spreading on wooden board

4.5.9 AIRCRAFT UNIT LOAD DEVICES

N/A for FLY2SKY

4.5.10 SPECIAL LOADS

4.5.10.1 SPECIAL LOADS – GENERAL

a) All shipments requiring special handling shall be identified on the LDM or CPM for arriving flights, or under a NOTOC for departing flights, as applicable.
NOTE: Certain commodities may be excluded from these messages in line with FLY2SKY procedures (e.g., valuable).
b) Comply with any special handling requirements. Be alert for special load and/or dangerous goods shipments.
c) Always follow the orientation markings and/or special handling instructions, as applicable, while handling.
d) Ensure packages with directional handling labels are kept in the correct orientation (e.g., THIS WAY UP).
e) Always observe the specific instruction labels and markings (i.e., Cargo Aircraft Only (CAO), FRAGILE, TOP, THIS SIDE UP).

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f) Ensure shipments labelled “Cargo Aircraft Only” are not loaded into a passenger aircraft.
g) Always handle fragile items with care.
h) Carry out a visual inspection of all shipments requiring special handling prior to and during loading to ensure there are no signs of damage or leakage. See GOM 4.5.1.6 and GOM 4.5.6.4.
i) Consider the following actions in flight delay/disruption situations for live animals and time/temperature sensitive shipments, depending on the length of the delay and local weather conditions. Any such decisions will be made in coordination with relevant stakeholders (e.g., airline, turnaround coordinator, cargo department):
    a. Provision of air conditioning to the aircraft if the shipments would benefit from such action.
    b. Transferring such shipments to a warehouse with adequate facilities such as air conditioning or cold store.

4.5.10.2 DANGEROUS GOODS

During transportation, loading and unloading of dangerous goods, ensure the following procedures:

1. Transportation shall be in accordance with the IATA DGR and FLY2SKY specific DG restrictions.
2. Dangerous goods shall be handled and secured or stowed in a manner that:
    a. Prevents damage to packages and containers during aircraft loading and unloading.
    b. Provides for separation and segregation of packages on the aircraft to prevent interaction in the event of leakage.
    c. Prevents movement that could change the orientation of packages on the aircraft.
    d. Is in accordance with the information provided on the Notification to Captain (NOTOC).
    e. In case dangerous goods package or shipment appears to be damaged or leaking, see GOM 6.5.4.

4.5.10.3 LIVE ANIMALS

During transportation, loading and unloading of live animals, ensure the following procedures:

1. Transportation shall be in accordance with the IATA Live Animals Regulation (LAR). Refer to FLY2SKY procedures for specific requirements or restrictions.
2. Live animal shipments are handled in a manner that ensures shipment integrity is maintained, and prevents damage, leakage, animal injury and escape.
3. Waiting times are:
    a. minimized during ramp transportation, staging, loading, securing and unloading.
    b. compliant with the shipper’s specific handling instructions.
4. Exposure to adverse weather and environmental conditions is prevented.
5. Load and secure live animals into suitable aircraft compartments as directed by the LIR.
6. Separate live animals from incompatible loads in accordance with FLY2SKY requirements (e.g., foods, human remains, certain dangerous goods or other live animals that are natural enemies).

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7. Ventilation openings are not blocked by other adjacent loads or compartment walls so that there is sufficient air for normal breathing.
8. Availability of qualified personnel and appropriate equipment to perform the build-up when loading live animal(s) onto a pallet at the aircraft (e.g., where number, dimensions or insufficient ventilation prevents bulk loading).
9. Tie-down or otherwise secure AVI containers against any kind of movement during take-off, during landing and in flight.
10. Leave cargo hold access doors open until the last minute before departure and open doors immediately on arrival to provide fresh air to live animals; when necessary, connect conditioned air to the aircraft.
11. Do not load live animal shipments directly in front of or below air ventilation outlets, or in contact with compartment floors, walls or internal lights.

Exception: Live animal shipments may be loaded directly on the compartment floor where aircraft are equipped with adequate underfloor heat or insulation. Refer to 12.1.8 LIVE ANIMALS to check if cargo compartment is temperature controlled.

NOTE: See AHM 332 Handling and Stowage of Live Animals.

4.5.10.4 WET CARGO

The following types of cargo, if not subject to the IATA DGR, shall be considered wet cargo:

1. Liquids in watertight containers.
2. Wet materials not packed in watertight containers (e.g., fish packed in wet ice, fresh or frozen meat, casings (i.e., fresh animal guts), wet hides and skins).
3. Goods that by their nature may produce liquid (e.g., larger live animals, usually mammals, where the presence of feces and urine is likely).
4. Fruits/vegetables with high moisture (e.g., berries).

NOTE: Live animals such as birds, reptiles, insects and certain mollusks (terrestrial) in appropriate animal containers do not pose a higher risk for corrosion than normal baggage/cargo and are therefore exceptions. See IATA Live Animals Regulations (LAR).



Caution:
Spillage or leakage during carriage by air could lead to corrosion or other damage to the aircraft structure or its components, or damage to other loads. In case of spillage or leakage, inform responsible ground staff member, maintenance and flight crew if on board.

5. The person responsible for the aircraft loading supervision task shall ensure the wet cargo is properly packed and free of leakage. Do not load damaged or leaking packages.
6. Loading precautions:
   a. Before loading, ensure there is no evidence of spillage/leakage.
   b. Spread plastic sheets or tarpaulins to protect the aircraft floor and walls and catch any spillage or leakage. Use absorbent material as required by operating airline procedures.

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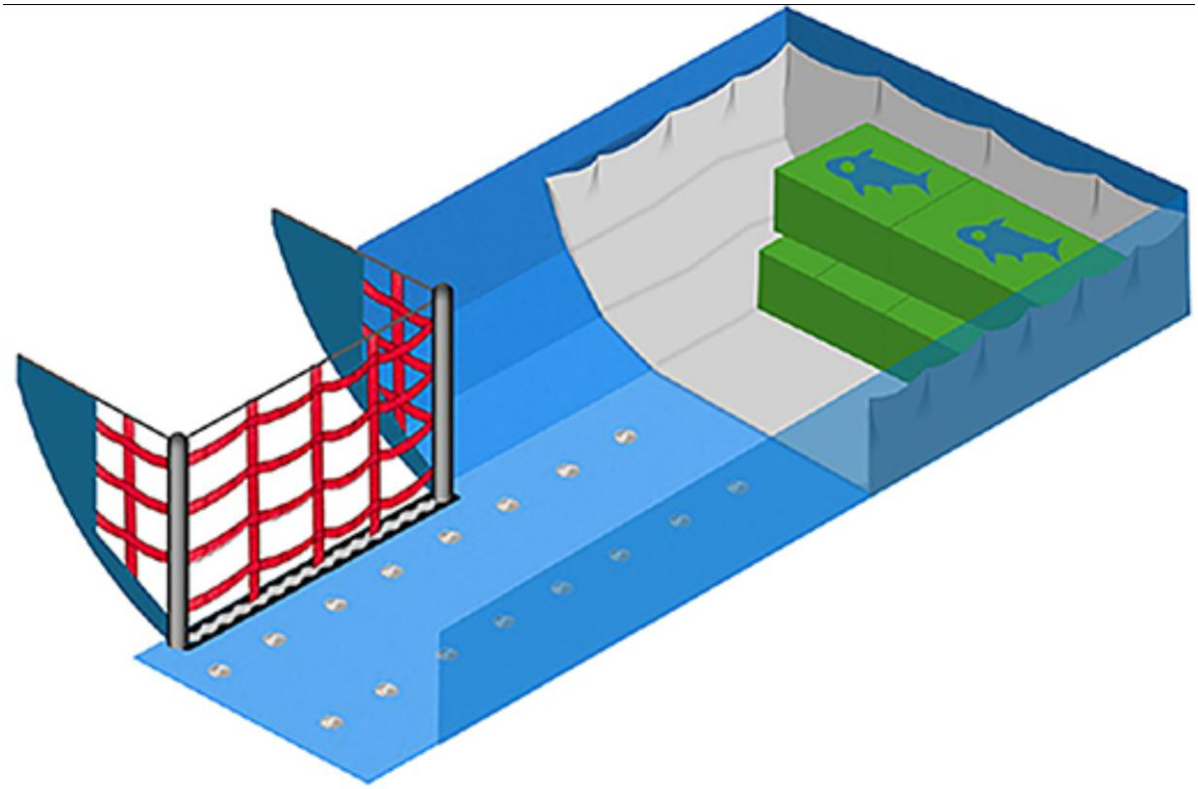


Figure 4.5.10.4—Stacking procedure for wet cargo packages

NOTES:

1) When wet or damp, the strength of some packaging can be considerably reduced. Special attention shall be given to avoid the crushing of the packages when stacking to several levels.
2) For reference regarding packing of wet cargo and temperature sensitive packaging, see IATA Perishable Cargo Regulations (PCR) and IATA Temperature Control Regulations (TCR).

4.5.10.5 PERISHABLES AND TEMPERATURE-SENSITIVE HEALTHCARE PRODUCTS

During transportation, loading and unloading of perishable and temperature-sensitive healthcare products, ensure that they are:

1. Handled in a manner to minimize the waiting period.
2. Not exposed to adverse weather or environmental conditions during transportation, loading and unloading.

NOTES:

1. Perishables shall be moved into storage (e.g., cooler, freezer) appropriate for the type, in accordance with the Perishable Cargo Regulations (PCR).
2. Pharmaceuticals shall be moved into storage (e.g., cooler, freezer) appropriate for the type, in accordance with the Temperature Control Regulations (TCR).

4.5.10.6 DRY ICE

Dry ice (solid carbon dioxide) is used as a refrigerant for commodities including, but not limited to, temperature sensitive health care products, e.g., vaccines and other life sciences

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products, to ensure that they are maintained at the required temperature throughout the supply chain.

a) Where dry ice is present in the cargo being loaded or unloaded from the ramp, personnel shall be aware of the precautions required to ensure that there is no risk of suffocation from elevated CO2 levels from sublimating dry ice.
b) Refer GOM 9.4.2.4.6 LOADING OF DRY ICE (ICE) for requirements concerning loading and unloading of dry ice, as dangerous goods and GOM 12.1.9 DRY ICE maximum permitted quantities vary by aircraft type.
c) Verify the documentation for the presence of dry ice as a refrigerant (code ICE) and instruct the personnel that the cargo compartment shall be allowed to vent after the cargo hold access door is opened and before entering the cargo compartment.
d) Open the cargo compartment access door and stand back. No person shall enter the hold. A cargo compartment where dry ice is present shall be allowed to vent after the cargo compartment door is opened.
e) Cargo hold access doors shall remain open to clear dry ice vapors before entering the hold



Danger:

1. There is a risk of suffocation when entering a compartment containing significant amount of dry ice.
2. Anyone entering a cargo compartment before the dry ice vapor has dispersed may be overcome with dizziness and shortage of breath due to lack of oxygen. In such circumstances the person should be removed immediately to fresh air and, if his breathing is seriously affected, call a doctor.

4.5.10.7 FLIGHT KIT

A Flight Kit (FKT) (also known as fly away kit, flight spares kit, etc.) is any set of spare parts and/or tools carried on the aircraft.

a) When carried on the aircraft, the FKT shall never be off-loaded on the sectors concerned, unless authorized by FLY2SKY.
b) The Flight Kit is identified by the code FKT (e.g., on wheels). They may be permanent on certain aircraft types or occasional (for particular route or sector).
c) The weight shall be added to dead load.
d) They shall be loaded under the supervision and secured by fastening.
e) In order to avoid any risk of confusion with equipment forwarded to a station or unscheduled off-loading, each box or item of the flight kit shall be labeled with an FKT tag completed with destination, flight/date and gross weight of the package. It shall be specified in the LDM and UCM messages. Labels are provided by the airline company.

4.5.10.8 HUMAN REMAINS

During transportation, loading and unloading of human remains, ensure the following:

a) Do not place any other load on top of the coffin.
b) Stow the coffin horizontally and minimize tilting as much as possible during loading/unloading.
c) When loading or unloading a coffin on a belt loader, the head, where identifiable, shall be elevated (i.e., pointing towards the cargo door).

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d) Segregation rules shall apply between human remains and other special loads, refer to GOM 9.4.2.5 SEGREGATION/SEPARATION OF DANGEROUS GOODS for such requirements.
e) Cremated human remains shall be handled and loaded as normal cargo.

4.5.10.9 LIVING HUMAN ORGANS AND BLOOD SHIPMENTS

When used in this section, the code LHO applies to living human organs, blood and blood plasma, except where specifically stated otherwise.

a) Delivery to and from the aircraft should be based on locally established processes.
b) LHO shall not be exposed to adverse weather or environmental conditions during transportation to/from aircraft and during loading/unloading.
c) LHO shall be transported to/from the aircraft by an appropriate means considering the temperature requirements and packaging used, e.g., cool dolly or refrigerated vehicle.
d) Where LHO are transported in the cargo hold, it shall be tied down unless the package cannot move horizontally or vertically, the net section is volumetrically full (three quarters of the height) and the entire floor area is covered.
e) Where LHO are transported in the passenger cabin, the shipment shall be handed over to the flight crew/cabin crew and tied down/secured to the seat.

NOTE: When transporting LHO in the cabin, consideration shall be given to seat arrangement, priority boarding/deboarding and, where applicable, electrical supply in the seat.



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Figure 4.5.10.9—Example of LHO tie down and electrical connection

NOTE: When Dry Ice and Lithium Batteries are included together with LHO, the Dry Ice and Lithium Batteries are not subject to dangerous goods regulations.

4.5.10.10 VALUBALE CARGO

During transportation, loading and unloading of Valuable Cargo (VAL), ensure the following procedures:

a) VAL cargo shall be transported as per FLY2SKY requirements and applicable regulations.
b) VAL cargo shall never be left unattended.
c) All handovers shall be signed for and the cargo checked for signs of damage, pilferage or interference (including broken or damaged seals on packages), confirmation of seal numbers, and ensure the actual number of packages matches the documented number of packages for bulk shipments.
d) Immediately report to the supervisor all cases of missing or damaged VAL, broken or tampered seals or other irregularity, and stop the VAL loading/unloading process.
e) Where security personnel are present to transport VAL to or from the aircraft, the person responsible for the aircraft loading supervision task shall liaise with the security personnel to coordinate any additional requirements.
f) Unloading and transportation of VAL to the cargo warehouse shall be done with priority.
g) Remove the loading equipment and close cargo compartment doors as soon as possible after VAL is loaded.
h) At transit station, check carefully that security or collector bags are not unintentionally offloaded.

NOTE: All information related to VAL shall be kept strictly confidential.

4.5.11 TRANSPORT OF CARGO AND MAIL IN PASSENGER AIRCRAFT

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4.6 AIRCRAFT DEPARTURE

4.6.1 AIRCRAFT DEPARTURE – INTRODUCTION

A departure is normally conducted with a dialogue between flight crew and the ground staff member in charge of the departure operation via an interphone. This procedure ensures the highest level of safety during departures based on a precise exchange of information. The ground staff member in charge of the departure operation shall maintain continuous contact with the flight crew and are responsible for the ground maneuver.

The scope of the following departure procedures is limited to conventional towbar and towbarless (TWL) pushback operations.

NOTE: The term headset applies whether a wired or wireless interphone system is used.

Other personnel are also involved in the departure process. The number of other personnel and their functions/responsibilities can change depending on:

a) Aircraft type
b) GSE used for the maneuver
c) Airport infrastructure
d) Stand configuration

GOM 4.6.2 describes the responsibilities of the main functions involved in the pushback manoeuvre.

4.6.2 GROUND STAFF MEMBER RESPONSIBILITIES

4.6.2.1 GROUND STAFF MEMBER RESPONSIBILITIES FOR DEPARTURE

The responsible ground personnel is defined as the person performing the communications with the flight crew. The responsible ground personnel shall be in charge of every aircraft pushback. This function can be performed by different personnel in different roles and positions. Refer to the FLY2SKY GOM for the specific assignment of this duty.

The ground personnel responsible for the departure shall:

a) Be in charge of the entire pushback, once clearance to begin pushback has been given by the flight crew.
b) Ensure the pushback tractor and towbar/TWL tractor is suitable for the specific aircraft type.
c) Conduct briefings with all persons involved in the aircraft movement to review and confirm how the aircraft will be maneuvered.
d) Have ultimate responsibility to review pushback procedures based on conditions observed and advise flight crew of any anticipated changes to pushback procedures.

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4.6.2.2 PUSHBACK TRACTOR DRIVER

The pushback tractor driver shall:

a) Ensure the pushback tractor and towbar/TWL tractor is suitable for the specific aircraft type.
b) Stand by for clearance-to-push communication from the flight crew or responsible ground staff member or brake operator in case of towing.
NOTE: When a single person pushback is conducted, the pushback tractor driver shall also carry out the function of the ground staff member responsible for departure as defined in GOM 4.6.2.1.

4.6.2.3 WING WALKER

FLY2SKY establishes requirements for wing walkers. The presence of such personnel may also be controlled or restricted by civil aviation authorities or local airport authorities.

Where applicable, the wing walker or other assist personnel shall:

a) Be under the direction of the responsible ground staff member at all times.
b) Use two marshalling wands, either day wands or illuminated wands for low-visibility operations.
c) Be positioned before and during movement of the aircraft as follows, where applicable and/or permitted:
    a. Approximately 1 m (3 ft.) outboard of the wingtip and with a clear view of wingtip clearance and any potential hazards
    b. In line with the rearmost main gear wheel
    c. Able to maintain visual contact with the person responsible for pushback/towing
    d. At a safe distance from the moving aircraft/pushback tractor during the entire pushback
    e. Maintain situational awareness to avoid personal injury hazards e.g., moving equipment and vehicles, aircraft, slip, trip and fall hazards such as chocks, cones, GSE, uneven ground, spillages, etc.
NOTE: See Figure 4.6.2.3 for positioning of wing walkers during pushback.
d) Ensure the aircraft movement path is clear of any obstructions (i.e., other aircraft, vehicles).
e) Provide “Clear to Move Aircraft” clearance signals at all times to the person responsible for pushback by using a distinct pendulum arm motion (see GOM 3.4.6.1).
f) Continue to monitor the aircraft path until the aircraft is stopped at the departure point.
g) If at any time during aircraft movement, the wing walkers are unsure or identify an imminent danger, signal the person responsible for pushback with the “STOP” signal (see GOM 3.4.7.6).
h) When the aircraft is stopped at the departure point, position themselves either at the 11 o'clock or 1 o'clock position in clear visibility of the flight crew on the terminal side at a safe distance away from the aircraft.
i) Give the “Hold Movement of Aircraft” signal to the flight crew when the visual “Brakes Engaged” signal has been received from the person responsible for pushback (see GOM 3.4.6.3 and 3.4.9.1).
j) Remain in position until the responsible ground staff member takes over the marshalling clearance of the aircraft.
k) Return to the terminal once marshalling duty has been transferred.

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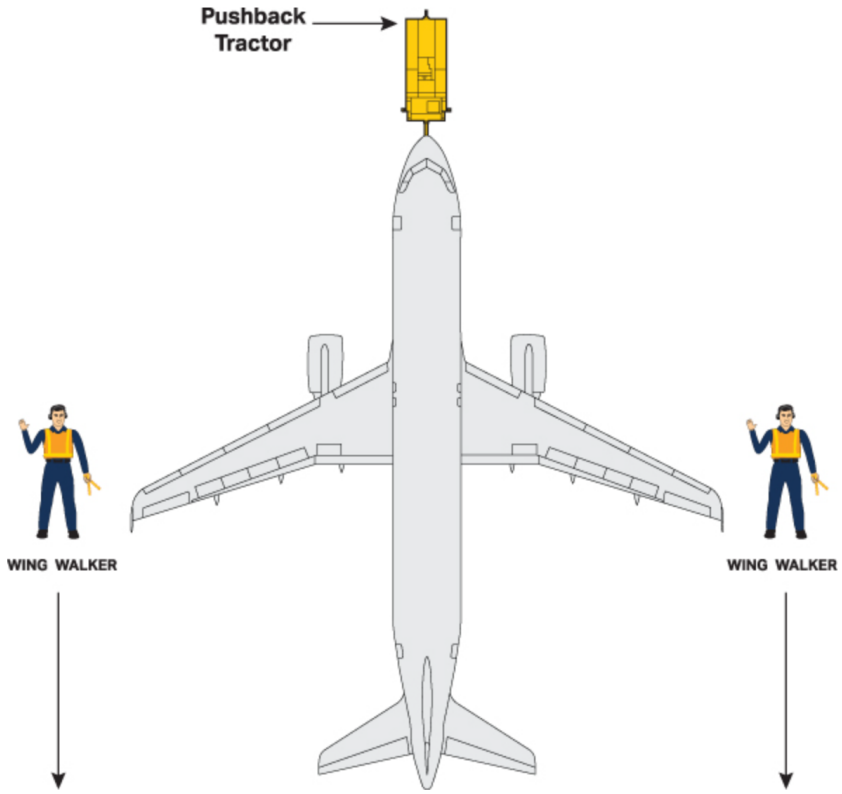


Figure 4.6.2.3—Wing Walker

4.6.3 PREDEPARTURE ACTIVITIES

GRH 3.2.7

The Ground Handling agent shall ensure that the aircraft departure procedures are completed prior to an aircraft departing the parking gate or stand:

a) The ramp area surface shall be inspected and is free of:
   a. Debris that could cause foreign object damage (FOD);
   b. Contamination that could be hazardous to aircraft movement;
   c. Objects that could be impacted by the aircraft or subjected to jet blast effect.
b) Personnel not involved in the aircraft departure shall be positioned outside the ERA;
c) If applicable, wing walkers and/or other applicable personnel shall be present;
d) If applicable, communication with the flight crew on air starter unit (ASU) positioning, engine start sequence and identification of minimum specifications for volume and pressure of air supply;
e) Use of anti-collision light(s);
f) Communication shall be established with the flight crew;
g) Vehicles and personnel shall remain clear of aircraft engine intake and/or blast areas during engine start.

4.6.3.1 PREDEPARTURE WALK AROUND

GRH 3.2.7, GRH 3.2.8

The walkaround shall start as soon as possible after all ground servicing activities have been completed. Walk around the entire aircraft at a normal walking pace. The check shall start as close as possible to departure time. If any part of the aircraft still has GSE engaged at the

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time of the check, or if GSE reengages with the aircraft after the check, the applicable area(s) shall be reinspected.

The predeparture walkaround check shall include the following:

a) The apron is clear of all FOD that may cause aircraft damage or pose a risk.
b) All GSE, including passenger boarding devices, are detached.
c) The stand area is clear of obstructions.
d) GSE and vehicles are positioned clear of the aircraft path.
e) Adequate clearance exists between the aircraft and facilities or fixed obstacles along the aircraft movement path.
f) All aircraft servicing panels and/or hatches are closed and secured.
Exception: External power and headset panels.
g) Cabin and cargo hold access doors are closed and:
    a. Handles are flush with the fuselage.
    b. There is no visible damage on the aircraft, particularly around cabin and cargo hold access doors..
h) Any observed abnormalities on the aircraft (e.g., obvious damage, fluid leakage, unremoved pitot covers) are immediately brought to the attention of the flight crew, maintenance personnel and the person responsible for supervision.
i) Landing gear safety pins are removed.
j) There are no obvious signs of unmarked dents or other skin panel damage.

NOTES:

a. In the case of the aircraft returning to the stand, the predeparture walkaround check shall be repeated.
b. It is essential to have adequate lighting when doing the walkaround check. If the lighting is insufficient, use a flashlight.

Caution:
If any of the above conditions or actions are not met, inform the person responsible for supervision, the maintenance department and the flight crew, as this may affect the safety of the intended flight.

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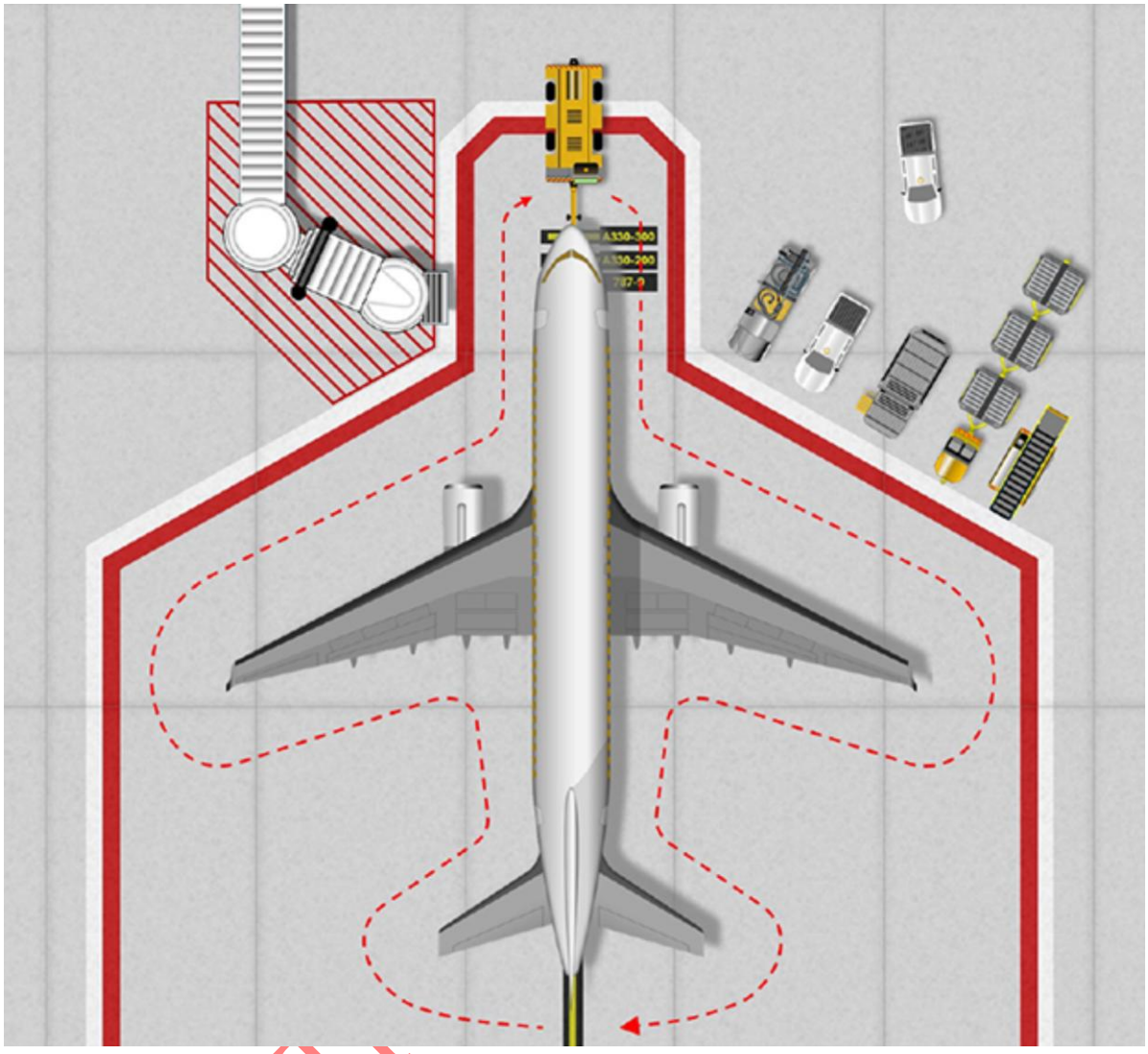


Figure 4.6.3.1—Path for a predeparture walkaround check

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4.6.3.2 PREDEPARTURE TABLE

Prior to aircraft movement, the responsible ground staff member (headset operator) shall ascertain that the following requirements are met/carried out:

Legend
TWT – towbar tractor
TWL – towbarless tractor

ACTION	APPLICABLE TO				
	PUSHBACK		TOWING		TAXI OUT
	TWT	TWL	TWT	TWL	
The required pre-departure servicing checks are completed.	X	X	X	X	X
Fire protection devices are available and correctly positioned (as per local rules).	X	X	X	X	X
The tractor and towbar combination, if applicable, are suitable for the operation, considering the aircraft type and weight as well as weather and surface conditions.	X	X	X	X	
The nose gear steering bypass pin is installed correctly, or the nose gear steering torque links are disconnected, if applicable, or the nose gear steering mechanisms are set as required for pushback (as applicable to the aircraft type).	X	X	X	X	
Communication with flight crew/brake operator and responsible ground staff member is established via an interphone system.	X	X	X	X	X
Aircraft main landing gear (MLG) chocks are installed, and nose gear chocks are removed, if applicable.					
Additional personnel, such as wing walkers, are present, if applicable/required.	X	X	X	X	
If an air start unit (ASU) is required, check the equipment is correctly positioned and suitable for the operation.	X	X			
If an ASU engine start is undertaken, communicate to confirm ASU positioning and engine start sequence with the flight crew.	X	X			
All persons not involved in the aircraft departure operation are clear of the departing aircraft, outside the ERA, and remain clear of the aircraft and pushback equipment throughout the pushback maneuver.	X	X	X	X	X
The GSE is parked in designated locations outside the ERA, and the intended path of	X	X	X	X	X

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the aircraft remains clear of equipment and other obstacles throughout the pushback maneuver.					
The PBB is fully retracted and parked in its designated parking location, if applicable.	X	X	X	X	X
The ERA and the path/area that the aircraft will move toward is clear of FOD, and remains so throughout the pushback maneuver, ensuring safe aircraft movement.	X	X	X	X	X
The stand surface condition is sufficiently free of ice, snow, etc., to ensure safe aircraft movement.	X	X	X	X	X
The ramp area is free of objects/obstacles that may be impacted by the aircraft or may endanger others due to jet blast effects.	X	X	X	X	X
The air intake and blast areas of the aircraft engines are clear of persons and obstacles, such as GSE.	X	X			
All persons involved in the aircraft movement stay well clear of the danger areas around the tractor, landing gear and aircraft engines.	X	X	X	X	
Flight crew/brake operator confirm that the aircraft parking brake is set.	X	X	X	X	
Completion of the predeparture table is indicated to the flight crew.	X	X	X	X	
A qualified brake operator is in the cockpit, where required by FLY2SKY procedures.			X	X	
Cross-reference with GOM	4.6.4.2	4.6.4.3			

NOTE: Where a remote-controlled pushback tractor connected to the nose gear is used, TWL predeparture activities shall apply.



Danger:
It is critical that the responsible ground personnel (headset operator) establishes verbal communication with the flight crew via the aircraft interphone system, as departures using marshalling hand signals without headset communication shall only be conducted in exceptional cases.

4.6.3.3 PREDEPARTURE COMUNICATION

An aircraft departure shall always be conducted using interphone communications. If the interphone becomes/is unserviceable, use standard hand signals (refer to GOM 3.4.7 and 3.4.8 for the departure).

Connect the Interphone and:

1. Verify the communication system is functional
2. Update flight crew on the progress of the ramp operation

Prior to departure, conduct a briefing with the flight crew and the ground personnel responsible for the departure, to:

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a) Review departure specifics (e.g., direction of movement, ASU requirement, final positioning, taxi out direction).
b) Review standard hand signals to be used, including emergency signals.

Caution:
Repeat all given instructions or acknowledge them in a manner clearly indicating that they have been understood and will be complied with.

Request permission to disconnect ground power, if applicable.

Disconnect GPU/FPU after approval is received from flight crew.

NOTE: The ground personnel responsible for departure should be in continuous communication with the flight crew by interphone.

4.6.4 CONECTING THE PUSHBACK VEHICLE

4.6.4.1 CONECTING THE PUSHBACK VEHICLE – GENERAL

GRH 3.2.9

During aircraft pushback or towing operations, the ground handling agent shall ensure that:

a) Equipment used is suitable for the aircraft type;
b) Maximum aircraft nose gear turn limits are not exceeded;
c) Standardized communication is used between the ground crew and the flight crew;
d) A safe connection, operation and disconnection of the pushback or towing equipment.

1. Pre-Operation Assessment

Authorized Person: Only the designated individual responsible for pushback may perform these steps.

- Confirm Aircraft Type
  - Verify in the planning system that the aircraft is Airbus A32F.

2. Equipment Selection

- Towbar or Towbarless Tug Selection
  - Towbar: Must be Airbus A32F-compatible with shear pins rated for the aircraft's weight class.
  - Towbarless Tug:
    - Confirm compatibility with A32F nose gear and towing points.
    - Ensure the cradle fits the nose gear without overstress.
- Check Tug Power Rating
  - Select tug with sufficient push/pull capacity
- Verify Nose Gear Turn Limit Settings
  - Check for RED STRIP nose gear markings.
  - Towbarless: Confirm turn limit sensors/stops are set to ≤ 85°.
  - Towbar: Attach turn angle limit indicators or decals.

3. Equipment Inspection and Setup

- Tug and Towbar Inspection
  - Check hydraulic functions, tires, brakes, turn limit sensors/indicators, and tow eye/cradle condition.
- Nose Gear Turn Limit Compliance
  - Lock steering/cradle swing limiters to ≤ 85°.
  - Verify visual reference marks on tug/towbar.
- Proper Attachment

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- Secure connection to nose gear per OEM procedures.
- Brief tug driver and wing walkers on turn limits.

4. Pushback Execution
   - Initial Movement
     - Begin pushback in a straight line before turning.
   - Monitor Turns
     - Apply progressive steering; use wing walkers/spotters.
     - Stop immediately if excessive angle suspected.
   - Maintain Communication
     - Continuous radio contact between tug driver, wing walkers, and flight deck.
   - Steering Limits
     - Never exceed pre-set limits.
     - Standard turns: ≤ 75–80°; absolute maximum: 85°.
5. Completion and Post-Operation Checks
   - Aircraft Alignment
     - Position aircraft on taxi line or as instructed by ATC.
   - Disengagement
     - Disconnect towbar/tug per SOP.
     - Inspect nose gear for damage or leaks.
   - Post-Use Equipment Check
     - Inspect tug/towbar for wear or stress.
     - Record deviations or near-miss events.

NOTEs:

- Exceeding **85°** turn limit may cause nose gear damage, hydraulic failure, or AOG conditions.
- Always follow OEM manuals andFLY2SKY-specific GSE operating procedures.

Prior to connecting the tractor to the aircraft, as per Table 4.6.3.2, the tractor may be parked in front of the aircraft or outside of the ERA, but never behind the wings.

Ensure the nose gear steering bypass pin is correctly installed prior to towbar/TWL connection to the aircraft and/or ensure the nose gear steering mechanisms are set as required for pushback (as applicable to the aircraft type). The steering bypass pin shall be:

a) Labelled with the specific aircraft type(s) for which it can be used.
b) Identified with a “Remove Before Flight” streamer.
c) Checked regularly for proper technical condition, or as per manufacturer instructions.
   NOTE: Each aircraft type has specific requirements for the bypass of the nose gear steering mechanism. Refer to GOM **4.6.7.2** for nose gear steering bypass pin details.

Ensure the steering hydraulic system is depressurized or the nose gear steering torque links are disconnected, as applicable for aircraft not fitted with a nose gear steering by-pass system. Coordination with the flight deck would be required to ensure a safe depressurization and re-pressurization of the aircraft hydraulic system.

Prior to connecting the towbar/TWL, confirm that the aircraft parking brake is set.

Nose gear wheel chocks, where present, may be removed without notification, provided the main gear chocks are still positioned.

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A guide person shall be used to assist in the final approach to the towbar/nose gear when a tractor and towbar is used for the pushback process. When a TWL tractor is used, a guide person shall be used when the vision of the tractor driver is/might be restricted.

4.6.4.2 CONNECTING PUSHBACK TRACTOR OR TOWBAR

a) Connect the towbar to the nose gear first.
b) Ensure the towbar connection is secured, and a locking pin is in place.
c) Ensure the tractor and towbar are aligned with the centreline of the aircraft while connecting.
d) Raise the towbar so its head is at the same height as the tractor connection.
e) Approach the towbar slowly until the connection aligns with the pushback tractor.
f) Ensure the front wheels of the tractor remain straight and the tractor is in line with the centreline of the aircraft.
g) The pushback tractor shall only be connected to the aircraft once all GSE is detached from the aircraft.
   NOTE: With the exception of GPU and ASU which may be left connected.
h) Secure the towbar connection to the pushback tractor.
i) Raise the towbar wheels by releasing pressure on the hydraulic pump.
j) Select the Park or Neutral gear (if no selection for Park) and set the parking brake of the pushback tractor.
k) To minimize the possibility of injury, ground handling personnel shall:
   a. Face the tractor when connecting the towbar to the tractor.
   b. Stand with both legs on the same side of the towbar during the connection/disconnection procedure (i.e., do not stand astride/over the towbar).

4.6.4.3 CONNECTING TOWBARLESS TRACTOR

a) Ensure the correct aircraft type is selected on the TWL control panel, where applicable and in accordance with TWL operating procedures.
b) On final approach to the aircraft, the tractor shall be properly aligned and correctly positioned.
c) Ensure the aircraft nose wheels are safely locked into the tractor cradle by the tractor locking mechanism.
d) Position the TWL tractor to standby for lifting.
e) Select the Park or Neutral gear (if no selection for park) and set the parking brake of the pushback tractor.
f) Ensure the aircraft is not lifted while any GSE or PBB are connected to the aircraft.

4.6.4.4 CONNECTING REMOTE-CONTROLLED TRACTOR TO NOSE GEAR

a) Ensure the remote-control unit's battery is sufficiently charged.
b) Ensure the tractor is sufficiently charged for the task/pushback manoeuvre.
c) Switch on the remote-control unit and ensure it connects to the tractor.

NOTE: See GOM 4.6.4.3 for other points related to connecting TWL.

4.6.5 WHEEL CHOCK REMOVAL

Prior to removal of chocks the responsible ground staff member (headset operator) shall:

a) Via the interphone or hand signals, confirm the aircraft parking brake is set.

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b) Check all GSE have been disconnected from the aircraft, except for the GPU and ASU when air start is required.
c) Check the passenger boarding devices have been retracted from the aircraft, if applicable.
d) Check that the pushback tractor and towbar are fully secured to the nose gear and the parking brake is set on the tractor.
e) For TWL tractor operation, check that equipment is fully secured to the NLG, and the parking brake is set on the tractor.
f) Give clearance to ground staff members to remove chocks. After removal, chocks shall be placed in their designated location.

NOTES:

a) If a chock is stuck and cannot be removed manually, the stuck chock can be removed by moving the aircraft after the aircraft parking brakes have been released. The aircraft shall be moved with caution and in coordination with flight crew and the ground personnel responsible for the departure. The anti-collision lights may be on. The aircraft engines shall be switched off.
b) Once high-wind or icy conditions have passed, any additional chocks that were added to the aircraft may be removed so that chock placement reverts to that for normal conditions.
c) If hand signals are used (i.e., the aircraft interphone system is inoperative), the responsible ground personnel shall seek confirmation that the aircraft parking brake is set prior to removal of the chocks. Refer to GOM 3.4.7 Marshalling Hand Signals for Aircraft and GOM 3.4.9 Technical/Servicing Hand Signals-Flight Crew to Ground Personnel.

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4.6.6 DEPARTURE COMMUNICATIONS

4.6.6.1 DEPARTURE COMMUNICATIONS – GENERAL

GRH 3.2.7 (iv)

Departure communications procedures outlined in this section are a basic standard for both pushback and open ramp (taxi out) departures. The specific dialogue contained herein does not forbid the exchange of additional important information between flight crew and responsible ground staff member using non-standard phraseology (e.g., request for authorization to disconnect ground support units).

NOTES:

a) If the pushback needs to be stopped, the following call shall be made: "Stop Pushback"
b) Where applicable, use "Pull Out" instead "Pushback"

4.6.6.2 DEPARTURE COMMUNICATION DIALOGUE

The following dialogue is a sample communication to be used for a departure.

NOTE: In the case of an aircraft taxi-out, Pushback and Pushback Completed phases are not applicable.

Dialogue between Responsible Ground Staff Member and Flight Crew		
Phase	**Ground Staff**	**Flight Crew**
Preparation	INFORM THE FLIGHT CREW ABOUT THE USE OF A TOWBAR OR TWL TRACTOR (if applicable) **Call:** CONFIRM PARKING BRAKE SET	
		Reply: PARKING BRAKE SET **Call:** CONFIRM STEERING BYPASS PIN INSERTED/NOSE WHEEL STEERING DEACTIVATED (if applicable) (1)
	Reply: STEERING BYPASS PIN INSTALLED/NOSE WHEEL STEERING DEACTIVATED (if applicable) (1)	
		Call: CONFIRM CLEAR TO PRESSURIZE? (if applicable)
	Reply: CLEAR TO PRESSURIZE (if applicable)	
After completion of the predeparture servicing checks	**Call:** PREDEPARTURE CHECKS COMPLETED **Call:** ELEVATING AIRCRAFT (2) **Call:** READY FOR PUSHBACK (1)	
		Reply: STANDBY

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Pushback		**Call:** PUSHBACK APPROVED (MENTION AIRCRAFT NOSE DIRECTION, START-UP POINT, PULL FORWARD, ETC.)
	Call: CONFIRM PARKING BRAKE RELEASED	
		Reply: PARKING BRAKE RELEASED
	Call: COMMENCING PUSHBACK (MENTION AIRCRAFT NOSE DIRECTION, START-UP POINT, PULL FORWARD, ETC.)	
Engine start	**Call:** CLEAR TO START ENGINES	
		Reply: STARTING ENGINES (MENTION ENGINE START-UP SEQUENCE)
Pushback completed	**Call:** PUSHBACK COMPLETED, SET PARKING BRAKE	
		Reply: PARKING BRAKE SET
Disconnecting		**Call:** CLEAR TO DISCONNECT
	Reply: DISCONNECTING, HOLD POSITION AND WAIT FOR HAND SIGNAL ON YOUR LEFT/FRONT/RIGHT (DISPLAY THE STEERING BYPASS PIN (IF APPLICABLE TO THE AIRCRAFT TYPE) TO THE FLIGHT CREW	
		Reply: HOLDING POSITION AND STANDING BY FOR HAND SIGNAL ON THE LEFT/FRONT/RIGHT

1. Applicable to departures with towbar and TWL tractors
2. If required, applicable to TWL tractors

4.6.6.3 ITEMS TO BE COMMUNICATED BETWEEN RESPONSIBLE GROUND STAFF MEMBER AND FLIGHT CREW

Phase	Task	Responsible Ground Staff Member Action
Departure Preparation	**GPU Removal**	When instructed by flight crew, remove GPU.
	Towbar/TWL tractor connection	a) Get confirmation that aircraft parking brake is set. b) Get confirmation that the nose wheel steering is depressurized or advise flight crew that the steering bypass pin is inserted, if applicable.

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		c) Connect the towbar. d) Connect the TWL tractor.
	Chock Removal	a) Get confirmation from flight crew that aircraft parking brake is set. b) Remove chocks.
	Predeparture Check	Advise flight crew that the predeparture check has been completed or communicate any discrepancies.
Engine Start	**Starting Engines**	When requested by the flight crew, advise when the engines may be started and the start sequence.
	ASU	When requested by the flight crew, signal to the ASU operator to supply the required pressure.
Pushback and engine start	**Brakes**	Get confirmation that the aircraft parking brake has been released.
	Movement of the aircraft (pushback/pull out)	Get permission from flight crew to commence pushback.
	Direction of push	If applicable, ask in which direction the aircraft must be pushed or in which direction the nose should point after pushback.
	Engine Start	When requested by the flight crew, advise when the engines may be started.
Pushback completed and engine start completed	**Towbar/TWL tractor disconnect**	a) Get confirmation that the aircraft parking brake is set. b) Disconnect. c) Remove the steering bypass pin, if applicable.
	Headset removal	a) Get permission from the flight crew to disconnect the headset. b) Advise the flight crew to hold position and wait for visual signal at left/front/right of the aircraft.
Departure	**"All Clear" signal**	a) Verify steering bypass pin removal has been completed, if applicable. b) Give the "All Clear" signal when the path of the aircraft is clear of all obstacles. c) Get acknowledgement from the flight crew of the "All Clear" signal.

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4.6.6.4 DEPARTURE COMMUNICATION WITHOUT INTERPHONE

An aircraft departure shall always be conducted using interphone communications. Only if the interphone becomes unserviceable or under extreme circumstances where the interphone is not available, shall the responsible ground staff member and flight crew use conventional hand signals. Refer to GOM 3.4.7 and 3.4.8 for the Marshaling Hand Signals for Aircraft and Technical/Servicing Hand Signals-Ground Staff to Flight Crew and technical hand signals flight.

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4.6.6.5 INTERPHONE COMMUNICATION

Aircraft pushback requires a communication interphone. If the interphone becomes unserviceable or communication is lost, the following procedure shall be followed:

a) In the case of a single person operation and if no other means of communication are available, stop the movement and immediately request assistance to continue the movement (depending on local situations and regulations).
b) In the case of a multiple person operation, communication with the flight crew will be established using hand signals (See GOM 3.4.7 and 3.4.8). The tractor driver shall be able to receive the visual signals as relayed from the flight crew. Once hand signal communication has been established, the pushback can resume.
c) Notify air traffic control (ATC), via radio if available, and continue the movement in cooperation with ATC, depending on local regulations.

4.6.7 PUSHBACK MANEUVER

4.6.7.1 ANTI-COLLISION LIGHTS

GRH 3.2.7(v)

During a standard departure, once all aircraft doors are closed, the flight crew requests pushback clearance from ATC. Once clearance is obtained, the flight crew will switch on the aircraft's anti-collision lights.

Caution:
Anti-collision lights that are switched on are a visual indication to ground personnel of imminent engine start-up or aircraft movement. Vehicle traffic shall stop until the aircraft has departed from the area.

Caution:
If the anti-collision lights are switched on unexpectedly (other than in preparation for the departure or towing operation), ground personnel shall move away and remain outside the ERA. The responsible ground staff member shall check with the flight crew before resuming ground handling activities.

Caution:
In case of the lower anti-collision light failure, the flight crew shall inform the personnel responsible for the departure operation to inform personnel involved in the operations about the imminent engine startup or aircraft movement.



Figure 4.6.7.1—Aircraft anti-collision lights turned on

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4.6.7.2 PUSHBACK REQUIREMENTS

Prior to the aircraft movement, make sure the parking brake is released and the anti-collision lights are switched on, in accordance with local airport regulations.

Headset operator shall signal “Clear to Push” to the pushback tractor driver and wing walkers (if applicable) once the flight crew advises that the aircraft brakes have been released and approval for pushback is given by the flight crew.

NOTE: In the case of single person pushback operation, the pushback operator performs headset functions.

Select the appropriate gear on the tractor and slowly begin movement. Start the pushback operation in a straight line.

Carry out the pushback maneuver at a pace no greater than 5 km/h or 3 mph (walking speed) and when required, apply the vehicle brakes gently.

During the maneuver, the pushback tractor driver shall ensure the taxiway (including other movement areas in the intended aircraft path) is free of other aircraft/equipment/obstacles. If an obstacle is identified, the pushback shall stop immediately until the obstacle is clear.

During pushback, ensure the steering turn limits are not exceeded. In the event that the maximum nose gear steering angle or the maximum allowable torque (for TWL equipped with an over torque detection system) is exceeded, inform the flight crew and the maintenance personnel. An inspection may be required before continuing the pushback. Damage may occur to the nose gear. GRH 3.2.9(ii)

NOTE: The recommended mass of the pushback truck lies within the range of approximately 10% to 15% of the Maximum Ramp Mass of the aircraft.

NOTE: The maximum nose wheel steering angle for the A320/A321 is ±85°**.** A RED line painted on the nose gear doors or aircraft body indicates the aircraft's maximum nose gear steering angles.



Caution:
The flight crew shall be notified immediately in the event any connection between the tractor and the aircraft is lost during aircraft movement.

At the end of the maneuver, the aircraft/pushback tractor shall both be correctly aligned with the taxiway centerline.

When the pushback maneuver is complete, headset operator will receive the “Vehicle Brakes On/Stop“ signal (see GOM 3.4.5.4) from the tractor driver to confirm that the tractor parking brake is set. Prior to the disconnection of the towbar or towbarless tractor from the aircraft nose gear, headset operator:

a) Request flight crew to set the aircraft parking brake and hold the existing position until final clearance signal to taxi.
b) When confirmation that the aircraft brakes have been set is received from the flight crew:
    a. Give the “Vehicle Brakes On/Stop” signal as per GOM 3.4.5.4 to the tractor driver and wing walkers, if applicable. Tractor driver releases the tractor parking brake and puts the gear in neutral to release any pressure on the towbar.

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b. Give authority to disconnect pushback equipment.

4.6.7.3 STAFF SAFETY DURING PUSHBACK MANEUVER

Tow Bar/TWL Tractor Operations

a) Throughout the pushback operation, all personnel walking on the ramp (including the headset operator when the aircraft is moving) shall remain clear of:
   a. The area on the ground directly under any part of the aircraft (including, but not limited to, the fuselage, wings, stabilizer, engines, nose gear)
   b. The aircraft's path
   c. The tractor's path
   d. Engine danger areas

b) The headset operator shall:
   a. Be in visual contact with the tractor driver throughout the pushback
   b. Avoid walking backwards and maintain situational awareness to reduce the possibility of tripping
   c. Use a headset cable long enough to operate safely and be allowed freedom of movement while not posing a trip or tangle hazard (not applicable when a wireless headset is used)
   d. Ensure the headset cable remains clear of aircraft/pushback wheels

c) If the responsible ground staff member is too close to the nose gear or pushback equipment, the tractor driver shall stop the pushback and review the required safety clearance conducted.

Remote-Controlled Pushback Operations

When pushback operations are undertaken using remote-controlled pushback equipment connected to the NLG, the responsible ground staff member shall:

a) Stand forward of the aircraft
b) Follow its movements and always be in sight of the flight crew
c) Stay outside the engine's intake/suction area and wheel path of the aircraft during the entire pushback maneuver
d) Maintain sufficient clearance between the equipment and themselves throughout the pushback maneuver, where the pushback equipment is connected to the NLG
e) Be in continuous communication with the flight crew via the interphone system

4.6.7.4 PUSHBACK AND FULL FORWARD

When a pull forward manoeuvre is performed after a pushback manoeuvre, particular attention must be paid to the end of the pushback manoeuvre and during the whole pull forward manoeuvre. To prevent the aircraft from overtaking/pushing the pushback vehicle during the pull forward phase, the following precautions shall be applied:

a) The aircraft engines shall be at idle thrust during all of the pushback/pull forward manoeuvre.
   NOTE: If the requirement to pull forward is known in advance, consider not starting the engines until the pull forward manoeuvre is completed.
b) The pull forward manoeuvre shall be performed with the pushback vehicle in the lowest gear available.
c) Braking shall be performed smoothly and without jerks.
d) The flight crew shall be alerted immediately to stop the aircraft using gentle braking if aircraft control cannot be ensured/maintained from the pushback vehicle.

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NOTES: The following factors increase the risk that the aircraft will overtake/push the pushback vehicle and shall be, therefore, taken into account:

a. Aircraft type and number of engines started/running
b. Slope of the parking stand and taxiway
c. Use of a tractor and towbar to undertake the pushback/pull forward manoeuvre
d. Adverse weather conditions



Caution:
Care shall be taken to avoid a jackknife situation between the aircraft and the pushback vehicle due to asymmetric thrust from the aircraft (one engine running) during the transition from push to pull or vice versa. Do not exceed the manufacturer's maximum tow angles



Danger:
If the aircraft overtakes/pushes the pushback vehicle, the responsible ground staff member shall ensure they stay well clear of the path of the pushback vehicle and the aircraft NLG wheels.

To relieve torsional stresses applied to the landing gear components and tires, move the aircraft in a straight line for a few meters to ensure the nose wheels are in the straight-ahead position when completing the pushback maneuver.

4.6.7.5 MANEUVERING DURING WINTERY OR SLIPERY CONDITIONS

During adverse weather conditions (e.g., fog, rain, ice, snow), visibility and traction will be affected. The tractor driver shall reduce and adapt vehicle speed as required by the current conditions. When maneuvering the aircraft on slippery apron surfaces, extreme caution is required to avoid losing control of the tractor due to skidding, which may also lead to jackknifing (where the tractor is pushed around by the aircraft in an uncontrolled movement). Many elements can contribute to the hazards involved (i.e., strong winds, slippery road surfaces, pavement slopes). Therefore, the following minimum precautions must be observed:

a) Avoid sudden turns, deceleration or acceleration.
b) Except when using an ASU, do not start aircraft engines unless:
    a. The condition of the pavement is such that reasonable traction is ensured
    b. The aircraft parking brake is set
    c. The aircraft is disconnected from the tow tractor/TWL tractor

4.6.7.6 MANEUVERING DURING LOW-VISIBILITY CONDITIONS

a) Airport operators are responsible for developing low-visibility procedures that are relevant for the airport.
b) Ground handling personnel shall be trained/authorized, as appropriate, prior to undertaking low-visibility aircraft ground movement operations.
c) Ground handling personnel shall observe the movement limitations and other regulations applicable to the airport's low-visibility procedures at all times.
d) Pushback tractors should be equipped with an airfield map, where this is available.
e) If there is any doubt as to the exact position of the pushback tractor/aircraft, the tractor driver shall stop the tractor/aircraft and inform the air traffic controller (ATC) immediately.

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Caution:
The responsible for the departure (headset operator) should be positioned outside the tractor at safety distance (refer to GOM 4.6.7.3) during:
a) Low-visibility conditions (heavy rain, fog, bad lighting)
b) Lack of sufficiently visible markings
c) Obstructions behind the pushback (e.g., GSE, light post)

4.6.8 ENGINE START

GRH 3.2.7 (vi)

4.6.8.1 COMMUNICATION DURING ENGINE START

Coordinate the engine starting sequence with the flight crew by conducting a predeparture briefing and refer to the operating airline's GOM for specific engine start procedures.

a) During the engine start, the ground staff member responsible for departure shall communicate with the flight crew only if they observe circumstances that require immediate notification and action by the flight crew.
b) When starting up with an ASU, supply the pressure at the request of the flight crew.
c) If ramp conditions are below standard for a normal pushback (e.g., hazards, obstacles, slippery, icy), the ground staff member responsible for departure will inform the flight crew that engine start clearances will not be given until either:
    a. The aircraft is moving over an area of the ramp where the conditions are safe for an engine start, or
    b. The pushback has been completed, the aircraft has come to a complete stop and the parking brake has been set.

    NOTE: From the flight crew seat facing forward, the engine on the left is referenced as engine number one.

4.6.8.2 ENGINE START USING AN AIR START UNIT

a) Only personnel and equipment involved in engine starting or aircraft pushback are permitted within the ERA during engine start.
b) Personnel and equipment involved in the engine start shall remain clear of engine danger areas.
c) Establish communications with the flight crew and confirm the total number of engines to be started, the engine start sequence to be used, the number of ASUs being used and their positioning.
d) Advise the engine start sequence to the ASU operator(s) and any other ground personnel.
e) The ASU shall, where possible, be positioned on the opposite side of the aircraft to the engine being started.
f) The ASU shall be positioned in accordance with the following to prevent damage to the aircraft and personal injury.
    a. It will not hamper other ramp operations, such as loading and fueling.
    b. It is parked outside the engine danger areas (if possible).
    c. It is parked at least 2 meters from the aircraft.
    d. The towbar is directed away from the aircraft and coupled to the tractor to simplify its removal after engine start-up (towed ASU).
    e. It could be easily removed after engine start-up, avoiding the engine danger areas.

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f. The exhaust pipe of the unit is directed away from the aircraft fuselage and wing.

g) When connecting the air supply hose to the aircraft, ensure that:
   a. The air supply hose is laid in such a way as to avoid any twists that could affect the air flow.
   b. The aircraft receptacle is free from FOD or any fluid.
   c. Ensure that the air supply hose coupling is firmly attached to the aircraft connector and pressurize the ASU after consulting the flight crew.



Caution:
If the ASU is positioned within an engine danger area, ensure that this engine will only be started after disconnection/removal of the ASU.

h) If the aircraft is to be pushed back, connect the pushback tractor and set the tractor's parking brake, where this is possible without disconnecting ground electrical power.
i) If a pushback tractor is not connected, position a chock in front of the nose wheel.
j) Confirm with the flight crew that the aircraft parking brake is set, then remove main gear chocks.
k) The ASU operator shall ensure the unit is ready to supply air pressure.
l) The headset operator shall inform the flight crew that the ground crew are ready for engine start.
m) Prepare for engine(s) start (see GOM 4.6.6.2 Departure Communication Dialogue and Signals, for communication requirements).
n) When engine start is complete, the headset operator shall signal the ASU and ground power operator(s) to disconnect the ASU and remove ground power.
o) Disconnect the ASU hose(s).
p) Close and latch external air start and electrical panels.



Danger:
When connecting and disconnecting ASU hose(s), walk directly underneath the fuselage, or close alongside it, keeping clear of engine danger areas.

4.6.8.3 ENGINE START USING CROSS-BLEED

Engine start using cross-bleed can only be performed once the pushback has been completed, the aircraft brakes have been engaged, and the area around the aircraft is clear.



Caution:
With engine(s) above idle thrust, blast and suction effects are greater.

4.6.8.4 COMMUNICATION DURING FIRE

a) Engine Fire

The flight crew normally detects an engine or APU fire and will take action using the engine/APU fire extinguishing system. However, the responsible ground staff member shall alert the flight crew immediately via the headset if flames are noticed from the engine or engine pylon. If a headset is not available, the appropriate "Fire" hand signal must be used (see GOM 3.4.7.10).

b) Engine Tailpipe/Exhaust Fire

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If flames from the engine tailpipe are noticed during engine starting, the responsible ground staff member shall alert the flight crew immediately, as such a fire might not be detectable via temperature sensors and/or fire warning systems in the aircraft.



Caution:
Do not fight engine fires with fire extinguishers on the ground when the flight crew is in the flight deck. The flight crew will take all necessary action.

4.6.9 PUSHBACK DISCONNECTION

4.6.9.1 PUSHBACK TRACTOR AND TOW BAR DISCONNECTION

a) The responsible ground staff member shall remove the tow pin securing the towbar to the pushback tractor. Towbar wheels shall be lowered.
b) The Towbar shall be disconnected from the tractor before disconnecting from the aircraft (except where the towbar is specifically designed to be disconnected from the aircraft first).
NOTE: Nose wheel chock may be positioned while the towbar is being disconnected. Ensure the chock is removed when disconnecting headset.
c) The pushback tractor driver shall check that other personnel are clear of the intended travel path and slowly drive the pushback tractor to a position in the aircraft's path and visible to the flight crew, if possible, ready for the towbar to be reconnected.
d) The responsible ground staff member shall disconnect the towbar from the NLG and reconnect to the pushback tractor and move clear of the pushback tractor, in view of the driver.
e) The responsible ground staff member shall give an “OK” signal to the pushback driver to confirm that the towbar is reconnected, and it is clear to drive away.
f) The pushback driver shall check that other personnel are clear of the intended travel path and slowly drive the pushback tractor to a position visible to the flight crew until the responsible ground staff member on the interphone has disconnected and is in view of the flight crew.

4.6.9.2 TOW BARLESS TRACTOR/REMOTE-CONTROLLED TRACTOR DISCONNECTION

a) The pushback driver shall ensure the tractor wheels are centralized and lower the aircraft nose wheel and open the tractor cradle.
b) The pushback driver shall check that other personnel are clear of the intended travel path and slowly drive the pushback tractor to a position visible to the flight crew, ensuring that the wheel cradle is completely clear of the aircraft NLG before commencing a turn.
c) The pushback driver shall rotate the driver's seat to the direction ready to drive away, if applicable.
d) The pushback driver shall remain in a position visible to the flight crew until the responsible ground staff member on the interphone has disconnected and is in view of the flight crew.

4.6.10 PUSHBACK COMPLETION

Pushback completion includes repositioning the pushback tractor, removing the nose gear steering bypass pin and displaying the steering bypass pin to flight crew, if equipped:

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a) Remove the nose gear steering bypass pin and/or ensure the nose gear steering mechanisms are set to normal conditions for taxiing (as applicable to the aircraft type).
b) If previously disconnected, reconnect the torque link and inform flight crew.
c) Complete the headset communication and, after receiving flight crew approval, disconnect the headset and close the access panel (if applicable to the aircraft type).
d) Move clear of the aircraft to a safe position visible to the flight crew and away from its intended path.
e) Display the steering bypass pin to the flight crew (if applicable to aircraft type).
f) Give the "All Clear" signal (see GOM 3.4.9.6) once eye contact has been made with the flight crew and they are expecting the signal. In low-light conditions, the flight crew will turn on the interior lights of the flight deck.
g) Remain in position until an acknowledgement from the flight crew is received.
h) Drive the tractor back to the terminal, the appropriate holding position, or to the next task.



Danger:
If the nose wheels are not in the centered position, they can turn quickly to their centered position when the steering bypass pin is removed. Personnel injury and/or aircraft damage could result.
Do not disconnect the interphone communication cable until the towbar or TWL tractor has been disconnected from the nose gear.



Danger:
After disconnection of the headset, no attempt shall be made to approach the aircraft unless cleared by the flight crew to do so via hand signals.

4.6.11 INCIDENTS DURING PUSHBACK

The list of incidents below outlines the recommended actions to be undertaken immediately by flight crew and/or tractor drivers in the event of an incident during the pushback operation. The list of incidents is not exhaustive, and the recommended actions should only be applied if they are deemed the safest course of action given the exact circumstances of the incident. If airport and/or operating airline procedures differ from the recommended actions below, those shall be followed.

FLIGHT CREW	TRACTOR DRIVER
Tractor Failure	
a) Inform ATC. b) Apply the aircraft parking brake. c) Listen to VHF and wait for assistance. d) Relay information from ATC to headset operator.	a) Stop aircraft/tractor set. b) Apply tractor parking brake. c) Inform the flight crew. d) Contact supervision and equipment maintenance to advise of the situation, as required. e) Follow instructions received from headset operator, as applicable. f) If the TWL/towbar connection with the tractor needs to be reset (i.e., removed and reconnected), the aircraft shall be chocked while the tractor is being replaced..

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Tractor/Aircraft Separation	
a) Apply the aircraft brakes. b) As soon as the aircraft is at a standstill, apply the aircraft parking brake before releasing the pedal. c) Inform ATC. d) Relay information received from ATC to headset operator, if applicable.	a) Do not apply tractor brakes. b) Inform the flight crew of separation. c) Follow the aircraft path attentively and stop the tractor according to the aircraft position. d) Apply the tractor parking brake. e) Confirm the aircraft parking brake is set then chock the aircraft. f) Assess the reason for the separation. g) Contact supervision, equipment maintenance and aircraft maintenance to advise of the situation, as required. h) Follow instructions and/or complete pushback maneuver, as applicable.
Tow Bar/Shear Pin Failure (remains attached to the aircraft)	
a) Apply the aircraft parking brake. b) Inform ATC. c) Relay information received from ATC to headset operator, if applicable.	a) Stop aircraft/tractor set. b) Apply the tractor parking brake. c) Inform the flight crew of the towbar/shear pin failure. d) Contact supervision, equipment maintenance and aircraft maintenance to advise of the situation, as required. e) Chock the aircraft and replace the towbar. f) Complete the pushback maneuver.
Pushback Tractor Fire	
a) Inform ATC and headset operator. b) Apply the aircraft parking brake. c) Determine the need for aircraft emergency evacuation and confirm to ATC and headset operator.	a) Inform the flight crew. b) Stop aircraft/tractor set immediately. c) Conduct an assessment of the situation and consider tackling the fire with the onboard tractor firefighting equipment only if it is deemed safe to do so. d) Consider disconnecting and moving the tractor to a safe distance from the aircraft, if deemed safe and appropriate to do so. e) Contact supervision, equipment maintenance and emergency services to advise of the situation, as required. f) If flight crew confirm emergency evacuation, assist in the evacuation as far as is possible/practical by directing passengers/crew toward a safe location.

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Aircraft Fire	
a) Inform ATC and headset operator. b) Apply the aircraft parking brake. c) Execute onboard emergency procedures.	a) Stop aircraft/tractor set immediately. b) Inform the flight crew. c) If safe to do so, disconnect and move the tractor to a safe distance from the aircraft, where possible. d) If safe to do so, headset operator should maintain communication with the flight crew and follow instructions. e) Contact supervision and emergency services to advise of the situation, as required. f) If flight crew confirm emergency evacuation, assist in the evacuation as far as is possible/practical by directing passengers/crew toward a safe location.
Accident with Other Aircraft or Vehicle	
a) Contact ATC stating position and nature of the accident. b) Listen to VHF and wait for assistance. c) Relay information received from ATC to headset operator, if applicable.	a) Stop aircraft/tractor set immediately. b) Apply tractor parking brake. c) Inform the flight crew. d) Contact supervision, aircraft maintenance, equipment maintenance and emergency services to advise of the situation, as required. e) Follow instructions received from the headset operator and/or wait for assistance. f) Do not disconnect the tractor unless specifically instructed to do so by the headset operator and/or ATC. g) If disconnecting the tractor, the aircraft must be chocked.
Interphone Communication Failure	
If during the pushback operation the interphone fails, the aircraft must be immediately stopped, and an alternate means of communication established before continuing. If this is not possible, assistance must be requested.	
Visual Contact with the Wing Walkers Is Lost (if used)	
In the event that the tractor driver is unable to establish visual contact with one or both of the wing walkers, when used, the pushback shall be stopped and not recommence until visual contact is reestablished.	

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4.6.12 REESTABLISHING COMMUNICATION AFTER DEPARTURE

4.6.12.1 REESTABLISHING COMMUNICATION AFTER DEPARTURE - INTRODUCTION

The following procedure is to be used when the responsible ground staff member or flight crew need to reestablish interphone communication after it has been disconnected.

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4.6.12.2 INITIATED FROM THE FLIGHT CREW

The flight crew sets the parking brake and re-establishes communication with the responsible ground staff member via a company channel or ATC. If visual communication with the responsible ground staff member is still established, visual signals may be used.

4.6.12.3 INITIATED FROM THE GROUND

If the responsible ground staff member needs to reestablish communication with the aircraft after dispatch, do not approach the aircraft. If communication cannot be established using hand signals, make contact via a company channel or ATC.

When preparing to reestablish communication with the aircraft, the responsible ground staff member shall take the following precautions:

a) Make sure the responsible ground staff member has been seen by the flight crew and the intention to approach the aircraft to reestablish interphone communication is understood.
b) Approach the aircraft from the direction where visual contact with the flight crew is maintained for as long as possible.
c) Only the responsible ground staff member establishing the interphone communication shall approach the aircraft.
d) Stay outside the aircraft's engine danger areas when approaching the aircraft.
e) If possible, position the pushback tractor in front of the aircraft in clear view of the flight crew to act as a safety barrier and prevent premature movement of the aircraft.



Caution:
For safety reasons, the interphone communication system cannot be used when there is thunderstorm activity over the airport as there is a risk of electrical discharges between the aircraft and the interphone system. Under these conditions, communication headsets cannot be worn.

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4.7 OPEN RAMP DEPARTURE

An open ramp is a taxi-in and taxi-out operation area. In some locations, the aircraft may be towed from an open ramp to a taxiway, prior to engine start.

a) Complete all pre-departure checks.
b) Refer to Departure Communication in GOM 4.6.6.2 and follow the required phases of dialogue.
c) Ensure all personnel and equipment are clear of the aircraft and behind the ERA.
d) Position for marshalling in an area behind the ERA while being in clear view of the flight crew on either side of the aircraft, depending on facility.

4.8 AIRCRAFT POWERBACK OPERATIONS

N/A for FLY2SKY

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4.9 AIRCRAFT TOWING

4.9.1 AIRCRAFT TOWING – INTRODUCTION

Aircraft towing may be carried out for three reasons:

a) Maintenance Towing
Towing an aircraft without passengers, without cargo and with minimum fuel on board.

b) Operational/Dispatch Towing
Towing an aircraft loaded with passengers and/or fuel and/or cargo to/from the terminal gate or parking area to/from a remote location.

c) Repositioning Towing
Movement of an aircraft to/from a remote parking area with/without cargo or fuel.

4.9.2 GROUND STAFF MEMBER RESPONSIBILITIES

4.9.2.1 RESPONSIBLE GROUND STAFF MEMBER FOR TOWING

The responsible ground staff member is defined as the person who has overall responsibility for the towing maneuver and is normally the pushback tractor driver, although the function may be performed by different ground staff members in different roles..

The responsible ground staff member in charge of each towing maneuver shall check to ensure all requirements for the towing operation are met prior to commencing towing operations.

NOTE:
See GOM 4.6.2.2 Pushback Tractor Driver for responsibilities.

See GOM 4.6.2.3 Wing Walker for responsibilities.

4.9.2.2 BRAKE OPERATOR

Where applicable, in accordance with local procedures, the brake operator shall:

a) Be responsible for communication with ATC.
b) Complete a flight deck checklist for towing.
c) Ensure all aircraft doors are closed by authorized personnel.
d) During towing, the brake operator must be seated with the seat belt fastened.
e) Apply the “Brakes On” and “Brakes Off”. procedures in coordination with the headset operator.
f) Switch on and switch off the external anti-collision lights of the aircraft.
g) Position the seat in such a way that the brakes can be easily applied when required.
h) Inform the headset operator immediately if potential contact with any object(s) is detected.
i) Only apply the brakes during the tow when instructed by the headset operator/tractor operator or when it is clear the aircraft has become separated from the tractor.

NOTES:

a) For procedures related to incidents during towing (see GOM 4.9.5).
b) Presence on board of personnel, other than the brake operator, is forbidden throughout the maintenance or repositioning towing operations, except for flight crew and maintenance personnel. The brake operator must inform them that they must be seated with the seat belt fastened and must follow his safety orders if necessary.

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4.9.2.3 HEADSET OPERATOR

The headset operator is responsible for communications with the brake operator and/or VHF operator.

4.9.2.4 VHF OPERATOR

The very high frequency (VHF) operator is responsible for communications with ATC and/or ground movement control (GMC).

NOTE: The VHF operator may be positioned in the pushback tractor or on the flight deck depending on the ground staff member functions carrying out the towing manoeuvre.

4.9.3 PRE-TOWING ACTIVITIES

4.9.3.1 PRE-TOWING ACTIVITIES – GENERAL

The following requirements shall be met to perform an aircraft tow:

a) Carry out a predeparture walkaround in accordance with GOM 4.6.3.1.
b) Carry out the requirements, as identified in the predeparture table in GOM 4.6.3.2, that are relevant to the towing manoeuvre.
c) Make sure the flight crew or a qualified brake operator (VHF operator where required) is on the flight deck, if applicable.
d) Communication shall be established between the headset operator and the flight crew, brake operator (VHF operator, where required), if applicable.
e) The responsible ground staff member shall conduct a briefing with all persons involved in the aircraft movement to review and confirm how the aircraft will be maneuvered.
f) Ensure the hydraulic system pressure for aircraft braking and/or brake accumulator is within the required pressure range. Refer to the operating airline's GOM for each aircraft type for details.
g) Ensure any electrical systems required for towing are energized.
h) Ensure all landing gear safety pins are installed. After the tow, ensure all pins are removed and stowed.
i) Connect the pushback tractor/equipment in accordance with the relevant instructions contained in GOM 4.6.4.
j) Remove the wheel chocks once ready to do so in accordance with GOM 4.6.5.



Caution:
Inform the brake/VHF operator, headset operator and/or maintenance department for technical inspection if anyone:

a) Observes any type of excessive fluid leakage.
b) Notices any signs of unmarked aircraft damage.
c) Observes any fault, failure, malfunction or defect that may affect the safe operation of the aircraft for the intended flight.

4.9.3.2 PRE-TOWING PREPARATION

The following checklist is to be used in preparation for an aircraft tow:

Action	Performed by	
	Brake operator	Tractor driver
Apply the flight deck checklist for towing.	X	

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Test the means of communication between the tractor driver and brake operator.	X	X
Insert the steering bypass pin or deactivate steering as applicable to the aircraft type.	X	X
Give permission to connect the towbar and tractor or TWL tractor after applying the aircraft parking brake.	X	
Install the landing gear safety pins	X	X
Connect the towbar, first to the aircraft, then to the tractor and set the parking brake.		X
Before connecting the TWL tractor, ensure the aircraft MLG are symmetrically chocked.		X
Connect the TWL tractor and set the parking brake.		X
Once all GSE has been cleared away from the aircraft, remove or check removal of aircraft chocks.		X
Ensure the aircraft is clearly visible to other parties according to local regulations, especially after dark (e.g., switch on external anti-collision lights).	X	
Contact the ATC for clearance to start moving the aircraft (depending on local regulations).	X	X
After receiving clearance, release the aircraft parking brake.	X	
Give clearance and instruction to the tractor driver to start moving the aircraft.	X	
Request confirmation from the brake operator that the aircraft parking brake has been released.		X
Conduct tow.		X

4.9.3.3 TOWING COMMUNICATIONS

An aircraft towing maneuver shall always be conducted using interphone communications or hand signals when the brake/VHF operator is present. Certain airlines may have specific requirements for their towing communications that may vary from those described below. If available, refer to the operating airline's GOM; otherwise, this communication standard shall apply. The specific dialogue contained herein does not forbid the exchange of additional important information between the brake/VHF operator and ground personnel using non-standard phraseology (e.g., request for authorization to disconnect ground support units).

Additionally, two-way radio communication shall be maintained between aircraft/tractor set and ATC, except when under escort by an airport operations or emergency vehicle. Always follow local airport regulations for communication and aircraft movement operations.

Dialogue between Ground Staff and Brake/VHF Operator		
Phase	**Ground Staff**	**Brake/VHF Operator**
	Call: CONFIRM PARKING BRAKE SET	
		Reply: PARKING BRAKE SET **Call:** CONFIRM STEERING BYPASS PIN INSERTED/NOSE WHEEL STEERING

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		DEACTIVATED/LANDING GEAR SAFETY PINS (if applicable)
	Reply: STEERING BYPASS PIN INSTALLED/NOSE WHEEL STEERING DEACTIVATED/LANDING GEAR SAFETY PINS (if applicable)	
		Call: CONFIRM CLEAR TO PRESSURIZE (if applicable)
Predeparture check	**Reply:** CLEAR TO PRESSURIZE (if required) **Call:** Request permission to connect the towbar and tractor or TWL tractor	
		Call: CLEAR TO CONNECT (towbar and tractor or TWL tractor)
	Call: CONNECTING	
After completion of the predeparture check	**Call:** PREDEPARTURE CHECKS COMPLETED 1	
		Reply: ROGER
	Call: ELEVATING AIRCRAFT (TWL tractor) **Call:** READY FOR TOWING	
		Reply: STANDBY
Towing	REQUEST TOW (company name, aircraft type) FROM (location) TO (location) 2	
		Call: TOW APPROVED VIA (mention specific routing to be followed).
	Call: CONFIRM PARKING BRAKE RELEASED	
		Reply: PARKING BRAKE RELEASED
	Call: COMMENCING TOWING (mention specific routing to be followed)	
Towing completed	**Call:** TOWING COMPLETED, SET PARKING BRAKE	

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		Reply: PARKING BRAKE SET
Disconnecting	**Call:** AIRCRAFT CHOCKED	
		Call: CLEAR TO DISCONNECT
	Reply: DISCONNECTING **Call:** TOWBAR/TRACTOR DISCONNECTED	

1 Carry out a check in accordance with specifications in the predeparture table in GOM 4.6.3.2 that are relevant to the towing manoeuvre.

2 Transmission from ground personnel depends on local regulations.



Caution:
All given instructions must be read back or acknowledged in a manner clearly indicating that they have been understood and will be complied with.



Caution:
When interphone communication is not possible, standard hand signals must be used for communication between the tractor driver and brake operator. Such communication may occur only when the aircraft has stopped.

4.9.4 TOWING MANEUVER

4.9.4.1 TOWING MANEUVER – GENERAL

See GOM 4.6.7 for pushback phase of the towing maneuver.

a) Use relevant apron lines as guidance during manoeuvring to ensure safe obstacle clearances. Be aware of the size of the towed aircraft.
b) Keep a minimum safety distance between vehicles to allow sufficient space to stop. Where required, apply the pushback tug brakes gently.
c) Stop 50 m (55 yd.) before a taxiway intersection if a stop is required.
d) Relieve torsional stresses applied to the landing gear components and tires by moving the aircraft in a straight line for a few meters to ensure the nose wheels are in the straight-ahead position when arriving at the allocated/relevant parking position.
e) In the event that the maximum nose gear steering angle or the maximum allowable torque (for TWL equipped with an over torque detection system) is exceeded, inform the flight crew and the maintenance personnel. An inspection may be required before continuing the towing manoeuvre.

4.9.4.2 TOWING SPEEDS

Aircraft weight, tractor performance and airfield topography can affect towing speeds. Towing speeds shall be kept to a minimum and shall not exceed the towing speed limit as regulated by the towing equipment, aircraft and airport.

If requested by ATC/GMC to “Expedite” due to a live runway crossing, ATC must be informed if this is not possible. ATC/GMC shall also be informed if towing speeds are restricted when towing on live taxiways, as this can lead to congestion on the airfield.

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4.9.4.3 TOWING LIMITS

Fuel and other loads can affect an aircraft's balance. To avoid tail tipping during towing, ensure the actual centre of gravity of the aircraft is forward of the critical centre of gravity. If unable to determine this, the responsible ground staff member must request assistance from qualified weight and balance personnel of FLY2SKY.

NOTES: For information relating to requirements and precautions that shall be taken when aircraft towing manoeuvring takes place during adverse conditions, refer to the following sections, as applicable:
Wintery or Slippery Conditions (see GOM 4.6.7.5)

Low-Visibility Conditions (see GOM 4.6.7.6)

4.9.4.4 TOWING ONTO PARKING STAND

Immediately prior to the aircraft being towed onto the stand or gate, the responsible ground staff member shall check and confirm that the area is ready (e.g., clear of obstacles, equipment, FOD, wing walkers, if required).

4.9.4.5 MOVEMENT INTO/OUT OF HANGARS

a) Only ground personnel trained and qualified in the movement of aircraft into/out of hangars shall perform this operation and a person in charge of the operation must be designated.
b) Sufficient ground personnel (wing/tail walkers) shall be assigned to the operation to ensure clearances between the aircraft and objects in the hangar are maintained.
c) The method of communication between the ground personnel involved in the aircraft movement into/out of the hangar shall be agreed upon before any movement is started by means of a briefing conducted by the responsible ground personnel in charge of the operation.
d) Floor markings and stop signs shall be in accordance with the aircraft type operating into/out of the hangar.

4.9.5 INCIDENTS DURING TOWING

Brake/VHF Operator	Tractor Driver
VHF Communication Failure	
a) Set the aircraft parking brake. b) Communicate the issue to ATC. c) Relay appropriate information received from ATC to the headset operator. d) Continue to monitor the ATC frequency and maintain communications with the headset operator/tractor driver. e) Release the parking brake prior to recommencement of the towing maneuver.	a) Stop aircraft/tractor set as soon as it is safe to do so. It is not safe to stop on an active runway. b) Apply tractor parking brake. c) Communicate the issue to the brake/VHF operator. d) Attempt to contact ATC via alternative frequency/means. e) Await assistance (e.g., from “Follow Me” vehicle) before completing the towing maneuver. f) After completion of the towing maneuver, report VHF failure to equipment maintenance and follow instructions accordingly.
Tractor Failure	

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a) Inform ATC. b) Set the aircraft parking brake. c) Listen to VHF and wait for assistance. d) Relay information from ATC to headset operator/tractor driver.	a) Stop aircraft/tractor set. b) Apply tractor parking brake. c) Inform the brake/VHF operator. d) Inform ATC (TWL towing with one-person operation). e) Contact supervision and equipment maintenance to advise of the situation, as required. f) Follow instructions received from headset/brake operator, as applicable. g) Listen to VHF (TWL towing with one-person operation). h) If the TWL/towbar connection with the tractor needs to be reset (i.e., removed and reconnected), the aircraft shall be chocked while the tractor is being replaced.
Tractor/Aircraft Separation	
a) Apply the aircraft brakes. b) As soon as the aircraft is at a standstill, apply the aircraft parking brake before releasing the pedal. c) Inform ATC. d) Relay information received from ATC to the headset operator/tractor driver, if applicable.	a) Do not apply tractor brakes. b) Inform the brake/VHF operator of the separation. c) Follow the aircraft path attentively and stop the tractor according to the aircraft position. d) Apply the tractor parking brake. e) Confirm the aircraft parking brake is set, then chock the aircraft. f) Assess the reason for the disconnection. g) Contact supervision, equipment maintenance and aircraft maintenance to advise of the situation, as required. h) Follow instructions to complete the towing maneuver, as applicable.
Towbar/Shear Pin Failure (remains attached to the aircraft)	
a) Apply the aircraft parking brake. b) Inform ATC. c) Relay information received from ATC to the headset operator/tractor driver, if applicable.	a) Stop the aircraft/tractor set. b) Apply the tractor parking brake. c) Inform the brake/VHF operator of the towbar/shear pin failure. d) Contact supervision, equipment maintenance and aircraft maintenance to advise of the situation, as required. e) Chock the aircraft and replace the towbar. f) Follow instructions to complete the towing maneuver.
Pushback Tractor Fire	

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a) Inform ATC and headset operator/tractor driver. b) Apply the aircraft parking brake. c) Determine the need for aircraft emergency evacuation and confirm to ATC/headset operator/tractor driver.	a) Inform the brake/VHF operator. b) Stop the aircraft/tractor set immediately. c) Conduct an assessment of the situation and consider tackling the fire with the onboard tractor firefighting equipment, only if it is deemed safe to do so. d) Consider disconnecting and moving the tractor a safe distance from the aircraft, if deemed safe and appropriate to do so. e) Contact supervision, equipment maintenance and emergency services to advise of the situation, as required. f) If the brake/VHF operator confirms emergency evacuation, assist in the evacuation as far as is possible/required.
Aircraft Fire	
a) Inform ATC and the headset operator/tractor driver. b) Apply the aircraft parking brake. c) Fight the fire with the onboard extinguisher, where possible. d) Evacuate the aircraft using onboard means, if required.	a) Stop the aircraft/tractor set immediately. b) Inform the brake/VHF operator. c) If safe to do so, disconnect and move the tractor to a safe distance from the aircraft, where possible. d) If deemed safe to do so, the headset operator/tractor driver should maintain communication with the brake/VHF operator and follow instructions. e) Contact supervision and emergency services to advise of the situation, as required. f) If brake/VHF operator confirms emergency evacuation, assist in the evacuation as far as is possible/required.
Accident with Other Aircraft or Vehicle	
a) Contact ATC stating position and nature of the accident. b) Listen to VHF and wait for assistance. c) Relay information received from ATC to headset operator/tractor driver, if applicable.	a) Stop the aircraft/tractor set immediately. b) Apply tractor parking brake. c) Inform the brake/VHF operator. d) Contact supervision, aircraft maintenance, equipment maintenance and emergency services to advise of the situation, as required.

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	e) Follow instructions received from the headset/brake operator and/or wait for assistance. f) If disconnecting the tractor, the aircraft must be chocked.
Interphone Communication Failure	
If during the towing operation the interphone fails, the aircraft must be immediately stopped, and an alternate means of communication established before continuing. If this is not possible, assistance must be requested.	
Visual Contact with Wing Walkers and/or Marshaller Is Lost (if used)	
In the event that the tractor driver is unable to establish visual contact with one or both of the wing walkers or the marshaller, when required, the towing manoeuvre shall be stopped and not recommenced until visual contact is reestablished.	

Caution:
A standard communication procedure for abnormal pushback/towing situations (e.g., towbar shear pin failure) cannot consider every possibility that may arise. Therefore, the tractor driver and brake operator shall keep each other informed. Actions should be taken using common sense, taking into account the circumstances of a particular situation.

4.9.6 TOWING COMPLETION

The following checklist is to be used at the end of an aircraft tow.

ACTION	PERFORMED BY	
	BRAKE OPERATOR	TRACTOR DRIVER
Set tractor parking brake.		X
Request the brake operator to set the aircraft parking brake.		X
Inform ATC that towing is completed, and the frequency will be left, depending on local regulations.	X	X
Set the aircraft parking brake and check the pressure. Inform the tractor driver: “Parking Brake Set, Pressure Checked”.	X	
Chock the aircraft MLG.		X
Switch off the external anti-collision lights of the aircraft.	X	
Inform the brake operator: “Aircraft chocked”.		X
Give permission to disconnect the towbar or TWL tractor.	X	
Disconnect the towbar (disconnecting from the pushback tractor first, then the aircraft) or TWL tractor.		X
Remove the steering bypass pin or activate steering as applicable to aircraft type	X	X
Place additional chocks, where applicable.		X
Inform the brake operator: “Towbar/Tractor Disconnected”.		X
Release the aircraft parking brake and inform the tractor operator: “Parking Brake Off” (where applicable).	X	

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Disconnect the tractor ground power, where applicable		X
Install and connect a GPU/FPU.		X
If installed, remove and stow gear safety pins in the dedicated location.	X	X

4.10 LONG-TERM PARKING FOR AIRCRAFT

4.10.1 INTRODUCTION

Successful execution of the long-term parking operation, as well as the recovery and reintroduction of the aircraft back into service after long-term parking, requires close coordination and cooperation between all the relevant airside and aviation stakeholders, including (but not limited to) the aircraft operator, airport authority, GHSP and maintenance provider.

In anticipation of the possible long-term parking of multiple aircraft, ground service providers shall proactively engage with the relevant stakeholders to develop a long-term parking plan. This plan shall be regularly reviewed (minimum once per year) to ensure the plan is still valid. The plan will require ad hoc review in response to changes to the airside environment, such as changes to operators, aircraft types and numbers, airport layout, GHSPs, and manufacturers' Aircraft Maintenance Manual (AMM). Depending on each airport's emergency plan, the airport may require the aircraft to proceed to a designated bay, possibly a remote bay, according to its plans and requirements.

The long-term parking plan shall ensure:

a) Spacing between adjacent aircraft.
b) When not parked at a bay (e.g., taxiway), aircraft are parked facing into the prevailing wind.
c) Anchor points are available for high-wind conditions.
d) Processes to monitor and adjust for severe weather conditions.



Caution:
In regions with hot climates, it is preferable to park aircraft on hard surfaces such as concrete or high module asphaltic material rather than on flexible surfaces such as bituminous asphalt. This will avoid indenting those areas during long parking periods.

4.10.2 AIRCRAFT MOVEMENT

Based on the airport parking plan, once resumption of operations begins, it is important to ensure there is a well-coordinated aircraft movement plan to ensure there is no damage to the aircraft.

NOTES:

a) Ensure all procedures during aircraft ground movement are adhered to as documented in GOM 4.6 to 4.9.
b) Ensure during any abnormal operations, a robust safety risk assessment is performed, and implementation of the mitigation plan is followed.
c) Ensure timely consultation with the airport operator regarding the aircraft movement.
d) If any surface damage is observed, liaise with the airport management team as per the airport's directives.

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Caution:
After long-term parking, anticipate extra pull or push force required for aircraft wheels to exit any indentations in the pavement and/or to overcome the aircraft tires being out of round. This is to avoid shear pin breakage and/or sudden movement in the direction of travel. Refer to the pushback and pull forward procedure in GOM 4.6.7.4.

Long-term parking of aircraft requires a variety of specific measures to be put in place to ensure the continued safety, security and general airworthiness of the aircraft. These measures are specific to both manufacturer and aircraft type and are detailed in the FLY2SKY GOM and manufacturer's AMM. These documents must be complied with.

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4.11 MESSAGES

4.11.1 LOAD AND PASSENGER CODES

4.11.1.1 LOAD INFORMATION CODES

B — baggage not otherwise specified.
C — general cargo or mixed units.
D — crew baggage (when not included within “E” or “S”).
E — equipment, e.g. unmanifested flight spares, in compartment.
F — first class baggage and/or priority handled baggage.
M — mail.
Q — courier baggage.
S —sort on arrival (describes a rummage container, i.e. contents of different categories and on-line destinations).
T — load for transfer to various connecting flights.
Z — load deliberately mixed by destination when these destinations are known to be beyond a planned reloading station.

4.11.1.2 ADDITIONAL BAGGAGE LOAD INFORMATION CODES

The codes listed below shall be used to distinguish different baggage categories and to give information in connection with the handling of baggage, e.g. BT for transfer baggage.
BF — First Class and all other Priority
BT — Transfer
BH — Hot Connection
BS — Short Connection
BG — Tail to Tail Transfer/Through Units
BD — Domestic Transfer

4.11.1.3 ADDITIONAL CARGO LOAD INFORMATION CODES

The codes listed below shall be used to distinguish different cargo load categories and to give information in connection to handling of cargo, e.g. CI for international transfer cargo, CA for domestic transfer cargo and CL for local cargo.
CA — Domestic Transfer
CG — Through Units
CI — International Transfer
CL — Local
CP — Priority

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4.11.2 CODES FOR LOADS REQUIRING SPECIAL ATTENTION

4.11.2.1 IDENTIFICATION CODES

The codes shown below shall be used to identify those types of load which require special handling and/or special treatment.
When used on Loadsheet/Load message the codes (and the details) are entered as follows:

- for passenger or passenger/cargo aircraft in the “Remarks” box of the respective destination;
- for all cargo aircraft in the “SI” box preceded by the destination code in case of multi-sector flights. The destination code must be preceded by a full stop;
- each code must be preceded by a full stop. The code is followed by an oblique (/) if further loading details are to be shown; loading positions to be shown must be in accordance with IATA AHM510
- for dangerous goods, if restrictions based on total quantity apply, quantity may be shown in the “SI” box together with the Cargo-IMP code, when necessary.

On other documents only the code need be used, other details are optional.

Code	Description	Notes to Loadsheet and LDM (examples)	NOTOC
AOG	Spare parts required for Aircraft on Ground; followed by the loading position.	(.AOG/1) (.AOG/36R)	No
AVC	Cold blooded animals; followed by the loading position	.AVC/4 .AVC/13P	Yes
AVI	Live animals; followed by the loading position.	.AVI/4 .AVI/13P	Yes
AVP	Aquatics and Live Fish; followed by the loading position	.AVP/4 .AVP/13P	Yes
BAL	Ballast (not manifested); followed by the loading position and mass.	.BAL/1/250 .BAL/11P/1200	No
BED	Stretcher installed; followed by the total number of seats blocked by the stretcher arrangement and number of passengers travelling on these seats (invalid and accompanying) and class. **NOTE:** The passengers, if any, are included in the PAX FCM/Y distribution.	.BED/6/0M .BED/6/1 M .BED/12/2M .BED/6/1Y .BED/12/2 Y	No
CAO	Packages of dangerous goods labelled Cargo Aircraft Only (CAO label) which only may be loaded on cargo aircraft in compartments accessible during flight, or in accessible pallet positions on the main deck; followed by the loading position and mass.	CAO/B/58	Yes
CAT	Cargo Attendant on Cargo Aircraft; followed by the number of cargo attendants.	(.CAT/2)	No

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COM	Company Mail (unmanifested); followed by the loading position and mass.	(.COM/4/25)	No
COU	Courier baggage and musical instruments in passenger seats; followed by the number of seats occupied per class. **Notes:** • COU is included in the PAX FCM/Y distribution • This code is not IATA standard.	.COU/0/2	No
DHC	Dead Heading Crew; Crew positioning to/from duty not directly involved in the operation of the flight, occupying passenger seats. The code must be followed by the number of seats occupied per class. **Note:** DHC are included in the PAX FCM/Y distribution.	.DHC/1/2	No
DIP	Diplomatic Mail in custody of the airline; followed by loading position and number of bags. **NOTE:** Loading position shall be excluded if loaded in cabin.	.DIP/2 .DIP/1/2 .DIP/36L/2	No
EAT	Not hermetically packed foodstuff intended for consumption by humans or animals; followed by loading position.	.EAT/2 .EAT/12P	No
EIC	Equipment in Compartment; (unmanifested items not included in the Dry Operating Mass/Index such as additional flight kits, loading and lashing equipment) followed by the loading position and mass. **NOTE:** Containers, pallets, igloos, nets as well as loading equipment and lashing materials used on/in ULDs will not be considered as EIC.	.EIC/2/500 .EIC/34L/250	No
BEH	Stretcher kit hold loaded; followed by the loading position and mass.	.BEH/4/35	No
BIG	An item loaded on two or more pallets or which, due to its size or mass, requires special handling/equipment for loading and offloading. The code is followed by the foremost and rearmost loading positions over which the piece is loaded, and the mass of the piece. The code BIG: is applicable only to pallet loaded items, can also be used in conjunction with the code OHG e.g. BIG/AB/7500.OHG/AB/C45.	.BIG/11P12P/ 1567	No
EVP	Extra volume passenger; followed by the number of extra occupied seats per class. **NOTE:**	.EVP/0/1 .EVP/1	No

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	• The passenger her-/himself is included in the PAX FCM/Y distribution. • This code is not IATA standard.		
FIL	Undeveloped film; followed by the loading position.	.FIL/3. .FIL/33R	No
HEA	Heavy items weighing 150 kg or more per piece; followed by the loading position and mass. **NOTE:** • Two or more heavy pieces in the same compartment must be shown individually.	.HEA/1/196 .HEA/1/188 .HEA/1/205	No
HEG	Hatching eggs; followed by the loading position.	.HEG/2 .HEG/22P	Yes
HUM	Human Remains in coffins; followed by the loading position and mass. **NOTE:** • The code HUM is not required for funeral urns. • An additional HEA remark for HUM weighing more than 150 kg is not required.	.HUM/1/258 .HUM/22P/165	Yes
ICE	Dry ice (Carbon-Dioxide); followed by the loading position.	.ICE/4 .ICE/11R	Yes
LHO	Live human organs or blood; followed by the loading position.	.LHO/1 .LHO/37R	Yes
MAG	Magnetized Materials (labelled); followed by the loading position.	(.MAG/4) (.MAG/22P/675)	Yes
OHG	Items loaded on one or more pallets that overhang positions other than those on which they are loaded. The code is followed by the foremost and rearmost loading positions on which the piece is loaded and followed by the loading position overhung by the load and the length of the overhang in centimeters. **NOTE:** The overhang information is to be repeated, if required.	.OHG/22P/ 21P100 .OHG/12P/11P90721P80	No
PAD	Passengers not entitled to firm booking; followed by the number of seats occupied per class. **NOTE:** PAD are included in the PAX FCM/Y distribution.	.PAD/0/1/12 .PAD/0/5 .PAD/3	No
PER	Perishable Cargo; followed by the loading position.	.PER/2 .PER/31L	Yes
RCL	Cryogenic liquids (deeply refrigerated gases); followed by the loading position.	.RCL/2 .RCL/12L	Yes

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RCM	Corrosive (labelled); followed by the loading position.	.RCM/1 .RCM/21R	Yes
RCX	Explosive 1.3C (labelled); followed by the loading position.	.RCX/2 .RCX/22P	Yes
RFG	Flammable compressed gas (labelled); followed by the loading position.	.RFG/2 .RFG/22R	Yes
RFL	Flammable liquid (labelled); followed by the loading position.	.RFL/1 .RFL/33L	Yes
RFS	Flammable Solid (labelled); followed by the loading position.	.RFS/2 .RFS/33R	Yes
RFW	Dangerous when wet (labelled); followed by the loading position.	.RFW/1 .RFW/22P	Yes
RIS	Infectious substance (labelled); followed by the loading position.	.RIS/1 .RIS/31R	Yes
RMD	Miscellaneous Dangerous Goods; followed by the loading position.	.RMD/1 .RMD/11P	Yes
RNG	Non-flammable gas (labelled); followed by the loading position.	.RNG/1 .RNG/34L	Yes
ROP	Organic peroxide (labelled); followed by the loading position.	.ROP/1 .ROP/32R	Yes
ROX	Oxidizer (labelled); followed by the loading position.	.ROX/1 .ROX/11P	Yes
RPG	Toxic gas (labelled); followed by the loading position.	.RPG/1 .RPG/34L	Yes
RAW	Radioactive category I - white (labelled); followed by the loading position.	.RRW/1 .RRW/11P	Yes
RRY	Radioactive categories II and III - Yellow (labelled); followed by the loading position and the sum of Transport Indexes per shipment. **Note:** If decimals are shown this must be separated by the abbreviation "PT" (point), to indicate the decimal point.	.RRY/1/3 .RRY/34R/4 .RRY/32L/4PT5	Yes
RSB	Polystyrene beads (no label); followed by the loading position and mass.	.RSB/1/12 .RSB/11P/95	Yes
RSC	Spontaneously combustible (labelled); followed by the loading position.	.RSC/2 .RSC/21R	Yes
RXB	Explosive 1.4B (labelled); followed by the loading position.	.RXB/2 .RXB/37R	Yes
RXC	Explosive 1.4C (labelled); followed by the loading position.	.RXC/1 .RXC/22P	Yes

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RXD	Explosive 1.4D (labelled); followed by the loading position.	.RXD/2 .RXD/21P	Yes
RXE	Explosive 1.4E (labelled); followed by the loading position.	.RXE/1 .RXE/11P	Yes
RXS	Explosive 1.4S (labelled); followed by the loading position.	.RXS/1 .RXS/33L	Yes
SOC	Seats occupied/blocked by cargo, mail or baggage (except courier baggage); followed by the number of seats occupied/blocked per class. **Note:** SOC is not included in the PAX FCM/Y distribution.	.SOC/0/9 .SOC/2/45	No
XCR	Operating Crew occupying passengers seat(s) when no crew seat(s) available; followed by number of seats occupied per class. **NOTE:** XCR is included in the PAX FCM/Y distribution.	.XCR/0/2 .XCR/2/2	No
VAL	Valuable cargo.	No	Yes
UM	Unaccompanied minor(s) aged 5-12 years. Note: This code is not IATA/AHC standard and can be excluded if the information is written on the Loadsheet. Reference: GOM “Description of the Manual Load-sheet”.	No	No
WCHR	Wheelchair - R for Ramp. Passenger can ascend/descend steps and make own way to/from cabin seat but requires wheelchair for distance to/ from the aircraft. NOTE: This code is not IATA/AHC standard and can be excluded if the information is written on the Loadsheet. Reference: GOM “Description of the Manual Load-sheet”, field 53.	No	No
WCHS	Wheelchair - S for Steps. Passenger cannot ascend/descend steps, but is able to make his/her own way to/from cabin seat, requires wheelchair or mobile lounge and must be carried up/down steps. **NOTE:** This code is not IATA/AHC standard and can be excluded if the information is written on the Loadsheet.	No	No
WCHC	Wheelchair - C for Cabin Seat.	No	No

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	Passenger completely immobile. Requires wheelchair to/ from aircraft/mobile lounge and must be carried up/down steps and to/from cabin seat. **NOTE:** This code is not IATA/AHC standard and can be excluded if the information is written on the Loadsheet. Reference: GOM "Description of the Manual Load-sheet".		

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4.11.2.2 PALLET CONTOUR CODES

Code	Description	Notes to Loadsheet and LDM (examples)
PLD	Pallet Lower Deck. Indicates a pallet which can be loaded on the lower deck of a particular aircraft type. Two alpha-numeric preceded by an oblique to indicate the pallet contour, if required. Example: .PLD **NOTE**: Without any further specification the code PLD indicates a pallet with a height of not more than 162 cm (62 in).	.PLD(/mm)
PWG	Pallets that utilise extensions (wings) to increase the capacity of the pallet. **NOTE:** Whenever a winged pallet is loaded in such a way that the overhang affects adjacent positions, the code OHG shall be used in addition.	.PWG

4.11.3 DELAY CODES

Use the following codes to express the reason for delay, diversion or other irregularities in aircraft MVT/DIV and other messages. The standardization of codes used for this purpose is essential for commonality in EDP systems, uniform agency handling, exchange of information, statistical comparison and management analysis.

Two-digit codes (numeric) are primary, as shown below.

Handling Agents using alpha codes shall provide for the transmission of numeric codes, either manually or automatically. A description of a code may cover several possible statements. Where there is still some doubt of interpretation, use the SI to amplify.

It is essential that these codes be applied impartially and not be considered as reasons for blame but rather to identify corrective action.

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Digest – Delays to Air Transport in Europe

A. Standard IATA Delay Codes (AHM730)

Others

00-05 AIRLINE INTERNAL CODES
06 (OA) NO GATE/STAND AVAILABILITY DUE TO OWN AIRLINE ACTIVITY
09 (SG) SCHEDULED GROUND TIME LESS THAN DECLARED MINIMUM GROUND TIME

Passenger and Baggage

11 (PD) LATE CHECK-IN, acceptance after deadline
12 (PL) LATE CHECK-IN, congestions in check-in area
13 (PE) CHECK-IN ERROR, passenger and baggage
14 (PO) OVERSALES, booking errors
15 (PH) BOARDING, discrepancies and paging, missing checked-in passenger
16 (PS) COMMERCIAL PUBLICITY/PASSENGER CONVENIENCE, VIP, press, ground meals and missing personal items
17 (PC) CATERING ORDER, late or incorrect order given to supplier
18 (PB) BAGGAGE PROCESSING, sorting etc.
19 (PW) REDUCED MOBILITY, boarding / deboarding of passengers with reduced mobility.

Cargo and Mail

21 (CD) DOCUMENTATION, errors etc.
22 (CP) LATE POSITIONING
23 (CC) LATE ACCEPTANCE
24 (CI) INADEQUATE PACKING
25 (CO) OVERSALES, booking errors
26 (CU) LATE PREPARATION IN WAREHOUSE
27 (CE) DOCUMENTATION, PACKING etc *(Mail Only)*
28 (CL) LATE POSITIONING *(Mail Only)*
29 (CA) LATE ACCEPTANCE *(Mail Only)*

Aircraft and Ramp Handling

31 (GD) AIRCRAFT DOCUMENTATION LATE/INACCURATE, weight and balance, general declaration, pax manifest, etc.
32 (GL) LOADING/UNLOADING, bulky, special load, cabin load, lack of loading staff
33 (GE) LOADING EQUIPMENT, lack of or breakdown, e.g. container pallet loader, lack of staff
34 (GS) SERVICING EQUIPMENT, lack of or breakdown, lack of staff, e.g. steps
35 (GC) AIRCRAFT CLEANING
36 (GF) FUELLING/DEFUELLING, fuel supplier
37 (GB) CATERING, late delivery or loading
38 (GU) ULD, lack of or serviceability
39 (GT) TECHNICAL EQUIPMENT, lack of or breakdown, lack of staff, e.g. pushback

Technical and Aircraft Equipment

41 (TD) AIRCRAFT DEFECTS.
42 (TM) SCHEDULED MAINTENANCE, late release.
43 (TN) NON-SCHEDULED MAINTENANCE, special checks and/or additional works beyond normal maintenance schedule.
44 (TS) SPARES AND MAINTENANCE EQUIPMENT, lack of or breakdown.
45 (TA) AOG SPARES, to be carried to another station.
46 (TC) AIRCRAFT CHANGE, for technical reasons.
47 (TL) STAND-BY AIRCRAFT, lack of planned stand-by aircraft for technical reasons.
48 (TV) SCHEDULED CABIN CONFIGURATION/VERSION ADJUSTMENTS.

Damage to Aircraft & EDP/Automated Equipment Failure

51 (DF) DAMAGE DURING FLIGHT OPERATIONS, bird or lightning strike, turbulence, heavy or overweight landing, collision during taxiing
52 (DG) DAMAGE DURING GROUND OPERATIONS, collisions (other than during taxiing), loading/off-loading damage, contamination, towing, extreme weather conditions
55 (ED) DEPARTURE CONTROL
56 (EC) CARGO PREPARATION/DOCUMENTATION
57 (EF) FLIGHT PLANS
58 (EO) OTHER AUTOMATED SYSTEM

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Digest – Delays to Air Transport in Europe

Flight Operations and Crewing

61 (FP) FLIGHT PLAN, late completion or change of, flight documentation
62 (FF) OPERATIONAL REQUIREMENTS, fuel, load alteration
63 (FT) LATE CREW BOARDING OR DEPARTURE PROCEDURES, other than connection and standby (flight deck or entire crew)
64 (FS) FLIGHT DECK CREW SHORTAGE, sickness, awaiting standby, flight time limitations, crew meals, valid visa, health documents, etc.
65 (FR) FLIGHT DECK CREW SPECIAL REQUEST, not within operational requirements
66 (FL) LATE CABIN CREW BOARDING OR DEPARTURE PROCEDURES, other than connection and standby
67 (FC) CABIN CREW SHORTAGE, sickness, awaiting standby, flight time limitations, crew meals, valid visa, health documents, etc.
68 (FA) CABIN CREW ERROR OR SPECIAL REQUEST, not within operational requirements
69 (FB) CAPTAIN REQUEST FOR SECURITY CHECK, extraordinary

Weather

71 (WO) DEPARTURE STATION
72 (WT) DESTINATION STATION
73 (WR) EN ROUTE OR ALTERNATE
75 (WI) DE-ICING OF AIRCRAFT, removal of ice and/or snow, frost prevention excluding unserviceability of equipment
76 (WS) REMOVAL OF SNOW, ICE, WATER AND SAND FROM AIRPORT
77 (WG) GROUND HANDLING IMPAIRED BY ADVERSE WEATHER CONDITIONS

ATFM + AIRPORT + GOVERNMENTAL AUTHORITIES

AIR TRAFFIC FLOW MANAGEMENT RESTRICTIONS

81 (AT) ATFM due to ATC EN-ROUTE DEMAND/CAPACITY, standard demand/capacity problems
82 (AX) ATFM due to ATC STAFF/EQUIPMENT EN-ROUTE, reduced capacity caused by industrial action or staff shortage, equipment failure, military exercise or extraordinary demand due to capacity reduction in neighbouring area
83 (AE) ATFM due to RESTRICTION AT DESTINATION AIRPORT, airport and/or runway closed due to obstruction, industrial action, staff shortage, political unrest, noise abatement, night curfew, special flights
84 (AW) ATFM due to WEATHER AT DESTINATION

AIRPORT AND GOVERNMENTAL AUTHORITIES

85 (AS) MANDATORY SECURITY
86 (AG) IMMIGRATION, CUSTOMS, HEALTH
87 (AF) AIRPORT FACILITIES, parking stands, ramp congestion, lighting, buildings, gate limitations, etc.
88 (AD) RESTRICTIONS AT AIRPORT OF DESTINATION, airport and/or runway closed due to obstruction, industrial action, staff shortage, political unrest, noise abatement, night curfew, special flights
89 (AM) RESTRICTIONS AT AIRPORT OF DEPARTURE WITH OR WITHOUT ATFM RESTRICTIONS, including Air Traffic Services, start-up and pushback, airport and/or runway closed due to obstruction or weather[1], industrial action, staff shortage, political unrest, noise abatement, night curfew, special flights

Reactionary

91 (RL) LOAD CONNECTION, awaiting load from another flight
92 (RT) THROUGH CHECK-IN ERROR, passenger and baggage
93 (RA) AIRCRAFT ROTATION, late arrival of aircraft from another flight or previous sector
94 (RS) CABIN CREW ROTATION, awaiting cabin crew from another flight
95 (RC) CREW ROTATION, awaiting crew from another flight (flight deck or entire crew)
96 (RO) OPERATIONS CONTROL, re-routing, diversion, consolidation, aircraft change for reasons other than technical

Miscellaneous

97 (MI) INDUSTRIAL ACTION WITH OWN AIRLINE
98 (MO) INDUSTRIAL ACTION OUTSIDE OWN AIRLINE, excluding ATS
99 (MX) OTHER REASON, not matching any code above

SOURCE: IATA – Airport Handling Manual (730 & 731)

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5 LOAD CONTROL

The process for producing AHM565 take into account Airbus and FLY2SKY limitations and ensure that weight and balance data is current and accurate.

AHM 565 Preparation and Distribution Workflow
Trigger Events

- Introduction of a new aircraft to the fleet
- Re-weighing of an existing aircraft
- Major configuration changes requiring a new Weight & Balance (W&B) report
- Removal/installation of major equipments/parts such as APU.

Process

1. CAMO → Ground Operations
    - Provide the latest weighing report
    - Provide LOPA if a new aircraft is added or reconfiguration occurs
    - Provide Passenger seats CMM if a new aircraft is added or passenger seats are replaced.
    - Provide Cabin Crew seats CMM if a new aircraft is added or cabin crew seats are added or replaced.
    - Provide Galley CMM if a new aircraft is added and/or galley is modified or replaced.
2. Ground Operations → Flight Operations Engineering
    - Provide the latest weighing report
    - Provide LOPA if a new aircraft is added or reconfiguration occurs
    - Provide Passenger seats CMM if a new aircraft is added or passenger seats are replaced.
    - Provide Cabin Crew seats CMM if a new aircraft is added or cabin crew seats are added or replaced.
    - Provide Galley CMM if a new aircraft is added and/or galley is modified or replaced.
    - Provide Aircraft latest W&B manual
3. Flight Operations Engineering – AHM 565 Preparation
    - Prepare/update AHM 565 based on the documents provided by Ground Operations Manager:
4. Senior Flight Operations Engineer – Verification
    - Cross-check AHM 565 before release for approval
5. CAMO Manager and DFO approval
    - Approve AHM
6. Distribution (Ground Operations)
    - The Ground Operations Manager distributes the approved AHM 565 via the FLY2SKY document system (Centrik), in accordance with the established distribution list or via email if the ground handling agent/Lessee does not have access to FLY2SKY Centrik.
    - Ensure version control, revision tracking, and archiving of superseded versions
7. Flight Operations engineer/OCC Manager – System Update
    - Update FlySmart and PPS with the latest AHM 565 data

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- Produce test loadsheets via FlySmart and check for accuracy

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5.1 LOAD CONTROL PRINCIPLES

GRH 3.3.1, GRH 3.3.2

Load control is a process that ensures the production of all applicable documentation complying with FLY2SKY and regulatory authority requirements, for the safe and secure handling of an individual flight, so that the aircraft is within operational limits, considering both its weight and centre of gravity parameters. This includes planning, supervising, reporting, recording of the loading of the aircraft, and weight and balance calculation.

The load control process comprises the following tasks:

1 Load planning
   a. Checking, calculating and communicating of load planning information and data.
   b. Ensuring information about dangerous goods (DG) and other special loads is taken into account.
   c. Planning of the loading and producing a loading instruction report (LIR).
2 Supervision of aircraft loading and unloading
   a. Verification and recording of aircraft loading.
   b. Ensuring the aircraft is loaded in accordance with the loading instructions.
   c. Load control information exchange, including reporting of final loading figures.
3 Weight and balance calculation
   a. Ensuring aircraft weight and balance conditions are correct and within limits.
   b. Production of the loadsheet in accordance with the confirmed aircraft loading.
   c. The loadsheet reflects the actual loading of the aircraft, including last minute changes (LMCs).
   d. Production of other loading documents, such as Notification to Captain (NOTOC), if applicable.
4 Post-departure messages
   a. Producing and transmitting required messages.
   b. Document retention, as applicable.

The responsibilities of persons performing the load control tasks may vary depending on the organizational set up. Some of the tasks and checks in the load control process can be fully or partially automated, depending on the weight and balance departure control system (DCS) used.

Caution:
In order to reduce the risks related to human factor, it is recommended that the person responsible for load planning and weight and balance calculation do not carry out the supervision of aircraft loading on the same flight.

Documented communication is required to provide an audit trail and accurate weight and balance calculations for the pilot-in-command (PIC) prior to the aircraft's departure.

Load Control shall be performed by qualified personnel, using the FLY2SKYr's aircraft data and in accordance with the FLY2SKYr's and with local regulatory processes, procedures and forms, all of which shall be provided by FLY2SKY.

Load Control may be performed either directly by FLY2SKY, as outlined in GOM 5.7.3 and GOM 5.7.4) or delegated to an approved third-party provider. Load Control operations may be conducted locally or remotely.

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When Load Control is executed via a third-party computerized Departure Control System (DCS), the relevant system must be tested and approved by FLY2SKY prior to being used in live operations.

DCS Approval Process

1. Provision of Aircraft Data Requirements
   The Ground Operations Manager provides the third-party DCS provider with the current revision of AHM 565 via email.
2. Initial DCS Configuration
   The third-party provider enters the critical weight and balance aircraft data into the DCS based on the provided AHM 565.
3. Data Package Submission
   The third-party provider returns the configured DCS aircraft data package to the FLY2SKY Flight Operations Engineer for review.
4. Review and Feedback
   The Flight Operations Engineer reviews the data package for accuracy and compliance with AHM 565.
   - If discrepancies are identified, the engineer will notify the third-party provider via email, specifying the required corrections.
5. Revision and Resubmission
   The third-party provider implements the necessary corrections and resubmits the revised data package for re-evaluation.
   - This cycle repeats until full compliance with FLY2SKY's AHM 565 is achieved.
6. Test Loadsheet Generation
   Upon confirmation of the DCS data configuration, the Flight Operations Engineer requests three test loadsheets reflecting:
   - 0% load
   - 50% load
   - 100% load
7. Test Loadsheet Review
   - The third-party provider submits the test loadsheets to the Flight Operations Engineer for review.
   - If any discrepancies are found, the engineer returns feedback to the provider.
   - The provider then adjusts the loadsheets and resubmits the complete set for final confirmation.
8. Final Approval
   Once the revised test loadsheets are verified and no further discrepancies exist, the Flight Operations Engineer advises the Ground Operations Department.
9. Notification of Approval
   The Ground Operations Manager send an official email to inform all pilots that the third-party provider is approved to generate loadsheets for live flight operations.

Ongoing Compliance

Whenever:

- A new aircraft is added to the fleet, or
- An existing aircraft is re-weighed or there is a major configuration requiring a new weight and balance report

the Flight Operations Engineer will update both the AHM 565 and trimsheet to reflect current

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data. This ensures that all operational limitations of the aircraft and FLY2SKY's limitations are observed.

Following any such update, the entire DCS approval process must be repeated.

FLY2SKY conducts an integrity check of the data used by the DCS/Loadcontrol supplier every 6 months from the last approval received. Both DCS data package and loadsheet verification shall be conducted in order to reobtain approvals. For the integrity check of the both DCS data package and test loadsheet shall be forwarded to bharat.chetri@fly2sky.aero for integrity check. Integrity check against data provided in AHM565 for defined loadsheet data set for testing is performed by FLY2SKY Flight Operations Engineer. The process of data verification shall not take more than a month, and all records are to be kept in Centrik Folder for minimum five years.

The Ground Operations Department will communicate the updated AHM 565 and relevant changes to all handling agents, lessees, and known DCS providers via Centrik and/or email.

It is handling agent responsibility to check with DCS provider that the data has been updated in the DCS. Shall there be any discrepancies in the DCS, inform FLY2SKY Ground Operations Department immediately via email.

All current AHM565 data can be downloaded from Centrik -> Documents -> Manuals.

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5.2 LOAD PLANNING

5.2.1 LOAD PLANNING – GENERAL

GRH 3.3.1, GRH 3.3.2

a) The person charged with the load planning task shall ensure loads are planned safely and distributed in the aircraft compartments and/or holds, considering all aircraft limits.
b) During the load planning process, the person charged with the load planning task shall
    a. Check aircraft basic weight/index (BW/BI).
    b. Check all applicable items are accurately included in the dry operating weight/index, (DOW/DOI) including:
        i. Planned crew composition including crew baggage, where applicable,
        ii. Panned pantry type,
        iii. operating equipment e.g. flight kit (FKT), unit load device (ULD), equipment in compartment (EIC)
c) Check operational messages from the previous flight or leg, including any special loads, if applicable.
d) Check aircraft operational limitations or any other restrictions that may limit load planning including weight, trim and hold loading. This may include but is not limited to:
    a. Aircraft minimum equipment list (MEL) restrictions due to technical issues which could limit load e.g. unserviceable elements of loading or restrain system, doors, ventilation system, or curtail Centre of Gravity e.g. unserviceable spoilers.
    b. Departure or arrival airport limitations that may affect maximum zero fuel weight (MZFW), maximum takeoff weight (MTOW) and maximum landing weight (MLW)
e) Include Equipment in Compartment (EIC) and/or any other load not included in the total traffic load or the DOW, in accordance with instructions in AHM 536.
f) Check that the FLY2SKY approved passenger and baggage weights are used. Where applicable apply non-standard passenger weights in accordance with FLY2SKY procedures. See AHM 530 and AHM 531.
g) Check and plan dangerous goods and special loads (DGSL) that require special handling and to ensure their compatibility and required segregation, including DG and SL carried as cargo and as baggage, in accordance with IATA DGR and FLY2SKY procedures
h) Use the FLY2SKY approved coding scheme. See AHM 510.
i) Include expected transit load, where applicable.
j) Calculate expected traffic load including
    a. Expected passenger weight,
    b. Expected baggage weight,
    c. All other planned deadload,
    d. Expected transit loads (if applicable)
k) Allocate loading positions for all traffic load and special loads, if applicable, taking into consideration all flight legs.

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l) If applicable, plan ballast to bring the centre of gravity within operational limits. See AHM 537.

m) Calculate and communicate provisional load planning information and data. Load planning pre-calculations shall be carried out by the load planner using the provisional information and data available, in accordance with the requirements of FLY2SKY procedures.

   a. Weight and volume availability for cargo/mail,
   b. Baggage requirements,
   c. Estimated zero fuel weight (EZFW) sent to flight planning and, where applicable, to departure airport/crew

   The load planning pre-calculations and information may be provided at different stages of the flight handling and shall be under regular review by the load planner throughout the load planning process.

   Where required, new information shall be provided where there is a significant difference to previous calculations, as per operating airline procedures.

n) Check planned fuel load and distribution.

o) In the case of manual load planning, perform a pre-calculation of the aircraft weight and balance to ensure the aircraft operational limits are not exceeded. Where load planning is carried out using a DCS, operational limits checks are continuously carried out by the system.

p) Give consideration to aircraft ground stability to avoid tail tipping, as per operating airline procedures and aircraft specifications. Particular attention must be paid to the distribution of the transit load on multi-sector flights. The distribution of the load remaining in the compartments at the next station should be planned such that it meets the above condition. When this condition cannot be met, the offloading/loading sequence in the transit station shall be planned to ensure aircraft ground stability is maintained. Methods to ensure ground stability include use of tables or graphs to determine the weight required in forward compartments to counteract the weight to be loaded in aft compartments, or calculation of the center of gravity for comparison against the applicable tipping and/or towing limit:

   a. Method 1–a scale or table determining the distribution of the loads weight-wise, showing the weight required in the forward compartments to secure ground stability, and the load to be placed in the aft compartments.
   b. Method 2–calculation of the dead load index/% mean aerodynamic cord (MAC), which shall be forward of the dead load index limit on the balance chart and transmitted on the load message (LDM).
   c. Method 3–dynamic calculation of aircraft ground stability using a software application that takes every movement of load into account.

q) Consider FLY2SKY specific requirements, including but not limited to:

   a. Loading and unloading priority
   b. Baggage segregation
   c. Fuel efficiency
   d. Loading/unloading sequence to achieve best possible ramp resource productivity and convenience.

r) Produce load planning documentation (manual or electronic) which may include, as required by operating airline procedures:

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a. Baggage requirements based on calculation of available capacity for baggage/ULD make up department.
b. Weight and volume available for cargo/mail.
c. Estimated zero fuel weight (EZFW) message/document.
d. Unloading instruction report.
e. LIR.
f. NOTOC

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5.2.2 LOADING INSTRUCTION REPORT

GRH 3.3.1, 3.4.1

a) A LIR shall be issued for each departing flight to ensure all safety parameters specific to each flight are adhered to.
b) A LIR Shall include the complete load distribution for the departing flight following procedures described in GOM 5.2.1 and adhering to FLY2SKY procedures.
c) Issue a LIR, as per AHM 514 and AHM 515, and deliver it to the person responsible for loading/unloading supervision task, as per FLY2SKY requirements.
d) Indicate all information that could affect loading in the Supplementary Information (SI) section.
e) See AHM 514 for electronic data processing (EDP) LIR and AHM 515 for manual LIR.
f) When manual LIR is issued only valid manual forms provided or approved by the FLY2SKY shall be used.
g) LIR revisions shall be immediately communicated via appropriate means to loading staff.
h) Completed LIR including final loading shall be signed, either manually or electronically, by the person responsible for the loading supervision task. See GOM 4.5.1.8.

5.2.3 OFFLOADING INSTRUCTIONS

a) Unloading instructions shall be issued prior to aircraft arrival.
b) Unloading instructions may be provided in an unloading instruction report (UIR) or via other means (e.g., LDM, CPM or SI section of the LIR). See GOM 4.5.1.3.
c) A UIR should be issued per transit flight and station prior to aircraft arrival.
d) For transit flights, produce unloading instructions as per AHM 514 and AHM 515, where transit load, offload and all positions are reported.
e) Consideration shall be given to ensure aircraft stability during the unloading and passenger disembarkation processes.

5.2.4 NOTIFICATION TO CAPTAIN

GRH 3.3.1, CGO 3.2.14

a) The PIC shall be provided prior to aircraft departure, but no later than when the aircraft moves under its own power, see GOM 9.5.1, with accurate and legible, written, printed or digital, information pertaining to dangerous goods and special loads transported on board the aircraft.
b) The NOTOC is used to inform the PIC of DGSL carried as cargo or mail or baggage.. **NOTE:** For NOTOC requirements, refer to the current IATA Dangerous Goods Regulations (DGR) and GOM 9.5.1.
c) The source (e.g. cargo, mail or baggage) department is responsible for providing DGSL information in legibly written, printed or digital form and transmitting it to the personnel responsible for load planning tasks.
d) The load planner shall produce the LIR, taking into consideration DGSL information, their suitability for transportation on the flight, compatibility and segregation criteria in accordance with IATA Dangerous Goods Regulations (DGR) and FLY2SKY procedures.
e) The NOTOC must be issued in three copies to provide information to all concerned.
f) Legible, printed, written or digital copy of DGSL information, including the actual loading positions, signed by the loading supervisor shall be provided to the PIC.

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g) Legible, printed, written or digital copy of DGSL information provided to the PIC, including an indication that the PIC received the information (manually or electronically, e.g. ACARS, EFB) shall be retained on the ground.
h) DGSL information shall be made available to FLY2SKY operational control centre/flight dispatch and next downline airport before the flight arrives.

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5.3 WEIGHT AND BALANCE CALCULATIONS

5.3.1 ACTIONS REQUIRED DURING WEIGHT AND BALANCE CALCULATIONS

5.3.1.1 WEIGHT AND BALANCE ACCURACY CHECKS

The following items shall be validated prior to the delivery of the final loadsheet. These checks may be continually performed during various stages of the flight handling procedures, prior to final validation and production of the final loadsheet:

1) Correct flight number and date (flight identifier),
2) Correct aircraft registration,
3) Correct DOW/DOI,
4) Aircraft structural and operational weight limitations. including hold limitations, see AHM 513,
5) Traffic load,
6) Correct entry of final fuel figures,
7) Underload (total traffic load not exceeding allowed traffic load),
8) Balance calculation and conditions of loaded aircraft are within prescribed limits,
9) Ensuring that the final loadsheet uses the confirmed final loading information from the aircraft side/gate supervisor,
10) Any FLY2SKY-specific requirements are adhered to, if applicable,
11) All specified documents shall be signed by means of manual or electronical identifiers

5.3.1.2 PRELIMINARY LOADSHEET STATUS

N/A for FLY2SKY

5.3.2.3 FINAL LOADSHEET

A final loadsheet shall not be produced until the following information has been received:

a) Final loading confirmation from personnel responsible for the loading supervision task.
b) Final passenger close-out data.
c) Final fuel figures.
d) All weight and balance accuracy checks are completed as per GOM 5.3.1.1

NOTES:

1. The objective of the weight and balance calculation task is to ensure a final and accurate loadsheet is provided to the PIC prior to take-off.
2. The ground handling service provider (GHSP) shall follow the FLY2SKY process to ensure the above criteria are met prior to departure.
3. It is recommended that the final loadsheet is issued when all the flight's data and information is finalized.
4. Where a new edition of the final loadsheet is issued, the changes should be communicated to the PIC.

5.3.1.4 LOADSHEET ISSUANCE AND APPROVAL

a) The final loadsheet identifying the personnel responsible for the weight and balance calculation task, shall be delivered to the PIC, either manually (see AHM 516 or AHM 517) or electronically (see AHM 518, XML or EFB) in the FLY2SKY approved format.

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b) Any changes occurring after the final loadsheet has been produced must be accounted for by either producing a new edition of the loadsheet or via the documented LMC process, as FLY2SKY procedures. See GOM 5.3.2 LMC.
c) Approval of the loadsheet (including the LMC) by the PIC shall be obtained, and the record shall be kept at the departure station. See AHM 550.
d) If a discrepancy is discovered after the final loadsheet follow procedure as per GOM 5.4.4.
e) When a manual loadsheet is issued, only valid manual forms provided or approved by FLY2SKY shall be used.

5.3.1.5 PROVISION OF FINAL LOADSHEET

a) When the GHSP of the flight is not responsible for Weight & Balance Calculation, they retain a responsibility for provision of the final load information to the personnel responsible for the weight and balance calculation task via electronic or other means. The responsibility for the accuracy of the information and data provided lays with the GHSP. The responsibility for the accuracy of the weight and balance calculation lays with the personnel responsible for the weight and balance calculation task.
b) Communication shall be carried out in accordance with GOM 5.4 Information Exchange requirements.
    a. The information may be provided directly via a DCS or, where there is no direct DCS communication, or where manual documentation is used, methods agreed with FLY2SKY shall be used (e.g. Passenger and Baggage Details for Weight and Balance Report (PWR) - see AHM 571 or equivalent).
    b. The information shall include:
        i. Confirmed final load information–passengers and deadload,
        ii. Final loading details e.g. LIR, loading report.
    c. The information shall show the identification of the personnel responsible for the accuracy of the data.
    d. All load information required for messaging shall be passed to the personnel responsible.
c) If a discrepancy is discovered in the delivered final load information, the PIC and the personnel responsible for weight and balance calculations shall be informed via the available channels, without delay, and provided with relevant and requested information to prevent unsafe takeoff and/or landing.

Any discrepancy in weight and balance documentation shall be reported to the operating carrier using the agreed occurrence reporting methods

5.3.2 LAST MINUTE CHANGES

GRH 3.3.1

5.3.2.1 LAST MINUTE CHANGES - GENERAL

a) FLY2SKY LMC limits for the operating aircraft and available underload shall be observed at all times.
b) LMC is only allowed for traffic load.
c) As per FLY2SKY procedure a difference between the FOB and the planned fuel of ±150 kg does not require an LMC.
d) LMC shall only be performed by personnel trained at a minimum in accordance with AHM RMP21.

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5.3.2.2 LAST MINUTE CHANGE COMMUNICATION PROCEDURE

When LMC is required the following LMC communication procedure applies:

a) The loadsheet delivered to the PIC shall include all LMCs. These will be shown as entries on the loadsheet.
b) FLY2SKY allows the loadsheet to be delivered to the PIC before any LMC is made.
c) It is advised that the LMC is communicated prior to the PIC approval/signing of the loadsheet.
d) In case where the LMC is communicated after the loadsheet was approved/signed by the PIC, corrections shall be made on all copies of the loadsheet including those retained on the ground.
e) If LMC is conveyed to the PIC after the delivery of the loadsheet, either printed/manual or electronically transmitted, this may be done by the responsible person, either verbally or in writing.
f) If the PIC is informed verbally of LMC, the verbal information exchange procedures apply. See GOM 5.4 Information Exchange.
g) LMC shall be communicated to the person responsible for completing the Post Departure Messages

5.3.2.3 LMC CHANGES AND LIMITATIONS

The maximum Last-Minute Change (LMC) is limited to 5 Adult passengers or 500 kg of absolute change (passengers and load). No Fuel LMC is allowed, however a difference between the FOB and the planned fuel of ±150 kg does not require an LMC. The LMC must be entered on the loadsheet and approved by the Commander including the following items:

a) Destination of passengers;
b) Number ±;
c) Location;
d) Total weight in kg.

Performance calculations for take-off must be made taking the LMC into account. If there is a difference of more than +/- 500 kg between the estimated OFP ZFW and the actual ZFW, a new OFP has to be requested, taking into account the actual weights.

5.4 INFORMATION EXCHANGE

5.4.1 INFORMATION EXCHANGE RECORDS/DOCUMENTATION

a) All load control information and data shall be communicated to the person charged with the load planning and weight and balance calculation tasks. This information and data may be provided using:
   a. System to system automated electronic data exchange, e.g. DCS functionality, DCS interfaces, ramp reconciliation system.
   b. Electronic communication means e.g. via DCS communication tools, ACARS, emails or other written/recorded messaging tools,
   c. In writing e.g. on paper documents,
   d. Verbal and documented/recorded prior to aircraft departure, see Verbal Communication procedure below.

Caution:
Only company approved communication methods shall be used for load control information exchange (e.g. not personal social media accounts).

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	**Caution:** When verbal communication is used requirements outlined in GOM 4.5.1.2 shall be observed.

b) All information and data pertaining to load planning and weight and balance calculations shall be documented and retained, using one of the following methods:
   a. Digitally, by means of storing of files or electronic communication records,
   b. Written, by means of paper records,
   c. Verbal communication records, storing of recordings or written records of verbal communication, see GOM 5.4.2 Verbal Communication.

c) The records of load control information exchange shall be retained and be part of the flight records.

5.4.2 VERBAL COMMUNICATION



Caution:
Electronic data exchange or written communication is always the recommended method for load control information and data exchange.

a) Verbal communication of load control information and data shall only be used when Electronic data exchange or written communication is not possible, in exceptional circumstances (e.g. fallback) method, when it's used it is recommended that appropriate mitigating measures shall be established to reduce the risk of loading incidents.

b) When conducting the verbal exchange of safety critical information and data both parties shall ensure the environment for carrying out the exchange is adequate, e.g., area with reduced background noise, reduced possibility of distraction, adequate communication tools (radio/telephone with no interference/good signal).



Caution:
Caution:
Safety Critical Information and Data - Any information or data that reflects the final weight and loading position on the aircraft of any items including aircraft prepared for service weight (incl crew, pantry and equipment), fuel, ballast and traffic load including DG/SL.
Also, any communications initiated by Ramp or Load Control relating to a published LIR, including but not limited to:
   1. offloading,
   2. repositioning of load,
   3. weight changes,
   4. additional load.

c) When verbal communication is used both parties shall use the standard terminology and ICAO phonetic alphabet and numbering system, see also communication protocol, in GOM 4.5.1.2 Communication.

d) When verbal communication is used for safety critical information and data, read back of all information received shall be carried out to guarantee accuracy of the data.

e) When verbal communication of safety critical information is used, the person receiving the information of the exchange shall assure that one of the following is applied:

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a. Step by step procedure shall exist for reading back of all information received to guarantee accuracy of the data. In the case of final loading confirmation readback of all loads shall be carried out, including loading positions, pcs/weight, commodity and dangerous goods/special loads.
b. Record all verbal transmissions in written format (manually or digitally) to be able to clarify all discrepancies before the final loadsheet is transmitted. The following details shall be recorded as a minimum:
    i. Name of the responsible person for transmitting and receiving the information,
    ii. Time of transmission,
    iii. The transmitted information.
c. Record all verbal communication calls (call recording device)

Caution:
When verbal communication is used for confirmation of final loading the final Loading Report shall be checked against the final loadsheet by the person responsible for supervision of aircraft loading.

Caution:
When verbal communication is used for confirmation of final loading, the PIC shall be informed.

The records of verbal communication shall be retained in accordance with flight records retention requirements.

5.4.3 COMMUNICATION OF AIRCRAFT LOADING TO LOAD CONTROL

Where the communication of aircraft loading, including loading changes and discrepancies, is NOT carried out by the loading supervisor for the flight, but by a designated person, the following requirements apply:

a) Person responsible for communication of aircraft loading shall be trained in accordance with AHM 1110 RMP 21 Load Control Information Exchange.
b) Direct communication with the person responsible for the supervision of aircraft loading and unloading task shall be established.
c) A direct communication means shall be established with the person responsible for the load planning and weight and balance calculation task.
d) Communication protocol, as described in GOM 4.5.1.2 shall be used.
e) Written communication methods are recommended, as per GOM 5.2.2.
a) When verbal communication is used, a readback of all safety critical information and data received shall be carried out. See also GOM 5.4.2 Verbal Communication.

NOTE: For the task of supervision of aircraft loading and unloading, see GOM 4.5.1.

5.4.4 MANAGING DISCREPANCIES AFTER FINAL LOADSHEET

Caution:
The procedure below is meant to be used only in the event of discrepancies discovered after the final loadsheet, including any LMC, was delivered and approved by the PIC.
Discrepancies are considered to be any changes of safety critical information and data.

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Where a discrepancy after the final loadsheet is identified, the PIC shall be informed as soon as possible, in accordance with the FLY2SKY process and using the agreed channels and provided with relevant and requested information to ensure the crew have the latest information for take-off or landing.

Any discrepancy in weight and balance documentation shall be reported to the operating crew using agreed reporting methods, as required by FLY2SKY procedures. Refer to GOM 5.3.2. For Load Control Safety Event Categorization, see AHM 563

5.4.5 REMOTE LOAD CONTROL

Remote load control is a process of performing the load planning task and/or weight and balance calculation task for a departing flight in a location away from the aircraft.

The key roles of remote load control are:

a) To perform the load planning task.
b) To compute the weight and balance calculation task in liaison with the personnel at the aircraft side

The key roles of the personnel at the aircraft side are:

a) To supervise aircraft loading and unloading as defined in GOM 4.5.1
b) To communicate to the remote load control any discrepancies and/or deviations during the loading/unloading process.
c) To report final loading of the aircraft to the remote load control

Information exchange is essential for a safe remote load control process. Data shall be transmitted between the remote load control, departure station and flight crew, either directly or indirectly, using predetermined means of communication as established by FLY2SKY procedures.

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5.5 POST-DEPARTURE MESSAGES

All post-departure messages and any other relevant messages pertaining to flight handling shall be sent to the defined stations as per FLY2SKY procedures. Such messages may include, but are not limited to:

a) Load Distribution Message (LDM)
b) Container Pallet Message (CPM)
c) Statistical Load Summary (SLS))

Messages shall be produced and delivered in accordance with respective AHM chapters.

A flight file for each departing flight shall be maintained in a secure location.

5.6 OCCURRENCE REPORTING AND INVESTIGATION

Load control occurrences (i.e. data and documentation errors, process failures) shall be reported in accordance with AHM Chapter 610 on SMS safety reporting, investigation and corrective actions principles and standards, including near miss reporting. Load Control safety incidents shall be classified in accordance with AHM 563.

Where applicable, mandatory occurrence reporting to local regulatory authorities may be required.

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5.7 QUALIFICATION REQUIREMENTS

Personnel performing load control tasks shall be duly qualified. Training shall be in accordance with AHM 1110 and GOM 7.11.1.3 LOAD CONTROL

Training for load control tasks shall be performed by a qualified instructor authorized by the operator. Load control licensing, training and documentation shall be in compliance with regulations and FLY2SKY procedures.

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5.8 DOCUMENTATION

FLY2SKY is responsible for providing all relevant documentation for load planning and weight and balance calculations. FLY2SKY defines the data content and terminology for documents, reports and messages.

The person issuing the loadsheet shall accurately reflect all received data on documents, reports and messages produced for each flight, as per AHM 590.

Relevant documents shall be manually or electronically issued and signed as per regulatory requirements and FLY2SKY procedures.

GRH 3.3.5

Specified records shall be retained for a period in accordance with applicable local regulations and/or operating airline procedures, but not less than three months.

Ground staff shall ensure that the following operational documents are retained in the flight log file for a minimum period of three (3) months:

- Final LIR reflecting the aircraft loading completed and signed by the responsible person.
- Final NOTOC (when applicable) completed and signed by the responsible person(s).
- Fuel figures confirmation.
- Final loadsheet, including LMC, signed by the PIC

These documents must be properly archived and readily available for review during audits or inspections. Disposal of documents and records may also be subject to regulation

Furthermore, the Ground Handling Agent is required to maintain a recorded disposal log for all documentation exceeding the three-month retention period, ensuring traceability and accountability in accordance with company and regulatory requirements.

Copy of the NOTOC, fuel receipt (when applicable) and final Loadsheet and Trim Sheet, including any LMC (Last Minute Changes), signed by the Pilot-in-Command (PIC) are stored in the post-flight documents available in EFB One.

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5.8.1 LOADSHEET

Aircraft weights and center of gravity are calculated using an FLY2SKY manual Load and Trim sheet or a computerized Load and Trim Sheet.

In accordance with regulations, operational limits are to be derived by applying appropriate curtailments (margins) to the certified limits. Curtailments are used to prevent the airplane's weight and center of gravity from exceeding the structural weight and center of gravity limits.

These curtailments account for variations in the airplane balance condition due to the following:

a) Inaccuracy on initial data (DOW & DOI)
b) Gear and Flap movement
c) In-flight passenger and crew movement
d) Passenger weight scatter
e) Potable water movement
f) Fuel density variations
g) Passenger seating variation
h) Cargo location variation

If deemed necessary, the Commander has full authority to modify the aircraft loading such as number of passengers, usable cabin seats and cargo compartments loading and distribution.

A loadsheet shall be prepared for every departure of an FLY2SKY aircraft. The loadsheet contains a record of weights and numbers essential to flight safety and efficient ground handling.

Prior to every flight a pre-trim shall be completed to confirm the planned CG. The actual loadsheet shall be completed and presented to the Commander by the ground staff no later than minus 10 minutes to STD. (Paper copy shall be checked and signed by PIC.)

In case of manual Load and Trim sheet has to be produce by the Commander, the ground staff shall provide final figures no later than 10 minutes before STD.

If an error is discovered on a loadsheet, the Commander shall be advised if any of the following irregularities is revealed (for example):

a) Maximum authorised take-off weight for the aircraft is exceeded
b) Maximum authorised zero fuel weight for the aircraft is exceeded
c) Maximum authorised landing weight for the aircraft is exceeded
d) Maximum weight in any hold, compartment, area or bay is exceeded
e) Any of the balance limits are exceeded
f) Inaccuracy of passenger, baggage, cargo, mail weights

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5.8.2 EDP WEIGHT AND BALANCE CONTROL

All systems used for weight and balance for FLY2SKY flights shall be approved by the FLY2SKY Flight Operations Engineering Department.

The FLY2SKY Flight Operations Engineering department controls weight and balance information for use with Departure Control Systems (DCS) via the release of an AHM560 document for each aircraft type.

Upon receipt of an AHM560 or revision, the administrator of the respective system updates the applicable data in their system and upon completion produces datasets and test loadsheets which are sent to the FLY2SKY Flight Operations Engineering Department for approval.

The FLY2SKY Flight Operations Engineering Department checks the datasets and test tloadsheets and upon satisfactory review issues an approval to the applicable system administrator for the respective system to be used for loadsheet preparation on FLY2SKY flights.

In addition, the FLY2SKY Flight Operations Engineering department requests test loadsheets for all aircraft versions at intervals of 6 months for verification of data.

The FLY2SKY Flight Operations Engineering Department can be contacted for further information and approvals via email: bharat.chetri@fly2sky.aero.

5.8.3 COMPUTERISED LOAD AND TRIM SHEET VIA FlySmart FS+

GRH 3.3.6

The computerised Load and Trim Sheet may be performed by a cockpit crew member with the FlySmart FS+ Loadsheet module and the Loadsheet file shall either be sent via email to the OCC, the departure and the destination station. Additionally, the computerised loadsheet might be printed in three copies and distributed in paper.

On any flight identified as carrying a significant number of passengers whose masses, including hand baggage, are expected to significantly deviate from the standard passenger mass the load controller shall advise the pilot-in-command of this excess mass. The pilot-in-command shall use the non-standard passenger weight for the weight and balance calculations.

If standard mass values for checked baggage are used and a significant number of passengers checked baggage is expected to significantly deviate from the standard baggage mass, the load controller shall advice the pilot-in-command about the actual weight of the baggage. If the actual weight of the baggage cannot be provided by the load controller, the pilot-in-command shall increase the standard baggage weight by 5%.

Shall any gate agent note during boarding a significant number of gate delivery items or other non-normal items, the gate agent must advise the load controller about the number of the items. If such items are not checked-in and/or the actual weight cannot be provided, the load controller shall advice the pilot-in-command to add:

- 8kg for regular DAA
- 13kg for other non-normal items

5.8.4 HANDWRITTEN LOAD AND TRIM SHEET

The form will be filled out by a Cockpit Crew Member or by authorised handling agents.

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It is usually prepared through the FlySmart FS+ Loadsheet module, but the trim information may be deducted from a Manual Trimsheet available in the AHM-565 of the relevant variant and depicted in the following subsection if the FlySmart FS+ Loadsheet module is not available.

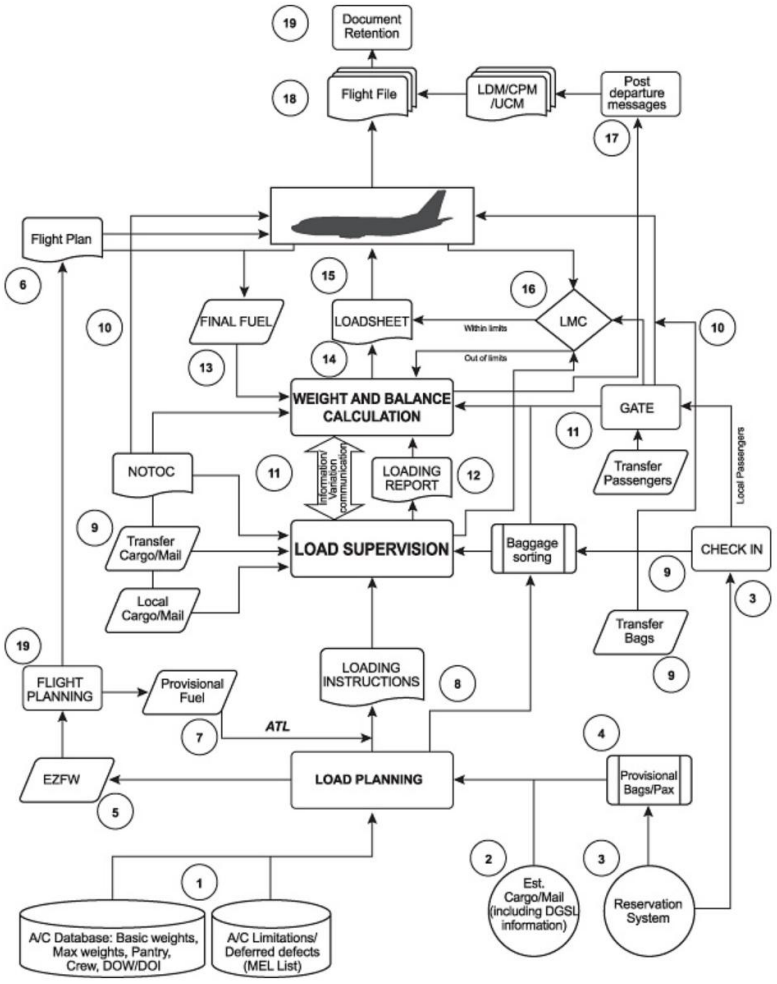
If the Manual Trimsheet is used, the crew must consider the DOW/DOI for the relevant aircraft registration and Pantry Code in the last pages of the AHM-565 of the relevant variant.

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5.8 LOAD CONTROL PROCESS FLOW

5.8.1 LOAD CONTROL PROCESS FLOW SCHEMA



5.8.2 LOAD CONTROL FLOW LEGEND

CIRCLE #	ACTION
1	Aircraft designation: access to permanent and semi-permanent data as per AHM 565 and maintenance data related to limitations that could affect loading and weight and balance
2	Estimated/Provisional cargo and mail data, including DGSL information, to load planning
3	Data from reservation system to capacity calculation (passenger and baggage counts) and check-in special service requests (SSRs)
4	Provisional passengers sorted by class and provisional baggage according to FLY2SKY procedures to load planning
5	Provide EZFW to flight planning system
6	Operational flight plan to PIC
7	Provisional fuel to calculate the allowed traffic load and verify that load planning is within limits
8	LIR to load supervision and loading team; segregation plan to sorting area

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9	Actual data flowing from check-in (e.g., passenger number, baggage pieces and weight, special load information), cargo and mail warehouse (special load information) and transfer load
10	Load to aircraft
11	Load information and variation communication between load control and load supervision: discrepancies between planned and real load weight, nature and distribution
12	Final data confirmation from loading supervision and gate (gate-collected items)
13	Final fuel figures communication from the flight planning system or PIC
14	Loadsheet verification and release
15	Loadsheet to aircraft
16	Last minute changes
17	Post-departure load messages and DGSL information to station of arrival
18	Signed documents verification and collection
19	File archiving and retention

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6 OPERATIONAL OVERSIGHT

6.1 INTRODUCTION

Oversight is applied at both a managerial level as well as at an operational level.

Managerial oversight ensures FLY2SKY has in place a management system that sets up the polices, processes, performance indicators and other mechanisms, outlines accountabilities throughout the company as well as ensures there are necessary resources available to conduct operations.

It is important that management continuously reviews its operations to ensure the ongoing suitability, adequacy and effectiveness of the management and control of ground operations. A review shall include assessing opportunities for improvement and the need for changes to the system, including, but not limited to, the organizational structure, reporting lines, authorities, responsibilities, policies, processes, procedures and allocation of resources.

An effective operational oversight structure and process helps to ensure that day-to-day operations do not deviate from the agreed policies, procedures and company goals, while simultaneously acting as a mechanism to identify and investigate occasions when deviations occur.

FLY2SKY is also subject to external oversight performed by a regulatory body (e.g., Civil Aviation Authority) and via an industry body (e.g., IATA) on their behalf.

This chapter provides guidance on what needs to be in place for effective operational oversight and gives practical examples of how oversight may be conducted via supervisory functions.

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6.2 OPERATIONAL OVERSIGHT

The purpose of operational oversight is to ensure:

a) Continuous conformance with all documented standards, procedures and working practices covering all aspects of ground operations including, but not limited to, occupational health and safety, operational safety, security and quality.
b) Compliance with regulatory requirements and applicable laws.
c) Measurement of performance against indicators and achievement of company goals.
d) Identification of opportunities to improve performance.
e) Occurrences, findings and opportunities are addressed.

To ensure compliance with all applicable laws and conformance to documented standards and procedures, all station activities outsourced to a third-party GHSP and/or its subcontractors, shall be conducted under the direct oversight of suitably trained and qualified operational personnel.

Operational oversight is a hierarchical process that ensures continuous compliance, conformance and improvement through a variety of monitoring processes. Examples of oversight mechanisms include:

a) Operational Management (ongoing/daily operation)
    a. Direct Supervision–provides specific instructions and frequently reviews work for completeness and accuracy.
    b. General Supervision–generally oversees what is to be done and sets limitations, deadlines, and priorities.
b) Monitoring Program–Compliance Management System (cMS), Safety Management System (SMS), Occupational Health and Safety (OHS) and Corporate Risk Management include specified quotas per month or number of turnarounds/operations as well as audit plans based on other risk factors such as quality or safety performance.
    a. Quality Control–checks and inspections are often referred to as Safety Inspections, Frontline Inspections, Line Checks, Line Evaluations, etc.
    b. Measuring–testing the output of a process to determine compliance with technical, performance and/or quality standards such as measuring KPIs as part of a Service Level Agreement (SLA).
    c. Internal Audit–a structured, independent, and objective assessment conducted by an organization on its own functions or activities that determines the level of conformity with specific standards, regulations, or other requirements.
    d. External Audits–Regulatory or accreditation audits conducted under a regulatory or accreditation program to ensure continuing conformity with industry standards.

NOTE: See AHM 610 SMS and AHM 615 Monitoring Program for further details.

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6.3 SUPERVISION

GRH 3.2.1

6.3.1 FUNCTIONS

During any operation, different persons may perform supervisory functions to ensure tasks are completed safely, according to relevant procedures and as per contracted SLAs.

A Supervisor can commonly be described as a person who supervises activities and/or other persons performing tasks within a process as defined in GOM 6.3.2.

NOTES:

a) Details of the contracted services will be specific to each contract and will be agreed between the two parties.
b) FLY2SKY may contract a dedicated person from the contracted GHSP or
c) A third party to oversee/supervise and/or coordinate specific airline requirements as contracted to ensure they are met.
d) The person can be contracted to cover all turnaround activities, including administrative tasks, or the scope can be limited to a specific part of the airline's operations.

Supervision personnel shall be trained and qualified to perform the assigned functions. Assigned individuals will provide oversight of personnel conducting, airside operations. An assigned individual will oversee the aircraft turnaround during ramp/apron activities ensuring the aircraft is handled and serviced according to FLY2SKY GOM specific requirements. These duties may be combined with another function/role. If applicable, checklists are to be provided. They shall be completed as required by the individual assigned to provide oversight. Individuals assigned to oversee ground handling operations shall have oversight on airside operations, ground safety and flight schedule.

6.3.2 SCOPE AND RESPONSIBITILIES

Supervision scope of ground handling and related activities shall include, but is not limited to, the following activities:

a) Passenger handling
b) Baggage handling
c) Ramp handling
d) Load control

Generally, the responsibilities of an individual with supervisory functions include:

a) Setting goals for operational performance and deadlines in ways that comply with the company's structure, plans and vision
b) Organizing workflows and ensuring employees understand their duties or delegated tasks
c) Monitoring employee activity, providing constructive feedback and coaching
d) Providing oversight and guidance to personnel conducting operational functions
e) Reporting any accidents, incidents and/or noncompliance as per the organization's procedures

Supervision personnel shall be trained and qualified to perform the assigned functions (see AHM Ch.1110).

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6.3.3 TURNAROUND COORDINATION

The turnaround coordination is performed by a Turnaround Coordinator whose primary goal is to oversee and coordinate processes for both above and below the wing activities during a flight turnaround.

The Turnaround Coordinator may be described as a person who:

a) Provides a focal point of coordination for all ground activities and operational teams, including flight crew.
b) Ensures adherence to the station's Precision Time Schedule (PTS).
c) Ensures safe, secure and punctual performance.
d) Stops any turnaround activities that are not in compliance with safety, security and operational procedures and processes.

NOTE: This function may be performed remotely.

In some situations, the Turnaround Coordinator will also assume supervisory responsibilities, while in others the roles are split and assigned to specific individuals. A Turnaround Coordinator may be responsible for more than one aircraft turnaround/stand simultaneously.

6.4 OVERSIGHT CHECKLISTS

6.4.1 PASSNEGER HANDLING CHECKLIST

FLY2SKY	PASSENGER HANDLING CHECKLIST

NO	ACTION	GOM REF	CHECK-IN	BOARDING	TRANSFERS	ARRIVALS	REMARKS
1	Preparation activities are completed (e.g., flight editing-i.e., review aircraft configuration, passenger name list/status, special service requests (SSRs), special passengers, inbound/outbound connections, passenger numbers and connection times, stand allocations).	1.1.1	X	X	X	X	
2	Assistance for persons with disabilities (PWD) is arranged for passengers requiring the service, as appropriate.	1.1.1.2	X	X	X	X	
3	Personnel are briefed before performing tasks.	1.1.1.2 1.1.3.5	X	X	X	X	
4	Personnel are wearing the required personal protective equipment (PPE) and uniform in line with the company's standards (see AHM 462).	3.1.2.5	X	X	X	X	

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5	Facilities, including counters, desks and self-serve kiosks, are set up, as per airline or local authority requirements, as applicable (e.g., queues, stanchions, carpets, baggage gauges, podiums).	1.1.2	X	X	X	X	
6	All relevant desks and airport information boards display the correct flight information.	1.1.2 1.1.7.1	X	X	X	X	
7	Stock boarding pass/bag tag printers with boarding passes/bag tags while ensuring adequate stock of any other tags required by the airline for handling.	1.1.2 1.1.7.1	X	X	X	X	
8	Prominently display dangerous goods and any other notifications, either electronically or in print versions.	1.1.2 1.1.7.1	X	X	X		
9	Weighing scales are functioning correctly.	1.1.2	X			X	
10	Passengers are welcomed, greeted, and assisted in a professional manner.	1.1.4.1	X	X	X	X	
11	Carry out verification and acceptance of passenger documents, as applicable.	1.1.5.2	X	X	X		
12	Pay attention to any signs the passenger might not be allowed to travel (e.g., unruly, overall fitness to fly, including potentially communicable diseases, medical conditions, intoxication) and monitor the watchlist.	1.1.4.1	X	X	X		
13	Check with the passenger whether they have any SSRs, prioritize these as required and provide assistance, if applicable.	1.4	X	X	X	X	
14	Seats are assigned and distributed in line with the operating carrier's procedures.	1.1.4.2 1.1.4.3	X	X	X		
15	Cabin baggage is assessed to ensure it conforms to the carrier's allowable size and weight	1.1.6.2	X	X			

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	dimensions, where applicable.						
16	Verify with the passenger whether they are carrying items of dangerous goods or other prohibited articles that are not permitted either as personal belongings, cabin baggage or checked baggage as per DGR 2.3A.	**1.1.6.2** **1.1.6.3** **1.1.6.4**	**X**	**X**			
17	Checked baggage is assessed, weighed and recorded in the departure control system (DCS) in line with the operating airline's procedures and excess baggage charges are applied, where necessary.	**1.1.6.3**	**X**				
18	Ensure all bags, including special baggage (e.g., oversize baggage, sporting equipment, live animals (AVIH), firearms and weapons, delivery at aircraft (DAA)) are	**1.1.6**	**X**	**X**			

	labeled, tagged and handled correctly.						
19	Hand boarding passes, baggage receipts, and other travel documents to the passenger and direct or guide them on to the next steps.	**1.1.4**	**X**	**X**			
20	Communicate any relevant information, including disruptions and/or delays, to passengers immediately and at regular intervals	**1.1.4.1** **1.5**	**X**	**X**	**X**	**X**	
21	Passengers are directed according to the flight gate and/or local immigration requirements, as applicable.	**1.1.4.1**	**X**	**X**	**X**	**X**	
22	Boarding/disembarkation routes to/from aircraft and/or passenger buses and/or passenger boarding bridges (PBB) are safe and clearly marked, where possible.	**1.1.7.1** **1.3.1**		**X**		**X**	

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	Note: Passengers must be supervised on the ramp at all times.						
23	All gate areas and access doors are secured to prevent unauthorized access when not in use.	**1.2.4**		**X**		**X**	
24	Preboarding and priority boarding apply in line with the operating airline's procedures.	**1.1.7.1**		**X**			
25	Once clearance is received, board/disembark passengers as per the airline boarding sequence.	**1.1.7.2**		**X**		**X**	
26	During the boarding process, boarding passes and travel documents are checked as required and each passenger is reconciled against the DCS.	**1.1.7.2 1.1.5**		**X**			
27	Accept all standby passengers (revenue, non-revenue) and standby bags as per the airline's priority listing.	**1.1.7.4**	**X**	**X**			
28	Register all last-minute changes in the DCS and inform load control about the final passenger and/or baggage information, as per operating airline procedures.	**1.1.7.3 1.1.7.4**	**X**	**X**			
29	Before gate closure, ensure all accepted passengers have boarded the aircraft. Secure the flight by matching the checked-in passengers to the boarded passengers. All discrepancies must be resolved prior to closing the aircraft access door.	**1.1.7.4**		**X**			
30	Provide final passenger numbers and departure documents to cabin and/or flight crew, as required.	**1.1.7.3 1.1.8**		**X**			
31	Cabin access doors are closed before removal of	**4.4.2**		**X**			

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	passenger boarding devices.						
32	All relevant messages are dispatched to the appropriate addresses, as per operating airline procedures.	1.1.9	X	X	X	X	
33	All stationary and passenger information are kept under surveillance and removed from counters to prevent unauthorized access and use, whenever possible.	1.2	X	X	X	X	
34	The DCS and other systems are locked when not in use to prevent unauthorized access.	1.2	X	X	X	X	

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6.4.2 BAGGAGE HANDLING CHECKLIST

FLY2SKY	BAGGAGE HANDLING CHECKLIST

NO	ACTION	GOM REF	ARRIVAL– TERMINATING	ARRIVAL– TRANSFER	DEPARTURE– JOINING	DEPARTURE– TRANSFER	REMARKS
1	Planning activities are completed for requirements for expected baggage for arriving/ departing flights, including: • Parking stands for on-time delivery of bags • Allocation of sufficient build/delivery locations and injection/transfer points • Planning for applicable categories (e.g., priority versus economy bags, long versus short transfer, international versus domestic). • Staff and equipment allocation and positioning (e.g., unit load devices (ULDs)/baggage carts).	**2.4.1** **2.5.1** **2.6.1**	X	X	X	X	
2	All staff correctly wearing appropriate PPE (see AHM 462).	**2.3** **3.1.2.5**	X	X	X	X	
3	Staff aware of storage locations for bags that will arrive before opening of corresponding departure flights.	**2.5.1** **2.5.2**		X			
4	Staff briefing conducted and staff aware of any baggage requiring special handling (e.g., firearms, mobility aids, strollers, oversized items).	**2.4.1** **2.4.2**	X	X	X	X	
5	Equipment (e.g., ULDs, dollies, baggage carts) available and serviceable upon collection prior to use	**2.4.3** **2.8.2.3**	X	X	X	X	
6	Systems and hardware available and usable (e.g., baggage reconciliation system (BRS) serviceable and logged in, scanners	**2.6.3.2** **2.10**	X **If applicable**	X **If applicable**	X	X	

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	charged) and assigned to correct flight.						
7	Required documentation available (e.g., ULD cards, bingo cards) and marked up for correct flight.	2.4.3		X If applicable	X	X	
8	Working areas and equipment clear of obstacles and refuse that can cause foreign object damage (FOD), old baggage labels.	3.1.2.3 3.1.2.4	X	X	X	X	
9	ULD/dollies/baggage carts checked for serviceability and set up to accept baggage. Brakes engaged on dollies/baggage carts. ULDs secured using restraints.	2.4.3 3.1.3 4.5.9.3	X	X	X	X	
10	Unserviceable equipment reported and removed from service.	4.5.9.3 3.1.3.3	X	X	X	X	
11	Baggage build area organized for planned baggage category segregation.	2.4.2 2.4.3			X	X	
12	Baggage sent to correct injection/transfer/arrival points.	2.4.3 2.5.3 2.6.2	X	X	X	X	
13	Bags injected/delivered/ transferred in accordance with segregation requirements (e.g., priority bags before economy, short transfer bags before long transfer).	2.4.3	X	X	X	X	
14	Staff follow manual handling requirements and, where applicable, use lifting aids.	2.3	X	X	X	X	
15	Flight details visually checked on all bag tags (flight number, date, destination)	2.4.3		X	X	X	
16	Verify the bag has been confirmed as being on the correct flight (positive passenger-bag match) by visually inspecting the baggage tag and electronically through-scanning by ensuring a	2.4.3			X	X	

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	confirmed load response is received from the scanner. When the baggage is identified as not being a positive passenger-matched bag or loaded onto the incorrect flight/destination, place the baggage to one side for resolution.						
17	Bag tag peel-off portions placed only on bingo cards, where manual reconciliation used.	2.4.3			X	X	
18	Baggage is handled in an appropriate manner (e.g., positioned and not thrown).	2.3	X	X	X	X	
19	Each bag processed individually (i.e., no scanning or removal of tags from multiple bags before loading into ULD/baggage cart).	2.4.3			X	X	
20	ULDs/baggage carts correctly utilized (e.g., proper use of available volume, larger/heavier items nearer to the base).	2.4.3		X	X	X	
21	Correct departure baggage category segregation.	2.4.3			X	X	
22	Correct handling/loading of fragile, heavy, large and/or oversized items. Handling labels followed and items handled carefully to avoid damage to baggage and injury to personnel.	2.3 2.4.3	X	X	X	X	
23	Special baggage handled/ transferred/delivered in accordance with local procedures and customer airline requirements (e.g., firearms, mobility aids, strollers, oversized items) and in a manner to prevent damage (e.g., no other items placed on top).	2.4 2.7	X	X	X	X	

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24	Final checked-in bag figure reconciled against bags received.	**2.4.3**			X	X	
25	Number of ULDs used reconciled against the baggage plan/flight summary before being released to the aircraft	**2.10.2**	X		X	X	
26	Loads secured prior to transportation using appropriate locks, stops, rails, curtains and straps.	**2.4.3 2.10.3**	X	X	X	X	
27	Canopies/covers secured before baggage carts dispatched in wet weather.	**2.4.1 2.10.3**	X	X	X	X	
28	ULD cards and bulk load cards secured to each ULD/baggage cart before leaving baggage build up area.	**2.4.3 2.10.5**			X	X	
29	Unloaded ULDs/baggage carts checked to ensure no remaining items inside.	**n/a**	X	X			
30	First/last bag times recorded in accordance with local procedures and customer airline requirements.	**2.6.3.2 2.6.4**	X	X			
31	Arrival carousel deactivated and secured upon completion of baggage delivery.	**n/a**	X	X			
32	Any damaged baggage segregated, and supervisory personnel notified.	**2.6.3.2**	X	X	X	X	

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6.4.3 RAMP HANDLING CHECKLIST

FLY2SKY	RAMP HANDLING CHECKLIST

NO	ACTION	GOM REF	ARRIVAL	DEPARTURE	REMARKS
1	Preflight briefing conducted regarding flight requirement(s) and services, as needed.		X		
2	Pre-arrival and pre-departure checks ensuring that the parking position and intended path of aircraft are free of FOD and/or obstacles.	**4.1.1** **4.6.3.1**	X	X	
3	Personnel are available and wearing PPE (see AHM 462.	**4.1.1** **3.1.2.5**	X	X	
4	Position all ground support equipment (GSE) and personnel (undertaking the departure process) outside the equipment restraint area (ERA) prior to aircraft arrival and departure, unless specifically required by the arrival/departure procedure (e.g., pre-positioned ground power unit (GPU)).	**4.1.1** **4.1.4.1** **4.6.3.1**	X	X	
5	Personnel shall check the GSE assigned prior to initial use.	**3.1.3.2**	X	X	
6	The aircraft guidance system is activated and/or marshaller(s)/wing walkers correctly positioned, as applicable.	**4.1.1** **4.6.3.1**	X	X	
7	Personnel shall remain outside the ERA while the aircraft anti-collision lights are switched on unless specifically required by the arrival/departure procedure.	**4.1.1** **4.6.7.1**	X	X	
8	Aircraft chocked and coned as per requirements..	**3.1.2.3** **3.1.2.4**	X	X	
9	ULD/dollies/baggage carts checked for serviceability and set up to accept baggage. Brakes engaged on dollies/baggage carts. ULDs secured using restraints.	**4.1.2.2** **4.6.3.1**	X	X	
10	GSE is correctly positioned to/removed from the aircraft (e.g., use of guide person, safety rails lowered/retracted, no touch policy, platforms lowered, at correct approach/removal speed).	**3.1.3.2**	X	X	
11	PBB and passenger steps are correctly positioned to/removed from the aircraft (e.g., sliding safety rails and canopies retracted, vertical clearance maintained between platform and passenger cabin access door when in position).	**3.1.3.5** **3.1.3.6**	X	X	
12	GSE is correctly configured and operated during aircraft handling and servicing (e.g., speed within the ERA, safety rails raised/extended when in position at aircraft, use of parking brake, seat belts, no seat–no ride, vertical clearance maintained between equipment and aircraft/doors).	**3.1.3.2**	X	X	
13	All personnel follow ramp safety procedures (e.g., fuel safety zone, do not walk between ULD or connected equipment, correct manual handling techniques used).	**3.1** **3.2** **4.5**	X	X	
14	All cargo holds are inspected to check condition and security of loads prior to unloading/after	**4.5.5**	X	X	

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	loading (e.g., locks raised, nets secured, no leakage, no loads shifted). Note: All holds shall be opened and inspected even if empty.				
15	Cargo holds are unloaded/loaded in the correct sequence in accordance with the loading instruction report (LIR) and commodities correctly handled as required (e.g., dangerous goods and special loads are correctly handled, segregated, secured and stowed).	**4.5.4** **4.5.6**	**X**	**X**	
16	Cargo holds are inspected after unloading/prior to loading to check for damage and ensure empty other than documented transit load items. Note: If cargo hold will not be loaded as part of the departure onload, locks/nets shall be raised/secured in accordance with airline requirements.	**4.5.5** **4.5.6.4**	**X**	**X**	
17	Check ULDs and bulk loads for condition (e.g., damage, leakage) prior to/after transportation and prior to loading.	**4.5.4** **4.5.6**	**X**	**X**	
18	Aircraft cabin access door operation is performed by an authorized and qualified person.	**4.4.2**	**X**	**X**	
19	Passenger walkways are clear of obstacles and free of undesired contaminated substances.	**1.1.7.1**	**X**	**X**	
20	Passenger movement is supervised when passengers walk on the ramp (e.g., between aircraft and bus/terminal).	**1.1.7.1**	**X**	**X**	

21	Fueling vehicle is correctly positioned and escape route is not obstructed when fuel tanker/bowser is used.	**3.2**		**X**	
22	Fuel safety zone procedures/restrictions are followed.	**3.2.1**		**X**	
23	Safety precautions for fueling with passengers on board or boarding are adhered to, as applicable.	**3.2.3**		**X**	
24	The person responsible for the loading supervision task is in possession of the latest edition of the LIR prior to commencement of loading.	**4.5.6.4**		**X**	
25	Final load information is communicated/confirmed to load control with all deviations noted.	**4.5.6.4**		**X**	
26	Final load information (e.g., Loadsheet/Notice to Captain–NOTOC) is provided to flight crew, as required.	**5.7**		**X**	
27	Aircraft ground movement preparation activities correctly carried out (e.g., connection of pushback/towing equipment, communication with flight crew established).	**4.6**		**X**	
28	Departure sequences conducted as required (e.g., GPU, air start unit (ASU), pushback, engine start, personnel/ equipment positioning).	**4.6.6.2**		**X**	
29	Post-departure activities are conducted as required with appropriate document retention.			**X**	

NOTE: The numbering of the process does not depict sequence of action.

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6.5 INCIDENT NOTIFICATION AND IMMEDIATE ACTIONS

6.5.1 GENERAL

During ground operations, there is a risk of incident, accident or other emergency situations, such as, but not limited to:

a) Fuel and oil spills GOM 3.2.2, GOM 3.2.3
b) Dangerous goods events GOM 6.5.4
c) GSE collisions/accidents
d) Situation requiring an aircraft evacuation without passengers and crew on board GOM 6.5.3
e) Personnel injuries
f) Severe weather emergencies GOM 3.3
g) Illicit acts (e.g., security breach) – refer to SPM

Depending on the severity and magnitude of the event, the FLY2SKY and/or airport emergency response procedures might be activated (see AHM 620 for Crisis and Emergency Response at the Airport).

NOTE: Some occurrences might be managed locally within the FLY2SKY's emergency response procedures.

Any person carrying out a supervisory function must be familiar with:

a) The emergency response procedures and/or reporting protocol of:
    a. Their own company and/or FLY2SKY
    b. The airport at which they are operating
    c. Regulatory authorities (e.g., dangerous goods)

Immediate actions per type of event, including aircraft evacuation (see GOM 6.5.2 and 6.5.3)

6.5.2 IMMEDIATE ACTIONS

In the event of an incident or accident, all frontline personnel shall understand and be familiar with the immediate response, which includes, but is not limited to the following actions:

a) Stop the activity/process, if applicable to the type of event (e.g., switch off engine/activate emergency stop button).
b) Ensure all passengers and personnel (unless involved in mitigating actions) are moved away from the incident.
c) Immediately notify the relevant parties and any personnel directly involved or impacted by the nature of the incident (e.g., flight crew).
d) Report the event to the supervisor/line manager and emergency services, if deemed necessary, who will then assume responsibility to initiate the local response plan:
    a. Secure the event area.
    b. Ensure compliance with all instructions from emergency services, if applicable.
    c. Report to FLY2SKY OCC +359 88 203 413; +359 87 920 5220 and Ground Operations Manager, as required, to local authorities and be in constant communication.
    d. Complete incident/accident report(s) as required to collect all relevant information regarding the event.
    e. Support any post-incident investigation, analysis and/or review.

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The actions, as documented above, are not in chronological order, which will depend on the nature and severity of the event.

NOTE: Investigation shall be carried out in accordance with AHM 652 and/or FLY2SKY procedures.

6.5.3 AIRCRAFT EVACUATION

GRH 3.6.2

Aircraft evacuation without flight crew and passengers on board:

a) Roles and responsibilities for the evacuation.
b) Procedures and different methods of evacuation from the aircraft (e.g., mobile stairs, PBB). Escape slides are not intended as the primary means of exit.
c) Means of communicating the evacuation (e.g., radios, audible warnings).

NOTE: Personnel shall be trained in the evacuation procedures, including periodic evacuation drills/practices

6.5.3.1 AIRCRAFT EVACUATION WITHOUT CREW AND PASSENGERS ON BOARD

Ground Crew Actions

- Stop any activity/process immediately
- Start evacuation and inform all staff who are already at the aircraft
- Inform Ground Handling Supervisor, ATC and emergency services with appropriate communication channels
- Inform FLY2SKY OCC +359 88 203 413; +359 87 920 5220
- Request assistance
- If fire or fuel hazards are present, notify:
  - Airport Fire & Rescue Services
  - Airport Security & Emergency Response Teams
- Ensure all personnel are moved away from the aircraft
- Move all GSE from aircraft, if applicable
- Stairs and PBB may be used for evacuation
- Maintain communication with all related parties
- Account the number of evacuated personnel ensure no one left behind
- Verify the ground connection of electrical equipment and removable all possible sources of ignition, if deemed necessary

Evacuation with passengers and crew on board please refer to OMB 11-1-1, FCOM PRO-ABN-90-DETAILED CABIN-COCKPIT EVACUATION PROCEDURE and CCOM 12.10.1, for evacuation during fuelling please refer to GOM 3.2.3.

6.5.3.2 EMERGENCY ALERT AND COMMUNICATION

This procedure applies to all ground handling personnel and covers the following emergency scenarios:

- **Fire or smoke** detected in or around the aircraft GOM 6.5.3.2.1
- **Fuel leaks or spills** with potential fire hazards GOM 3.2.2, GOM 3.2.3
- **Electrical malfunctions** or short circuits GOM 6.5.3.2.2
- **Security threats** such as bomb threats or unauthorized access - refer to SPM
- **Structural damage** or collision with ground service equipment GOM 6.5.3.2.3

The responsible GSP and/or maintenance personnel carry out the evacuation procedures.

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6.5.3.2.1 FIRE OR SMOKE DETECTED AROUND THE AIRCRAFT

Step 1 – Immediate Actions

1. If fire or smoke is observed:
    - Stop all ground operations immediately.
    - Shut down GSE in the affected area if safe to do so.
    - Raise the alarm by notifying nearby staff and
2. If fire involves the aircraft:
    - Inform the Flight Crew immediately. (if crew on board)
    - Ensure all fuelling operations are stopped and fuel sources isolated.
    - Do not attempt to open aircraft doors unless directed by the Flight Crew (if crew on board) or emergency services.

Step 2 – Notification & Escalation

- Notify the Airport Rescue and Firefighting Services using the designated airport emergency contact number or direct emergency button (where available)
- Notify the Supervisor
- Inform FLY2SKY OCC +359 88 203 413; +359 87 920 without delay.
- Provide details of the fire/smoke source, location, and any affected persons.

Step 3 – Passenger and Crew Safety

- **If passengers are onboard:**
    - Follow the instructions of the Flight Crew regarding evacuation.
    - Keep all service vehicles and personnel clear of evacuation paths.
- Ensure ground personnel remain at a safe distance until the fire is controlled.

Step 4 – Securing the Area

- Create a safety perimeter around the affected area.
- Remove all unnecessary GSE and personnel.
- Await clearance from emergency services before resuming operations.

Activation of Emergency Response Plan

- If the emergency poses an imminent threat to the aircraft or ground personnel, the Ground Handling Supervisor shall order immediate evacuation of the aircraft vicinity.
- All non-essential personnel must move to a safe distance from the aircraft.

6.5.3.2.2 ELECTRICAL MALFUNCTIONS OR SHORT CIRCUIT

Step 1 – Immediate Actions

1. If smoke, sparks, burning smell, or visible fire is detected:
    - Stop all ground handling activities immediately.
    - Do not touch any suspected faulty equipment or connections.
    - Isolate power sources (disconnect GPU, PCA, or other GSE power supplies).
    - Inform the Flight Crew without delay.
2. If the malfunction is detected on Ground Support Equipment (GSE):
    - Shut down the equipment.
    - Move it safely away from the aircraft if possible.
    - Report to the Ground Handling Supervisor.

Step 2 – Notification & Escalation

- Notify the Flight Crew immediately.
- Inform the Ground Handling Supervisor.
- Contact FLY2SKY OCC OCC +359 88 203 413; +359 87 920 5220 and Maintenance Provider.
- If required, activate airport emergency services (in case of fire or imminent danger).

Step 3 – Securing the Area

- Ensure all staff is kept at a safe distance.

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- Do not resume any loading, fueling, or servicing operations until clearance is given by the Flight Crew or Maintenance.

Key Safety Notes

- Never attempt to repair electrical systems or GSE unless properly qualified.
- Always follow airport fire safety procedures when electrical malfunctions involve smoke or fire.
- Electrical issues must be treated as serious safety hazards**.**

Activation of Emergency Response Plan

- If the emergency poses an imminent threat to the aircraft or ground personnel, the Ground Handling Supervisor shall order immediate evacuation of the aircraft vicinity.
- All non-essential personnel must move to a safe distance from the aircraft.

6.5.3.2.3 STRUCTURAL DAMAGE OR COLLISION WITH GROUND SERVICE EQUIPMENT

Step 1 – Immediate Actions

1. **Stop Operations Immediately**
   - Cease all aircraft servicing, loading/unloading, or towing activities.
   - Do not move the aircraft or equipment until authorized, unless necessary for safety.
2. **Secure the Area**
   - Keep staff and vehicles away from the affected area.
   - If fuel, hydraulic fluid, or other leakage is detected, activate spill/fire safety procedures and notify airport emergency services if required.

Step 2 – Notification & Escalation

- Inform the Flight Crew immediately.
- Notify the Supervisor
- Report the incident to FLY2SKY OCC +359 88 203 413; +359 87 920 without delay.
- Contact Maintenance Provider / CAMO for inspection and clearance.

Step 3 – Inspection & Clearance

- The aircraft shall not be moved or operated until it has been inspected and cleared by certified Maintenance personnel.
- Ground Handling staff must fully cooperate with the inspection and provide incident details.

Key Safety Notes

- Do not attempt repairs or concealment of damage.
- Any structural damage, however minor, must be reported.
- Non-reporting of damage is considered a serious safety violation.
- Ensure photographic evidence is taken, if possible, to support the report.

Activation of Emergency Response Plan

- If the emergency poses an imminent threat to the aircraft or ground personnel, the Ground Handling Supervisor shall order immediate evacuation of the aircraft vicinity.
- All non-essential personnel must move to a safe distance from the aircraft.

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6.5.3.3 POST-EVACUATION PROCEDURES

Securing the Aircraft

- Once emergency responders declare the aircraft safe, maintenance personnel shall:
  - Conduct a safety inspection before resuming ground operations.
  - Identify any structural damage to the aircraft or surrounding equipment.

Incident Reporting & Investigation

- Ground Handling Supervisor completes Ground Incident/Accident/Damage Report Form (available in Centrik) and submit detailed report within 72 hours via Centrik or send it via email to SM@fly2sky.aero
- Record the event in the incident/irregularity log as per local station procedures.

NOTE: All accidents and incidents associated with aircraft ground handling operations shall be recorded and the records shall be retained.

6.5.4 DANGEROUS GOODS

SPA.DG.105 (b), GRH 1.6.4

Whenever a suspected damage or leakage involving dangerous goods occurs, the following actions shall be taken (refer to DGR for further guidance):

a) Identify the nature, source and associated hazard of the contamination.
b) Stop the handling activities or reduce them to a minimum in the vicinity of the hazard.
c) Prevent access by unauthorized personnel.
d) Do not walk through, touch, sniff or taste any substance or spilled material.
e) Notify the relevant parties, including crew and any personnel in the vicinity.
f) Restrict/block access to the damaged item using any suitable means.
g) Contact and report the event immediately to the supervisor/line manager and emergency services, if deemed necessary, who will then assume responsibility to initiate the local response plan.
h) Coordinate the response in conjunction with Dangerous Goods Regulations (DGR) experts or emergency services, for example:
   a. Use the NOTOC (review emergency code as provided) or Load Messages–LDM (e.g., Offloading Instruction, container pallet message (CPM), LIR or similar) to identify the substance.
   b. Follow emergency response procedures as per the DGR category in Section 9.
   c. Verify the ground connection of electrical equipment (e.g., GPU) and remove all possible sources of ignition, if deemed necessary.
   d. Isolate all personnel suspected of being contaminated and refer them for treatment.
   e. Seek confirmation from emergency services that the area is safe to re-enter.
i) Identify and prevent from transport any other cargo, baggage or transport devices that have become contaminated by the leakage of dangerous goods.
j) Complete Dangerous Goods Occurrence report form as required to collect all relevant information regarding the event and submit report via Centrik.

6.5.5 AIRSIDE SAFETY INVESTIGATION PROCEDURE

6.5.5.1 GENERAL

The investigation process will be conducted in a logical way by collecting and analyzing facts to identify root causes as well as contributing and human factors.

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Safety & Compliance Department will investigate all reports received in accordance with the Investigation process defined in the Safety Manual.

All authorised representatives must locally investigate all occurrences and provide feedback to the Safety & Compliance Department.

6.5.5.2 FACTUAL INFORMATION

In general

a) Gather factual information including photographs, testimonials, reports, sketches, video footage, maps and any other relevant information.
b) Determine the level of investigation:
    i. Basic investigation–an informal inquiry to identify the key elements that led to the event.
    ii. Formal investigation–a formal inquiry with all parties involved, including legally required internal and external parties.

6.5.5.3 INVESTIGATION PROCEDURE

In general:

a) Gather all information available about the event:
    i. Identify the circumstances leading up to the even
    ii. Review all reports pertaining to the event.
    iii. Collect all available data (e.g., CCTV and other video footage, photographs, objects, testimonials, sketches, maps).
    iv. Identify the people involved and any witnessis.
    v. Gather all relevant information concerning the people involved (e.g., roster, training records, medical information, employee records, assigned task, all reports, any other).
    vi. Gather all relevant information concerning the technical, environmental and infra
    vii. structural conditions.
b) Conduct interviews with all individuals involved and any witnesses.
c) Conduct a confirmation site visit if possible.
d) Confirm whether a Standard Operating Procedures (SOP) are published and available for the task being performed.
e) Identify human factors:
    i. Communication
    ii. Stress and timing
    iii. Fatigue
    iv. Loss of situational awareness
    v. Health condition
    vi. Use of available resources
    vii. Staff feedback related to the SOP
    viii. Teamwork
    ix. Knowledge retention and competence.
f) Technical factors:
    i. Use of a GSE
    ii. Preventive and corrective maintenance records
    iii. Current technical condition
    iv. Suitability for the task

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6.5.5.4 ANALYSIS

Analyse the event by:

a) Describing the sequence of events as they occurred for each person/element involved.
b) Identifying any failures in the tasks performed in relation to written instructions.
c) Identifying any causal links between events.
d) Documenting a chronological sequence of events that led to the incident/accident as supported by facts.
e) Determining which failures contributed to the accident based on factual evidence in relation to the sequence of events.
f) Identifying pre-existing and/or new hazards that contributed to the event.

6.5.5.5 CONCLUSION AND CAUSES

Specify:

a) Root causes
b) Contributing factors
c) Human factors

6.5.5.6 INVESTIGATION FOLLOW-UP

Follow-up the investigation by:

a) Establishing the following for each root cause:
    a. Corrective action requests.
    b. Preventive actions requests.
b) Making safety recommendations that:
    a. Address the root causes as well as the contributing and human factors identified as a part of the investigation.
    b. Ensure corrective and preventive action requests will be issued to line management.
    c. Provide line management with corrective action plans to address the root causes as well as, contributing and human factors for approval.
    d. Ensure that an Action plan implementation is confirmed through a monitoring/audit process.

6.5.5.7 RETENTION OF THE DATA

GRH 3.6.4

All authorised representatives must keep a copy of the occurrence reports and investigation. All records of risk reviews and assessments shall be retained by Safety Department for at least five years in Centrik system.

FLY2SKY has devised an Emergency Response Manual defining the duties and responsibilities of the personnel involved with incidents and accidents as well the management of all coordinated activities which form part of the FLY2SKY Emergency Response Plan.

Therefore, the duties and responsibilities defined in this section shall be performed in conjunction with the FLY2SKY Emergency Response Manual.

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6.6 ADVERSE WEATHER OVERSIGHT PROCEDURES

Oversight of an aircraft arrival/departure during adverse weather includes, but is not limited to, the activities listed below. Some examples of adverse weather include snowstorms, thunderstorms/lightning, sandstorms, high winds, hurricanes/typhoons, tornadoes and intense heat (see AHM 462 and GOM 3.3).

	ACTION	✓	REMARKS
	Received notification of adverse weather a) Thunderstorm, lightning b) Low visibility c) Snow/ice conditions d) High/strong winds, gusts e) Heavy rains, flooding f) Sandstorms g) Extreme temperature (hot/cold) h) Other		
	Acknowledge notification of adverse weather		
	Identify the threat and actions for the following: a) Personnel and passengers, including PWD/PRM b) Arriving aircraft c) Parked aircraft, vehicles and GSE d) Baggage handling e) Cabin equipment f) Catering and ramp handling g) Departure h) Exterior cleaning i) Interior cleaning j) Load control and flight operations k) Marshaling l) Moving of aircraft m) Passenger services n) Ramp fueling/defueling operations o) Ramp services p) Ramp to flight deck communications q) Toilet services r) Towing cargo and baggage s) ULDs and bulk loading/unloading of baggage and cargo		
	Activate the Severe Weather Plan a) Communicate to all affected parties b) Meet with ground handling personnel, GSE and maintenance personnel c) Outline forecast, actions and review resources d) Notify dispatch, passenger services and planning groups that operations might be interrupted		

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	e) Continue to monitor and communicate the weather situation		
	Take actions according to established procedures		
	Check personnel conduct, behavior and operational practices (e.g., PPE)		
	Ensure compliance with local regulations		

Table 6.6—Adverse weather actions

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6.7 EMERGENCY RESPONSE PROCEDURES

Airport Operators, Ground/Cargo Handling Service and Lessee providers shall have a well-coordinated and planned response to an aircraft accident or other type of adverse event that could result in fatalities, serious injuries, considerable damage and/or significant disruption to operations.

Emergency Response Plan (ERP) and Local Emergency and Accident Response Plan (LEARP) shall focus on and address interaction with and/or participation of the ground handling service provider in the response. If the ground handling service provider is involved in an incident, the ERP should identify within the ground handling service provider's organization, what actions to take, by whom and how.

Communication protocols should be established and shared between all relevant stakeholders to facilitate the initial activation of the response to an emergency, including an up-to-date emergency contact list.

The following actions are to be carried out in the event of an emergency in accordance with FLY2SKY and/or GHSP procedures and local regulations.

1. Communication:
    a. with FLY2SKY:
        i. Notify FLY2SKY OCC on Duty via phone +359 87 920 5220/ +359 88 203 4131, e-mail: occ@fly2sky.aero and Ground Operations Manager dgm@fly2sky.aero.
        ii. Establish a Crisis Control Center.
        iii. Provide regular situation reports.
        iv. Maintain the flow of communications/actions.
        v. Identify and assemble translators.
    b. with the airport and other authorities:
        i. Liaise with airport emergency services and local authorities.
        ii. Prepare the location and facilities to be used.
        iii. Provide the GSE upon request from the authorities in command.
    c. with the GHSP:
        i. Inform GHSP staff.
        ii. Conduct an initial briefing.
    d. with the Passengers, crew and victims, relatives and media: provide regular updates.
2. General Requirements:
    a. Deploy of the emergency response team.
    b. Provide liaison staff at the emergency location.
    c. Provide initial financial assistance to passengers as agreed with FLY2SKY.
3. Passengers and Crew:
    a. Assist with the collection of information from passengers, crew and victims.
    b. Provide assistance and secured private facility for passengers.
    c. Provide assistance and secured private facility for crew members.
    d. Assist in repatriation and/or onward travel.
4. Cargo, Baggage and Mail:
    a. Assist with the inventory of cargo, baggage and mail carried on the aircraft.
    b. Safeguard from loss or damage the baggage, cargo and mail.

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   c. Arrange for secure storage.
5. Documentation:
   a. Establish station emergency data sheet with contacts, grid maps, facility information sheets.
   b. Maintain current emergency contact information of FLY2SKY, GSP and local authorities.
   c. Collect, preserve, secure and restrict all documentation pertaining to the emergency and make available to FLY2SKY.
   d. Support the verification of the passenger list.
   e. Maintain a log of events and action taken.
   f. Maintain detailed expense documentation relating to services provided during an emergency.
6. Relatives:
   a. Assist with the collection of information from family members.
   b. Provide assistance and secured private facility to family members.
   c. Assist with reuniting passengers and family members.
7. Facilities:
   a. Provide emergency response facilities for FLY2SKY staff.
   b. Assist in the arrival, set-up and operations of FLY2SKY`s Go team.
   c. Determine appropriate support services that may be required for continuing emergency operations.
   d. Arrange for security at all FLY2SKY premises at the airport.

The Handling Agent shall have a system to ensure retention of records of ground accidents and incidents for a minimum of five years.

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7 TRAINING

7.1 SCOPE

This section provides a basic understanding to operators, ground and cargo handlers on how to develop the training program necessary to perform ground operational functions safely and efficiently.

This training program includes training modules for the primary operational functions as defined in the IATA Ground Operations Manual (IGOM), and in the Aircraft Handling Manual (AHM). It is important to note that this guidance does not represent a complete training program for all the ground operations functions which may exist. The managerial and/or non-operational functions are out of scope. The training program has been developed based on procedures and best practices described in the IATA Ground Operations Manual (IGOM), the IATA Airport Handling Manual (AHM), as well the ISAGO Standards and Recommended Practices.

Any additional training modules, topics within the scope of ground and cargo operations that are not covered in this section shall be added according to the ground/cargo handling scope of operation, national and airport regulatory requirements. In view of the above and dependent on industry feedback received, this training program will be further updated and developed.

FLY2SKY Ground Operations Department creates and conducts minimum operational training requirements for external ground handling and cargo staff.

GRH 2.1.5, CGO 2.1.4

The ground and cargo training program will be reviewed at least once a year. This ongoing review process ensures that the training remains relevant, up-to-date, and compliant with both internal standards and regulatory requirements. A meeting will be convened for this review, involving all relevant stakeholders, including the Ground/Cargo, Compliance and Safety Department.

Topics to discuss will include:

1. Any regulatory changes.
2. Any industry standard changes such as IATA IGOM/IATA DGR/IOSA table 6.1 /IATA AHM program.
3. Inclusion of current F2S quality assurance and SMS data, trends, risks.
4. Review of training material to ensure up-to-date market needs, F2S needs, shipper, and ESPs requirements.

The meeting will be recorded in Centrik – Workflow Module – and will generate minutes that highlight any gaps, changes, or action items that need to be addressed. The Ground Operations Manager will ensure that Centrik is updated with a workflow that documents these changes and provides evidence of the program review.

Action items will be documented and tracked in Centrik until completion. Upon completion, these items will be reviewed for consistency and effectiveness.

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To evaluate the effectiveness of the training program, FLY2SKY will conduct measurable observations of operational or behavioural changes in the work environment during monitoring and audits.

GRH 2.1.2, CGO 2.1.2

The external ground and cargo handling service providers training programs completed by ground handling and cargo operations shall provide the knowledge necessary to perform duties, execute procedures and operate the equipment associated with specific ground and cargo handling functions and responsibilities. Such programs shall include:

a) Familiarization training on applicable regulations.
b) In-depth training on requirements, including policies, procedures and operating practices;
c) Training in human factors principles;
d) Safety training on associated operational hazards.

The completion of required training by personnel that perform operational duties within the scope of ground and cargo operations is recorded and such records retained in accordance with GOM 7.9.3.

The FLY2SKY requires all staff working in Passenger Handling, Ramp Service, Load Control, Fuelling and De-/Anti-Icing Operations to be trained and qualified according to the minimum requirements of this Chapter.

Personnel assigned to operate equipment in the performance of their duties in ground and cargo operations shall be trained and qualified to operate the equipment associated with those duties.

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7.2 OBJECTIVES

GRH 2.1.3, CGO 2.1.5

Personnel who perform operationally critical functions in the area of Ground and Cargo Handling must acquire and maintain competence on the basis of continuing education and training.

All trainings must have a test at the end to demonstrate adequate knowledge, competency and proficiency to perform duties and to prove that the content of the training has been understood by the trainee.

The test may be either in written form, multiple choice, practical prove or verbally. The trainee must pass with at least 80%.

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7.3 DEFINITIONS AND TERMINOLOGY

Initial Training

Initial training is provided to all operational and other relevant staff prior to being assigned to new duties, functions, positions and/or aircraft type or ground support equipment (GSE).

Initial training shall deliver operational competence and must be successfully completed.

Initial training is divided into theoretical and practical elements including assessments of theoretical knowledge and practical competence appropriate to the role and operational requirements. Initial Training shall be a combination of theoretical (suitable and sufficient information and instruction relating to the role being trained) and practical training to verify the trainees' understanding of, and ability to complete, the role being trained for. In all cases, this shall be documented and recorded.

Recurrent Training

Recurrent training is training for staff who already passed the initial training.

It shall be delivered at the frequency specified in the relevant training documentation, but not less than once during every 36-month period. DG-Trainings must be passed within 24 months.

Recurrent training shall include assessments of theoretical knowledge and/or practical competence.

These assessments shall be completed prior to the current expiry date.

NOTE: Recurrent training shall be based on the initial syllabus for each task.

Re-qualification Training

Repeat training for performing certain duties and functions in which the operational personnel have previously been trained. This is typically initiated following a series of events or an evaluation that addresses lack of comprehension of the task to be performed, or a prolonged absence from doing the specific tasks or functions or a prolonged absence from the working environment.

Update Training

Training provided to ensure personnel remain competent and are made aware of any changes to duties, areas of responsibility, or updates to equipment, infrastructure, systems, procedures or combination of the above.

Such changes shall be communicated to relevant personnel via regular communication channels. Additional information and up-date training shall be delivered as necessary.

Instructor / Trainer

A person who imparts knowledge or teaches practical skills through demonstration, direction, tutoring, training, and practical exercises. Instructors may utilize testing, checking, assessment or evaluation of activities as a means for determining proficiency or competency.

Evaluator / On-the-Job-Trainer

A person, who teaches practical skills through the demonstration on-the-job and assess, examines or judges the on-job performance of the student. This role is usually performed by operational employees.

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Testing and Evaluation

Testing and evaluation may be conducted either in written, oral or practical form.

The process shall include a demonstration of adequate knowledge, competency and proficiency to perform duties, execute procedures and / or operate equipment.

Personal Competence

A company shall have established Training Programs to ensure that all operational personnel can acquire the necessary skills and remain competent to perform their duties.

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7.4 TRAINING PROGRAM COMPONENTS

GRH 2.1.1, CGO 2.1.1

A training program shall specify the qualification requirements for each job task/function within the scope of FLY2SKY Ground Handling and Cargo activities. As a minimum the training programs of external ground and cargo handling providers shall address:

a) Initial and Continuing Qualification–including training frequency:
   - Initial Training
   - Recurrent Training in a frequency in accordance with requirements of the regulatory authority but not less than once during every 36-month period, except for recurrent training in dangerous goods
   - Re-qualification Training, if applicable
   - Update Training, if applicable
   - Other specialized training requirements, including those required by equipment manufacturers/ suppliers, system developers/suppliers, FLY2SKY or by the regulatory/legal authorities, if applicable

b) Training methods
c) Testing and evaluation processes
d) Management of the training documentation and records
e) Qualification and competency requirements for instructors and evaluators
f) Training Modules

During audits and inspections, external ground and cargo handling providers shall present training programs, initial and recurrent training records for all staff involved in the ground and cargo handling of FLY2SKY aircraft. When operating under ACMI agreement, FLY2SKY will conduct audit to the Lessee to ensure that thru the Lessee monitoring process, FLY2SKY minimum training requirements are fulfilled.

The training program shall be reviewed at least once a year to ensure that:

a) The training program and modules meet current and expected needs;
b) All training material and training plans are up-to-date and meet FLY2SKY and regulatory requirements, as applicable.

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7.5 INITIAL AND CONTINING QUALIFICATION

GRH 2.1.1

Ground Handling and Cargo personnel needs to undergo initial training before being assigned to perform new duties. The initial training shall include evaluation or testing by written or practical means.

Maintaining ongoing competence shall be achieved by recurrent training supported by written or practical means.

Recurrent training shall be performed at the specified frequency, but not less than once during every 36- month period, to ensure all personnel remain qualified to perform operational duties, according to the applicable regulations. Any Dangerous Goods Training needs to be refreshed not less than once during every 24-month period.

Recurrent training sessions shall be planned such that the training is performed and any evaluation done prior to the current expiry date. If, however the expiry date shall be exceeded, the training will be considered valid provided that the training session is completed within the same calendar month as the expiry date.

Successful completion of the required courses is necessary to maintain the training qualification.

Where an employee is forced to be absent for a long period of time, regardless of the reason of his/her absence, a company shall ensure that the following minimum conditions are met:

Period of absence	Action to be taken
Up to three months	Brief the employee on any possible procedural, organizational, or equipment/infrastructure updates/changes that might have occurred during his/her absence. The briefing shall be documented and filed accordingly.
Between 3 and 6 months	Deliver one session of on-the-job training to brief the employee on any possible procedural, organizational, or equipment/infrastructure updates/changes that might have occurred during his/her absence. The briefing shall be documented and filed accordingly.
Between 6 and 12 months	Recurrent training program(s) to be delivered
More than 1 year	Initial training program

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7.6 TRAINING METHODS

Training shall be a combination of theoretical (information and instruction relating to the topic being trained) and practical skills training to verify the students' understanding of, and ability to successfully complete, the task being trained.

7.6.1 CLASSROOM TRAINING

Classroom training is recommended for initial training. Classroom training may also be used in conjunction with computer-based training.

7.6.2 COMPUTER BASED TRAINING

Computer Based Training (CBT) is recognized as an effective tool to provide the required training across widespread locations.

7.6.3 VIDEO TRAINING

Video training may be used as a supporting tool for other training methods. However, video training is not sufficient without a formal testing/evaluation process.

7.6.4 PRACTICAL TRAINING OR ON-THE-JOB TRAINING

In addition to classroom training, include practical hands-on/on-the-job training to ensure competency in all training objectives (as applicable). All practical hands-on/on-the-job training shall be documented using a formal written testing/evaluation process (checklists).

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7.7 TESTING AND EVALUATION PROCESS

GRH 2.1.3, CGO 2.1.5

Knowledge verification will be required, where applicable, by means of a written test of the topic trained.

In addition, there shall be a review process for addressing all question failures even if a pass mark was achieved. Practical competency verification shall be achieved by means of evaluation by the trainer.

Upon successful completion of the above, personnel can be considered as qualified to fulfil their assigned duties.

Any classroom training shall include a formal testing process with the required standard set sufficiently high to ensure that only learners having a very comprehensive understanding of the course material can achieve a pass. Appropriate duration for achieving test objectives is set. A minimum of an 80% pass mark is mandatory for each classroom training.

All practical training shall be conducted using a standardized and controlled checklist or form for each training task with points being assigned for each successful practical task completion. Similarly, the practical training evaluation shall also be conducted using a standard and controlled checklist or form.

A checklist (or form) must be completed for each student in the training course and must be kept as part of the student's training record file.

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7.8 QUALIFICATION AND COMPETENCY REQUIREMENTS FOR INSTRUCTORS AND EVALUATORS

Training Instructors, including On-the-job-Trainers and Evaluators shall be appointed by the manager responsible for training.

Training instructors and evaluators shall be competent, qualified and, if required, certified, to conduct training. As a minimum, Instructors and Evaluators shall be qualified in accordance with the standards outlined in this section.

Theoretical and practical skills training shall be conducted by personnel who have demonstrated the skills to deliver the training effectively, and who have competence (knowledge, skills, qualifications and

experience) in the subjects to be instructed.

7.8.1 INSTRUCTOR (TRAINER)

7.8.1.1 PRE-REQUISITES

A training instructor shall have a minimum of 36 months of operations or training experience in their disciplines of training. In addition, he/she shall meet the following requirements:

a) Proven presentation and facilitation skills, including knowledge and experience in the use of presentation software and standard Audio/Visual (A/V) equipment.
b) Training experience shall include training in interpersonal skills and the “soft skills” of training, such as communication, motivation and related areas. (An individual cannot only have strictly technical skills and/or safety skills training experience).
c) Experience in communicating with a diverse audience. Diversity includes education, literacy, position in a company, and related diverse backgrounds.

7.8.1.2 INITIAL QUALIFICATION

a) Meet pre-requisites
b) Successfully complete instructor training or an instructor preparation e.g. workshop, briefs
c) Successfully complete instructor certification (if required by regulatory requirements)
d) Observe a minimum of one training course delivered by a qualified instructor
e) Conduct at least one training course under the supervision of a qualified instructor or evaluator

7.8.1.3 CONTINUING QUALIFICATIONS

In order to maintain qualification, an instructor shall conduct:

a) Recurrent training for instructors or an instructor preparation e.g. workshop, briefs
b) Recurrent certification for instructor (if required by the regulatory authority)
c) At least 1 training course per year for each discipline they are qualified to instruct

7.8.2 EVALUATOR/ON-JOB TRAINING

Evaluator/On-the-job Trainer training and evaluations shall be conducted by persons who have the knowledge, skills, qualifications and experience in the functions being assessed. This role is performed by operational employees who, when needed, may act as training assessors in cooperation with the training department.

7.8.2.1 PRE-REQUISITES

An Evaluator/On-the-job Trainer shall have a minimum of 36 months of operational experience in the disciplines being trained and is competent with the following elements:

a) Training Techniques
b) Course preparation and evaluation

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c) Effective one-to-one communication

7.8.2.2 INITIAL QUALIFICATION

a) Meet pre-requisites
b) Complete instructor initial training
c) Conduct at least one evaluation under the supervision of a person responsible for training

7.8.2.3 CONTINUING QUALIFICATION

Complete instructor recurrent training within a 36-month period

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7.9 MANAGEMENT OF THE TRAINING DOCUMENTATION AND RECORDS

7.9.1 TRAINING PLAN

Each company shall develop a training plan, reviewed on a basis not less than once per year, which shall take into consideration:

a) The regulatory requirements for training and training programs
b) The number of personnel that need to be trained per job role assigned
c) The training objectives to be met
d) That sufficient resources (e.g. staff, facilities, equipment) are allocated to perform the training sessions in a timely manner.

The Training Plan shall be made in conjunction with the operational plan for definition of resources.

7.9.2 TRAINING CONTENT (SYLLABI AND TRAINING MATERIAL)

Any training material shall be tailored to take into account variables such as geographic locations, languages, local regulations, equipment used etc. It shall be relevant to the needs of the industry as well as the specifics of the location(s) involved.

To minimize language barriers, training material shall maximize illustrations and minimize lengthy written/ verbal explanations.

Training shall be delivered in the local language or at least with local language support except when other languages (different from the local one) are clearly understood as defined by the company.

Companies shall define the roles and processes regarding the maintenance of the training content in an up-to-date condition.

This shall include current industry standards, regulations, resolutions, customers' requirements, service bulletins, system updates, recommended practices, etc.

All material shall be included in the documentation control system and display, as a minimum, a version and revision date and evidence of being regularly reviewed and updated as needed.

7.9.3 TRAINING RECORDS

GRH 2.1.4; CGO 2.1.6

External service provider training records shall be made available for review (including for contract and/or part-time personnel), as required (e.g., during an audit, upon request of FLY2SKY auditor). Training records shall be:

a) Documented on paper, or electronically in a system to confirm the training delivered and the required level of competence achieved.
b) In a system for the management and control of operational training records to ensure the content and retention of such records is in accordance with requirements of any national regulator and company policy, as applicable. (See AHM 601 Section 2.3.1) As a minimum records of current (latest validity) and one previous record will be maintained.
c) Regular data backup processes shall be established to ensure data safety.

All theoretical, practical, on-the-job training as defined in Section 11, including assessments and achievement of competence, shall be documented in a timely and consistent manner. The record shall identify, at a minimum:

- Trainee name and unique id number

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- Subject/title of training
- Training date and validity
- Competency achieved
- Passing score
- Name of trainer
  NOTE: In addition, a company may consider including:
- signature of trainer/assessor (when paper-based)
- signature of trainee (when paper-based)

Availability of Training Records to Personnel

1. The company shall provide current or former personnel their individual training records or a suitable summary of the training, confirming training taken and the skills acquired, per AHM 1110, including the following:
   i. Employer name or logo, or external training company name or logo
   ii. Name or logo of the validation company testifying compliance with AHM 1110
   iii. Name of employee
   iv. Summary of training and assessment received:
   v. Name of the training
   vi. Topic or standards covered by this training, including AHM 1110 module
   vii. Competency achieved.
   viii. Passing score
   ix. Training date and validity

NOTE:

1. Ground/Cargo Handling agent is required to align their documentation with this requirement.
2. Implementing this requirement is deferred until the end of 2025, as it requires adjusting the company documentation and records system to provide such records to employees. The implementation period will be further evaluated and might be extended based on industry readiness.

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7.9.4 ISSUANCE AND VALIDITY OF CERTIFICATES

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

The certificate shall contain as a minimum the following information:

a) Full name of the student
b) Student ID (as applicable)
c) Title of the course
d) Date of issue
e) Date of expiry
f) Name of the training company
g) Signature, name and title of the person responsible for training (i.e. Trainer, Person(s) responsible for training)

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7.10 DEFINITION OF JOB ROLE AND FUNCTIONAL TASKS

All staff conducting ground handling operations shall have full initial and recurrent training modules successfully completed and current as per their functional tasks.

Each company is responsible for defining the job roles and associated functional tasks according to the company's needs, for example “an engine start” task may be performed by different job functions e.g.

Turnaround Coordinator, Pushback Driver, or other.

Training modules shall be based on providing competencies in functional tasks which can then be grouped to match certain job roles as determined by the company to meet its scope of operations.

As such, the job roles listed below, are one of many possible ways in which the functional tasks can be grouped to define job roles.

Since the responsibilities assigned to the various job roles (e.g. Ramp Agent / Turnaround Coordinator) may differ from one company to the next, or even within the same company but at different locations, the functional tasks that employees are assigned to perform will determine which training modules they are required to complete.

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7.11 TRAINING MODULES

Understanding that each company has its own organizational structure and defines roles for each job position differently and with different tasks, the Training Requirements mentioned in this chapter are based on the functions within the IGOM scope; however, they may not represent all operational functions that may exist within a company.

The training modules also include the potential target audiences for the relevant training content (i.e. all personnel, operational personnel, supervisors or managers) however it is recognized that not all of the content defined in the module will be relevant for all target audience groups identified. Each organization must therefore determine which elements of the recommended content are required for each of their own target groups and functional areas.

NOTE: Dangerous goods and security training are not included in these training modules.

a) DGR training shall be provided to all relevant functions according to the current IATA DGR.
b) Security training shall be provided to all relevant functions in accordance with the State security program as well as local and company specifics.

The following tables explain the basic content of the Modules mentioned later in this chapter. The detailed description with the topics to be trained within the different modules can be found in IATA-AHM 11.2, 11.4 and 11.5.

GENERAL AVIATION & SAFETY	
GEN 01	Aviation Basic
GEN 02	Basic Safety
GEN 03	Human Factors
GEN 04	Airside Safety
GEN 05	SMS
GEN 06	Emergency Response Basic Awareness
GEN 07	Emergency Response in depth
GEN 08	Supervision & Oversight
GEN 09	Ground Occurrence Investigation
GEN 10	Train-The-Trainer

RAMP HANDLING TRAINING MODULES	
RMP 01	Left Blank
RMP 02	Left Blank
RMP 03	Airside Driving
RMP 04	Basic Hand Signals
RMP 05	Aircraft Marshaling

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RMP 06	Borading Bridge Operation
RMP 07	Aircraft Cargo Hold Access Door
RMP 08	Aircraft Cabin Access Door
RMP 09	Aircraft Loading and Unloading
RMP 10	Aircraft Arrival
RMP 11	Left Blank
RMP 12	Aircraft Pushback
RMP 13	Aircraft Towing
RMP 14	GSE Operations
RMP 15	Ground to Cockpit-Headset Communication
RMP 16	Baggage Handling-Makeup Area
RMP 17	Aircraft Loading Supervision
RMP 18	Turnaround Coordination

PASSENGER HANDLING TRAINING MODULES	
PAX 01	Customer Service
PAX 02	Arrival/Departure
PAX 03	Baggage Services
PAX 04	Baggage Claims and Settlement
PAX 05	Check-in
PAX 06	Irregular Operations
PAX 07	Passenger Assistance and Passenger with Disabilities (PWD)
PAX 08	Post-flight requirements
PAX 09	Special Category Passengers
PAX 10	Transfer of Load Information
PAX 11	Transit, Transfer and Connection
PAX 12	Departure Control System (DCS)

LOAD CONTROL TRAINING MODULES	
LOD 01	Aircraft Weight & Balance-Principles
LOD 02	Load Planning & Loadsheet
LOD 3	Documentation & Messaging

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7.11.1 PASSENGER SERVICE-, RAMP-SERVICE, AND LOAD CONTROL-TRAINING MODULES

GRH 2.2.3 (i) (ii) (iii)

The current IATA AHM provides a training standard (syllabus) which is accepted by FLY2SKY as a minimum standard. The handling companies may use their own training programs and syllabi whenever their standard covers or exceeds all below mentioned topics.

Ground Handling Agents shall ensure initial and recurrent training or recurrent assessment completed by applicable ground handling personnel addresses the following areas of operations, as applicable to ground handling duties or function(s) performed:

- Passenger services;
- Ramp services;
- Load control;

The following elements shall be included, at a minimum, in the training programs of external providers:

7.11.1.1 PASSENGER SERVICE GRH 2.2.4

a. Aviation Basics GEN 01
b. Arrivals/Departures PAX 02
c. Baggage Services PAX 03
d. Check-in PAX 05
e. Passenger Assistance and PRM (passengers with reduced mobility) PAX 07
f. Post-Flight Requirements PAX 08
g. Special Category Passengers PAX 09
h. Transfer of Load Information PAX 10
i. Transfer, Transit and Connection PAX 11
j. Boarding Bridge Operations RAMP 06
k. Aircraft Cabin Access Doors RAMP08

7.11.1.2 RAMP SERVICES GRH 2.2.4

a. Basic Ramp GEN 01
b. Airside Driving RMP 03
c. Basic Hand Signals RMP 04
d. Aircraft Marshalling RMP 05
e. Boarding Bridge Operations RMP 06
f. Aircraft Cargo Access Doors RMP 07
g. Aircraft Cabin Access Doors RMP 08
h. Aircraft Loading RMP 09
i. Aircraft Arrival RMP 10
j. Aircraft Departure
k. Aircraft Pushback RMP 12
l. Aircraft Towing RMP 13
m. GSE Operations RMP 14
n. Ground-to-Flight Deck Headset Communication and Engine Start RMP 15
o. Ramp Baggage Handling RMP 16
p. Aircraft Loading Supervision RMP 17
q. Airside Safety Supervision

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7.11.1.3 LOAD CONTROL GRH 2.2.4

a. Aviation Basics GEN 01
b. Aircraft Weight & Balance Principles LOD 01
c. Load Planning and Load Sheet LOD 02
d. Documentation and Messaging LOD 03

7.11.2 SAFETY MANAGEMENT SYSTEM

GRH 2.3.1, GRH 2.3.2, CGO 2.3.1, CGO 2.3.2

All personal in the Ground Operations and Cargo Department have to pass the necessary SMS training as per SMM 9-1-4, SMM 9-1-5 and SMM 9-1-6.

External providers staff must complete the required training and demonstrate full competence in performing SMS duties prior to being assigned any responsibilities related to the ground or cargo handling of FLY2SKY aircraft.

For SMS Training for External Providers refer to SMM 9-1-9.

7.11.3 DANGEROUS GOODS TRAINING

GRH 2.2.1, CGO 2.2.1

To ensure that all personnel involved in the transport of dangerous goods—whether these goods are carried as cargo or are in the possession of passengers or crew—are aware of their responsibilities, training must be provided. This training will foster an understanding of the hazards associated with dangerous goods and how to properly handle them in air transport.

The training requirements will vary depending on the individual's responsibilities, ranging from a general understanding to in-depth knowledge to facilitate informed decision-making. Service providers must ensure that training is either provided or verified upon the employment of personnel as specified in the IATA DG CBTA function classification table.

The minimum requirements for Dangerous Goods Regulations (DGR) training curricula are outlined below. All relevant personnel must successfully complete Dangerous Goods Initial Training before undertaking their job functions. Recurrent training must occur within 24 months of the previous training to ensure up-to-date knowledge unless the competent authority stipulates a shorter period. However, if recurrent training is completed within the last 3 months of the previous training's validity, the validity period will be extended from the date of the recurrent training completion until 24 months after the expiry of the previous training.

Dangerous goods training programs must be approved by the relevant authority of the operator, ground handling agent, or cargo agent's state.

Training intended to give general information and guidance may be by any means including handouts, leaflets, circulars, slide presentations, videos, computer-based training, etc., and may take place on-the-job or off-the-job. The person being trained shall receive an overall awareness of the subject.

It is expected that all training qualifications will be obtained through a combination of classroom training, written assessments, oral evaluations, computer-based training (CBT), and practical assessments, ensuring that operational personnel demonstrate adequate

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knowledge, competency, and proficiency to perform their duties, execute procedures, or operate equipment effectively.

Training evaluation can be conducted through written tests, oral assessments, or practical evaluations, as appropriate, showing that a required minimum level of knowledge has been acquired. Equipment operation cannot commence until the required training for the relevant task has been successfully completed. CGO 2.2.4, GRH 2.1.3

Training intended to give an in-depth and detailed appreciation of the whole subject or particular aspects of it shall be by formal training courses, which shall include a written examination, the successful passing of which will result in the issue of the proof of qualification. The course may be by means of tuition, as a self-study programme, or a mixture of both. The person being trained shall gain sufficient knowledge so as to be able to apply the detailed rules of the Technical Instructions and IATA DGR.

7.11.3.1 TRAINING PROGRAMME

GRH 2.2.1, CGO 2.2.1

Ground and cargo service providers must establish and maintain their own initial and recurrent training programmes for their personnel having functions as per IATA DG CBTA:

a) Accepting Passenger and Crew Baggage and Direct Contact with Passengers at an Airport
b) Handling/loading/unloading Cargo at warehouse/aircraft
c) Planning of Aircraft Loading
d) Accepting/Processing DG consignment
e) Processing or Accepting Goods Presented as General Cargo
f) Screening of Passengers and Crew and their Baggage, Cargo and Mail

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Function 7.2: PERSONNEL RESPONSIBLE FOR PROCESSING OR ACCEPTING GOODS AS GENERAL CARGO

Personnel responsible for processing goods presented as general cargo must be competent to perform tasks aimed at preventing undeclared dangerous goods from being accepted into air transport and loaded on an aircraft. They may work for freight forwarders, ground handling agents or operators. Personnel would need to have relevant knowledge to competently perform these tasks. They may need additional knowledge and be capable of performing at a more advanced skill level depending on the actual function/tasks assigned. The following are tasks that these personnel typically perform and for which training and assessment would therefore be required.

FUNCTION: PERSONNEL RESPONSIBLE FOR PROCESSING OR ACCEPTING GOODS AS GENERAL CARGO				MANAGING CARGO PRE-LOADING
0	UNDERSTANDING THE BASICS OF DANGEROUS GOODS			*
	0.1	DANGEROUS GOODS APPLICABILITY		*
		0.1.1	UNDERSTAND THE DEFINITION	*
		0.1.2	RECOGNIZE THE LEGAL FRAMEWORK (GLOBAL, NATIONAL)	*
		0.1.3	IDENTIFY THE APPLICATION SCOPE	*
		0.1.4	DIFFERENTIATE HAZARD AND RISK	*
	0.2	UNDERSTANDING THE GENERAL LIMITATIONS		*
		0.2.1	DEVELOP A SENSE OF POTENTIAL HIDDEN DANGEROUS GOODS	*
		0.2.2	RECOGNIZE POTENTIAL HIDDEN DANGEROUS GOODS	*
		0.2.3	FAMILIARIZED WITH PASSENGER PROVISIONS	*
	0.3	INDETIFYING DIFFERENT ROLES AND RESPONSIBILITIES		
		0.3.1	CLARIFY THE INDIVIDUAL AND COLLECTIVE ROLE OF THE SUPPLY CHAIN STAKE-HOLDERS	*
		0.3.3	RECOGNIZED THE IMPACT OF STATE & OPERATOR VARIATIONS	*
	0.4	UNDERSTANDING THE IMPORTANCE OF CLASSIFICATION & PACKAGING		
		0.4.1	IDENTIFY THE GENERAL INFORMATION ABOUT CLASSES, DIVISIONS	*
		0.4.2	UNDERSTAND GENERAL PRINCIPLES OF PACKING GROUPS	*
		0.4.3	CONSIDER MULTIPLE HAZARDS	*
	0.5	UNDERSTAND HAZARD COMMUNICATION		
		0.5.1	RECOGNIZE THE BASIC MARKING REQUIREMENTS	*

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		0.5.2	RECOGNIZE THE BASIC LABELING REQUIREMENTS	*
		0.5.3	IDENTIFY THE REQUIRED DOCUMENTATION	*
	0.6	FAMILIARIZING WITH BASIC EMERGENCY RESPONSE		
		0.6.1	CREATE AWARENESS ABOUT GENERAL EMERGENCY PROCEDURES	*
		0.6.2	UNDERSTAND THE EMPLOYER`S EMERGENCY RESPONSE REQUIREMENTS	*
3	PROCESSING/ACCEPTING CARGO			
	3.4	PROCESS/ACEPT CARGO OTHER THAN DANGEROUS GOODS		***
		3.4.1.	CHECK DOCUMENTATION FOR INDICATIONS OF HIDDEN/UNDECLARED DANGEROUS GOODS	***
		3.4.2	CHECK PACKAGES FOR INDICATIONS OF HIDDEN/UNDECLARED DANGEROUS GOODS	***
7	COLLECTING SAFETY DATA			
	7.1	REPORT DANGEROUS GOODS ACCIDENTS		**
	7.2	REPORT DANGEROUS GOODS INCIDENTS		**
	7.3	REPORT UNDECLARED/MIS-DECLARED DANGEROUS GOODS		**
	7.4	REPORT DANGEROUS GOODS OCCURRENCES		**

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Function 7.3: PERSONNEL RESPONSIBLE FOR PROCESSING OR ACCEPTING DANGEROUS GOODS CONSIGNMENTS

Personnel responsible for processing or accepting dangerous goods consignments must be competent to perform tasks aimed at verifying and validating that the dangerous goods being offered for transport comply with the applicable provisions of the Regulations and are in a fit condition for air transport. They may work for freight forwarders, ground handling agents or operators. Personnel would need to have relevant knowledge to competently perform these tasks. The extract below shows only the tasks, sub-tasks and PC relevant to this function.

FUNCTION: PERSONNEL RESPONSIBLE FOR PROCESSING OR ACCEPTING DANGEROUS GOODS CONSIGNMENTS				MANAGING CARGO PRE-LOADING
0	UNDERSTANDING THE BASICS OF DANGEROUS GOODS			*
	0.1	DANGEROUS GOODS APPLICABILITY		*
		0.1.1	UNDERSTAND THE DEFINITION	*
		0.1.2	RECOGNIZE THE LEGAL FRAMEWORK (GLOBALNATIONAL)	*
		0.1.3	IDENTIFY THE APPLICATION NAND SCOPE	*
		0.1.4	DIFFERENTIATE BETWEEN HAZARD AND RISK	
	0.2	UNDERSTANDING THE GENERAL LIMITATIONS		
		0.2.1	DEVELOP A SENSE OF POTENTIAL HIDDEN DANGEROUS GOODS	*
		0.2.2	RECOGNIZE POTENTIAL HIDDEN DANGEROUS GOODS	*
		0.2.3	FAMILIARIZED WITH PASSENGER PROVISIONS	*
	0.3	IDENTIFYING DIFFERENT ROLES AND RESPONSIBILITIES		
		0.3.1	CLARIFY THE INDIVIDUAL AND COLLECTIVE ROLE OF THE SUPPLY CHAIN STAKE-HOLDERS	*
		0.3.3	RECOGNIZED THE IMPACT OF STATE & OPERATOR VARIATIONS	*
	0.4	UNDERSTANDING THE IMPORTANCE OF CLASSIFICATION & PACKAGING		
		0.4.1	IDENTIFY THE GENERAL INFORMATION ABOUT CLASSES, DIVISIONS	*
		0.4.2	UNDERSTAND GENERAL PRINCIPLES OF PACKING GROUPS	*
		0.4.3	CONSIDER MULTIPLE HAZARDS	*
	0.5	UNDERSTANDING HAZARD COMMUNICATION		
		0.5.1	RECOGNIZE THE BASIC MARKING REQUIREMENTS	*
		0.5.2	RECOGNIZE THE BASIC LABELING REQUIREMENTS	*

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		0.5.3	IDENTIFY THE REQUIRED DOCUMENTATION	*
	0.6	FAMILIARIZING WITH BASIC EMERGENCY RESPONSE		
		0.6.1	CREATE AWARENESS ABOUT GENERAL EMERGENCY PROCEDURES	*
		0.6.2	UNDERSTAND THE EMPLOYER`S EMERGENCY RESPONSE REQUIREMENTS	*
3	PROCESSING/ACCEPTING CARGO			
	3.1	REVIEW DOCUMENTATION		***
		3.1.1.	VERIFY SHIPPER`S DECLARATION	***
		3.1.2	VERIFY OTHER TRANSPORT DOCUMENTS (E.G. AIRWAYBILL)	***
		3.1.3	VERIFY OTHER DOCUMENTS (EXCEMPTIONS, APPROVALS, ETC.)	***
		3.1.4	VERIFY STATE/OPERATOR CARIATIONS	***
	3.2	REVIEW PACKAGES		***
		3.2.1	VERIFY MARKS	***
		3.2.2	VERIFY LABELS	***
		3.2.3	VERIFY PACKAGE TYPE	***
		3.2.4	VERIFY PACKAGE CONDITIONS	***
		3.2.5	VERIFY STATE/OPERATOR VARIATIONS	***
	3.3	COMPLETE ACCEPTANCE PROCEDURE		***
		3.3.1	COMPLETE ACCEPTANCE CHECKLIST	***
		3.3.2	PROVIDE SHIPMENT INFORMATION FOR LOAD PLANNING	***
		3.3.3	RETAIN DOCUMENTS	***
7	COLLECTING SAFETY DATA			
	7.1	REPORT DANGEROUS GOODS ACCIDENTS		**
	7.2	REPORT DANGEROUS GOODS INCIDENTS		**
	7.3	REPORT UNDECLARED/MIS-DECLARED DANGEROUS GOODS		**
	7.4	REPORT DANGEROUS GOODS OCCURRENCES		**

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FUNCTION 7.4: PERSONNEL RESPONSIBLE FOR HANDLING CARGO IN A WAREHOUS, LOADING AND UNLOADING UNIT LOAD DEVICES AND LOADING AND UNLOADING AIRCRAFT CARGO COMPARTMENTS

The following are tasks that personnel responsible for handling cargo in a warehouse, loading and unloading unit load devices and loading and unloading passenger baggage and aircraft cargo compartments typically perform and for which training and assessment would therefore be required.

FUNCTION: PERSONNEL RESPONSIBLE FOR HANDLING CARGO IN A WAREHOUS, LOADING AND UNLOADING UNIT LOAD DEVICES AND LOADING AND UNLOADING AIRCRAFT CARGO COMPARTMENTS				MANAGING CARGO PRE-LOADING
0	UNDERSTANDING THE BASICS OF DANGEROUS GOODS			*
	0.1	DANGEROUS GOODS APPLICABILITY		*
		0.1.1	UNDERSTAND THE DEFINITION	*
		0.1.2	RECOGNIZE THE LEGAL FRAMEWORK (GLOBAL, NATIONAL)	*
		0.1.3	IDENTIFY THE APPLICATION AND SCOPE	*
		0.1.4	DIFFERENTIATE HAZARD AND RISK	*
	0.2	UNDERSTANDING THE GENERAL LIMITATIONS		
		0.2.1	DEVELOP A SENSE OF POTENTIAL HIDDEN DANGEROUS GOODS	*
		0.2.2	RECOGNIZE THE POTENTIAL BETWEEN HIDDEN DANGEROUS GOODS	*
		0.2.3	FAMILIARIZED WITH PASSENGER PROVISIONS VS CARGO PROVISIONS IN VARIOUS SITUATION (EXAMPLES)	*
	0.3	POSITIONING DIFFERENT ROLES AND RESPONSIBILITIES		
		0.3.1	CLARIFY THE INDIVIDUAL AND COLLECTIVE ROLE OF THE SUPPLY CHAIN STAKE-HOLDERS	*
		0.3.3	RECOGNIZED THE ROLE AND IMPACT OF STATE & OPERATOR VARIATIONS	*
	0.4	UNDERSTANDING THE CRITICALITY OF CLASSIFICATION & PACKAGING		
		0.4.1	IDENTIFY THE GENERAL INFORMATION ABOUT CLASSES, DIVISIONS	*
		0.4.2	UNDERSTAND GENERAL PRINCIPLES OF PACKING GROUPS	*
		0.4.3	CONSIDER MULTIPLE HAZARDS	*
	0.5	UNDERSTANDING HAZARD COMMUNICATION		
		0.5.1	RECOGNIZE THE BASIC MARKING REQUIREMENTS	*
		0.5.2	RECOGNIZE THE BASIC LABELING REQUIREMENTS	*

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		0.5.3	IDENTIFY THE REQUIRED DOCUMENTATION	*
	0.6	FAMILIARIZING WITH BASIC EMERGENCY RESPONSE		
		0.6.1	CREATE AWARENESS ABOUT GENERAL EMERGENCY PROCEDURES	*
		0.6.2	UNDERSTAND THE EMPLOYER`S EMERGENCY RESPONSE REQUIREMENTS	*
4	MANAGING CARGO PRE-LOADING			
	4.1	PLAN THE LOAD		***
		4.1.1.	DETERMINE STOWAGE REQUIREMENTS	***
		4.1.2	DETERMINE SEGREGATION, SEPARATION, CARGO COMPARTMENTS LIMITATIONS	***
	4.2	PREPARE LOAD FOR AIRCRAFT		***
		4.2.1	CHECK PAKCAGES FOR INDICATIONS OF HIDDEN/UNDECLARED DANGEROUS GOODS	***
		4.2.2	CHECK FOR DAMAGE AND/OR LEAKAGE	***
		4.2.3	APPLY STOWAGE REQUIREMENTS (I.E. SEGREGATION, SEPARATION, ORIENTATION, SECURING AND PROTECTING FROM DAMAGE)	***
		4.2.4	APPLY ULD TAGS WHEN APPLICABLE	***
		4.2.5	TRANSPORT CARGO TO AIRCRAFT	***
6	TRANSPORTING CARGO/BAGGAGE			
	6.1	LOAD AIRCRAFT		
		6.1.1	TRANSPORT CARGO/BAGGAGE TO AIRCRAFT	***
		6.1.2	CHECK PACKAGES FOR INDICATIONS OF HIDDEN/UNDECLARED DANGEROUS GOODS	***
		6.1.3	CHECK FOR DAMAGE AND/OR LEAKAGE	***
		6.1.4	APPLY STOWAGE REQUIREMENTS (I.E. SEGREGATION, SEPARATION, ORIENTATION, SECURING AND PROTECTING FROM DAMAGE)	***
		6.1.5	VERIFY AIRCRAFT LOAD AGAINST NOTOC	***
		6.1.6	PROVIDE NOTOC INFORMATION TO PILOT-IN-COMMAND AND FLIGHT OPERATIONS OFFICER/FLIGHT DISPATCHER	***
	6.3	UNLOAD AIRCRAFT		***
		6.3.1	APPLY SPECIFIC UNLOADING CONSIDERATIOS	***
		6.3.2	CHECK PACKAGES FOR INDICATIONS OF HIDDEN/UNDECLARED DANGEROUS GOODS	***
		6.3.3	CHECK FOR DAMAGE AND/OR LEAKAGE	***

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		6.3.4	TRANSPORT CARGO/BAGGAGE TO FACILITY/TERMINAL	***
7	COLLECTING SAFETY DATA			
	7.1	REPORT DANGEROUS GOODS ACCIDENTS		**
	7.2	REPORT DANGEROUS GOODS INCIDENTS		**
	7.3	REPORT UNDECLARED/MIS-DECLARED DANGEROUS GOODS		**
	7.4	REPORT DANGEROUS GOODS OCCURRENCES		**

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Function 7.5: PERSONNEL RESPONSIBLE FOR ACCEPTING PASSENGER AND CREW BAGGAGE, MANAGING AIRCRAFT BOARDING AREAS AND OTHER TASKS INVOLVING DIRECT PASSENGER CONTACT AT AN AIRPORT

The following are tasks that personnel responsible for accepting passenger and crew baggage, managing aircraft boarding areas and other functions involving direct passenger contact at an airport typically perform and for which training and assessment would therefore be required:

FUNCTION: PERSONNEL RESPONSIBLE FOR ACCEPTING PASSENGER AND CREW BAGGAGE, MANAGING AIRCRAFT BOARDING AREAS AND OTHER TASKS INVOLVING DIRECT PASSENGER CONTACT AT AN AIRPORT				MANAGING CARGO PRE-LOADING
0	UNDERSTANDING THE BASICS OF DANGEROUS GOODS			*
	0.1	UNDERSTANDING THE BASICS OF DANGEROUS GOODS		*
		0.1.1	UNDERSTAND THE DEFINITION	*
		0.1.2	RECOGNIZE THE LEGAL FRAMEWORK (GLOBAL, LOCAL, TRAINING LEGAL REQUIRE-MENTS)	*
		0.1.3	IDENTIFY THE APPLICATION SCOPE	*
		0.1.4	DIFFERENTIATE HAZARD AND RISK	*
	0.2	IDENTIFYING THE GENERAL LIMITATIONS		
		0.2.1	DEVELOP A SENSE OF POTENTIAL HIDDEN DANGEROUS GOODS	*
		0.2.2	RECOGNIZE THE DIFFERENCE BETWEEN HIDDEN VS UNDECLARED DANGEROUS GOODS	*
		0.2.3	FAMILIARIZED WITH PASSENGER PROVISIONS VS CARGO PROVISIONS IN VARIOUS SITUATION (EXAMPLES)	*
	0.3	POSITIONING DIFFERENT ROLES AND RESPONSIBILITIES		
		0.3.1	CLARIFY THE INDIVIDUAL AND COLLECTIVE ROLE OF THE SUPPLY CHAIN STAKE-HOLDERS	*
		0.3.2	UNDERSTAND THE PASSENGERS RESPONSIBILITIES	*
		0.3.3	RECOGNIZED THE ROLE AND IMPACT OF STATE & OPERATOR VARIATIONS	*
	0.4	UNDERSTANDING THE CRITICALITY OF CLASSIFICATION & PACKAGING		
		0.4.1	DIFFERENTIATE BETWEEN HAZARD VS RISK	*
	0.5	INTERPRETING THE HAZARD COMMUNICATION		
		0.5.1	RECOGNIZE THE DIFFERENT MARKING BASIC REQUIREMENTS	*
		0.5.2	RECOGNIZE THE VARIETY OF LABELING AND THEIR MEANING	*

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		0.5.3	IDENTIFY THE REQUIRED DOCUMENTATION FOR DG SHIPMENTS AND THEIR ROLE IN THE PROCESS.	*
	0.6	FAMILIARIZING WITH BASIC EMERGENCY RESPONSE		
		0.6.1	CREATE AWARENESS ABOUT GENERAL EMERGENCY PROCEDURES	*
		0.6.2	RECOGNIZE COUNTRY SPECIFIC EMERGENCY PROCEDURES INCLUDING EXEMP-TIONS AND APPROVALS	*
5	ACCEPTING PASSENGER AND CREW BAGGAGE			***
	5.1	PROCESS BAGGAGE		***
		5.1.1.	IDENTIFY DANGEROUS GOODS	***
		5.1.2	APPLY APPROVAL REQUIREMENTS	***
	5.2	ACCEPT BAGGAGE		***
		5.2.1	APPLY OPERATOR REQUIREMENTS	***
		5.2.2	VERIFY PASSENGER BAGGAGE REQUIEREMENTS	***
		5.2.3	ADVISE PILOT-IN-COMMAND	***
7	COLLECTING SAFETY DATA			
	7.1	REPORT DANGEROUS GOODS ACCIDENTS		*
	7.2	REPORT DANGEROUS GOODS INCIDENTS		*
	7.3	REPORT UNDECLARED/MIS-DECLARED DANGEROUS GOODS		*
	7.4	REPORT DANGEROUS GOODS OCCURRENCES		*

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Function 7.6: PERSONNEL RESPONSIBLE FOR THE PLANNING OF AIRCRAFT LOADING

The following are tasks related to dangerous goods that would typically be performed and for which training and assessment would therefore be required by personnel responsible for planning of the distribution of the load (baggage, mail and cargo) that will be loaded into the aircraft cargo compartments:

FUNCTION: PERSONNEL RESPONSIBLE FOR THE PLANNING OF AIRCRAFT LOADING				MANAGING CARGO PRE-LOADING
0	UNDERSTANDING THE BASICS OF DANGEROUS GOODS			*
	0.1	UNDERSTANDING THE BASICS OF DANGEROUS GOODS		*
		0.1.1	UNDERSTAND THE DEFINITION	*
		0.1.2	RECOGNIZE THE LEGAL FRAMEWORK (GLOBAL, LOCAL, TRAINING LEGAL REQUIRE-MENTS)	*
		0.1.3	IDENTIFY THE APPLICATION SCOPE	*
		0.1.4	DIFFERENTIATE HAZARD AND RISK	*
	0.2	IDENTIFYING THE GENERAL LIMITATIONS		
		0.2.1	DEVELOP A SENSE OF POTENTIAL HIDDEN DANGEROUS GOODS	*
		0.2.2	RECOGNIZE THE DIFFERENCE BETWEEN HIDDEN VS UNDECLARED DANGEROUS GOODS	*
		0.2.3	FAMILIARIZED WITH PASSENGER PROVISIONS VS CARGO PROVISIONS IN VARIOUS SITUATION (EXAMPLES)	*
	0.3	POSITIONING DIFFERENT ROLES AND RESPONSIBILITIES		
		0.3.1	CLARIFY THE INDIVIDUAL AND COLLECTIVE ROLE OF THE SUPPLY CHAIN STAKE-HOLDERS	*
		0.3.2	UNDERSTAND THE PASSENGERS RESPONSIBILITIES	*
		0.3.3	RECOGNIZED THE ROLE AND IMPACT OF STATE & OPERATOR VARIATIONS	*
	0.4	UNDERSTANDING THE CRITICALITY OF CLASSIFICATION & PACKAGING		
		0.4.1	DIFFERENTIATE BETWEEN HAZARD VS RISK	*
		0.4.2	IDENTIFY THE GENERAL INFORMATION ABOUT CLASSES, DIVISIONS	*
		0.4.3	UNDERSTAND GENERAL PRINCIPLES OF PACKING GROUPS	*
	0.5	INTERPRETING THE HAZARD COMMUNICATION		
		0.5.1	RECOGNIZE THE DIFFERENT MARKING BASIC REQUIREMENTS	*

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		0.5.2	RECOGNIZE THE VARIETY OF LABELING AND THEIR MEANING	*
		0.5.3	IDENTIFY THE REQUIRED DOCUMENTATION FOR DG SHIPMENTS AND THEIR ROLE IN THE PROCESS.	*
	0.6	FAMILIARIZING WITH BASIC EMERGENCY RESPONSE		
		0.6.1	CREATE AWARENESS ABOUT GENERAL EMERGENCY PROCEDURES	*
		0.6.2	RECOGNIZE COUNTRY SPECIFIC EMERGENCY PROCEDURES INCLUDING EXEMP-TIONS AND APPROVALS	*
4	MANAGING CARGO PRE-LOADING			***
	4.1	PLAN LOADING		***
		4.1.1.	DETERMINE STOWAGE REQUIREMENTS	***
		4.1.2	DETERMINE SEGREGATION, SEPARATION, AIRCRAFT/COMPARTMENT LIMITATION	***
	4.3	ISSUE NOTOC		***
		4.3.1	ENTER REQUIRED INFORMATION	***
		4.3.2	VERIFY CONFORMANCE WITH LOAD PLAN	***
		4.3.3	TRANSMIT TO LOADING PERSONEL	***
6	TRANSPORTATION CARGO/BAGGAGE			
	6.1	LOAD AIRCRAFT		
		6.1.6	PROVIDE NOTOC INFORMATION TO PILOT-IN-COMMAND AND FLIGHT OPERATIONS OFFICER/FLIGHT DISPATCHER	***
7	COLLECTING SAFETY DATA			
	7.1	REPORT DANGEROUS GOODS ACCIDENTS		**
	7.2	REPORT DANGEROUS GOODS INCIDENTS		**
	7.3	REPORT UNDECLARED/MIS-DECLARED DANGEROUS GOODS		**
	7.4	REPORT DANGEROUS GOODS OCCURRENCES		**

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Function 7.10: PERSONNEL RESPONSIBLE FOR THE SCREENING OF PASSENGERS AND CREW AND THEIR BAGGAGE, CARGO AND MAIL

The following are tasks that personnel responsible for the screening passengers and crew and their baggage, cargo and mail would typically perform and for which training and assessment would therefore be required:

FUNCTION: PERSONNEL RESPONSIBLE FOR THE SCREENING OF PASSENGERS AND CREW AND THEIR BAGGAGE, CARGO AND MAIL				MANAGING CARGO PRE-LOADING
0	UNDERSTANDING THE BASICS OF DANGEROUS GOODS			*
	0.1	UNDERSTANDING THE BASICS OF DANGEROUS GOODS		*
		0.1.1	UNDERSTAND THE DEFINITION	*
		0.1.2	RECOGNIZE THE LEGAL FRAMEWORK (GLOBAL, LOCAL, TRAINING LEGAL REQUIRE-MENTS)	*
		0.1.3	IDENTIFY THE APPLICATION SCOPE	*
		0.1.4	DIFFERENTIATE HAZARD AND RISK	*
	0.2	UNDERSTANDING THE GENERAL LIMITATIONS		
		0.2.1	DEVELOP A SENSE OF POTENTIAL HIDDEN DANGEROUS GOODS	*
		0.2.2	RECOGNIZE THE DIFFERENCE BETWEEN HIDDEN VS UNDECLARED DANGEROUS GOODS	*
		0.2.3	FAMILIARIZED WITH PASSENGER PROVISIONS VS CARGO PROVISIONS IN VARIOUS SITUATION (EXAMPLES)	*
	0.3	POSITIONING DIFFERENT ROLES AND RESPONSIBILITIES		
		0.3.1	CLARIFY THE INDIVIDUAL AND COLLECTIVE ROLE OF THE SUPPLY CHAIN STAKE-HOLDERS	*
		0.3.2	UNDERSTAND THE PASSENGERS' RESPONSIBILITIES	*
		0.3.3	RECOGNIZED THE ROLE AND IMPACT OF STATE & OPERATOR VARIATIONS	*
	0.4	UNDERSTANDING THE CRITICALITY OF CLASSIFICATION & PACKAGING		
		0.4.1	DIFFERENTIATE BETWEEN HAZARD VS RISK	*
	0.5	INTERPRETING THE HAZARD COMMUNICATION		
		0.5.1	RECOGNIZE THE DIFFERENT MARKING BASIC REQUIREMENTS	*
		0.5.2	RECOGNIZE THE VARIETY OF LABELING AND THEIR MEANING	*
		0.5.3	IDENTIFY THE REQUIRED DOCUMENTATION FOR DG SHIPMENTS AND THEIR ROLE IN THE PROCESS.	*

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	0.6	FAMILIARIZING WITH BASIC EMERGENCY RESPONSE		
		0.6.1	CREATE AWARENESS ABOUT GENERAL EMERGENCY PROCEDURES	*
		0.6.2	RECOGNIZE COUNTRY SPECIFIC EMERGENCY PROCEDURES INCLUDING EXEMP-TIONS AND APPROVALS	*
3	PROCESSING/ACCEPTING CARGO			***
	3.4	PROCESS/ACCEPT CARGO OTHER THAN DANGEROUS GOODS		***
		3.4.1.	CHECK DOCUMENTATION FOR INDICATIONS OF UNDECLARED DANGEROUS GOODS	***
		3.4.2	CHECK PACKAGES FOR INDICATIONS OF UNDECLARED DANGEROUS GOODS	***
5	ACCEPTING PASSENGER AND CREW BAGGAGE			
	5.1	PROCESS BAGGAGE		***
		5.1.1	IDENTIFY FORBIDDEN DANGEROUS GOODS	***
		5.1.2	APPLY APPROVAL REQUIREMENTS	***
7	COLLECTING SAFETY DATA			
	7.1	REPORT DANGEROUS GOODS ACCIDENTS		*
	7.2	REPORT DANGEROUS GOODS INCIDENTS		*
	7.3	REPORT UNDECLARED/MIS-DECLARED DANGEROUS GOODS		*
	7.4	REPORT DANGEROUS GOODS OCCURRENCES		*

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Functions as defined in IATA's 'Dangerous Goods Training Guidance'	Functions	Previously covered under categories	Corresponding course
Preparing Dangerous Goods Consignments	7.1	1, 2	Dangerous Goods Regulations (DGR) for Preparing DG Consignments - Initial Dangerous Goods Regulations (DGR) for Preparing DG Consignments - Recurrent
Processing or Accepting Goods Presented as General Cargo	7.2	4, 7	Dangerous Goods Regulations (DGR) for General Cargo Accepting and Processing Personnel
Accepting Dangerous Goods Consignments	7.3	6	Dangerous Goods Regulations (DGR) for Accepting DG Consignments - Initial Dangerous Goods Regulations (DGR) for Accepting DG Consignments - Recurrent
Processing Dangerous Goods Consignments	7.3	3	Dangerous Goods Regulations (DGR) for Processing DG Consignments - Initial Dangerous Goods Regulations (DGR) for Processing DG Consignments - Recurrent
Handling/loading/unloading Cargo at warehouse/aircraft	7.4	5, 8	Dangerous Goods Regulations (DGR) for Handling and Loading Personnel
Accepting Passenger and Crew Baggage and Direct Passenger Contact at an Airport	7.5	9	Dangerous Goods Regulations (DGR) for Passenger Handling Personnel
Planning of Aircraft Loading	7.6	10	Dangerous Goods Regulations (DGR) for Loadmasters and Load Planners
Flight Crew	7.7	10	Dangerous Goods Regulations (DGR) for Flight Crew Members
Flight Operations Officers and Flight Dispatchers	7.8	10	Dangerous Goods Regulations (DGR) for Flight Operations Personnel and Flight Dispatchers
Cabin Crew	7.9	11	Dangerous Goods Regulations (DGR) for Cabin Crew Members
Screening of Passengers and Crew and their Baggage, Cargo and Mail	7.10	12	Dangerous Goods Regulations (DGR) for Security Screening Personnel

7.11.3.2 INSTRUCTOR QUALIFICATIONS

Instructors shall have knowledge of training techniques as well as in the field of transport of dangerous goods by air so that the subject is covered fully and questions can be adequately answered.

Unless otherwise provided for by the appropriate national authority, instructors of initial and recurrent dangerous goods training programmes must have adequate instructional skills and

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have successfully completed dangerous goods training using competency-based training and assessment (IATA DG CBTA):

a) Competency – Based training for Dangerous Goods Instructional Designer;
b) Competency – Based training for Dangerous Instructor;
c) Dangerous Goods Regulations (DGR) – Instructor Refresher.

Instructors delivering initial and recurrent dangerous goods training programmes must at least every 24 months deliver such a course, or in the absence of this attend recurrent training

7.11.4 TRAINING FOR FUELING STAFF

GRH 2.2.3(iv), GRH 2.2.5

Personnel assigned to perform duties and/or responsibilities related to fueling operations on FLY2SKY aircraft must complete initial training prior to being assigned to these duties. Recurrent training must take place in accordance with local Authority but not less than once during every 36 months.

Training for personnel with assigned duties and/or responsibilities in fulling operations shall include elements that address the following subject areas:

a) Safe operation of equipment
    i. Equipment specific operational procedures;
    ii. Product and equipment identification;
    iii. Water detection;
    iv. Hose controls;
    v. Bonding and grounding;
    vi. Interlock functions and warm lights;
    vii. Gauges indicators (fuel pressure, flow rate, fuel meter);
    viii. Lift platform operations (if applicable);
    ix. Fuel ladders operations (if applicable);
    x. Fuel samples and quality controls (dispenser and fuel trucks);
    xi. Records.
b) Emergency procedures
    i. Fuel emergency shutoff;
    ii. Deadman operations and lanyards;
    iii. Firefighting;
    iv. Aircraft emergency evacuation;
c) Fuel spillage avoidance respons
d) Aircraft fueling and defueling procedures:
    i. Special weather conditions (electrical storm and lightning);
    ii. Fueling with APU, GPU or Air Conditioning Unit in operation;
    iii. Fueling while passenger embarking/disembarking;
    iv. Aircraft specific training;
    v. Fuel panel operations;
    vi. Communications;
e) Aircraft-specific training

All applicable personnel shall receive initial and recurrent Aviation Security and SMS and Human Factor training according to assigned functions.

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7.11.5 DE-ICING/ANTI-ICING TRAINING

GRH 2.2.3(v), GRH 2.2.6, GRH 4.2.1

7.11.5.1 DE-ICING/ANTI-ICING ROLES & TRAINING ELEMENTS

All personnel performing de-/anti-icing spraying and post-de-icing checks on behalf of FLY2SKY must complete initial training prior to being assigned to these duties. Additionally, recurrent training or assessment is required annually, prior to the commencement of each de-icing season.

Training for personnel with assigned duties and/or responsibilities in de/anti-icing operations shall include elements that address the following subject areas as minimum, as applicable to assigned operational function(s):

Functions:
DI-L10: Deicing Vehicle Driver
DI-L20: Deicing Operator
DI-L30: Deicing Supervisor
DI-L30B: Pre/post deicing Inspector
DI-L40: Deicing Instructor
DI-L50: Deicing Coordinator
DI-L60: Fluid Quality Inspector (laboratory staff)
DI-L70: Head of Deicing Training

Recommended Elements for Training	Deicing (DI-) Qualification Level Reference							
	L10	L20	L30	L30B	L40	L50	L60	L70
A. The requirement for aircraft ground deicing/anti-icing								
1. Basic knowledge of aircraft performance		X	X	X	X	X		X
2. Hazard of snow, ice and frost, effects of frozen contamination on aircraft performance		X	X	X	X	X		X
3. The Clean Aircraft concept, regulations, and recommendations	X	X	X	X	X	X	X	X
4. Meteorological considerations on ice formation		X	X	X	X	X		X
B. The methods for checking the aircraft for contamination								
1. Contamination Check (to establish the need for De-icing)		X	X	X	X	X		X
2. Post De-icing/Anti-Icing Check		X	X	X	X	X		X
C. The practical methods for aircraft treatment with deicing/anti-icing fluids								
1. General techniques for removing frozen deposits from aircraft surfaces		X	X		X	X		X
2. De-icing/anti-icing by fluids - procedures in general	X	X	X	X	X	X		X
3. Basic characteristics of aircraft de-icing/anti-icing		X	X		X	X		X
4. Types of fluid checks required and the equipment for this		X	X	X	X	X	X	X

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5. Safe Operations of equipment and De-icing/anti-icing operations including aircraft critical area	X	X			X	X		X
6. Fluid characteristics and application, limitations of Holdover Time (HOT) tables		X	X		X	X		X
7. Communication and coordination procedures and de-icing/anti-icing code	X	X	X	X	X	X		X
8. Aircraft in general and common critical areas of surfaces and instruments	X	X	X	X	X	X		X
D. Special aspects of aircraft deicing/anti-icing operations								
1. Safety precautions and human factors	X	X	X	X	X	X	X	X
2. Environmental impact and mitigation	X	X	X	X	X	X	X	X
3. De-icing facility operation	X	X	X	X	X	X	X	X
4. Learning from season operations, audit findings and updated standards for next season		X	X	X	X	X		X
5. Local rules and restrictions and airport procedures	X	X	X	X	X	X		X
E. Additional Requirements								
1. Common standard, regulation and recommendation including local rule and restriction;	X	X	X	X	X	X	X	X

NOTE 1: The above training syllabus specifications are derived from SAE AS 6286 as applicable to functions that are directly involved in aircraft de/anti-icing operations, coordination and training. To avoid duplication, applicable syllabus specifications that are included in GOM Ch. 7.11.2 Safety Training and in SPM 11.2.7/SeMS Chapter 6 Security Training have been omitted from this table.

NOTE 2: Additional training elements for personnel involved in aircraft de/anti-icing operations as published in SAE AS 6286 are recommended.

De/Anti-icing Operations Practical Training

a) De/Anti-icing operations practical training shall be performed and assessed in accordance with SAE AS 6286. As applicable to the functions that are directly involved in aircraft de/anti-icing operations.
b) De-icing operators shall receive sufficient practical training in order to perform de/anti-icing in a safe manner, prior practical assessment
c) A practical assessment shall be performed as applicable in accordance with SAE AS 6286 for de-icing operator qualification to be applied.
d) The practical assessment shall be performed in actual operational conditions involving an actual aircraft before initial de-icing operator qualification.
e) A qualified instructor shall assess the practical part with the de-icing operator performing a “demonstration of skill” during actual operation on an aircraft.

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f) The practical training requirements applicable to other personnel with functions or responsibilities in aircraft de/anti-icing, including trainers/instructors responsible for the training of de/anti-icing operations personnel, shall be in accordance with the applicable section of SAE AS 6286.
g) Refer to SAE AS 6286 for further requirements.

Examination and Records
To ensure effectiveness of the training program:
a) Establish an examination covering the training topics as listed above.
b) The minimum passing rate for the theoretical examination is 75%. Only personnel having passed the examination successfully are qualified.
c) Record the names of training participants and their training results for proof of qualification.

Retention period
FLY2SKY requires the retention of the 'two latest' training records as a minimum. As practical training is regarded separately and not subject to recurrent training as long as a person continues to be active in the field of De-icing/anti-icing, it could happen that after 2 years there is no more evidence that a practical training ever took place.

A recording system shall be installed which fulfils the legal requirement by either:
a) keeping the original record of practical training until 12 months after the person terminates work in the field of De-icing/anti-icing, or
b) installing a system of recurrent practical training which clearly addresses that the renewal of qualification is based on the initial practical qualification, or
c) installing a system of practical experience recording (personalised 'de-icing event log'), which clearly states that the log is based on the initial practical qualification, or equivalent

Recurrent training
A recurrent theoretical instruction for De-icing/Anti-icing must be performed every year before start of the de-icing season.

All staff conducting De-/Anti-icing spaying and post de-icing checks shall be trained and qualified prior to servicing FLY2SKY aircraft.

Examination
De-icers, De-icing Supervisors and Post De-icing/Anti-icing Check staff need to complete the recurrent training with a test according to GOM 7.7 Testing and Evaluation Process.
a) A test in English language shall be conducted by the applicable Handling Company
b) The test must be performed under supervision
c) The test does not require any manuals or tables to be available to the examined person
d) A record of the last two tests used shall be made available by the Handling Company

Long absence
If for any reason (other tasks, absence etc.) a person has not been working in the field of De-icing/ Anti-icing (performance, supervision, Post De-icing/Anti-icing Check, surveillance, training) for more than two full local de-icing seasons:
a) The qualification expires
b) Perform a complete basic training to re-qualify this person

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7.11.5.2 LANGUAGE PROFICIENCY

All De-icing/Anti-icing personnel communicating with the Flight Crew shall have a required knowledge of the English language in order to communicate properly.

In line with the SAE AS6286 “Training and Qualification Program for De-icing/Anti-icing of Aircraft on the Ground”, FLY2SKY expects these personnel to have knowledge of level 4 'operational' according to the ICAO Language Proficiency Rating Scale as laid down in the ICAO Manual on the Implementation of ICAO Language Proficiency Requirements (ICAO Doc 9835).

7.11.5.3 QULIFIED DE-ICING/ANTI-ICING TRAINERS

De-icing/Anti-icing training must only be conducted by qualified trainers.

a) Trainers of De-icing/Anti-icing Company or another qualifies Trainin Organisation must have a minimum qualification comparable to Ch. 7.11.4 De/Anti-icing Operations Theoretical Training & De/Anti-icing Operations Practical Training.

7.11.5.4 TRAINER FOR DE-ICING/ANTI-ICING PERSONNEL

To be eligible as a trainer, following requirements must be met:

a) Qualified De-icer, De-icing Supervisor or Post De-icing/Anti-icing Checker, or
b) Ramp Supervisor/ Agent or qualified handling personnel of a Handling Company, holding all relevant check-outs or equivalent, or
c) Certified Aircraft Engineer / Mechanic

Then to be authorised as trainer:

a) Training and experience according to GOM 7.11.5.1

7.11.6 TRAINING QUALIFICATION OF CARGO HANDLING STAFF

CGO 2.2.5, CGO 2.3.2

All personnel involved in cargo operations such as but not limited to acceptance staff, warehouse staff; ramp handling staff (drivers, loaders) must receive training in the requirements commensurate with their responsibilities. This shall include initial training prior to being assigned to perform such duties. Training programs related to cargo operations are including but are limited to the following topics:

- Familiarization training on general provisions and regulations.
- In-depth training on requirements, including policies, procedures and operating practices.
- Safety training on associated operational hazards.
- SMS training pertaining to the staff's job function.
- Training in human factors principles.
- Acceptance, storage, loading, inspection of cargo shipment.
- Training qualification to operate equipment (GSE) as required for their job functions.
- Provision of information including response information, reporting of occurrences.
- Preparation and securing of the cargo load.
- Training for security requirements (access control at both landside and airside facilities) and cargo security procedures in all aspects, including aviation security, VAL handling, pilferage and mishandling.
- Segregation of goods, storage facilities (DG, AVIH, VAL).
- Methodical and speedy pre-loading operation.
- Dimensions and aircraft limitations.
- Segregation and Incompatibility.

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- Handling of special cargo items.
- Handling and reporting of damaged cargo.
- Communication and operational messages.
- Weight determination.
- Marking and Labelling.
- Dangerous Goods (according to IATA DGR CBTA functions 7.3)

Practical competency shall be determined through instructor evaluation.

After successful completion of classroom training, personnel will be subject to a period of practical training in the field under the supervision of a qualified person. Upon completion of the above, and subject to final assessment, personnel may be considered qualified to fulfil their assigned duties.

The training must include testing or evaluation by written, oral or practical means, as applicable, in order to satisfy requirements for operational personnel. In the test, personnel has to demonstrate adequate knowledge, competency or proficiency to perform duties, execute procedures or operate the equipment. Recurrent training, except training in dangerous goods, shall be conducted on a frequency in accordance with requirements of the regulatory authority, but not less than once during every 36-month period. The pass mark for Dangerous Goods training is 80%. The testing has to be made in written form. The validity of the DGR training is 2 years.

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8 PASSENGER AND BAGGAGE SECURITY

Refer to SeMS Chapter 3 PASSENGER AND BAGGAGE SECURITY

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9. DANGEROUS GOODS

9.1 GENERAL

9.1.1 GENERAL PHILOSOFY

Dangerous goods can be transported safely by air transport provided certain principles are applied.

These principles are:

- the integration of hazard identification and risk assessment methods to eliminate or minimise the risks of injury for the duration of the transportation of the product–at the level of the individual package;
- proactive steps by operators and their agents–to screen for and prevent the carriage of undeclared and misdeclared dangerous goods;
- operator-centric processes to identify/minimise harm to employees, passengers and personnel when handling declared dangerous goods;
- preparedness for unexpected outcomes and unsafe events;
- the inculcation of an effective occurrence reporting system and a robust and healthy reporting culture with the aim of preventing the recurrence of unsatisfactory outcomes;
- a cooperative approach to occurrence investigation and engagement with stakeholders who can consider and give effect to making safety related improvements of a global nature.

EASA.CAT.GEN.MPA.200, GM1 EASA.CAT.GEN.MPA.200

The transport of dangerous goods on FLY2SKY aircraft shall be conducted in accordance with Annex 18 to the Chicago Convention as last amended and amplified by thecurrent edition of 'Technical instructions for the safe transport of dangerous goods by air' (ICAO Doc 9284-AN/905), including its supplements and any other addenda or corrigenda current edition of IATA Dangerous Goods Regulations (IATA DGR).

Dangerous goods shall only be transported by an operator approved in accordance with Annex V (PartSPA), Subpart G, except when:

a) they are not subject to the technical instructions in accordance with Part 1 of those instructions; or
b) they are carried by passengers or crew members, or are in baggage, in accordance with Part 8 of the Technical Instructions

FLY2SKY holds an approval for Dangerous Goods Transportation by air (except Class 7 Radioactive Materials) granted by Directorate General Civil Aviation Administration. FLY2SKY is not authorized to transport radioactive materials.

The ICAO regulations are codified in Annex 18 to the Convention on International Civil Aviation and its Technical Instructions for the Safe Transport of Dangerous Goods by Air (Doc 9284 as amended). ICAO Technical Instructions (ICAO TI) provide the essential framework for the safe transport of dangerous goods by air, ensuring that the necessary safety measures are in place to protect both the aircraft and its occupants from any additional risks.

The IATA Dangerous Goods Regulations is an easy-to-use manual based on the International Civil Aviation Organization (ICAO) Technical Instructions for the Safe Transport of Dangerous Goods by Air. It incorporates additional operational requirements, which

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provide a harmonized system for operators to accept and transport dangerous goods safely and efficiently.

Compliance with the ICAO Technical Instructions (ICAO TI) and the IATA Dangerous Goods Regulations (IATA DGR) is mandatory for all ground and cargo handling agents involved in the transportation of dangerous goods by air on behalf of FLY2SKY.

9.1.2 FLY2SKY POLICY

SPA.DG.100, CAT.GEN.MPA.200, GM1 CAT.GEN.MPA.200,

Except as provided for in Annex IV (Part-CAT), Annex VI (Part-NCC), Annex VII (Part-NCO), Annex VIII (Part-SPO) and Annex IX (Part-IAM), the operator shall only transport dangerous goods by air if it has been approved by the competent authority.

FLY2SKY holds an approval for Dangerous Goods Transportation by air (except Class 7 Radioactive Materials) granted by Directorate General Civil Aviation Administration.

Fly2Sky takes all reasonable measures to prevent transportation of dangerous goods on board inadvertently. Fly2Sky provides personnel with the necessary information enabling them to carry out their responsibilities, as required by the Technical Instructions and Dangerous Goods Regulations.

The complete handling of Dangerous Goods on board of FLY2SKY aircrafts, irrespective of whether the flight is wholly or partly within or wholly outside the territory of Bulgaria, must be carried out by properly trained staff in accordance with the regulations published in the ICAO Technical Instructions and adopted in the IATA Dangerous Goods Regulations.

All personnel, who may be involved in the transportation of dangerous goods, are to be suitably trained according to the Technical Instruction in order to carry out their responsibilities in regard to the transport of dangerous goods. This shall include the actions to be taken in the event of the emergencies arising involving dangerous goods.

NOTE: Personnel include all persons involved in the transport of dangerous goods, whether they are employees of FLY2SKY or not.

The Ground Operations Manager is responsible for ensuring compliance with regulations regarding the carriage of dangerous goods. This includes overseeing the proper handling, documentation, and transportation procedures in accordance with applicable safety standards and regulatory requirements.

9.1.3 DEFINITION OF DANGEROUS GOODS

Dangerous goods are articles or substances which are capable of posing a hazard to health, safety, property or the environment and which are shown in the list of Dangerous Goods in the IATA DG regulations, chapter 4, or which are classified according to these Regulations.

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9.2 LIMITATIONS

Some dangerous goods are too dangerous to be carried by aircraft, others may be carried on cargo aircraft only and some are acceptable on both cargo and passenger aircraft. A number of limitations are placed on dangerous goods which are permitted to be transported by air. These limitations are established by IATA Dangerous Goods Regulations. Both States and operators may impose further restrictions called variations (see IATA DGR 2.8).

9.2.1 FORBIDDEN DANGEROUS GOODS

9.2.1.1 DANGEROUS GOODS FORBIDDEN IN AIRCRAFT UNDER ANY CIRCUMSTANCES

Any article or substance which, as presented for transport, is liable to explode, dangerously react, produce a flame or dangerous evolution of heat or dangerous emission of toxic, corrosive or flammable gases or vapours under conditions normally encountered in transport must not be carried on aircraft under any circumstance.

NOTES:

1. 1.Certain dangerous goods known to meet the description above have been included in light type and without a UN number in the List of Dangerous Goods (IATA DGR Subsection 4.2) with the word “Forbidden” shown in Columns G/H, I/J and K/L. It must be noted that it is impossible to list all dangerous goods which are forbidden in aircraft under any circumstances. It is therefore essential that appropriate care be exercised to ensure that no such goods are offered for transport.
2. GOM 9.2.1.1 is intended to include articles being returned to the manufacturer for safety reasons, e.g. defective lithium batteries, see IATA DGR Special Provision A154.

9.2.1.2 DANGEROUS GOODS FORBIDDEN UNLESS EXEMPTED

The dangerous goods described in subparagraphs (a) through (f) must not be carried on aircraft unless exempted by States under the provisions of IATA DGR 1.2.6.1.

(a) radioactive material which is:
- in vented type B(M) packages;
- in packages which require external cooling by an ancillary cooling system;
- in packages subject to operational controls during transport;
- explosive;
- a pyrophoric liquid.

b) unless otherwise provided, articles and substances (including those described as “not otherwise specified”) with a UN number, which are identified in the List of Dangerous Goods as being forbidden;
c) infected live animals;
d) liquids having a vapour inhalation toxicity which requires Packing Group I packaging;
e) substances that are offered for transport in a liquid state at temperatures equal to or exceeding 100°C, or in a solid state at temperatures equal to or exceeding 240°C;
f) any other articles or substance as specified by the appropriate national authority.

9.2.2 HIDDEN DANGEROUS GOODS

Hidden Dangerous Goods Many articles may contain hazardous articles that are not easily apparent. Such items presented for transport shall be investigated for possible hidden dangerous goods before transport is permitted.

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List of items that may contain dangerous goods:

AIRCRAFT ON GROUND (AOG) SPARES — see AIRCRAFT SPARE PARTS/AIRCRAFT EQUIPMENT.

AIRCRAFT SPARE PARTS/AIRCRAFT EQUIPMENT — may contain explosives (flares or other pyrotechnics), chemical oxygen generators, unserviceable tyre assemblies, cylinders of compressed gas (oxygen, carbon dioxide, nitrogen or fire extinguishers), paint, adhesives, aerosols, life-saving appliances, first aid kits, fuel in equipment, wet or lithium batteries, matches, etc.

AUTOMOBILES, AUTOMOBILE PARTS/SUPPLIES — (car, motor, motorcycle) may contain ferro-magnetic material which may not meet the definition for magnetized material but which may be subject to special stowage requirements due to the possibility of affecting aircraft instruments (see IATA DGR 3.9.2.2). May also contain engines, including fuel cell engines, carburettors or fuel tanks which contain or have contained fuel, wet or lithium batteries, compressed gases in tyre inflation devices, fire extinguishers, shocks/struts with nitrogen, air bag inflators/air bag modules, flammable adhesives, paints, sealants and solvents, etc.

BATTERY-POWERED DEVICES/EQUIPMENT — may contain wet or lithium batteries.

BREATHING APPARATUS — may indicate cylinders of compressed air or oxygen, chemical oxygen generators or refrigerated liquefied oxygen.

CAMPING EQUIPMENT — may contain flammable gases (butane, propane, etc.), flammable liquids (kerosene, gasoline, etc.), flammable solids (hexamine, matches, etc.) or other dangerous goods.

CARS, CAR PARTS — see AUTOMOBILES, etc.

CHEMICALS — may contain items meeting any of the criteria for dangerous goods, particularly flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances.

COMAT (COMPANY MATERIALS) — such as aircraft parts, may contain dangerous goods as an integral part, e.g. chemical oxygen generators in a passenger service unit (PSU), various compressed gases such as oxygen, carbon dioxide and nitrogen, gas lighters, aerosols, fire extinguishers, flammable liquids such as fuels, paints and adhesives and corrosive material such as batteries. Other items such as flares, first aid kits, life-saving appliances, matches, magnetized material, etc.

CONSOLIDATED CONSIGNMENTS (GROUPAGES) — may contain any of the defined classes of dangerous goods.

CRYOGENIC (LIQUID) — indicates refrigerated liquefied gases such as argon, helium, neon and nitrogen.

CYLINDERS — may indicate compressed or liquefied gas.

DENTAL APPARATUS — may contain flammable resins or solvents, compressed or liquefied gas, mercury and radioactive material.

DIAGNOSTIC SPECIMENS — may contain infectious substances.

DIVING EQUIPMENT — may contain cylinders (such as scuba tanks, vest bottles, etc.) of compressed gas (air, oxygen, etc.), high intensity diving lamps which can generate extremely high heat when operated in air. In order to be carried safely, the bulb or battery must be disconnected.

DRILLING AND MINING EQUIPMENT — may contain explosive(s) and/or other dangerous goods.

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DRY SHIPPER (VAPOUR SHIPPER) — may contain free liquid nitrogen. Dry shippers are subject to these Regulations when they permit the release of any free liquid nitrogen irrespective of the orientation of the packaging.

ELECTRICAL EQUIPMENT/ELECTRONIC EQUIPMENT — may contain magnetized materials or mercury in switch gear and electron tubes, wet batteries, lithium batteries or fuel cells or fuel cell cartridges that contain or have contained fuel.

ELECTRICALLY POWERED APPARATUS — (wheel chairs, lawn mowers, golf carts, etc.) may contain wet batteries, lithium batteries or fuel cells or fuel cell cartridges that contain or have contained fuel.

EXPEDITIONARY EQUIPMENT — may contain explosives (flares), flammable liquids (gasoline), flammable gas (propane, camping gas) or other dangerous goods.

FILM CREW OR MEDIA EQUIPMENT — may contain explosive pyrotechnic devices, generators incorporating internal combustion engines, wet batteries, lithium batteries, fuel, heat producing items, etc.

FROZEN EMBRYOS — may contain refrigerated liquefied gas or Carbon dioxide, solid (dry ice).

FROZEN FRUIT, VEGETABLES, ETC. — may be packed in Carbon dioxide, solid (dry ice).

FUELS — may contain flammable liquids, flammable solids or flammable gases.

FUEL CONTROL UNITS — may contain flammable liquids.

HOT AIR BALLOON — may contain cylinders with flammable gas, fire extinguishers, engines internal combustion, batteries, etc.

HOUSEHOLD GOODS — may contain items meeting any of the criteria for dangerous goods including flammable liquids such as solvent based paint, adhesives, polishes, aerosols (for passengers, those not permitted under IATA DGR Subsection 2.3), bleach, corrosive oven or drain cleaners, ammunition, matches, etc.

INSTRUMENTS — may conceal barometers, manometers, mercury switches, rectifier tubes, thermometers, etc. containing mercury.

LABORATORY/TESTING EQUIPMENT — may contain items meeting any of the criteria for dangerous goods, particularly flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances, lithium batteries, cylinders of compressed gas, etc.

MACHINERY PARTS — may contain adhesives, paints, sealants, solvents, wet and lithium batteries, mercury, cylinders of compressed or liquefied gas, etc.

MAGNETS AND OTHER ITEMS OF SIMILAR MATERIAL — may individually or cumulatively meet the definition of magnetized material (see IATA DGR 3.9.2.2).

MEDICAL SUPPLIES/EQUIPMENT — may contain items meeting any of the criteria for dangerous goods, particularly flammable liquids, flammable solids, oxidizers, organic peroxides, toxic, corrosive substances or lithium batteries.

METAL CONSTRUCTION MATERIAL, METAL FENCING, METAL PIPING — may contain ferro-magnetic material, which may be subject to special stowage requirements due to the possibility of affecting aircraft instruments (see IATA DGR 3.9.2.2).

PARTS OF AUTOMOBILE (CAR, MOTOR, MOTORCYCLE) — may contain wet batteries, etc.

PASSENGERS BAGGAGE — may contain items meeting any of the criteria for dangerous goods. Examples include fireworks, flammable household liquids, corrosive oven or drain cleaners, flammable gas or liquid lighter refills or camping stove cylinders, matches, ammunition, bleach, aerosols (those not permitted under IATA DGR Subsection 2.3), etc.

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PHARMACEUTICALS — may contain items meeting any of the criteria for dangerous goods, particularly radioactive material, flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances.
PHOTOGRAPHIC SUPPLIES/EQUIPMENT — may contain items meeting any of the criteria for dangerous goods, particularly heat producing devices, flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances or lithium batteries.
PROMOTIONAL MATERIAL — see PASSENGER BAGGAGE.
RACING CAR OR MOTORCYCLE TEAM EQUIPMENT — may contain engines, including fuel cell engines, carburettors or fuel tanks which contain fuel or residual fuel, flammable aerosols, cylinders of compressed gases, nitromethane, other fuel additives, wet batteries, lithium batteries, etc.
REFRIGERATORS — may contain liquefied gases or an ammonia solution.
REPAIR KITS — may contain organic peroxides and flammable adhesives, solvent based paints, resins, etc.
SAMPLES FOR TESTING — may contain items meeting any of the criteria for dangerous goods, particularly infectious substances, flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances.
SEMEN — may be packed with Carbon dioxide, solid (dry ice) or refrigerated liquefied gas. See also DRY SHIPPER.
SHIPS' SPARES — may contain explosives (flares), cylinders of compressed gas (life rafts), paint, lithium batteries (emergency locator transmitters), etc.
SHOW, MOTION PICTURE, STAGE AND SPECIAL EFFECTS EQUIPMENT — may contain flammable substances, explosives or other dangerous goods.
SPORTING GOODS/SPORTS TEAM EQUIPMENT — may contain cylinders of compressed or liquefied gas (air, carbon dioxide, etc.), lithium batteries, propane torches, first aid kits, flammable adhesives, aerosols, etc.
SWIMMING POOL CHEMICALS — may contain oxidizing or corrosive substances.
SWITCHES IN ELECTRICAL EQUIPMENT OR INSTRUMENTS — may contain mercury.
TOOL BOXES — may contain explosives (power rivets), compressed gases or aerosols, flammable gases (butane cylinders or torches), flammable adhesives or paints, corrosive liquids, lithium batteries, etc.
TORCHES — micro torches and utility lighters may contain flammable gas and be equipped with an electronic starter. Larger torches may consist of a torch head (often with a self-igniting switch) attached to a container or cylinder of flammable gas.
UNACCOMPANIED PASSENGERS BAGGAGE/PERSONAL EFFECTS — may contain items meeting any of the criteria for dangerous goods, such as fireworks, flammable household liquids, corrosive oven or drain cleaners, flammable gas or liquid lighter refills or camping stove cylinders, matches, bleach, aerosols, etc. (those not permitted under IATA DGR Subsection 2.3).
VACCINES — may be packed in Carbon dioxide, solid (dry ice).

Articles and substances, which do not fall within the definitions of dangerous goods with the ICAO Regulations, and which in the event of leakage may cause a serious clean-up problem or corrosion to aluminium on a long term basis, must be checked by the shipper, to at least ensure that the packaging is adequate, to prevent leakage during transportation. These may include brine, powdered or liquid dyes, pickled foodstuffs, etc.

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9.2.3 DANGEROUS GOODS CARRIED BY PASSENGERS OR CREW

GRH 1.6.8

Dangerous goods, including excepted packages of radioactive material, are forbidden for carriage by passengers or crew:

- as or in checked baggage;
- as or in carry-on baggage; or
- on their person;

except as permitted in 9.2.3.2 to 9.2.3.5 for personal use.

Notwithstanding any additional restrictions that may be implemented by States in the interests of aviation security, except for the incident reporting requirements of IATA DGR 9.9.6.1 and 9.9.6.2, the provisions of IATA DGR do not apply to 9.2.3.2 to 9.2.3.5 when carried by passengers or crew members for personal use or in baggage which has been separated from its owner during transit (e.g. mishandled baggage such as lost baggage or improperly routed baggage) or in excess baggage carried as cargo as permitted by IATA DGR 1.2.7.1(h).

NOTES:

1. 1.See GOM 9.2.2 for a listing of Hidden Dangerous Goods which may not be obvious to passengers and crew and which may be inadvertently contained in baggage.
2. 2.The following provisions are tabulated in Table 2.3.A.

The entry in 9.2.3.2 to 9.2.3.5 that most appropriately describes the item or article must be applied. For example, security cases with installed lithium cells must meet the requirements set out in 9.2.3.2.6 for “Security-Type Equipment” and not the provisions for portable electronic devices containing batteries in 9.2.3.5.8.

An item or article that contains more than one item of dangerous goods must meet the provisions of all applicable entries. For example, an avalanche rescue backpack containing lithium batteries and gas cartridges must meet the applicable provisions of 9.2.3.4.3 and 9.2.3.5.8.

Baggage intended to be carried in the cabin that is placed in the cargo compartment must only contain dangerous goods permitted in checked baggage. When baggage intended as carry-on is taken by the ground handler or the crew and placed into the cargo compartment for carriage, the operator must confirm with the passenger that any dangerous goods which are only permitted in carry-on baggage have been removed.

Dangerous goods permitted in 9.2.3.2.2, 9.2.3.2.3, 9.2.3.4.3, 9.2.3.3.1 and 9.2.3.4.1 require that the pilot-in-command shall be informed when these dangerous goods are carried.

Dangerous goods for which there is an exception from these Regulations have not been included in the provisions of 9.2.3.2 to 9.2.3.5. The following dangerous goods are not subject to these Regulations:

a) radiopharmaceuticals contained within the body of a person as the result of medical treatment;
b) energy efficient lamps when in retail packaging intended for personal or home use, see IATA DGR 1.2.11.

LIST OF ITEMS PROHIBITED IN CHECKED BAGGAGE

The following items are permitted only as carry-on baggage or on the person: GRH 1.6.7 (i)

a) Batteries, spare/loose GOM 9.2.3.5.8

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b) e-cigarettes GOM 9.2.3.5.8.2
c) Fuel cells GOM 9.2.3.5.9
d) Lithium batteries, spare/loose GOM 9.2.3.3.2
e) Matches, safety (one small packet) or a small cigarette lighter GOM 9.2.3.5.5
f) Mobility Aids: Battery-powered wheelchairs or other similar mobility devices with spillable batteries or with lithium ion batteries GOM 9.2.3.2.4
g) Radioisotopic cardiac pacemakers GOM 9.2.3.5.3
h) Thermometer or barometer, mercury filled GOM 9.2.3.3.1

9.2.3.1 FORBIDDEN GOODS

9.2.3.1.1 ATTACHE CASES, CASH BOXES/BAGS

Except as permitted in 9.2.3.2.6 below security-type equipment such as attaché cases, cash boxes, cash bags, etc. incorporating dangerous goods, such as lithium batteries and/or pyrotechnic material, are totally forbidden. See entry in IATA DGR Subsection 4.2, List of Dangerous Goods.

9.2.3.1.2 DISABLING DEVICES

Disabling devices such as mace, pepper spray, etc. containing an irritant or incapacitating substance are forbidden on the person, in checked and carry-on baggage.

9.2.3.1.3 LIQUID OXYGEN DEVICES

Personal medical oxygen devices that utilize liquid oxygen are forbidden on the person, in checked and carry-on baggage.

9.2.3.1.4 ELECTROSHOCK WEAPONS

Electroshock weapons (e.g. Tasers) containing dangerous goods such as explosives, compressed gases, lithium batteries, etc. are forbidden in carry-on baggage or checked baggage or on the person.

9.2.3.1.5 LITHIUM BATTERY-POWERED LIGHTERS

Battery-powered lighters powered by a lithium ion or lithium metal battery (e.g. laser plasma lighters, tesla coil lighters, flux lighters, arc lighters and double arc lighters) without a safety cap or means of protection against unintentional activation.

9.2.3.2 GOODS ACCEPTABLE WITH FLY2SKY APPROVAL, AS CHECKED BAGGAGE ONLY

The following dangerous goods, as listed in 9.2.3.2.1 through 9.2.3.2.6, are permitted on aircraft as checked baggage only and with the approval of the operator(s).

9.2.3.2.1 AMMUNITIONS

Securely packaged ammunition in Division 1.4S (UN 0012 or UN 0014 only), in quantities not exceeding 5 kg (11 lb) gross weight per person for that person's own use, excluding ammunition with explosive or incendiary projectiles. Allowances for more than one person must not be combined into one or more packages.

9.2.3.2.2 WHEELCHAIRS/MOBILITY AIDS WITH NON-SPILLABLE BATTERIES, NICKEL-METAL HYDRIDE BATTERIES AND DRY BATTERIES

Battery-powered wheelchairs or other similar mobility aids for use by passengers whose mobility is restricted by either a disability, their health or age, or a temporary mobility problem (e.g. broken leg), with non-spillable wet batteries which comply with Special Provision A67 or nickel-metal hydride batteries which comply with Special Provision A199 or dry batteries

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which comply with Special Provision A123. These batteries must meet the following requirements:

NOTE: Additional guidance on the end-to-end processes associated with the carriage of mobility aids is available in the IATA Guidance on the Transport of Mobility Aids at the following link - https://www.iata.org/en/programs/passenger/accessibility/

9.2.3.2.2.1 The mobility aid must be prepared for transport to prevent:

a) unintentional activation; and
b) non-spillable batteries are not permitted to contain any free or unabsorbed liquid.

9.2.3.2.2.2 The ground handling agent must secure, by use of straps, tie-downs or other restraint devices, a battery powered mobility aid with installed battery(ies). The mobility aid, the battery(ies), electrical cabling and controls must be protected from damage including by the movement of baggage, mail or cargo.

9.2.3.2.2.3 The ground handling agent must verify that:

a) the passenger has confirmed that the battery(ies) is a non-spillable wet battery that complies with Special Provision A67, see GOM 9.2.3.2.2.1, or a nickel-metal hydride battery that complies with Special Provision A199 or dry battery that complies with Special Provision A123;
b) the battery terminals are protected from short circuits, e.g. by being enclosed within a battery container;
c) the battery(ies) is either:
    a. adequately protected against damage by the design of the mobility aid and securely attached to the wheelchair or mobility aid. The electrical circuits must be isolated following the manufacturer's instructions; or
    b. removed from the mobility aid following the manufacturer's instructions.

9.2.3.2.2.4 A passenger may carry a maximum of:

a) one spare wet, non-spillable battery meeting Special Provision A67; or
b) two spare nickel-metal hydride batteries meeting Special Provision A199 or dry batteries meeting Special Provision A123.

9.2.3.2.2.5 The ground handling agent must ensure that any battery(ies) removed from the wheelchair/mobility aid and any spare batteries are carried in strong, rigid packagings which must be carried in the cargo compartment (see IATA DGR 9.3.14.6 and Figure 9.3.C).

9.2.3.2.2.6 Ground staff shall inform the Pilot-in-command of the location of mobility aids with installed battery(ies) and removed/spare battery(ies) prior to departure by using FLY2SKY Electric Mobility Aid Form similar form which contains all necessary information. FLY2SKY is available via Centrik.

9.2.3.2.2.7 It is recommended that passengers make advance arrangements with FLY2SKY.

9.2.3.2.3 WHEELCHAIR/MOBILITY AIDS WITH SPILLABLE BATTERIES

Battery-powered wheelchairs or other similar mobility aids for use by passengers whose mobility is restricted by either a disability, their health or age, or a temporary mobility problem (e.g. broken leg), with spillable batteries. These batteries must meet the following requirements:

NOTE: Additional guidance on the end-to-end processes associated with the carriage of mobility aids is available in the IATA Guidance on the Transport of Mobility Aids at the following link - https://www.iata.org/en/programs/passenger/accessibility/

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9.2.3.2.3.1 The ground handling agent must secure, by use of straps, tie-downs or other restraint devices, a battery powered mobility aid with installed battery(ies). The mobility aid, the battery(ies), electrical cabling and controls must be protected from damage including by the movement of baggage, mail or cargo.

9.2.3.2.3.2 The ground handling agent must verify that:

a) the battery terminals are protected from short circuits, e.g. by being enclosed within a battery container;
b) the battery(ies) is fitted, where feasible, with spill-resistant vent caps;
c) the battery(ies) is either:
    a. adequately protected against damage by the design of the mobility aid and securely attached to the wheelchair or mobility aid. The electrical circuits must be isolated following the manufacturer's instructions; or
    b. removed from the mobility aid following the manufacturer's instructions when the mobility aid cannot be maintained in an upright position, see GOM 9.2.3.2.3.3, IATA DGR 9.3.14.6 and Figure 9.3.C).

9.2.3.2.3.3 The ground handling agent must load, stow, secure and unload a mobility aid with a spillable battery(ies) in an upright position. If the wheelchair or mobility aid cannot be loaded, stowed, secured and unloaded always in an upright position or if the mobility aid does not adequately protect the battery(ies), the ground handling agent must remove the battery(ies). The removed battery(ies) must be carried in strong, rigid packagings as follows:

a) packagings must be leak-tight, impervious to battery fluid and be protected against upset by securing to pallets or by securing them in cargo compartments using appropriate means of securement (other than by bracing with cargo or baggage) such as by use of restraining straps, brackets or holders;
b) battery(ies) must be protected against short circuits, secured upright in these packagings and surrounded by compatible absorbent material sufficient to absorb their total liquid contents; and
c) these packagings must be marked "BATTERY, WET, WITH WHEELCHAIR" or "BATTERY, WET, WITH MOBILITY AID" and be labelled with the "Corrosive" label (see IATA DGR Figure 7.3.V) and with the "Package Orientation" label (see IATA DGR Figures 7.4.D and 7.4.E).

9.2.3.2.3.4 Ground staff shall inform the Pilot-in-command of the location of mobility aids with installed battery(ies) and removed/spare battery(ies) prior to departure by using FLY2SKY Electric Mobility Aid Form similar form which contains all necessary information. FLY2SKY is available via Centrik.

9.2.3.2.3.5 It is recommended that passengers make advance arrangements with FLY2SKY.

9.2.3.2.4 WHEELCHAIRS/MOBILITY AIDS WITH LITHIUM BATTERIES

Lithium-ion battery powered wheelchairs or other similar mobility aids for use by passengers whose mobility is restricted by either a disability, their health or age, or a temporary mobility problem (e.g. broken leg), subject to the following conditions:

NOTE: Additional guidance on the end-to-end processes associated with the carriage of mobility aids is available in the IATA Guidance on the Transport of Mobility Aids at the following link - https://www.iata.org/en/programs/passenger/accessibility/

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9.2.3.2.4.1 The batteries must be of a type which meets the requirements of each test in the UN Manual of Tests and Criteria, Part III, subsection 38.3.

9.2.3.2.4.2 The ground handling agent must secure, by use of straps, tie-downs or other restraint devices, a battery powered mobility aid with installed battery(ies). The mobility aid, the battery(ies), electrical cabling and controls must be protected from damage including by the movement of baggage, mail or cargo.

9.2.3.2.4.3 The ground handling agent must verify:

a) the battery terminals are protected from short circuits, e.g. by being enclosed within a battery container;
b) the battery(ies) is either
    a. adequately protected against damage by the design of the mobility aid and securely attached to the wheelchair or mobility aid. The electrical circuits must be isolated following the manufacturer's instructions; or
    b. removed from the mobility aid following the manufacturer's instructions (see IATA DGR 9.3.14.6 and Figure 9.3.C). Each battery removed from the mobility aid must not exceed 300 Wh.

NOTE: When the lithium battery(ies) remain installed in the mobility aid, there is no Watt-hour limit.

9.2.3.2.4.4 A passenger may carry a maximum of one spare lithium ion battery not exceeding 300 Wh or two spare batteries each not exceeding 160 Wh.

9.2.3.2.4.5 The ground handling agent must ensure that any battery(ies) removed from the mobility aid and any spare battery(ies) are carried in the passenger cabin. The removed or spare battery(ies) must be protected from damage (e.g. by placing each battery in a protective pouch).

9.2.3.2.4.6 Ground staff shall inform the Pilot-in-command of the location of mobility aids with installed battery(ies) and removed/spare battery(ies) prior to departure by using FLY2SKY Electric Mobility Aid Form similar form which contains all necessary information. FLY2SKY is available via Centrik.

9.2.3.2.4.7 It is recommended that passengers make advance arrangements with FLY2SKY.

9.2.3.2.5 CAMPING STOVES AND FUEL CONTAINERS THAT HAVE CONTAINED A FLAMMABLE LIQUID FUEL

Camping stoves and fuel containers for camping stoves that have contained a flammable liquid fuel may be carried provided the fuel tank of the camping stove and/or fuel container has been completely drained of all liquid fuel and action has been taken to nullify the danger. To nullify the danger, the empty fuel tank and/or container must be allowed to drain for at least 1 hour, the fuel tank and/or container must then be left uncapped for a minimum of 6 hours to allow any residual fuel to evaporate. Alternative methods, such as adding cooking oil to the fuel tank and/or container to elevate the flash point of any residual liquid above the flash point of flammable liquid and then emptying the fuel tank and/or container, are equally acceptable. The fuel tank and/or container must then have the cap securely fastened and be wrapped in an absorbent material such as paper towel and placed in a polyethylene or

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equivalent bag. The top of the bag must then be sealed or gathered and closed with an elastic band or twine.

NOTE: Provided the above cleaning method is followed in accordance with these Regulations, the fuel stove or container can be classified as non-hazardous. However to control the carriage of these items, they are listed in Table 2.3.A Provisions for Dangerous Goods Carried by Passengers or Crew.

9.2.3.2.6 SECURITY – TYPE EQUIPMENT

Security type equipment such as attaché cases, cash boxes, cash bags, etc. incorporating dangerous goods as part of this equipment, for example lithium batteries or pyrotechnic material, may be carried as checked baggage only if the equipment complies with the following:

a) the equipment must be equipped with an effective means of preventing accidental activation;
b) if the equipment contains an explosive or pyrotechnic substance or an explosive article, this article or substance must be excluded from Class 1 by the appropriate national authority of the State of Manufacture in compliance with IATA DGR 3.1.7.1;
c) if the equipment contains lithium cells or batteries, these cells or batteries must comply with the following restrictions:
    a. for a lithium metal cell, the lithium content is not more than 1 g;
    b. for a lithium metal battery, the aggregate lithium content is not more than 2 g;
    c. for lithium ion cells, the Watt-hour rating is not more than 20 Wh;
    d. for lithium ion batteries, the Watt-hour rating is not more than 100 Wh;
    e. each cell or battery is of the type proven to meet the requirements of each test in the UN Manual of Tests and Criteria, Part III, subsection 38.3.
d) if the equipment contains gases to expel dye or ink, only gas cartridges and receptacles, small, containing gas with a capacity not exceeding 50 mL, containing no constituents subject to these Regulations other than a Division 2.2 gas, are allowed. The release of gas must not cause extreme annoyance or discomfort to crew members so as to prevent the correct performance of assigned duties. In case of accidental activation all hazardous effects must be confined within the equipment and must not produce extreme noise;
e) security type equipment that is defective or that has been damaged is forbidden for transport.

9.2.3.3. GOODS ACCEPTABLE WITH FLY2SKY APPROVAL AS CARRY-ON BAGGAGE

9.2.3.3.1 MERCURY BAROMETER OR THERMOMETER

A mercurial barometer or mercurial thermometer carried by a representative of a government weather bureau or similar official agency. The barometer or thermometer must be packed in a strong outer packaging, having a sealed inner liner or a bag of strong leak-proof and puncture-resistant material impervious to mercury, which will prevent the escape of mercury from the package irrespective of its position. The pilot-in-command must be informed of the location of the barometer or thermometer.

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9.2.3.3.2 SPARE LITHIUM BATTERIES

Spare lithium batteries including articles containing lithium metal or lithium ion cells or batteries, the primary purpose of which is to provide power to another device, e.g. power banks, are permitted in carry-on baggage as follows:

a) no more than 2 lithium ion batteries, including power banks with a watt-hour rating exceeding 100 Wh but not exceeding 160 Wh or 2 lithium metal batteries, with a lithium content exceeding 2 g but not exceeding 8 g. Lithium metal batteries are only permitted for portable medical electronic devices (PMED), such as automated external defibrillators (AED), portable oxygen concentrators (POC) and continuous positive airway pressure (CPAP);
b) spare batteries must be individually protected so as to prevent short circuits (by placement in original retail packaging or by otherwise insulating terminals, e.g. by taping over exposed terminals or placing each battery in a separate plastic bag or protective pouch);
c) batteries must be of a type that meet the requirements of the UN Manual of Tests and Criteria, Part III, subsection 38.3. No more than two individually protected spare batteries per person may be carried.

Spare batteries, including power banks are forbidden for transport in checked baggage.

Spare batteries, including power banks should:

a) not be charged using inseat/inflight power during all phases of flight;
b) not be used to charge or power other portable electronic devices during taxi, take off and landing;
c) not be placed in cabin baggage loaded in the overhead storage locker; and
d) be placed in cabin baggage under the seat in front, or other designated storage location, such as the seat back pocket

9.2.3.4 GOODS ACCEPTABLE WITH FLY2SKY APPROVAL AS BAGGAGE

9.2.3.4.1 MEDICAL OXYGEN

Gaseous oxygen or air cylinders required for medical use. Each cylinder must not exceed 5 kg gross weight. Cylinders, valves and regulators, where fitted, must be protected from damage that could cause inadvertent release of the contents. This provision also applies where the cylinders are being carried by medically trained persons. The pilot-in-command must be informed of the number of oxygen or air cylinders loaded on board the aircraft and their loading location(s).

NOTE: Personal medical oxygen devices that utilise liquid oxygen are forbidden on the person, in checked and carry-on baggage.

9.2.3.4.2 SMALL NON-FLAMMABLE GAS CARTRIGES

9.2.3.4.2.1 Small cartridges fitted into a self-inflating personal safety device, intended to be worn by a person, such as a life-jacket or vest:

a) (no more than two personal safety devices per person;
b) the personal safety device(s) must be packed in such a manner that they cannot be accidently activated;
c) limited to carbon dioxide or other suitable gas in Division 2.2 without a subsidiary hazard;
d) cartridge(s) must be for inflation purposes;

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e) each device must be fitted with no more than two small cartridges; and
f) not more than two spare cartridges per device.

9.2.3.4.2.2 Other devices:

a) (a)no more than four small cartridges of carbon dioxide or other suitable gas in Division 2.2 without a subsidiary hazard, per person;
b) (b)the water capacity of each cartridge must not exceed 50 mL.

NOTE: For carbon dioxide a gas cartridge with a water capacity of 50 mL is equivalent to a 28 g cartridge.

9.2.3.4.3 AVALANCHE RESCUE BACKPACK

One avalanche rescue backpack per person containing cartridges of compressed gas in Division 2.2 without a subsidiary hazard. The avalanche rescue backpack may also be equipped with a pyrotechnic trigger mechanism containing not more than 200 mg net of explosives in Division 1.4S. The backpack must be packed in such a manner that it cannot be accidentally activated. The air bags within the backpacks must be fitted with pressure relief valves.

9.2.3.4.4 CHEMICAL AGENT MONITORING EQUIPMENT

Instruments containing radioactive material not exceeding the activity limits specified in Table 10.3.C, i.e. chemical agent monitor (CAM) and/or rapid alarm and identification device monitor (RAID-M), securely packed and without lithium batteries, when carried by staff members of the Organization for the Prohibition of Chemical Weapons (OPCW) on official travel.

9.2.3.4.5 CARBON DIOXIDE, SOLID (DRY ICE)

Carbon dioxide, solid (dry ice) in quantities not exceeding 2.5 kg per person when used to pack perishables that are not subject to these Regulations in checked or carry-on baggage, provided the baggage (package) permits the release of carbon dioxide gas. Each item of checked baggage containing dry ice must be marked:

- “Carbon dioxide, solid” or “Dry ice”; and
- with the net weight of dry ice or an indication that the net weight is 2.5 kg or less.

Example Dry Ice Baggage Tag



9.2.3.4.6 LITHIUM BATTERY-POWERED ELECTRONIC DEVICES

For the purpose of these Regulations, lithium battery-powered electronic device means the equipment or apparatus for which the lithium cells or batteries will provide electrical power for its operation. These devices are permitted in checked and carry-on baggage with the approval of FLY2SKY as follows:

a) portable medical electronic devices (PMED), such as automated external defibrillators (AED), portable oxygen concentrators (POC) and continuous positive airway pressure (CPAP), containing lithium metal or lithium ion cells or batteries may be carried by passengers for medical use as follows:

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a. for lithium metal or lithium alloy batteries, a lithium content exceeding 2 g, but not exceeding 8 g; or
b. for lithium ion batteries, a watt-hour rating exceeding 100 Wh, but not exceeding 160 Wh;
c. batteries must be of a type that meets the requirements of the UN Manual of Tests and Criteria, Part III, subsection 38.3.

b) portable electronic devices, such as power tools, video cameras and laptops containing lithium ion batteries as follows:
   a. lithium ion batteries with a watt-hour rating exceeding 100 Wh, but not exceeding 160 Wh;
   b. batteries must be of a type that meets the requirements of the UN Manual of Tests and Criteria, Part III, subsection 38.3.

c) if devices are carried in checked baggage
   a. measures must be taken to protect the device from damage and to prevent unintentional activation;
   b. the device must be completely switched off (not in sleep or hibernation mode).

NOTE: For spare lithium metal batteries with a lithium content exceeding 2 g and lithium ion batteries with a Watt-hour rating exceeding 100 Wh see 9.2.3.3.2. For electronic devices with lithium metal batteries with a lithium content not exceeding 2 g and lithium ion batteries with a Watt-hour rating not exceeding 100 Wh see 9.2.3.5.8.

9.2.3.5 GOODS ACCEPTABLE WITHOUT FLY2SKY APPROVAL

Dangerous goods, as listed in 9.2.3.5.1 through 9.2.3.5.13, are permitted on aircraft as baggage without FLY2SKY approval.

9.2.3.5.1 MEDICINAL OR TOLETRY ARTICLES AND AEROSOLS IN DIVISION 2.2

Non-radioactive medicinal or toiletry articles (including aerosols). The term “medicinal or toiletry articles” is intended to include such items as hair sprays, perfumes, colognes and medicines containing alcohols. Aerosols in Division 2.2, with no subsidiary hazard, for sporting or home use.

NOTE: The total net quantity of all such articles carried by each passenger or crew member under the provisions of 9.2.3.5.1must not exceed 2 kg or 2 L and the net quantity of each single article must not exceed 0.5 kg or 0.5 L. Release valves on aerosols must be protected by a cap or other suitable means to prevent inadvertent release of the contents.

9.2.3.5.2 CYLINDERS FOR MECHANICAL LIMBS

Small cylinders of a gas of Division 2.2 worn for the operation of mechanical limbs. Also, spare cylinders of a similar size if required to ensure an adequate supply for the duration of the journey.

9.2.3.5.3 CARDIAC PACEMAKERS

Radioisotopic cardiac pacemakers or other medical devices, including those powered by lithium batteries, implanted into a person or fitted externally.

9.2.3.5.4 MEDICAL/CLINICAL THERMOMETER

In checked baggage only, one small medical or clinical thermometer which contains mercury, for personal use, when in its protective case.

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9.2.3.5.5 SAFETY MATCHES OR CIGARETTE LIGHTERS

One small packet of safety matches or a small cigarette lighter that does not contain unabsorbed liquid fuel, other than liquefied gas, intended for use by an individual when carried on the person. Matches and lighters are not permitted in checked or carry-on baggage. Lighter fuel and lighter refills are not permitted on one's person nor in checked or carry-on baggage.

NOTES:

1. "Strike anywhere" matches are forbidden for air transport.
2. "Blue Flame" or "Cigar" lighters are not permitted on one's person, carry-on or checked baggage.
3. Cigarette lighters shall have two independent actions by the user to activate ignition.
4. Cigarette lighters, powered by a lithium ion or lithium metal battery without a safety cap or means of protection against unintentional activation are not permitted on one's person, carry-on or checked baggage (see 9.2.3.5.8.4(e)).

9.2.3.5.6 ALCOHOLIC BEVARAGES

Alcoholic beverages, when in retail packagings, containing more than 24% but not more than 70% alcohol by volume, in receptacles not exceeding 5 L, with a total net quantity per person of 5 L for such beverages.

NOTE: Alcoholic beverages containing 24% or less alcohol by volume are not subject to any restrictions.

9.2.3.5.7 HAIR STYLING EQUIPMENT

Hair styling equipment containing a hydrocarbon gas cartridge, no more than one per passenger or crew member, provided that the safety cover is securely fitted over the heating element. This hair styling equipment must not be used on board the aircraft. Spare gas cartridges for such hair styling equipment are not permitted in checked or carry-on baggage.

9.2.3.5.8 PORTABLE ELECTRONIC DEVICES (PED) (INCLUDING MEDICAL DEVICES) CONTAINING BATTERIES AND SPARE BATTERIES

9.2.3.5.8.1 For the purpose of these Regulations, battery-powered electronic device means the equipment or apparatus for which the batteries will provide electrical power for its operation. These devices (PED), which may include medical devices such as portable oxygen concentrators (POC) and consumer electronics such as cameras, mobile phones, laptops and tablets containing batteries when carried by passengers or crew for personal use. Measures must be taken to protect the device from damage and to prevent unintentional activation. Batteries and heating elements must be isolated in portable electronic devices capable of generating extreme heat, by removal of the heating element, battery or other components. These provisions apply to dry batteries, nickel-metal hydride batteries, lithium batteries and wet, non-spillable batteries. Additional specific requirements for lithium batteries and wet, non-spillable batteries are set out in 9.2.3.5.8.4 and 9.2.3.5.8.5 respectively. PEDs should be carried in carry-on baggage, however, if devices are carried in checked baggage, the device must be completely switched off (not in sleep or hibernation mode), unless the device contains only lithium batteries not exceeding:

a) measures must be taken to protect the device from damage and to prevent unintentional activation;

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b) the device must be completely switched off (not in sleep or hibernation mode), unless the device contains only lithium batteries not exceeding:
    a. for lithium metal batteries, a lithium content of 0.3 g per device; or
    b. for lithium ion batteries, a Watt-hour rating of 2.7 Wh per device.

9.2.3.5.8.2 Electronic cigarettes including e-cigars and other personal vaporisers containing batteries must be in carry-on baggage only. Recharging of these devices and/or batteries on board the aircraft is not permitted, and measures must be taken to prevent accidental activation.

9.2.3.5.8.3 Spare batteries (including power banks) must be individually protected to prevent short circuits by placement in the original retail packaging or by otherwise insulating terminals, e.g. by taping over exposed terminals or placing each battery in a separate plastic bag or protective pouch and carried in carry-on baggage only. Each person is limited to a maximum of 20 spare batteries, including power banks. However, the operator may approve the carriage of more than 20 spare batteries, including power banks.

9.2.3.5.8.3.1 Spare batteries, including power banks are forbidden for transport in checked baggage

9.2.3.5.8.3.2 Spare batteries, including power banks should:

a) not be charged using inseat/inflight power during all phases of flight;
b) not be used to charge or power other portable electronic devices during taxi, take off and landing;
c) not be placed in cabin baggage loaded in the overhead storage locker; and,
d) be placed in cabin baggage under the seat in front, or other designated storage location, such as the seat back pocket

9.2.3.5.8.4 Additional requirements for lithium batteries:

a) each installed or spare battery must not exceed:
    a. for lithium metal or lithium alloy batteries, a lithium content of not more than 2 g; or
    b. for lithium ion batteries, a watt-hour rating of not more than 100 Wh.
b) batteries must be of a type that meets the requirements of the UN Manual of Tests and Criteria, Part III, subsection 38.3;
c) each person is limited to a maximum of 15 PED;
d) articles containing lithium metal or lithium ion cells or batteries, the primary purpose of which is to provide power to another device, e.g. power banks, are permitted in carry-on baggage only. These articles must be individually protected to prevent short circuits by placement in the original retail packaging or by otherwise insulating terminals, e.g. by taping over exposed terminals or placing each battery in a separate plastic bag or protective pouch;
e) electronic cigarette lighters (see also GOM 9.2.3.5.5) powered by lithium batteries, the following conditions must also be met:
    a. only lighters with a safety cap or means of protection against unintentional activation are permitted on one's person;
    b. recharging of these devices and/or batteries on board the aircraft is not permitted, and measures must be taken to prevent accidental activation.
f) baggage with installed lithium batteries, with a lithium metal content exceeding 0.3 g or a Watt-hour rating exceeding 2.7 Wh:

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a. if the baggage is to be checked in, the lithium battery must be removed from the baggage and the lithium battery must be carried in the cabin; or
b. the baggage must be carried in the cabin.
c. baggage where the lithium battery exceeds the limits in 9.2.3.5.8.4(f) and cannot be removed is forbidden for carriage.

9.2.3.5.8.5 Additional requirements for non-spillable wet batteries:

a) batteries must meet the requirements of Special Provision A67 and must not contain any free or unabsorbed liquid;
b) the voltage of each battery must not exceed 12 V and the Watt-hour rating must not exceed 100 Wh;
c) each person is limited to a maximum of two spare batteries in carry-on baggage only and each spare battery must be protected from short circuit by insulation of the battery terminals.

9.2.3.5.9 FUELL CELLS CONTAINED IN PORTABLE ELECTRONIC DEVICES

Fuel cells used to power portable electronic devices (for example cameras, cellular phones, laptop computers and camcorders) and spare fuel cell cartridges, under the following conditions:

a) fuel cells and fuel cell cartridges may only contain flammable liquids, corrosive substances, liquefied flammable gas, water-reactive substances or hydrogen in metal hydride;
b) refuelling of fuel cells on board an aircraft is not permitted except that the installation of a spare cartridge is allowed;
c) the maximum quantity of fuel in any fuel cell or fuel cell cartridge must not exceed:
    a. for liquids, 200 mL;
    b. for solids 200 g;
    c. for liquefied gases, 120 mL for non metallic fuel cells or fuel cell cartridges or 200 mL for metal fuel cells or fuel cell cartridges;
    d. for hydrogen in metal hydride the fuel cell cartridges must have a water capacity of 120 mL or less.
d) each fuel cell and each fuel cell cartridge must conform to IEC 62282-6-100 Ed. 1, including Amendment 1 and must be marked with a manufacturer's certification that it conforms to the specification. In addition, each fuel cell cartridge must be marked with the maximum quantity and type of fuel in the cartridge;
e) no more than two spare fuel cell cartridges may be carried in checked baggage, carry-on baggage, or on the person;
f) fuel cells containing fuel are permitted in carry-on baggage only;
g) interaction between fuel cells and integrated batteries in a device must conform to IEC 62282-6-100 Ed. 1, including Amendment 1. Fuel cells whose sole function is to charge a battery in the device are not permitted;
h) fuel cells must be of a type that will not charge batteries when the portable electronic device is not in use and must be durably marked by the manufacturer: “APPROVED FOR CARRIAGE IN AIRCRAFT CABIN ONLY” to so indicate; and
i) in addition to the languages which may be required by the State of origin for the marks specified above, English shall be used.

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9.2.3.5.10 INSULATED PACKAGES CONTAINING REFRIGERATED LIQUID NITROGEN (DRY SHIPPER)

In checked or carry-on baggage, insulated packagings containing refrigerated liquid nitrogen fully absorbed in a porous material (dry shipper). The dry shipper must meet the requirements of Special Provision A152.

9.2.3.5.11 NON-INFECTIOUS SPECIMENS PACKED WITH SMALL QUANTITIES OF FLAMMABLE LIQUIDS

In checked or carry-on baggage non-infectious specimens, such as specimens of mammals, birds, amphibians, reptiles, fish, insects and other invertebrates containing small quantities of alcohol or an alcohol solution (UN 1170, UN 1219, UN 1987) or formaldehyde solution (UN 1198) provided that the following requirements of Special Provision A180 are complied with:

a) specimens are:
    a. wrapped in paper towel and/or cheesecloth moistened with alcohol, an alcohol solution or a formaldehyde solution and then placed in a plastic bag that is heat-sealed. Any free liquid in the bag must not exceed 30 mL; or
    b. placed in vials or other rigid containers with no more than 30 mL of alcohol, an alcohol solution or a formaldehyde solution;
b) the prepared specimens are then placed in a plastic bag that is then heat–sealed;
c) the bagged specimens are then placed inside a another plastic bag with absorbent material then heat sealed;
d) the finished bag is then placed in a strong outer packaging with suitable cushioning material;
e) the total quantity of alcohol, alcohol solution or formaldehyde solution per outer packaging must not exceed 1 L; and
f) the completed package is marked “scientific research specimens, not restricted Special Provision A180 applies”.

9.2.3.5.12 INTERNAL COMBUSTIONS OR FUEL CELL ENGINES

Flammable liquid powered internal combustion or fuel cell engines being carried separately or incorporated into a machine or other apparatus, without batteries or other dangerous goods may be accepted in checked baggage only provided that the engine must comply with the following requirements of Special Provision A70:

a) the engine is powered by a fuel that does not meet the classification criteria for any class or division; or
b) the fuel tank of the vehicle, machine or other apparatus has never contained any fuel, or the fuel tank has been flushed and purged of vapours and adequate measures taken to nullify the hazard;
c) the passenger has provided FLY2SKY with written or electronic documentation stating that a flushing and purging procedure has been followed; and
d) the entire fuel system of the engine has no free liquid and all fuel lines are sealed or capped or securely connected to the machinery or apparatus.

9.2.3.5.13 PERMEATION DEVICES

In checked baggage only permeation devices for calibrating air quality monitoring equipment. These devices must comply with the following requirements of Special Provision A41:

a) each device must be constructed of a material compatible with the dangerous goods it contains;

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b) the total quantity of dangerous goods in each device is limited to 2 mL and the device must not be liquid full at 55°C;
c) each permeation device must be placed in a sealed, high impact-resistant, tubular inner packaging of plastic or equivalent material. Sufficient absorbent material must be contained in the inner packaging to completely absorb the contents of the device. The closure of the inner packaging must be securely held in place with wire, tape or other positive means;
d) each inner packaging must be contained in a secondary packaging constructed of metal, or plastic having a minimum thickness of 1.5 mm. The secondary packaging must be hermetically sealed;
e) the secondary packaging must be securely packed in strong outer packaging. The completed package must be capable of withstanding, without breakage or leakage of any inner packaging and without significant reduction in effectiveness:
    a. the following free drops onto a rigid, non-resilient, flat and horizontal surface from a height of 1.8 m:
        i. one drop flat on the bottom;
        ii. one drop flat on the top;
        iii. one drop flat on the long side;
        iv. one drop flat on the short side;
        v. one drop on a corner at the junction of three intersecting edges; and
    b. a force applied to the top surface for a duration of 24 hours, equivalent to the total weight of identical packages if stacked to a height of 3 m (including the test sample).

    NOTE: Each of the above tests may be performed on different but identical packages.
f) the gross weight of the completed package must not exceed 30 kg.

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9.2.4 TRANSPORT OF DANGEROUS GOODS BY POST

N/A for FLY2SKY

9.2.5 DANGEROUS GOODS IN OPERATOR` PROPERTY

9.2.5.1 EXCEPTIONS

The provisions contained in IATA Dangerous Goods Regulations do not apply to the articles and substances of 9.2.5.1.1 through 9.2.5.1.5.

9.2.5.1.1 AIRCRAFT EQUIPMENT

Articles and substances which would otherwise be classified as dangerous goods but which are required to be aboard the aircraft in accordance with pertinent airworthiness requirements and operating regulations or that are authorized by the State of the operator to meet special requirements.

9.2.5.1.2 CONSUMER GOODS

Aerosols, alcoholic beverages, perfumes, colognes, liquefied gas lighters and portable electronic devices containing lithium ion or lithium metal cells or batteries provided that the lithium batteries meet the provisions of 9.2.3.5.8 carried aboard an aircraft by the operator for use or sale on the aircraft during the flight, or series of flights, but excluding non-refillable gas lighters and those lighters liable to leak when exposed to reduced pressure.

9.2.5.1.3 CARBON DIOXIDE, SOLID (DRY ICE)

Carbon dioxide solid, (dry ice) for use in food and beverage service aboard the aircraft.

9.2.5.1.4 HYDIENE PRODUCTS

Alcohol-based hand sanitizers and alcohol-based cleaning products carried aboard an aircraft by the operator for use on the aircraft during the flight or series of flights for the purposes for passenger and crew hygiene.

9.2.5.1.5 BATTERY-POWERED ELECTRONIC DEVICES

Electronic devices such as electronic flight bags, personal entertainment devices, credit card readers, containing lithium metal or lithium ion cells or batteries and spare lithium batteries for such devices carried aboard an aircraft by the operator for use on the aircraft during the flight or series of flights, provided that the batteries meet the provisions of 9.2.3.5.8. Spare lithium batteries must be individually protected so as to prevent short circuits when not in use. Conditions for the carriage and use of these electronic devices and for the carriage and use of these electronic devices and for the carriage of spare batteries must be provided in the operations manual and/or other appropriate manuals as will enable flight crew, cabin crew and other employees to carry out the functions for which they are responsible.

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9.2.5.2 AIRCRAFT SPARES

9.2.5.2.1 Unless otherwise authorized by the State of the operator, articles and substances intended as replacements for those referred to in 9.2.5.1.1or articles and substances referred to in 9.2.5.1.1 which have been removed for replacement, must be transported in accordance with the provisions of these Regulations.

9.2.5.2.2 When consigned by operators, these articles or substances may be carried in containers specially designed for their transport, provided such containers are capable of meeting at least the requirements for the packaging specified in IATA DGR for the items packed in the containers.

9.2.5.2.3 Unless otherwise authorized by the State of the operator, articles and substances intended as replacements for those referred to in 9.2.5.1.2, 9.2.5.1.3 and 9.2.5.1.4 must be transported in accordance with the provisions of these Regulations.

9.2.5.2.4 Unless otherwise authorized by the State of the operator, battery-powered devices and spare batteries intended as replacements for those referred to in 9.2.5.1.5 must be transported in accordance with the provisions of these Regulations.

9.2.6 DANGEROUS GOODS IN EXCEPTED QUANTITY

Very small quantities of Dangerous Goods may be transported, as described in IATA DGR 2.6., in such a manner that they may be excepted from the marking, labeling and documentation requirements of the IATA DGR. When transported under these provisions, such goods are called 'Dangerous Goods in excepted quantities'. Dangerous goods in excepted quantities are not permitted in or as checked or carry-on baggage nor in the mail.

9.2.6.1 DANGEROUS GOODS PERMITTED IN EXCEPTED QUANTITIES

Only the following may be carried under the provisions for dangerous goods in excepted quantities:

a) Substances of Division 2.2, without a subsidiary hazard but excluding UN 1043, UN 1044, UN 1950, UN 2037, UN 2073, UN 2857 and UN 3164, UN 3500 and UN 3511;
b) Substances of Class 3, all packing groups, excluding those in Packing Group I with a subsidiary hazard and UN 1204, UN 2059 and UN 3473;
c) Substances of Class 4, Packing Groups II and III but excluding all self-reactive substances and UN 2555, UN 2556, UN 2557, UN 2907, UN 3292 and UN 3476;
d) Substances of Division 5.1, Packing Groups II and III;
e) Substances of Division 5.2, only when contained in a chemical kit, first aid kit or polyester resin kit;
f) Substances of Division 6.1, all substances in this division, except those having an inhalation toxicity of Packing Group I;
g) Substances of Class 8, Packing Groups II and III but excluding UN 1774, UN 2794, UN 2795, UN 2800, UN 2803, UN 2809, UN 3028, UN 3477 and UN 3506; and
h) Only substances of Class 9, other than carbon dioxide, solid, genetically modified organisms and genetically modified microorganisms. All articles are excluded.

9.2.6.2 CLASSIFICATION

Dangerous goods shipped under the provisions of 9.2.6 must be classified according to Section 3 of IATA DG Regulations.

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9.2.6.3 IDENTIFICATION

Dangerous goods, which may be carried as excepted quantities in accordance with the provisions of Subsection 2.6 of IATA DGR are shown in Column F of the List of Dangerous Goods by means of an alphanumeric code as follows:

EQ CODE	MAXIMUM NET QUANTITY PER INNER PACKAGING	MAXIMUM NET QUANTITY PER OUTER PACKAGING
E0	Not permitted as Excepted Quantity	
E1	30 g/30 mL	1 kg/1 L
E2	30 g/30 mL	500 g/500 mL
E3	30 g/30 mL	300 g/300 mL
E4	1 g/1 mL	500 g/500 mL
E5	1 g/1 mL	300 g/300 mL

For gases, the volume indicated for inner packagings refers to the water capacity of the inner receptacle and the volume indicated for outer packagings refers to the combined water capacity of all inner packagings within a single outer packaging.

Where dangerous goods in excepted quantities, for which different codes are assigned, are packaged together the total net quantity per outer packaging must be limited to that corresponding to the most restrictive code.

9.2.6.4 PACKING

Packagings used for the transport of dangerous goods in excepted quantities must be in compliance with the following:

a) there must be an inner packaging and each inner packaging must be constructed of plastic (when used for liquid dangerous goods it must have a thickness of not less than 0.2 mm), or of glass, porcelain, stoneware, earthenware or metal (see also IATA DGR 5.0.2.6.1) and the closure of each inner packaging must be held securely in place with wire, tape or other positive means; any receptacle having a neck with moulded screw threads must have a leak proof threaded type cap. The closure must be resistant to the contents;

b) each inner packaging must be securely packed in an intermediate packaging with cushioning material in such a way that, under normal conditions of transport, they cannot break, be punctured or leak their contents. For liquid dangerous goods, the intermediate or outer packaging must contain sufficient absorbent material to absorb the entire contents of the inner packagings. When placed in the intermediate packaging, the absorbent material may be the cushioning material. Dangerous goods must not react dangerously with cushioning, absorbent material and packaging material or reduce the integrity or function of the materials. Regardless of its orientation, the package must completely contain the contents in case of breakage or leakage;

c) the intermediate packaging must be securely packed in a strong rigid outer packaging (wood, fibreboard or other equally strong material);

d) the complete package must be in compliance with IATA DGR 2.6.6;

e) each package must be of such a size that there is adequate space to apply all necessary marks;

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f) an outer packaging may contain more than one item of dangerous goods in excepted quantities, in accordance with IATA DGR 2.6.4.3, and other goods not subject to these Regulations; and
g) overpacks may be used and may also contain packages of dangerous goods or goods not subject to these Regulations.

A package containing dangerous goods in excepted quantities must not contain other dangerous goods that require a Shipper's Declaration.

NOTE: When a package containing dangerous goods in excepted quantities is packed with UN 1845 Carbon dioxide, solid (dry ice), the requirements in Packing Instruction 954 must be met.

9.2.6.5 MARKING

9.2.6.5.1 MARKING OF PACKAGES

Packages containing excepted quantities of dangerous goods prepared in accordance with this subsection must be durably and legibly marked with the mark shown in Figure 2.6.B. The primary hazard class or, when assigned, the division of each of the dangerous goods contained in the package must be shown in the mark. Where the name of the shipper or consignee is not shown elsewhere on the package this information must be included within the mark.

The mark must be in the form of a square. The hatching and symbol must be of the same colour, black or red, on white or suitable contrasting background. The dimensions of the mark must be a minimum of 100 mm × 100 mm. Where dimensions are not specified, all features must be in approximate proportion to those shown.

The mark must be applied on one face of the package. Where the mark is applied by way of a label, the label must not be folded or affixed in such a manner that parts of the same mark appear on different faces of the package.

9.2.6.5.2 MARKING OF OVERPACKS

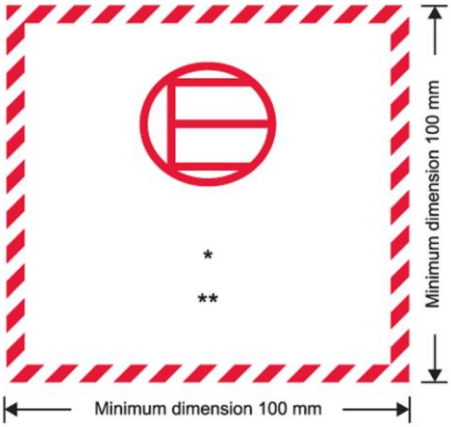
Unless the mark required by 9.2.6.5.1 Figure 2.6.B is visible when packages of dangerous goods in excepted quantities are placed in an overpack, the overpack must be:

- marked with the word “overpack”. The lettering of the “overpack” mark must be at least 12 mm high; and
- marked as required by 9.2.6.5.1.

If the overpack also contains packages of other dangerous goods then the provisions of IATA DGR 7.1.7 also apply.

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Figure 2.6.B Excepted Quantity Package Mark



*—Place for class or, when assigned, the division number(s).
**—Place for name of shipper or consignee, if not shown elsewhere on the package.

9.2.6.6 DOCUMENTATION

The Shipper's Declaration for Dangerous Goods is not required.

If a document (such as a bill of lading or air waybill) accompanies dangerous goods in excepted quantities, it must include the statement "Dangerous Goods in Excepted Quantities" and indicate the number of packages unless these are the only packages within the consignment. This information must be shown in the "Nature and Quantity of Goods" box on the air waybill.

9.2.6.7 HANDLING

Dangerous goods shipped under the provisions 9.2.6 are subject to the following provisions of Section 9 of IATA DGR:

- loading restrictions (IATA DGR 9.3.1);
- reporting of dangerous goods accidents, incidents and other occurrences (IATA DGR 9.6.1 and 9.6.2).

NOTES:

1. 1.A checklist is not required for dangerous goods in excepted quantities.
2. 2.Information relating to Dangerous Goods in Excepted Quantities is not required to appear on the written information to the pilot in command (NOTOC).

9.2.6.8 DE MINIMIS QUANTITIES

Dangerous goods that are assigned codes E1, E2, E4 or E5 in Column F of IATA DGR Subsection 4.2 are not subject to the DG Regulations when carried as cargo provided that:

a) the maximum net quantity per inner packaging is limited to 1 mL for liquids and gases and 1 g for solids;
b) the provisions of 9.2.6.4 are met, except that an intermediate packaging is not required if the inner packagings are securely packed in an outer packaging with cushioning material in such a way that, under normal conditions of transport, they cannot break, be punctured, or leak their contents; and for liquid dangerous goods, the outer packaging contains sufficient absorbent material to absorb the entire contents of the inner packagings;
c) the provisions of IATA DGR 2.6.6 are complied with; and

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d) the maximum net quantity of dangerous goods per outer packaging does not exceed 100 mL for liquids and gases or 100 g for solids.

9.2.7 DANGEROUS GOODS IN LIMITED QUANTITIES

It is recognized that many dangerous goods can be safely carried in good quality combination packagings which meet the construction requirements of IATA DGR Subsections 6.1 and 6.2 but which have not been marked and tested in accordance with the requirements of IATA DGR 6.0.4 and Subsection 6.3. Dangerous goods may be carried as "Limited Quantity" only if they comply with the restrictions provided in this paragraph, in the List of Dangerous Goods and in IATA DGR Section 5. All requirements of IATA DGR must be met unless otherwise provided for.

Only dangerous goods which are permitted on passenger aircraft and which meet the criteria of the following classes, divisions and packing groups (if appropriate) may be carried under the provisions for dangerous goods in limited quantities:

a) Class 2: UN 1950 in Divisions 2.1 and 2.2, UN 2037 in Divisions 2.1 and 2.2 without a subsidiary hazard, UN 3478 (Fuel cell cartridges, containing liquefied flammable gas) and UN 3479 (Fuel cell cartridges, containing hydrogen in metal hydride) cartridges only;
b) Class 3: Flammable liquids in Packing Groups II and III and UN 3473 (Fuel cell cartridges, containing flammable liquids);
c) Class 4: Flammable solids of Division 4.1 in Packing Groups II and III but excluding UN 2555, UN 2556, UN 2557, UN 2907, self-reactive substances and polymerizing substances; Substances of Division 4.3 in Packing Groups II and III, solids only and UN 3476 (Fuel cell cartridges, containing water-reactive substances);
d) Class 5: Oxidizers of Division 5.1 in Packing Groups II and III; Organic peroxides of Division 5.2 only when contained in a chemical kit, or a first aid kit;
e) Class 6: Toxic substances of Division 6.1 in Packing Groups II and III;
f) Class 8: Corrosives of Class 8 in Packing Groups II and III and UN 3477 (Fuel cell cartridges, containing corrosive substances) but excluding UN 2794, UN 2795, UN 2803, UN 2809, UN 3028 and UN 3506;
g) Class 9: Only Dibromodifluoromethane (UN 1941), Benzaldehyde (UN 1990), Ammonium nitrate fertilizers (UN 2071), Environmentally hazardous substance, solid, n.o.s. (UN 3077), Environmentally hazardous substance, liquid, n.o.s. (UN 3082), Chemical kit or First aid kit (UN 3316), Aviation regulated liquid, n.o.s. (UN 3334), Aviation regulated solid, n.o.s. (UN 3335) and Consumer commodity (ID 8000).

Dangerous goods shipped under the provisions of IATA DGR Subsection 2.7 must be classified according to IATA DGR Section 3.

9.2.7.1 QUANTITY LIMITATIONS

The net quantity per package must not exceed the quantity specified in Column H of the List of Dangerous Goods against the packing instruction number identified in Column G.

The gross weight of a "Limited Quantity" package must not exceed 30 kg.

9.2.7.2 PACKING

Refer to IATA DGR 2.7.5

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9.2.7.3 MARKING AND LABELING

Packages of dangerous goods shipped under the Limited Quantity provisions of IATA DGR Subsection 2.7, must be marked with the Limited Quantities mark (see Figure 7.1.A).

The mark must be in the form of a square set at an angle of 45° (diamond shaped). The top and bottom portions and the surrounding line must be black. The centre area must be white or a suitable contrasting background. The minimum dimension must be 100 mm × 100 mm and the minimum width of line forming the diamond must be 2 mm. The symbol "Y" must be placed in the centre of the mark and must be clearly visible. Where dimensions are not specified, all features must be in approximate proportion to those shown.

If the size of the package so requires, the minimum outer dimensions shown in Figure 7.1.A may be reduced to be not less than 50 mm × 50 mm provided the mark remains clearly visible. The minimum width of the line forming the diamond may be reduced to a minimum of 1 mm. The symbol "Y" must remain in approximate proportion to that shown in Figure 7.1.A.

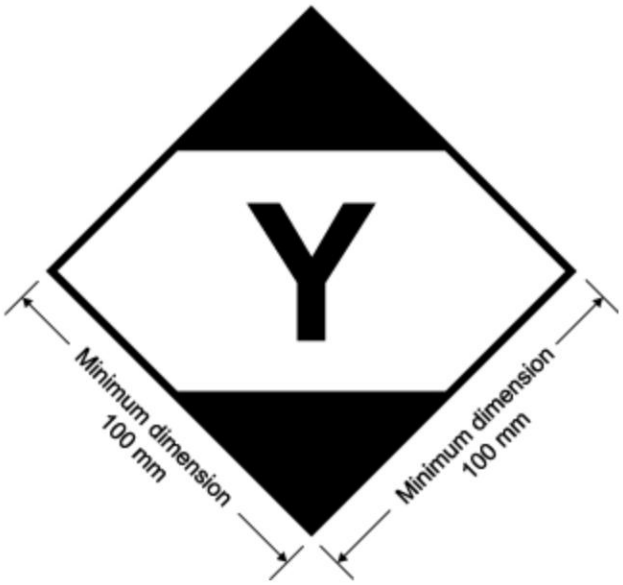
9.2.7.4 DOCUMENTATION

All packages shipped under the provisions of IATA DGR Subsection 2.7 must meet the relevant documentation requirements of IATA DGR Section 8.

9.2.7.5 HANDLING

All packages shipped under the provisions of IATA DGR Subsection 2.7 must meet the relevant handling requirements of IATA DGR Section 9.

Figure 7.1.A Limited Quantities Mark



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9.3. CLASSIFICATION

Dangerous goods are defined as those goods which meet the criteria of one or more of nine UN hazard classes and where applicable, to one of three UN Packing Groups according to the provisions of this section. The nine classes relate to the type of hazard whereas the packing groups relate to the applicable degree of danger within the class.

For packing purposes, substances are assigned to the relevant packing groups related to the applicable degree of danger within the class.

Packing Group I – High Danger

Packing Group II – Medium Danger

Packing Group III – Low Danger

Some hazard classes are further subdivided into hazard divisions due to the wide scope of the class.

The nine hazard classes and their divisions are listed below. The other in which they are numbered is for convenience and does not imply a relative degree of danger.

9.3.1 CLASS 1 – EXPLOSIVES

NOTE: Only explosives in Division 1.4, compatibility group S are permitted on a passenger aircraft.

Class/ Division	Cargo IMP code	Hazard Label	Hazard description
Division 1.1	REX		Articles and substances having a mass explosion hazard (a mass explosion is one which affects almost the entire load virtually instantaneously).
Division 1.2	RCX		Articles and substances having a projection hazard but not a mass explosion hazard.
Division 1.3	RGX		Articles and substances having a fire hazard and either a minor blast hazard or a minor projection hazard or both, but not a mass explosion hazard.
Division 1.4	RXB, RXC, RXD, RXE, RXG as applicable		Articles and substances that present no significant hazard.

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Division 1.4S	RXS		Articles and substances in this division are placed in Compatibility Group S when they are so packaged or designed that any hazardous effects arising from accidental functioning are confined within the package.
Division 1.5	REX		Very insensitive substances, having a mass explosion hazard, which are so insensitive that there is very little probability of initiation or of transition from burning to detonation under normal conditions of transport.
Division 1.6	REX		Extremely insensitive articles which do not have a mass explosion hazard. This division comprises articles which predominantly contain extremely insensitive substances and which demonstrate a negligible probability of accidental initiation or propagation.

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9.3.2 CLASS 2 - GASES

A gas is a substance which:

a) at 50°C has a vapour pressure greater than 300 kPa (3.0 bar); or
b) is completely gaseous at 20°C at a standard pressure of 101.3 kPa (1.01 bar).

The transport condition of a gas is described according to its physical state as:

a) Compressed gas—a gas which, when packaged under pressure for transport, is entirely gaseous at -50°C; this category includes all gases with a critical temperature less than or equal to -50°C;
b) Liquefied gas—a gas which, when packaged under pressure for transport, is partially liquid at temperatures above -50°C. A distinction is made between:
   - High pressure liquefied gas—a gas with a critical temperature between -50°C and +65°C; and
   - Low pressure liquefied gas—a gas with a critical temperature above +65°C;
c) Refrigerated liquefied gas—a gas which, when packaged for transport, is made partially liquid because of its low temperature; or
d) Dissolved gas—a gas which, when packaged under pressure for transport, is dissolved in a liquid phase solvent.
e) Adsorbed gas—a gas which when packaged for transport is adsorbed onto a solid porous material resulting in an internal receptacle pressure of less than 101.3 kPa at 20°C and less than 300 kPa at 50°C.

This class comprises compressed gases; liquefied gases; dissolved gases; refrigerated liquefied gases; mixtures of one or more gases with one or more vapours of substances of other classes; articles charged with a gas, aerosols and chemicals under pressure.

NOTE: "Cryogenic liquid" means the same as "refrigerated liquefied gas".

Class/ Division	Cargo IMP code	Hazard Label	Hazard description
Division 2.1	RFG		Gases which at 20°C and a standard pressure of 101.3 kPa (1.01 bar): a) are ignitable when in a mixture of 13% or less by volume with air; or b) have a flammable range with air of at least 12 percentage points regardless of the lower flammable limit. Flammability must be determined by tests or by calculation in accordance with methods adopted by ISO (see ISO Standard 10156:2017). Where insufficient data are available to use these methods, tests by a comparable method recognized by the appropriate

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			national authority must be used.
Division 2.2	RNG or RCL for Cryogenic liquids subject to Packing Instruction 202 as applicable	 RCL additional marking with handling label 	Gases which: a) are asphyxiant—gases which dilute or replace the oxygen normally in the atmosphere; or b) are oxidizing—gases which may, generally by providing oxygen, cause or contribute to the combustion of other material more than air does; or c) do not come under the other divisions.
Division 2.3	RPG		Gases which: a) are known to be so toxic or corrosive to humans as to pose a hazard to health; or b) are presumed to be toxic or corrosive to humans because they have an LC50 value equal to or less than 5,000 mL/m3 (ppm) when tested in accordance with IATA DGR 3.6.1.5.3.

Exceptions:

1. Gases of Division 2.2 are not subject to these Regulations if they are transported at a pressure less than 200 kPa at 20°C and are not liquefied or refrigerated liquefied gases.
2. Gases of Division 2.2 are not subject to these Regulations when contained in the following:
   a. foodstuffs, including carbonated beverages (except UN 1950);
   b. balls intended for use in sports; or
   c. tyres which meet the provisions of Special Provision A59.

NOTE: This exception does not apply to lamps. For lamps see IATA DGR 1.2.11.

9.3.3 CLASS 3 – FLAMABLE LIQUIDS

Class 3 includes the following substances:

a) Flammable liquids
b) Liquid desensitized explosives

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This class has no subdivisions. It comprises liquids or mixtures of liquids or liquids containing solids in solution or in suspension (for example paints, varnishes, lacquers, etc., but not including substances otherwise classified on account of their dangerous characteristics) which give off a flammable vapour at temperatures of not more than 60°C closed-cup test or not more than 65.6°C open-cup test normally referred to as the flash point.

Liquids described in above with a flash point exceeding 35°C which do not sustain combustion need not be considered as flammable liquids for the purposes of these Regulations, if:

a) they have passed a suitable test for combustibility (see Sustained Combustibility Test prescribed in the UN Manual of Tests and Criteria, Part III, subsection 32.5.2); or
b) their fire point according to ISO 2592:2000 is greater than 100°C; or
c) they are miscible solutions with a water content of more than 90% by weight.

liquids offered for transport at temperatures at or above their flash point are considered as flammable liquids.

Substances that are transported or offered for transport at elevated temperatures in a liquid state and which give off a flammable vapour at a temperature at or below the maximum transport temperature (i.e. the maximum temperature likely to be encountered by the substance in transport) are also considered to be flammable liquids.

Liquid desensitized explosives are explosive substances which are dissolved or suspended in water or other liquid substances, to form a homogeneous liquid mixture to suppress their explosive properties.

Class/ Division	Cargo IMP code	Hazard Label	Hazard description
Class 3	RFL		Any liquid which give off a flammable vapour at temperatures of not more than 60°C closed-cup test or not more than 65.6°C open-cup test normally referred to as the flash point.

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9.3.4 CLASS 4 – FLAMABLE SOLIDS

Class 4 is divided into three divisions as follows:

- Division 4.1 Flammable solids; Self-Reactive Substances; Polymerizing Substances; and Solid Desensitized Explosives.
- Division 4.2 Substances liable to spontaneous combustion.
- Division 4.3 Substances which, in contact with water, emit flammable gases (Dangerous when wet).

Class/ Division	Cargo IMP code	Hazard Label	Hazard description
Division 4.1	RFS	  ROP Additional marking with	Solids which, under conditions encountered in transport, are readily combustible or may cause or contribute to fire through friction; self-reactive substances and polymerizing substances which are liable to undergo a strongly exothermic reaction; desensitized explosives which may explode if not diluted sufficiently.
Division 4.2	RSC		Flammable solids are readily combustible solids and solids which may cause fire through friction. Readily combustible solids are powdered, granular or pasty substances which are dangerous if they can be easily ignited by brief contact with an ignition source, such as a burning match and if the flame spreads rapidly.
Division 4.3	RFW		Self-reactive substances of Division 4.1 are thermally unstable substances liable to undergo a strongly exothermic decomposition even without the participation of oxygen (air).

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9.3.5 CLASS 5 – OXIDIZIG SUBSTANCES AND ORGANIC PEROXIDES

Class 5 is divided into two divisions:

- Division 5.1 Oxidizing substances.
- Division 5.2 Organic peroxides.

Class/ Division	Cargo IMP code	Hazard Label	Hazard description
Division 5.1	ROX		Oxidizing substances are substances which, in themselves are not necessarily combustible, but may generally cause or contribute to the combustion of other material by yielding oxygen. Such substances may be contained in an article.
Division 5.2	ROP	  ROP Additional marking with	Organic substances which contain the bivalent structure -O-O- and may be considered derivatives of hydrogen peroxide in which one or both of the hydrogen atoms have been replaced by organic radicals.

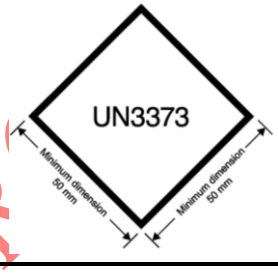
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9.3.6 CLASS 6 – TOXIC AND INFECTIOUS SUBSTANCES

Class 6 is divided into two divisions as follows:

- Division 6.1—Toxic substances.
- Division 6.2—Infectious substances.

Class/ Division	Cargo IMP code	Hazard Label	Hazard description
Division 6.1	RPB		Toxic substances are substances which are liable to cause death or injury or to harm human health if swallowed, inhaled or contacted by the skin.
Division 6.2	RIS		Infectious substances are substances which are known or are reasonably expected to contain pathogens. Pathogens are defined as micro-organisms (including bacteria, viruses, parasites, fungi) and other agents such as prions, which can cause disease in humans or animals.
Division 6.2 Category B			Any substances not meeting the criteria for category A but not exempted

9.3.7 CLASS 7 – RADIOACTIVE MATERIAL

Radioactive material means any material containing radionuclides where both the activity concentration and the total activity in the consignment exceed the values specified in IATA DGR 10.3.2.

IATA DGR do not apply to any of the following:

a) radioactive material implanted or incorporated into a person or live animal for diagnosis or treatment;

b) radioactive material in or on a person who is to be transported for medical treatment because the person has been subject to accidental or deliberate intake of radioactive material or to contamination, taking into account the necessary radiological protection measures with respect to other passengers and crew, subject to approval by the operator;

c) radioactive material in consumer products which have received regulatory approval, following their sale to the end user;

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d) natural material and ores containing naturally occurring radionuclides (which may have been processed), provided the activity concentration of the material does not exceed 10 times the values specified in IATA DGR Table 10.3.A or calculated in accordance with IATA DGR 10.3.2.2(a) to 10.3.2.5. For natural materials and ores containing naturally occurring radionuclides that are not in secular equilibrium, the calculation of the activity concentration must be performed in accordance with IATA DGR 10.3.2.4;

e) non-radioactive solid objects with radioactive substances present on any surfaces in quantities not in excess of the limit specified in the definition of contamination in IATA DGR Appendix A.

Class/ Division	Cargo IMP code	Hazard Label	Hazard description
Category I - White	RRW		Radioactive materials with low radiation level on the package surface. No transport index indicated
Category II - Yellow	RRY		Radiation level higher than Category I and a transport index not exceeding 1.
Category III - Yellow	RRY		Radiation level higher than Category II and a transport index exceeding 1 but not more than 10
Fissile – Criticality Index			Criticality Safety Index labels must be used in addition to the appropriate radioactive labels.

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9.3.8 CLASS 8 – CORROSIVES

Corrosive substances are substances which, by chemical action, will cause irreversible damage to the skin or, in the case of leakage will materially damage or even destroy, other goods or the means of transport.

Class/ Division	Cargo IMP code	Hazard Label	Hazard description
Class 8	RCM		A liquid or solid cause damage when in contact with living tissue or (if leakage) materially damage or destroy other goods or the means of transport

9.3.9 CLASS 9 – MISCELLANEOUS DANGEROUS SUBSTANCES AND ARTICLES, INCLUDING ENVIRONMENTALLY HAZARDOUS SUBSTANCES

Articles and substances which, during air transport, present a danger not covered by other classes.

Class 9 includes the following articles and substances:

Aviation Regulated Solid or Liquid – Any material, which has narcotic, noxious, irritating or other properties such that, in the event of spillage or leakage on an aircraft, could cause extreme annoyance or discomfort to crew members so as to prevent the correct performance of assigned duties.

Magnetized Material – Any material which, when packed for air transport, has a maximum magnetic field strength sufficient to cause a compass deflection of more than 2 degrees at a distance of 2.1 m from any point on the surface of the assembled package. The magnetic field strength at the compass producing a 2 degree deflection is taken to be 0.418 A/m (0.00525 Gauss).

Elevated Temperature Substances – Substances that are transported or offered for transport at temperatures equal to or exceeding 100°C in a liquid state or at temperatures equal or exceeding 240°C in a solid state.

Environmentally Hazardous Substances – Environmentally hazardous substances (aquatic environment) are those that meet the criteria in IATA DGR 2.9.3 of the UN Model Regulations or that meet criteria in national or international regulations established by the appropriate national authority in the State of origin, transit or destination of the consignment.

Genetically Modified Micro-Organisms (GMMOs) or Genetically Modified Organisms (GMOs) – Genetically modified micro-organisms (GMMOs) and genetically modified organisms (GMOs) are micro-organisms and organisms in which genetic material has been purposely altered through genetic engineering in a way that does not occur naturally. Genetically modified organisms and micro-organisms which do not meet the definition of toxic or infectious substances must be assigned to UN 3245.

Lithium Batteries – Cells and batteries, cells and batteries contained in equipment, or cells and batteries packed with equipment, containing lithium in any form.

It is mandatory to insert the type of loaded batteries in the above label, along with an emergency telephone number of the shipper.

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Application of the lithium battery handling label to a consignment of lithium batteries (of any type) indicates that the Shipper has determined specific requirements have been met. Such consignments do not need to be accompanied by a dangerous goods transport document (Shipper's Declaration) and no acceptance check is required. Consignments bearing the lithium battery label must be accompanied with a document such as an air waybill with an indication that:

- the package contains lithium metal cells or batteries;
- the package must be handled with care and that a flammability hazard exists
- if the package is damaged;
- special procedures shall be followed in the event the package is damaged, to include inspection and repacking if necessary;
- a telephone number for additional information; and
- when an air waybill is issued the applicable Packing Instruction must be stated together with the words 'not restricted'; and 'lithium ion batteries' or 'lithium metal batteries' as applicable.



Class/ Division	Cargo IMP code	Hazard Label	Hazard description
Miscellaneous Dangerous Substances	RMD or ICE, RSB		Articles and substances which, during air transport, present a danger not covered by other classes.

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Lithium Batteries	RBI, RBM, RLI and RLM		Cells and batteries, cells and batteries contained in equipment, or cells and batteries packed with equipment, containing lithium in any form.
Magnetized material	MAG		Any material which, when packed for air transport, has a maximum magnetic field strength sufficient to cause a compass deflection of more than 2 degrees at a distance of 2.1 m from any point on the surface of the assembled package.

9.3.10 CARGO AIRCRAFT ONLY

Apart from the 9 classes Dangerous Goods can be divided in

- Passenger Aircraft OK: Dangerous Goods with limited risk OK to onload on passenger aircraft as cargo
- Cargo Aircraft Only / CAO: Dangerous goods which may only be transported as cargo on aircraft without passengers on board.

CAO shipments are identified by following label and are **not permitted** on FLY2SKY flights.

9.3.11 CLASSIFICATION OF SUBSTANCES WITH MULIPLE HAZARDS

When a substance is not specifically listed by name in IATA DGR Subsection 4.2–List of Dangerous Goods and has more than one hazard, the primary and subsidiary hazards must be determined in accordance with the criteria presented in this subsection.

When the two hazards fall within Classes 3, 4 or 8 or Divisions 5.1 or 6.1, or to assign the appropriate entry for articles containing dangerous goods, n.o.s., UN 3537 to UN 3548, see IATA DGR 3.12, IATA DGR Table 3.10.A must be used to determine which of the two hazards must be regarded as the primary hazard. The class or division, which appears at the intersection of the relevant line and column, is the primary hazard and the other class or division is the subsidiary hazard. The correct packing group to be used is also shown at the intersection of the relevant line and column.

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9.4 PACKING, LABELING, MARKING AND HANDLING OF DANGEROUS GOODS

9.4.1 PACKING LABELING AND MARKING OF DANGEROUS GOODS

Packing, labelling and marking of Dangerous Goods are always to be carried out in accordance with the regulations laid down in IATA Dangerous Goods Regulations and IATA Airport Handling manual.

Labelling and marking must be in the English language in addition to any other language requirements. English, in addition to the language required by the State of Origin, shall be used for markings and transport documents related to the shipment of dangerous goods.

The shipper is responsible for labeling a package or overpack that contains dangerous goods.

Any irrelevant labeling already on packages or over packs must be removed or obliterated.

Only labels as specified in the IATA DGR may be used. All labels must be securely attached/affixed in the correct location(s). When applicable, subsidiary labels must be attached.

There are two types of labels: Hazard labels and Handling label.

CGO 3.2.8

In the event that labels are found to be lost, detached or illegible after acceptance, they must be replaced immediately in accordance with the information on the Shipper's Declaration. Packages with missing labels must be considered as damaged until the labels are replaced.

Requirement for the replacement of labels shall not apply where labels are found to be missing or illegible at the time of acceptance.

To ensure that any missing, damaged or illegible dangerous goods labels are replaced, stations must either hold sufficient stock for replacement of hazard and handling labels or have a ready access to the labels from a third party source, e.g. other local dangerous goods shippers.

Hazard labels:

Always diamond shaped (a square set at 45° angle) label. They indicate the type of Dangerous Goods and the risk.

Each Dangerous Goods package must at least have a primary hazard label attached to it, identifying the primary risk of the article or substance in the package. Secondary hazard labels are attached to packages containing articles or substances having subsidiary risks, in addition to the primary risk.

There is no visible difference between primary and secondary hazard labels.

Handling labels:

Various rectangular shapes. Either alone or in addition to hazard labels. They provide information on the proper handling and stowage.



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9.4.2 HANDLING OF DANGEROUS GOODS

9.4.2.1 GENERAL

Handling of Dangerous Goods is always to be carried out in accordance with the regulations laid down in IATA DGR and IATA Airport Handling Manual.

9.4.2.2 ACCEPTANCE OF DANGEROUS GOODS

ORO.GEN.110 (c)

Ground and cargo handling agents shall ensure that the current edition of the IATA Dangerous Goods Regulations (DGR), the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air, including addenda as appropriate, is available at each location where cargo operations are conducted and dangerous goods are accepted. During audit/inspections, ground/cargo handling agent shall demonstrate that IATA Dangerous Goods Regulations (DGR), the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air, including addenda as appropriate are readily accessible to all staff involved in cargo operations and dangerous goods acceptance. GRH 16.3, CGO 1.6.2

Dangerous Goods are only to be accepted for transport as cargo after an acceptance check according to IATA DGR has been carried out by authorized and properly trained staff. An acceptance check list as described in IATA DGR shall be be used.

Upon acceptance of DG the responsible person shall inspect if any package and/or overpack containing dangerous goods is properly marked and labelled; there is no leakage; its integrity has not been compromised. In case of any noncompliance, the cargo cannot be accepted.

Dangerous goods must be accepted in accordance with the current edition of the IATA Dangerous Goods Regulations (DGR) manual and national legislation:

a) Perform the acceptance check using the IATA checklist or company checklist for the type of dangerous goods being accepted, answering all the questions.
b) If a shipment fails the checklist (i.e. a “no” on any of the questions), indicate all the reasons (including references where applicable) and return the shipment and include a copy of the checklist to the shipper or their agent and obtain instructions.
c) A copy of the checklist (accepted and rejected) together with the Dangerous Goods Declaration (DGD) and all applicable documents according to the IATA DGR must be retained in a local file for a period of no less than three months. CGO 3.2.6
d) For dangerous goods that do not require a checklist, e.g. dangerous goods in excepted quantities, ensure that the air waybill, when used, reflects the requirements of the IATA DGR.
e) Personnel must perform all applicable checks in order to ensure that no hidden dangerous goods or undeclared dangerous goods are contained within the shipment.

When accepting dangerous goods shipments for carriage the use of current Dangerous Goods acceptance checklist is required to verify that package(s) and/or overpack(s) as applicable, are correctly marked and labelled and the Shipper's Declaration for Dangerous Goods, if required, or other documentation complies with the requirements of the current edition of the DGR. It is a mandatory requirement that the appropriate IATA Dangerous Goods Acceptance Checklist is completed at the time of acceptance. If a Lessee/Handling Agent acceptance checklist is used, FLY2SKY shall check in advance if it contains all points of the current IATA checklist before approving it. CGO 3.2.2

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When a dangerous goods consignment does not pass the acceptance check due to errors or omissions by the shipper, this shipment documentation including DG acceptance checklist shall be retained for a minimum period of three months after the completion of the acceptance checklist. CGO 3.2.6

The acceptance staff must not accept a package or overpack containing dangerous goods as described in IATA DGR 9.1.2 for transport aboard an aircraft unless:

a) it is accompanied by two copies of the “Shipper's Declaration for Dangerous Goods”; or
b) the information applicable to the consignment is provided in electronic form; or
c) it is accompanied, where permitted, by alternative documentation.

Whenever the acceptance staff identifies that a shipment does not comply with the applicable requirements outlined in the acceptance checklist, the shipment shall be rejected. The reason for rejection must be clearly documented in the “Comments” field of the checklist, and the shipper shall be notified via email without delay.

A completed copy of the acceptance checklist, along with the corresponding Shipper's Declaration, shall be retained on file and made readily available for review during audits or inspections, as evidence of compliance with the acceptance procedure.

Where a Shipper's Declaration is provided, one copy of the declaration form must accompany the consignment to final destination and one copy must be retained by the ground/cargo handler at a location on the ground where it will be possible to obtain access to it within a reasonable period; the declaration form must be retained at this point until the goods have arrived at final destination, after which time it may be stored elsewhere.

When the information applicable to the consignment is provided in electronic form, the information must always be available to FLY2SKY during the transport to final destination. The data must be able to be produced as a paper document without delay. When a paper document is produced, the data must be presented as required by IATA DGR Section 8.

Packages that have not yet been accepted must be kept separate from those packages that may have already been accepted for carriage.

The Shipper may provide additional mandatory instructions on handling requirements, especially regarding substances in Divisions 4.1 and 5.2. This information must be communicated to the appropriate staff for provision of appropriate storage conditions.

During the acceptance check, the responsible staff shall ensure that all required markings and transport documentation are visually inspected to verify that they are provided in English, in addition to any language required by the State of Origin, in accordance with applicable regulatory requirements. CGO 3.2.9

Step 1 – Documentation Review

- Upon presentation of cargo for acceptance, review all transport documents (e.g., air waybill, Shipper’s Declaration for Dangerous Goods, special load documentation).
- Confirm that:
  - All required entries are present.
  - Documentation is legible and complete.

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- Check IATA DGR for State and Operator Variations and ensure that the documentation is provided in English, in addition to any language required by the State of Origin.

Step 2 – Markings and Labels GRH 3.2.4

- Visually inspect all packages and/or overpacks
- Verify that:
  - All required markings and labels are affixed as per Shipper`s Declaration
  - Markings are in English and, where required, in the language of the State of Origin. CGO 3.2.9
  - Labels are durable, legible, and displayed on the correct surfaces.

Step 3 – Check for damage or leakage GRH 3.2.4

- Visually inspect all packages and/or overpack to verify there is no signs of damage or leakage and there is no indication that its integrity has been compromised.
- In case of any signs of damage, spillage leakage of DG, do not load accept the shipment and inform the shipper, isolate the area. Request qualified staff to remove the DG shipment and to arrange safe disposal in accordance with local regulations. Inspect other shipments to ensure no other cargo has been contaminated or damaged and all packages are in proper condition for acceptance

Step 3 – Non-Conformities

- If documentation or markings do not meet the above requirements:
  - Reject the shipment until corrected.
  - Record the discrepancy and notify the shipper.
  - Report the case to the FLY2SKY Ground Operations Manager if unresolved.

Step 4 – Recordkeeping

- Document the acceptance check on the appropriate acceptance checklist
- Maintain records in accordance with company document retention policy and regulatory requirements.

9.4.2.2.1 ACCEPTANCE CHECKLIST

CGO 3.2.1, CGO 3.2.3

Before a consignment consisting of a package or overpack containing dangerous goods as described in IATA DGR 9.1.4 is first accepted for carriage by air, the ground/cargo handling agent must, by use of a checklist, verify the following:

a) The documentation complies with the detailed requirements of IATA DGR Section 8 for dangerous goods other than Radioactive materials;
b) The quantity of dangerous goods stated on the Shipper's Declaration is within the limits per package on a passenger aircraft as appropriate;
c) The marks on package(s) and/or overpack(s) accord with the details stated on the accompanying Shipper's Declaration and are clearly visible. Markings are in English and, where required, in the language of the State of Origin.
d) Where required, the letter in the packaging specification mark designating the packing group for which the design type has been successfully tested is appropriate for the dangerous goods contained within. This does not apply to overpacks where the specification marks are not visible;
e) Proper shipping names, UN numbers, labels and special handling instructions appearing on the interior package(s) are clearly visible or reproduced on the outside of an overpack;

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f) The labelling of the package(s) and overpack(s) is as required IATA DGR 7.2 for dangerous goods other than Radioactive Materials. Markings are in English and, where required, in the language of the State of Origin. CGO 3.2.9
g) The outer packaging of a combination packaging or the single packaging is permitted by the applicable packing instruction and when visible is of the type stated on the accompanying Shipper's Declaration;
h) The package or overpack does not contain different dangerous goods which require segregation according to IATA DGR Table 9.3.A;
i) The package and/or overpack is not leaking and there is no indication that its integrity has been compromised.

The acceptance checklist shall contain information that identifies the person(s) that performed the acceptance check.

Using the acceptance checklist allow the acceptance staff to check all relevant details and to record the results of the acceptance check by manual, mechanical or computerised means.

The Ground Operations Manager is responsible for verifying changes to the IATA Dangerous Goods Acceptance Checklists (IATA DGR 9.1.3) to ensure compliance with the latest IATA Dangerous Goods Regulations. To accomplish this, the Ground Operations Manager will:

1. Monitor IATA Connect and other IATA communication channels for alerts concerning changes, new editions, or addendums.
2. Assess any changes to the checklist version to determine their impact on the current version documented in the GOM and Centrik.
3. Update the checklists in the GOM for any identified changes and ensure they are uploaded to Centrik for accessibility in the affected cargo acceptance areas.
4. Maintain a Read and Sign distribution list or a Centrik distribution list to confirm that all relevant areas have received the latest version of the checklist.
5. Update the current version number of the checklists in the applicable auditing checklists used internally and during station audits.
6. Verify the use of the updated checklists during station audits and any other relevant monitoring activities.

Certain items of dangerous goods are not required to follow the complete acceptance procedures listed in above. Table 9.1.A serves as guidance to operator personnel on which provisions apply to certain items of dangerous goods.

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Table 9.1.A Applicable Acceptance Procedures Summary

UN No	Proper shipping name and/or description	Formal Acceptance and Acceptance Checklist (9.1.2 & 9.1.3)	IATA Shipper's Declaration for Dangerous Goods (8.1)	Identification of Unit Load Device - ULD (9.3.8)	Provision of information to pilot-in-command (NOTOC) (9.5.1.1)	Statement on the air waybill, when air waybill used (8.2.3, 8.2.5 or applicable PI)	Battery Mark (7.1.5.5)
UN 3164	**Articles, pressurized, hydraulic** containing non-flammable gas when meeting the requirements of Packing Instruction 208(a)	NO	NO	NO	NO	YES	N/A
UN 3164	**Articles, pressurized, pneumatic** containing non-flammable gas when meeting the requirements of Packing Instruction 208(a)	NO	NO	NO	NO	YES	N/A
UN 3373	**Biological substance, Category B**	NO	NO	NO	NO	YES	N/A
N/A	Dangerous Goods in Excepted Quantities (2.6)	NO	NO	NO	NO	YES	N/A
UN 3245	**Genetically modified micro-organisms** or **Genetically modified organisms**	NO	NO	NO	NO	YES	N/A
UN 2807	**Magnetized material** (not subject to an approval)	NO	NO	NO	NO	YES	N/A
UN 3091	**Lithium metal batteries contained in equipment** (including lithium alloy batteries) in compliance with Section II of Packing Instruction 970 with more than 4 cells or 2 batteries	NO	NO	NO	NO	YES(1)	YES
UN 3091	**Lithium metal batteries contained in equipment** (including lithium alloy batteries) in compliance with Section II of Packing Instruction 970 with no more than 4 cells or 2 batteries installed in equipment	NO	NO	NO	NO	NO	NO
UN 3091	**Lithium metal batteries packed with equipment** (including lithium alloy batteries) in compliance with Section II of Packing Instruction 969	NO	NO	NO	NO	YES(1)	YES
UN 3481	**Lithium ion batteries contained in equipment** (including lithium polymer batteries) in compliance with Section II of Packing Instruction 967 with more than 4 cells or 2 batteries	NO	NO	NO	NO	YES(1)	YES
UN 3481	**Lithium ion batteries contained in equipment** (including lithium polymer batteries) in compliance with Section II of Packing Instruction 967 with no more than 4 cells or 2 batteries installed in equipment	NO	NO	NO	NO	NO	NO
UN 3481	**Lithium ion batteries packed with equipment** (including lithium polymer batteries) in compliance with Section II of Packing Instruction 966	NO	NO	NO	NO	YES(1)	YES
UN 2909	**Radioactive material, excepted package - articles manufactured from depleted uranium or natural thorium or natural uranium**	NO	NO	NO	NO	YES	N/A
UN 2908	**Radioactive material, excepted package - empty packaging**	NO	NO	NO	NO	YES	N/A
UN 2911	**Radioactive material, excepted package - instruments or articles**	NO	NO	NO	NO	YES	N/A
UN 2910	**Radioactive material, excepted package - limited quantity of material**	NO	NO	NO	NO	YES	N/A
UN 3552	**Sodium ion batteries contained in equipment** with organic electrolyte, in compliance with Section II of Packing Instruction 978	NO	NO	NO	NO	YES	YES
UN 3552	**Sodium ion batteries packed with equipment** with organic electrolyte, in compliance with Section II of Packing Instruction 977	NO	NO	NO	NO	YES	YES

(1): The Air Waybill statement is as shown in the applicable packing instruction.

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9.4.2.2.2 ACCEPTANCE OF INFECTIOUS SUBSTANCES

Routing. Whatever the mode used, transport must be made by the quickest possible routing. If transhipment is necessary, precautions must be taken to ensure special care, expeditious handling and monitoring of the substances in transit.

A live animal which has been intentionally infected and is known or suspected to contain an infectious substance must not be transported by air unless the infectious substance contained cannot be consigned by any other means. Infected animals may only be transported under terms and conditions approved by the appropriate national authority.

9.4.2.2.3 SPECIAL RESPONSIBILITIESIN ACCEPTING SELF-REACTIVE SUBSTANCES OF DIVISION 4.1 AND ORGANIC PEROXIDES OF DIVISION 5.2

During the course of transport, packages containing self-reactive substances of Division 4.1 or organic peroxides of Division 5.2 must be protected from direct sunlight and all sources of heat and be placed in adequately ventilated areas.

9.4.2.2.4 CONSUMER PRODUCT WARNINGS

An article or package may bear a warning symbol or consumer hazard labelling. The article or substance contained in the package may not necessarily meet the criteria for classification shown in Section 3. Clarification shall be obtained from the shipper, if required, before accepting the package as “Not Restricted”.

9.4.2.2.5 CONSOLIDATIONS

A consolidation is a consignment of multi-packages which has been originated by more than one person each of whom has made an agreement for carriage by air with another person other than a scheduled air carrier. Conditions applied to that agreement may or may not be the same as conditions applied by the scheduled air carrier for the same carriage.

9.4.2.2.5.1 ACCEPTANCE

Dangerous Goods are accepted in consolidations under the conditions described in IATA DGR 9.1.8.2.1 to 9.1.8.2.5.

Dangerous goods may be consolidated with goods not subject to IATA DGR. Dangerous goods in consolidations are subject to the acceptance check described in IATA DGR 9.1.3. Any delays caused by discrepancies found during the check may result in delay to the complete consolidation.

Dangerous goods in consolidations must be identified, classified, packed, marked, labelled and documented in accordance with these Regulations and be free from any indication of damage or leakage.

Packages and overpacks containing dangerous goods must be offered to FLY2SKY separately from the goods in the consolidation that are not subject to these Regulations.

A Shipper's Declaration for Dangerous Goods is required for each component (house) consignment.

Consolidations containing any “Cargo Aircraft Only” dangerous goods must not be accepted on FLY2SKY aircraft.

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Acceptance Procedure

- Check the proper shipping name and UN number and ensure that the DG can be carried on passenger aircraft
- Use an acceptance checklist and check point by point
- Ensure that two copies of the Shipper`s Declaration are accompanying the shipment. Check the State/Operator variations in IATA DGR and ensure that English language is used in addition to any language required by the State of Origin, in accordance with applicable regulatory requirements. CGO 3.2.9
- Check the quantity of dangerous goods stated on the Shipper's Declaration and ensure that it is within the limits per package on a passenger aircraft as appropriate;
- Check the marks on package(s) and/or overpack(s) and ensure that it accords with the details stated on the accompanying Shipper's Declaration and are clearly visible. Markings are in English and, where required, in the language of the State of Origin. CGO 3.2.9
- Where required, check the letter in the packaging specification mark designating the packing group for which the design type has been successfully tested and ensure that it is appropriate for the dangerous goods contained within. (This does not apply to overpacks where the specification marks are not visible);
- Check the proper shipping names, UN numbers, labels and special handling instructions appearing on the interior package(s) and ensure that they are clearly visible or reproduced on the outside of an overpack;
- Check the labelling of the package(s) and overpack(s) and ensure that they are placed as required IATA DGR 7.2 for dangerous goods other than Radioactive Materials;
- Ensure that the outer packaging of a combination packaging or the single packaging is permitted by the applicable packing instruction and when visible is of the type stated on the accompanying Shipper's Declaration;
- Ensure the package or overpack does not contain different dangerous goods which require segregation according to IATA DGR Table 9.3.A;
- Ensure that the package and/or overpack is not leaking and there is no indication that its integrity has been compromised.
- Do not accept any package and/or overpack containing DG if:
  - Marking and/or labelling are applied incorrectly
  - There is a leakage
  - Its integrity has been compromised
  - Are marked with “CAO” label
- Accept the DG cargo for transportation if all required items of the acceptance checklist are marked with “YES”. If any of the items is marked with “NO” reject the shipment and write the reason for rejection must be clearly documented in the “Comments” field of the checklist and notify the shipper via email without delay.
  - Retain the acceptance checklists for all accepted and rejected shipments for a minimum of three months from the date of completion.
- If shipment is good for carriage, place the DG for storage in accordance with segregation/separation chart (GOM 9.4.2.5). If shipment does not pass the acceptance check, separate the shipment from already accepted shipment and mark it, so to avoid confusion and loading on the aircraft

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- Acceptance staff has to communicate the DG shipments have been already accepted for the specific flight and shall send all relevant information to the person responsible for the cargo build-up. The person responsible for the cargo build-up has to produce the initial NOTOC and send it to the handling agent, Lessee/FLY2SKY Ground Operations Department. (Refer to GOM 9.5.1 for further information)

9.4.2.3 STORAGE

GRH 3.4.3, CGO 3.2.8, GRH 3.4.4, GRH 3.4.8, CGO 3.2.12

After Dangerous Goods have been accepted, they shall be stored in compliance with local procedures and in strict accordance with any additional handling requirement (e.g. keep cool, upright or away from heat). Apply segregation between incompatible categories of DG and separation from other special cargo. Check the segregation/separation charts to ensure the segregation/separation requirements are met. (refer to GOM 9.4.2.5) CGO 3.2.10

During the course of transport, make sure that packages containing self-reactive substances of Division 4.1 or organic peroxides of Division 5.2 are protected from direct sunlight and all sources of heat and are placed in adequately ventilated areas.

During the course of air transport, including storage, ensure that all marks and labels required by IATA DGR are not covered or obscured by any part of or attachment to the packaging or any other label or mark.

FLY2SKY requires GSP and/or CTO to ensure that the storage areas are:

- Not accessible to the public and unauthorized persons.
- Protected against warehouse traffic.
- Equipped with the following placards:
  - 'Safety First'
  - 'Initial Emergency Response'
  - 'Segregation Table' and 'Separation Table'
  - Visual examples of dangerous goods including batteries must be displayed.
- Depending on the size and area, more than one of each type of placard is required.
- Equipped with firefighting equipment.

To avoid the forwarding of dangerous goods, which have not yet been accepted or have been refused due to non-compliance, it is mandatory to designate and use separate storage areas.

As a minimum two areas have to be designated:

- Area # 1 for accepted shipments.
- Area # 2 for not (yet) accepting and refusing shipments.

If space in the warehouse permits, it is highly recommended to further separate and designate a minimum of three areas:

- Area # 1 for accepted shipments.
- Area # 2 for not (yet) accepted shipments.

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When it is time to transport the DG shipment(s) to the aircraft, the following steps must be carried out by the handling/cargo agent staff to ensure safety and compliance:

- Inspect the DG Shipment
  - Carefully check the dangerous goods shipment for any visible signs of damage, spillage or leakage.
  - Confirm that the integrity of the packaging is intact and that no part of the shipment has been compromised.
  - In case of any signs of damage, spillage leakage of DG, do not load the shipment onto the baggage cart and inform the local airport authority, isolate the area. Request qualified staff to remove the DG shipment and to arrange safe disposal in accordance with local regulations. Inspect other shipments to ensure no other cargo has been contaminated or damaged and all packages are in proper condition for transportation by air
- Prior to loading onto the transport device, check the labels/markings and ensure none is illegible or detached from shipment subsequent to the time of acceptance.
  - In case of any label/marking is illegible or detached, replace the label/marking with the information provided on the Shipper`s Declaration
  - If you notice any DG shipment marked “CARGO AIRCRAFT ONLY” (“CAO”) as prepared for loading onto the transport device, remove it, move it aside, inform the supervisor
- Loading onto the transport device or other transport device
  - If no sign of damage, spillage or leakage identified, load the DG shipment onto a dedicated transport device, ensuring it is handled with care and in accordance with all applicable handling instructions.
  - Load the package in a way that the hazard labels is/are visible.
  - Follow the special handling instructions (e.g. “THIS WAY UP” and This Side Up/arrow-labels).
  - In case during the loading to the transport device damage, spillage or leakage occurred, immediately inform the local airport authority and isolate the area the transport device. Request qualified staff to safely remove the DG shipment from the transport device and arrange safe disposal in accordance with local regulations. Inspect the transport device and the other shipments to ensure no other cargo has been contaminated or damaged and all packages are in proper condition for transportation by air
- Segregation/Separation Requirements CGO 3.2.10
  - If the shipment contains DG requiring segregation from incompatible substances or separation from special cargo, ensure these items are placed on separate transport device, in full compliance with IATA DGR and FLY2SKY specific procedures.
- Securing the Load
  - Secure the DG shipment on the transport device in such a way that it cannot shift, move, or become loose during transportation from the storage area to the aircraft stand.
  - Use appropriate restraining devices to prevent movement throughout the transport process.
  - If equipped, ensure that transport device curtains are closed.

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9.4.2.4 LOADING AND UNLOADING

GRH 3.4.3, GRH 3.4.8, GRH 3.4.11, CGO 3.2.8, GRH 3.4.4, CGO 3.2.12

LOADING

The procedure below must be followed when loading Dangerous Goods:

- Appoint qualified individual to be responsible for the correct loading and securing of dangerous goods on board the aircraft. GRH 3.4.2
- Prior to loading, check if DG package/overpack integrity is not compromised and there is no sign of damage, spillage or leakage
  - In case of any signs of damage, spillage or leakage are identified do not load the DG package/overpack onto the aircraft, isolate the DG package/overpack and inform the local airport authority
- Ensure that packages containing dangerous goods are handled with care to avoid damage to human life.
- Prior to loading check the labels/markings and ensure none is illegible or detached from shipment subsequent to the time of acceptance. In case of any label/marking is illegible or detached, replace the label/marking with the information provided on the Shipper`s Declaration
- If you discover a DG shipment marked “CARGO AIRCRAFT ONLY” (“CAO”) as prepared for loading onto passenger aircraft, remove it, move it aside, inform the supervisor and send it back to the warehouse
- Once confirmed that the DG package does not have any signs of damage, spillage or leakage, all labels/markings are properly attached and the package is not marked “CARGO AIRCRAFT ONLY” (“CAO”), load the dangerous goods onto the aircraft.
- Load the package in a way that the hazard labels is/are visible.
- Follow the special handling instructions (e.g. “THIS WAY UP” and This Side Up/arrow-labels).
- Do not load Dangerous Goods in the compartment door section.
- Check minimum separation distances and segregation of DG. Check segregation and separation table for all hazards hazards (as there is no visible difference between primary and secondary hazard labels). Ensure that the minimum required segregation or separation distance is maintained from other incompatible dangerous goods or special cargo. CGO 3.2.10
- Stow and secure the DG package in the aircraft cargo compartment in a manner that will prevent any movement in flight which would change their orientation following GOM 4.5.7.7

Dangerous Goods must always be secured to prevent any movement in the aircraft. This is achieved by:

- In Bulk Compartments or Containers, the package(-es) are either individually lashed or fill the compartment/container volumetrically.
- On pallets, the package(-es) are either individually lashed or secured the pallet net (refer to 4.5.7 - Securing of the Load)

Dangerous Goods must not be loaded in an aircraft cabin occupied by passengers or on the flight deck of an aircraft except those as permitted by the Authority or DGR. Prior to departure, the Turnaround Coordinator must: GRH 3.4.10, GRH 3.4.11.

- Verify DG Package Count

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  - Confirm that the number of DG packages loaded matches the number indicated on the Shipper's Declaration for Dangerous Goods.
  - In case of any discrepancy, initiate an immediate verification to determine if a DG package has been mistakenly loaded into the passenger cabin or the flight deck.
- Immediate Action for Non-Compliant Placement
  - If any DG package is found in the passenger cabin or on the flight deck (excluding items explicitly permitted by the Authority or GOM 9.2.3), it must be removed without delay and reported to the Ground Operations Supervisor.
- Ensure Proper Loading and Securing
- All DG cargo must be loaded and properly secured in the designated cargo compartment in full compliance with:
  - IATA DGR handling and segregation requirements.
  - Aircraft weight and balance limitations.
  - Loading Instruction.

Pilot-In-Command is informed about the location of the dangerous goods in the cargo via the NOTOC as per GOM 9.5.1.

For Provisions for Dangerous Goods Carried by Passengers or Crew, Restricted Articles in Passenger or Crew Baggage, Exemptions and Medical Equipment refer to 9.2.3 - Provisions for Dangerous Goods Carried by Passengers or Crew.

UNLOADING

The procedure below must be followed when unloading Dangerous Goods:

- Appoint qualified individual to be responsible for the correct unloading and securing of dangerous goods on the transport device. GRH 3.4.2
- Before positioning GSE and/or opening cargo hold access doors, perform a visual check for any signs of damage to the doors or surrounding areas (see GOM 4.4.3).
- Check to ensure the aircraft hold load has not shifted during the flight.
  - Verify the contour of the cargo loads passing through the doorway to ensure sufficient space between the doorway depressor seals and the cargo load.
  - Contact the person responsible for the aircraft loading supervision task if any load has shifted and will not safely exit the door.
- Check for unsecured nets.
- Check for damage to the aircraft hold as the unloading progresses and after completion of unloading (see GOM 4.4.3).
- Prior to unloading, check the DG package/overpack for sign of damage, spillage or leakage
  - Immediate Action
    - Stop the offloading process immediately.
    - Ensure no further handling of the damaged package(s).
    - Prevent spread of leakage or spillage by cordoning off the affected area.
  - Safety Precautions
    - Keep personnel and equipment clear of the contaminated area.
    - Do not attempt to move the damaged package until assessed by qualified staff.

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        - If vapors, smoke, or fumes are present, evacuate the area and notify airport emergency services.
    - Notification
        - Immediately inform:
        - The Pilot-in-Command (PIC).
        - The Ground Operations Department.
        - The airport authority / dangerous goods response unit.
        - Record the details of the incident (flight number, aircraft registration, cargo hold location, package identification).
    - Containment and Handling
        - Follow the Dangerous Goods Emergency Response Guidance (ICAO/IATA) for the specific UN/ID number, if known.
        - If safe to do so, apply absorbent or neutralizing materials as recommended in the Emergency Response Guide.
        - Do not re-handle or re-load the damaged item until cleared by qualified personnel.
    - Documentation and Reporting
        - Complete a Dangerous Goods Incident/Accident Report in accordance with ICAO Annex 18 and IATA DGR.
        - Submit the report to:
        - The State of the Operator.
        - The State in which the incident occurred.
        - Other authorities as required.
        - Ensure a copy of the report is forwarded to FLY2SKY Safety Department.
    - Post-Incident Actions
        - Conduct inspection of the cargo hold to confirm no residual contamination or structural damage.
        - Clean and decontaminate affected areas following safety and environmental regulations.
        - Log the incident in company records, including corrective and preventive measures.
- Loading onto the transport device or other transport device
    - If no sign of damage, spillage or leakage identified, load the DG shipment onto a dedicated transport device, ensuring it is handled with care and in accordance with all applicable handling instructions.
    - Load the package in a way that the hazard labels is/are visible.
    - Follow the special handling instructions (e.g. “THIS WAY UP” and This Side Up/arrow-labels).
    - In case during the loading to the transport device damage, spillage or leakage occurred, immediately inform the local airport authority and isolate the area and the transport device. Request qualified staff to safely remove the DG shipment from the transport device and arrange safe disposal in accordance with local regulations. Inspect the transport device and the other shipments to ensure no other cargo has been contaminated or damaged and all packages are in proper condition
- Secure the DG package on the transport device

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- Secure the DG shipment on the transport device in such a way that it cannot shift, move, or become loose during transportation from the storage area to the aircraft stand.
- Use appropriate restraining devices to prevent movement throughout the transport process.
- If equipped, ensure that transport device curtains are closed.

- Segregation/Separation Requirements CGO 3.2.10
  - If the shipment contains DG requiring segregation from incompatible substances or separation from special cargo, ensure these items are placed on separate transport device, in full compliance with IATA DGR and FLY2SKY specific procedures.
- Ensure the DG shipment is transferred to the warehouse and stored in full compliance with IATA Dangerous Goods Regulations (DGR). Segregation and separation requirements must be observed and maintained until the shipment is handed over to the consignee.

9.4.2.4.1 CHECKS PRIOR TO LOADING

The outer packaging of packages or overpack, containing Dangerous Goods must be inspected before loading on an aircraft. The following must be observed:

- It must be found free from visible leaks or damage.
- If evidence of damage or leakage is found, the Dangerous Goods must not be loaded on the aircraft.
- Package shall be returned to cargo warehouse, and any hazardous contamination must be removed.
- Safe disposal shall be arranged.
- Aircraft type limitations must be checked and followed.
- Special handling labels (e.g. . “THIS WAY UP” and This Side Up/arrow-labels) must be followed.
- UN specification markings must be stamped or printed on the outer package.
- Package shall be marked and labelled properly.
- Package integrity has not been compromised.
- Contains information that is visible and legible and, if placed in a protective tag holder, such information remains visible and legible;
- Is marked with the class or division number(s) of such dangerous goods;
- If a CAO labelled shipment is identified as prepared for loading:
  - STOP loading immediately.
  - Notify cargo control and remove the shipment from the passenger aircraft and move it aside.

NOTE: Packaging shall not be accepted in those cases, where the UN specification markings have been applied by hand or affixed by means of a sheet of paper bearing these markings.

Single packaging containing liquid shall not be accepted unless over packed by the shipper by use of, for example, a suitably sized wooden pallet to protect the base of the packaging. Packages where the above is not in order shall be returned to the cargo warehouse.

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9.4.2.4.2 INSPECTION FOR DAMAGE OR LEAKAGE

SPA.DG.105(b)

Before dangerous goods are loaded on an aeroplane and after unloading from an aeroplane, packages and overpacks must be inspected for evidence of damage or leakage, as required by the IATA DGR. Leaking or damaged packages and overpacks must not be loaded onto an aeroplane. If there is evidence of damage or leakage or contamination, the procedures set down in the IATA DGR and GOM 9.4.2.4 must be followed.

In case of leakage, the handling staff must ensure the remainder of the consignment is undamaged and that no other package, baggage or cargo has been contaminated.

9.4.2.4.3 DAMAGE ON DANGEROUS GOODS

GRH 3.4.4 (i); CGO 3.2.13; GRH 3.4.5, SPA.DG105

Ground handling/cargo agent must ensure that a package or overpack is not loaded onto an aircraft unless the package or overpack has been inspected immediately prior to loading and found free from visible leaks or damage.

Before loading on an aircraft it must be inspected and found free from any evidence of leakage from or damage to any dangerous goods contained therein.

Any package which appears to be damaged or leaking, must be removed from the aircraft and safe disposal arranged. In the case of leakage, the ground handling/cargo agent must ensure the remainder of the consignment is undamaged and that no other package, baggage or cargo has been contaminated.

If the ground handling/cargo agent become aware that baggage or cargo not identified as containing dangerous goods has been contaminated and it is suspected that dangerous goods may be the cause of the contamination, the ground handling/cargo agent must take reasonable steps to identify the nature and source of contamination before proceeding with the loading of the contaminated baggage or cargo. If the contaminating substance is found or suspected to be a substance classified as dangerous goods, the ground handling/cargo agent must isolate the baggage or cargo and take appropriate steps to nullify any identified hazard before being transported further by air.

- isolate this baggage or cargo;
- notify the captain, airport emergency services in accordance with local airport procedures and FLY2SKY OCC;
- take steps to nullify any identified hazard before such baggage or cargo could be transported further by air.

If it is evident that a package is damaged or leaking, or if it is suspected that the package may have leaked or been damaged, access to the package shall be restricted. Local safety and emergency procedures shall then be followed.

In the case of leakage, an evaluation must be conducted to ensure the remainder of the shipment is in proper condition for transport by air and that no other package, cargo, ULD, other transport device has been contaminated or damaged.

Contamination found as a result of the leakage or damage of dangerous goods shall be removed immediately.

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When necessary, additional steps for the protection of persons, property and the environment, in accordance with the provisions established by the relevant competent authority (e.g. occupational health and safety authority, environmental agency, etc.), shall be taken to overcome and minimize the consequences of such leakage or damage. The presence of GHS pictograms on a package which indicates that contents may pose a risk to persons or the environment may need to be taken into account even though the contents are not classified as dangerous goods.

In case of damage to Dangerous Goods, extreme care must be exercised particularly if radioactive materials or infectious substances are involved:

- Do not in any case taste, sniff or touch leaking or spilled substances.
- Block off an area around the substance until it has been ascertained how it can be safely handled.
- Establish Dangerous Goods class/division and article number or, if radioactive material (radionuclide), form and transport index.
- Proceed with necessary action according to the Local Emergency Response Procedures.
- Report occurrences.

NOTE: Local regulations for emergency response regarding occurrences involving dangerous goods shall be adhered to.

The handling agent or responsible person shall ensure any dangerous goods shipment that appears to be damaged or leaking: CGO 3.2.12

- Is not to be loaded on or delivered to an aircraft;
- Is safely removed by the Provider or other relevant authority, and safe disposal arranged;
- In the case of leakage, an evaluation is conducted to ensure the remainder of the shipment is in proper condition for transport by air and that no other package and/or cargo, has been contaminated or damaged.

9.4.2.4.4 DAMAGE TO OR LEAKAGE FROM RADIOACTIVE MATERIALS

GRH 3.4.5 (ii), GRH 1.6.4
(IATA DGR Table 10.9.F)

An aircraft, in which radioactive material has leaked, or any aircraft or aircraft equipment which has been contaminated in such a way, that the non-fixed contamination is more than the limits specified in IATA DGR Table 10.9.F, must be taken out of service immediately for evaluation by appropriately qualified personnel. The aircraft or equipment must not be returned to service until the contamination level is equal or less to the limits in IATA DGR Table 10.9.F.

NOTE: Non-fixed contamination is a contamination that can be removed from a surface during normal handling.

Table 10.9.F Applicable Limits of Non-fixed Radioactive Contamination of an Aircraft or Aircraft Equipment (10.9.4.4)

Contaminant	Applicable limit(*) Bq/cm^2
Beta and gamma emitters and low toxicity alpha emitters	4.0
All other alpha emitters	0.4

(*): The above limits are applicable when averaged over any area of 300 cm^2 of any part of the surface.

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FLY2SKY does not carry radioactive materials. Ain case of leakage from undeclared/miss-declared radioactive materials, the ground/cargo agent shall follow the procedure outlined below:

Handling of Radioactive Contamination

- Stop any ongoing ground/cargo operations.
- Isolate the affected area/aircraft to prevent further spread.
- Immediately inform the airport emergency service, Captain (if there is a crew on the aircraft) and FLY2SKY Operations Control Center
- Immediately remove the aircraft from service.
- A trained and authorized cleaning team must remove damage package contains radioactive material/hazardous contamination without delay using approved cleaning agents and protective equipment.
- Damaged package/Waste must be handled and disposed of in compliance with local environmental and safety regulations.
- Engage appropriately qualified radiation safety personnel to:
    - Assess the extent of contamination.
    - Conduct radiation monitoring and ensure that the aircraft is not released back into service until contamination levels are confirmed to be at or below the permissible limits specified in IATA DGR Table 10.9.F.
- Provide clearance and documentation to FLY2SKY MCC before aircraft can be returned to service.
- Maintain cleaning logs, inspection reports, and radiation evaluation records (if applicable).
- Complete a Dangerous Goods Incident Report and submit it to FLY2SKY Safety Department via Centrik or email as soon as practicable but not later than 72 hours from time of the occurrence

9.4.2.4.5 LOADING OF MAGNETIZED MATERIALS

Magnetized materials must be loaded so that headings of aircraft compasses are maintained within the tolerances prescribed by the applicable aircraft airworthiness requirements and where practical, in locations minimizing possible effects on compasses. Multiple packages may produce a cumulative effect. For magnetized material transported under the conditions of an approval described in Packing Instruction 953, loading must be in accordance with conditions specified in the authorizing approval.

Magnetized material may be loaded in any cargo hold of FLY2SKY aircraft, aft of flight deck. Maximum magnetic field strength is 0.002 gauss at 2.1-meter distance from package. If there is a concern that the magnetic field is too strong, this can be checked by reading the standby magnetic compass before and after magnetic material is loaded.

NOTE: Masses of ferro-magnetic metals such as automobiles, automobile parts, metal fencing, piping and metal construction material, even if not meeting the definition of magnetized materials may affect aircraft compasses, as may packages or items which individually do not meet the definition of magnetized material but cumulatively may have a magnetic field strength of a magnetized material.

Changes in compass readings of more than +/- 3 degrees are considered too excessive.

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9.4.2.4.6 LOADING OF DRY ICE (ICE)

Dry ice (ICE) may not be loaded in the same compartment as AVI.

Exception: Live tropical fish and other fish for aquarium use, may be loaded together with ICE, as they are packed in closed containers and are not dependent on the oxygen in the compartment.

Limitations on Transport of Dry Ice on Airbus A320/321 maximum 200kg total in passenger cabin and cargo compartments.

Greater amounts of dry ice may be carried, provided:

- Acceptance received from FLY2SKY
- Flight crew is notified
- Sublimation rate has been established
- Carriage is within limits of aircraft service specifications.
- Ground personnel is notified and warned of possible CO2 build up in cargo

NOTE: If dry-ice has been transported in a cargo hold, loading personnel shall wait 2 minutes before entering the hold from the time the cargo hold doors were opened.

Dry Ice shall be evenly distributed across the cargo compartments. When Dry Ice loaded in holds and Ground Handling flight coordinator/loadmaster or shift duty manager has this information from LDM – ground handling staff responsible for unloading shall be instructed that it is prohibited to enter holds at least 2 minutes after opening the doors. Only one employee shall enter loaded area and under supervision of another employee. Emergency shall be declared in case person entered the aircraft shows signs of incapacitation. It is prohibited to enter aircraft by second person until additional staff arrived.

For DRY ICE limitations please refer to GOM 12.1.9 DRY ICE

9.4.2.4.7 LOADING OF CRYOGENIC LIQUIDS

Live animals shall not be loaded in close proximity of cryogenic liquids or Carbon dioxide, solid (dry ice). As the vapours emitted by Carbon dioxide, solid (dry ice) are heavier than air, they concentrate on the lower level of the hold. Therefore, live animals shall be stowed above packages containing Carbon dioxide, solid (dry ice).

NOTE: In certain circumstances carbon dioxide, solid (dry ice) may be packaged with live animals as a coolant, e.g. bees. All other requirements for the transport of carbon dioxide, solid (dry ice) must be met.

9.4.2.4.8 HANDLING AND LOADING OF PACKAGES CONTAINING LIQUID DANGEROUS GOODS

During the course of transport, packages bearing the package orientation “This Way Up” label must be loaded, stowed and handled at all times in accordance with such a label. Single packaging’s with end closures, containing liquid dangerous goods must be loaded and stowed aboard an aircraft with such closures upwards, notwithstanding that such single packaging’s may also have side closures.

9.4.2.5 SEGREGATION/SEPARATION OF DANGEROUS GOODS

CGO 3.2.10

Packages containing dangerous goods, which might react dangerously with each other, must not be stowed on an aircraft next to each other or in a position that would allow interaction

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between them in the event of leakage. To maintain acceptable segregation between packages containing dangerous goods having different hazards, the segregation requirements shown in Table 9.3.A must be observed. The segregation requirements apply based on all hazard labels applied on the package, irrespective of whether the hazard is the primary or subsidiary hazard.

NOTE: Incompatible dangerous goods shall be segregated during acceptance, handling and loading. Operators, freight forwarders and ground handling agents must also ensure that local government regulations applicable to the storage and handling of dangerous goods are complied with. These local government regulations may impose a greater requirement than that specified in Table 9.3.A.

Table 9.3.A Segregation of Packages

Hazard Label	1 excl. 1.4S	2.1	2.2, 2.3	3	4.1	4.2	4.3	5.1	5.2	8	9 see 9.3.2.1.3
1 excluding 1.4S	See 9.3.2.2.5.	x	x	x	x	x	x	x	x	x	x
2.1	x	—	—	—	—	—	—	—	—	—	x
2.2 2.3	x	—	—	—	—	—	—	—	—	—	—
3	x	—	—	—	—	—	—	x	—	—	x
4.1	x	—	—	—	—	—	—	—	—	—	x
4.2	x	—	—	—	—	—	—	x	—	—	—
4.3	x	—	—	—	—	—	—	—	—	x	—
5.1	x	—	—	x	—	x	—	—	—	—	x
5.2	x	—	—	—	—	—	—	—	—	—	—
8	x	—	—	—	—	—	x	—	—	—	—
9 see 9.3.2.1.3	x	x	—	x	x	—	—	x	—	—	—

NOTES:

1. An “x” at the intersection of a row and a column indicates that packages containing these classes/divisions of dangerous goods must be segregated. A “—” at the intersection of a row and a column indicates that packages containing these classes/divisions of dangerous goods do not require segregation.
2. Divisions 1.4S and Classes 6, 7 and 9 (other than lithium batteries, see 9.3.2.1.3) are not included in Table 9.3.A as they do not require segregation from other classes of dangerous goods.

Packages containing dangerous goods with multiple hazards where the class or division of the primary and subsidiary hazards require segregation in accordance with Table 9.3.A need not be segregated from other packages bearing the same UN number, e.g. UN 3129, Water reactive liquid, corrosive, n.o.s.

Packages and overpacks containing UN 3480 - lithium ion batteries prepared in accordance with Section IA or Section IB of PI 965, packages and overpacks containing UN 3090 - lithium metal batteries prepared in accordance with Section IA or Section IB of PI 968 and packages and overpacks containing UN 3551 – sodium ion batteries in accordance with PI 976 must not be stowed on an aircraft next to, or in a position that would allow interaction in the event of damage/fire with packages or overpacks containing dangerous goods which bear a Class 1, other than Division 1.4S, Division 2.1, Class 3, Division 4.1 or Division 5.1 hazard label. To maintain acceptable segregation between packages and overpacks, the segregation requirements shown in Table 9.3.A must be observed. The segregation requirements apply based on all hazard labels applied on the package or overpack, irrespective of whether the hazard is the primary or subsidiary hazard.

UN 3528, Engines, internal combustion, flammable liquid powered, Engines, fuel cell, flammable liquid powered, Machinery internal combustion, flammable liquid powered and

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Machinery, fuel cell, flammable liquid powered need not be segregated from packages containing dangerous goods in Division 5.1.

Separation of Explosive Substances and Articles

Only explosives in Division 1.4, compatibility group S, are permitted to be transported on passenger aircraft.

The extent to which explosives may be stowed together in an aircraft is determined by their "compatibility". Explosives are considered to be compatible if they can be stowed together without significantly increasing either the probability of an accident or, for a given quantity, the magnitude of the effects of such an accident.

Explosives in Compatibility Group S may be stowed with explosives in all compatibility groups.

Where dangerous goods shall be segregated from other special load, ground handling/cargo staff shall check ICHM Appendix E – Segregation Chart.

IMP		RCX	RGX	RXB	RXC	RXD	RXE	RXG	RFG	RNG	RCL	RPG	RFL	RFS	RSC	RFW	ROX	ROP	RRY	RCM	ICE	RBI	RBM	AVI	HEG	DOC	EAT	PER	LHO	HUM	FIL
CL / Div		1.3C	1.3G	1.4B	1.4C	1.4D	1.4E	1.4G	2.1	2.2	2.2	2.3	3	4.1	4.2	4.3	5.1	5.2	7	8	9	9	9								
RCX	1.3C			X					X	X	X	X	X	X	X	X	X	X		X		X	X								
RGX	1.3G			X					X	X	X	X	X	X	X	X	X	X		X		X	X								
RXB	1.4B	X	X		X	X	X	X	X	X	X	X	X	X	X	X	X	X		X		X	X								
RXC	1.4C			X					X	X	X	X	X	X	X	X	X	X		X		X	X								
RXD	1.4D			X					X	X	X	X	X	X	X	X	X	X		X		X	X								
RXE	1.4E			X					X	X	X	X	X	X	X	X	X	X		X		X	X								
RXG	1.4G			X					X	X	X	X	X	X	X	X	X	X		X		X	X								
RFG	2.1	X	X	X	X	X	X	X														X	X								
RNG	2.2	X	X	X	X	X	X	X																							
RCL	2.2	X	X	X	X	X	X	X																1	1	1					
RPG	2.3	X	X	X	X	X	X	X																							
RFL	3	X	X	X	X	X	X	X									X					X	X								
RFS	4.1	X	X	X	X	X	X	X														X	X								
RSC	4.2	X	X	X	X	X	X	X									X														
RFW	4.3	X	X	X	X	X	X	X												X											
ROX	5.1	X	X	X	X	X	X	X					X		X							X	X								
ROP	5.2	X	X	X	X	X	X	X																							
RRY	7																							2	2	2			2		2
RCM	8	X	X	X	X	X	X	X								X															
ICE	9																							1	1	1					
RBI	9	X	X	X	X	X	X	X	X				X	X			X														
RBM	9	X	X	X	X	X	X	X	X				X	X			X														
AVI											1								2		1			3	3	3	4	4		5	
HEG											1								2		1			3	3	3				5	
DOC											1								2		1			3	3	3	4	4		5	
EAT																								4		4				5	
PER																								4		4				5	
LHO																			2											5	
HUM																								5	5	5	5	5	5		
FIL																			2												

The intersection with:	
X	Requires segregation with classes/divisions as per DGR Table 9.3.A.
	Classes/divisions not included in the table above, do not require segregation.
1	Requires segregation with cryogenic liquids (RCL) and carbondioxide, solid (ICE) as per DGR 9.3.13.1.
	Live animals (AVI) shall not be loaded in close proximity of cryogenic liquids (RCL) and carbondioxide, solid (ICE).
	Live animals (AVI) shall be stowed above packages containing carbondioxide, solid (ICE).
	Requires segregation with radioactive material Category II and III (RRY).

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2	Minimum separation distance when loading RRY with live animals (AVI): 0.5m or more for journeys up to 24 hours, 1.0 m or more for journeys of more than 24 hours as per DGR 9.3.13.2.
	Minimum separation with undeveloped film (FIL) as per table DGR 10.9.E.
3	May require segregation with live animals (AVI), hatching eggs (HEG) and day old chicken (DOC).
4	May require segregation with foodstuff (EAT - includes PEM, PEP, PES) and perishables (PER).
5	May require segregation with human remains (HUM).

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9.5 DOCUMENTATION

9.5.1 NOTIFICATION TO CAPTAIN

Whenever a DG shipment or a special load is approved for carriage on a FLY2SKY aircraft, the contracted ground/cargo handling personnel or lessee personnel shall ensure that a copy of the NOTOC or all relevant dangerous goods/special load information is communicated to the FLY2SKY Ground Operations Department via email as soon as practicable, but no later than three hours prior to the scheduled time of departure (STD).

If a copy of the NOTOC cannot be provided 3 hours before the flight, the provided information shall include at a minimum the following details:

- DG shipment
  - Date of the flight/Flight Number
  - Air Waybill (AWB) number
  - Proper Shipping Name and UN Number
  - Class/Division and any subsidiary hazards
  - Packing Group (if applicable)
  - Number of packages
  - Net quantity or gross weight
  - Station of offloading
  - State exemption details (if applicable)
- Special Load
  - Date of the flight/Flight number
  - Air Waybill (AWB) number
  - Nature of the Load
  - Station of loading and offloading

Once the NOTOC or relevant information is received, the FLY2SKY Ground Operations Department shall notify the pilot in command via email prior to the flight whenever a DG shipment/Special load has been approved for carriage. The notification shall include either:

- A copy of the Notification to Captain (NOTOC) or relevant details contained in the NOTOC
- Corresponding Emergency Response Guide (ERG) code, if not already included in the NOTOC.

The ground handling and/or cargo agent shall print three copies of the NOTOC and deliver them to the flight crew as early as practicable prior to departure, but no later than at the time of delivery of the loadsheet. SPA.DG.110, GRH 3.3.4

In cases where the loadsheet is prepared by the flight crew, the NOTOC must be provided no later than 10 minutes prior to the scheduled time of departure (STD).

The distribution of the three NOTOC copies shall be as follows:

- One copy is to be retained in the flight deck throughout the flight;
- One copy shall remain at the departure station;
- One copy shall be handed over to the ground or cargo handling agent at the arrival station upon arrival.

This written information to the pilot-in-command (NOTOC) must include the following:

a) the date of the flight;

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b) the Air Waybill number (if applicabl)
c) the proper shipping name (see IATA DGR 8.1.3) (the technical, chemical group name(s) shown on the Shipper's Declaration is not required) and UN number or ID number as listed in these Regulations. When chemical oxygen generators contained in Protective Breathing Equipment (PBE) are being transported under Special Provision A144, the proper shipping name of “Oxygen generator, chemical” must be supplemented with the statement “Air crew Protective Breathing Equipment (smoke hood) in accordance with Special Provision A144”;
d) the class or division and subsidiary hazard(s) corresponding to label(s) applied (see also IATA DGR 8.1.6.9.1, Steps 4 and 5), by numerals and in the case of Class 1, the compatibility group;
e) the Packing Group as shown on the Shipper's Declaration (if applicable);
f) the number of packages, the net quantity, or gross weight if applicable, including the units of measurement, of each package, except that this does not apply to dangerous goods where the net quantity or gross weight is not required on the Shipper's Declaration for Dangerous Goods (see IATA DGR 8.1.6.9.2, Step 6), or, when applicable, alternative written documentation and their exact loading location.
    a. For UN 1845: carbon dioxide, solid (dry ice), UN number, proper shipping name, classification, total quantity in each aircraft hold and offload airport;
    b. for a consignment consisting of multiple packages containing dangerous goods bearing the same proper shipping name and UN number or ID number, only the total quantity and an indication of the largest and smallest package at each loading location need to be provided. For consumer commodities, the information provided may be either the gross weight of each package or the average gross weight of the packages as shown on the Shipper's Declaration;
    c. the number of overpacks and an indication of which dangerous goods packages are contained in each overpack;
    d. the number of all packed in one packages and an indication of which dangerous goods are contained in the package(s).
g) Any restriction for transport on cargo aircraft only;
h) the airport at which the package(s) is to be unloaded; and
i) An indication that the dangerous goods are being carried under a State exemption.

When dangerous goods packages are contained in an overpack, the information shall show the overpack information immediately following the entries within it.

When different dangerous goods are contained in one outer packaging, the piece count may be left blank for each entry and shown only for the outer packaging. The information shall show all packed in one information immediately following the entries within it.

The dangerous goods listed in 9.5.1.1 need not appear on the information provided to the pilot-in-command.

In the second part of the NOTOC related to the Special Load, the following information shall be included as a minimum:

a) Date of the flight/Flight number
b) Air Waybill (AWB) number

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c) Station of loading
d) Station of offloading
e) Nature of the Load
f) Number of packages
g) Weight
h) Supplementary information
i) Loading possition

The information to the pilot-in-command shall be presented on a dedicated NOTOC form and shall not be by means of Air Waybills, "Shipper's Declaration for Dangerous Goods", invoices, etc. FLY2SKY NOTOC form is available via Centrik. The ground handling and/or cargo service provider may utilize their own form or that of the lessee, provided that its use is formally agreed upon prior to the commencement of a new contractual agreement. The proposed form must be submitted in advance for review and approval by the FLY2SKY Ground Operations Manager, who will verify that it includes all required regulatory and operational information in accordance with applicable standards.

In addition to any language requirements specified by the State of Origin, the ground handling or cargo handling agent must visually verify that the NOTOC is completed in English, ensuring it is clearly understood by the flight crew.

The contracted ground handling personnel responsible for loading the aircraft shall manually sign the NOTOC to confirm that there was no evidence of any damage to or leakage from the packages loaded on the aircraft.

The pilot-in-command shall acknowledge receipt of the information by manually signing a copy of the NOTOC.

Once NOTOC is provided to the pilot-in-command and signed by him/her, he/she shall keep it in the box assy headset stowage so to be readily available during flight in case of an emergency.

SPA.DG.110(a)

In the event of the information to the pilot-in-command being of such a size as to make in-flight radiotelephony transmission impracticable in an emergency situation, a summary of the information shall also be provided by the Ground Operations Department, containing at least the quantities and class or division of dangerous goods in each cargo compartment.

GRH 3.3.8

Once the NOTOC has been produced by the responsible ground or cargo handling personnel, the external service provider or lessee personnel shall promptly forward a copy to the FLY2SKY Ground Operations Department.

Subsequently, the Ground Operations Department shall ensure that a copy of the NOTOC is transmitted via email to the Operations Control Center (OCC) as soon as practicable prior to departure. This is to ensure that the Notification to Captain (NOTOC) remains readily accessible to the Flight Operations Officer (FOO) or Flight Operations Assistant (FOA) in order to facilitate an effective emergency response, until the aircraft transporting the dangerous goods has safely arrived at its destination airport. In addition, if an emergency contact is listed in the Shipper's Declaration and/or Air Waybill (AWB), the Ground Operations Manager shall provide a copy to the Operations Control Centre (OCC) via email.

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1. This includes information about dangerous goods loaded at a previous departure point and which are to be carried on the subsequent flight.
2. NOTOC shall be readily available to the FLY2SKY personnel whose responsibilities most closely align with the duties of the flight operations officer/flight dispatcher described in ICAO Annex 6, Part I, Chapter 4.6. These personnel are intended to provide the information required by IATA DGR 9.6.3 to facilitate emergency response.

The ground/cargo handling agent shall retain a copy of the NOTOC on the ground where it will be possible to obtain access to it within a reasonable period until the goods have reached their final destination. This copy must have an indication from the person responsible for loading the aircraft, that there was no evidence of any damage to or leakage from the packages and an indication on it or with it that the pilot-in-command has received the information. A copy, or the information contained in the notice to the pilot-in-command, must be readily accessible to the designated ground personnel responsible for flight operations until after the arrival of the flight. GRH 3.3.7

Ground/Cargo handling agent is obligated to retain on ground a copy of the NOTOC in the Trip File for a period of no less than three months. There shall be an indication from the person responsible for loading the aircraft, that there was no evidence of any damage to or leakage from the packages and an indication on it or with it that the pilot-in-command has received the information. During the audits and ramp inspection, the external providers shall be able to present retained forms. GRH 3.3.7, CGO 3.2.3

FLY2SKY Ground Operations Department keeps electronic copy of the NOTOC which is accessible via EfbOne.

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9.5.1.1 DANGEROUS GOODS NOT REQUIRED TO APPEAR ON THE NOTOC

UN Number	Proper shipping name and/or description	Reference
UN 3164	**Articles, pressurized, hydraulic** containing non-flammable gas when meeting the requirements of Packing Instruction 208 (a)	Packing Instruction 208 (a)
UN 3164	**Articles, pressurized, pneumatic** containing non-flammable gas when meeting the requirements of Packing Instruction 208 (a)	Packing Instruction 208 (a)
UN 3373	**Biological substance, Category B**	Packing Instruction 650
n/a	Dangerous goods in excepted quantities	2.6.1
UN 3245	**Genetically modified micro-organisms** or **Genetically modified organisms**	Packing Instruction 959
UN 3481	**Lithium ion batteries contained in equipment** (including lithium polymer batteries) when meeting the requirements of Section II of Packing Instruction 967	Packing Instruction 967 Section II
UN 3481	**Lithium ion batteries packed with equipment** (including lithium polymer batteries) when meeting the requirements of Section II of Packing Instruction 966	Packing Instruction 966 Section II
UN 3091	**Lithium metal batteries contained in equipment** (including lithium alloy batteries) when meeting the requirements of Section II of Packing Instruction 970	Packing Instruction 970 Section II
UN 3091	**Lithium metal batteries packed with equipment** (including lithium alloy batteries) when meeting the requirements of Section II of Packing Instruction 969	Packing Instruction 969 Section II
UN 2807	**Magnetized material** with field strength causing a compass deflection of not more than 2° at a distance of 4.6 m. ***Note:*** *Magnetized Material transported under an approval may be required to appear on the NOTOC.*	Packing Instruction 953
UN 2909	**Radioactive material, excepted package–articles manufactured from depleted uranium** or **natural thorium** or **natural uranium**	10.5.8
UN 2908	**Radioactive material, excepted package–empty packaging**	10.5.8
UN 2911	**Radioactive material, excepted package–instruments or articles**	10.5.8
UN 2910	**Radioactive material, excepted package–limited quantity of material**	10.5.8
UN 3552	**Sodium ion batteries contained in equipment** with organic electrolyte, in compliance with Section II of Packing Instruction 978	Packing Instruction 978 Section II
UN 3552	**Sodium ion batteries packed with equipment** with organic electrolyte, in compliance with Section II of Packing Instruction 977	Packing Instruction 977 Section II

9.5.1.2 EMERGENCY RESPONSE INFORMATION

FLY2SKY ensures that for consignments requiring a Shipper's Declaration for Dangerous Goods, appropriate information is immediately available at all times for use in emergency response to accidents and incidents involving dangerous goods in air transport. The information is available to the pilot-in-command and is provided via The Emergency Response Guidance for Aircraft Incidents Involving Dangerous Goods (ICAO Doc. 9481–AN/928). FLY2SKY pilots have access to The Emergency Response Guidance for Aircraft Incidents Involving Dangerous Goods (ICAO Doc. 9481–AN/928) via the EFB.

If the ERG code is not displayed on the NOTOC, the Ground Operations Manager, while briefing the pilots regarding the dangerous goods (DG) to be carried onboard, must ensure that the pilots are provided with the relevant ERG code.

NOTE: Subsection 4.2–List of Dangerous Goods contains the applicable Emergency Response Drill Code (see Column N) assigned to each dangerous goods entry in the ICAO document “Emergency Response Guidance for Aircraft Incidents involving Dangerous Goods” (ICAO Doc. 9481–AN/928).

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9.5.2 SHIPPER`S DECLARATION FOR DANGEROUS GOODS

Dangerous good must not be accepted for transport unless the package(s), over-Packs are accompanied by two copies of the “Shippers Declaration” in English The declaration form must be completed in the English language. The wording in English may be accompanied by an accurate translation in another language. (example in

IATA DGR Section 8 – Documentation). One copy shall follow the cargo; one copy shall be kept at departing station for a period of 3 (three) months. CGO 3.2.3

9.5.2.1 FORMAT AND LENGUAGE

Pre-printed declaration forms must be printed in the same format, except as provided hereafter and show the same wording in English. Additionally, if required, the wording in English may be supplemented by an accurate printed translation in another language. The spacing of columns and boxes, if any, appearing in the "Nature and Quantity of Dangerous Goods" box and delineated by dotted lines may be changed to accommodate shipper's requirements.

Completed Shipper's Declaration forms generated by a computer system must conform in format to the requirements of this section as described and must contain the information required for the shipment type and aircraft limitation.

9.5.2.2 COLOUR

The declaration form may be printed in black and red on white paper, or it may be printed in red only on white paper. The diagonal hatchings printed vertically in the left and right margins must be printed in red.

9.5.2.3 SIZE

The declaration form must be printed either on ISO paper sizes A3 or A4 or on their North American equivalents:

- ISO standard sizes are:
  - A3: 297 × 420 mm (11¾ × 16½ in);
  - A4: 297 × 210 mm (11¾ × 8¼ in);
- North American equivalents are:
  - Ledger: 11 × 17 in (280 × 430 mm);
  - Letter: 11 × 8½ in (280 × 215 mm).

9.5.2.4 INFORMATION REQUIRED

The declaration form must be completed in the English language. The wording in English may be accompanied by an accurate translation in another language.

The specific information to be provided in each box of the declaration form is itemized in IATA DGR 8.1.6. In addition to the provisions of this Section, other elements of information may be required by the appropriate national authority for certain modes of transport (e.g. flash point or flash point range in °C).

A declaration form containing information not relevant to the particular dangerous goods shipment, or to the dangerous goods contained in the shipment, is not acceptable. If both dangerous and non-dangerous goods are listed on the declaration form, the dangerous goods must be listed first or be otherwise emphasized.

9.5.2.5 NUMBER OF COPIES

Where a paper document is used, the shipper must provide two copies of the declaration form completed and signed, with signature as specified in IATA DGR 8.1.4.1, for presentation to FLY2SKY with the shipment. One signed copy must be retained by the acceptance staff. The other signed copy must be forwarded with the shipment to its destination. One of the two copies, including the signature thereon, may be a carbon copy (see IATA DGR 8.1.4.1).

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NOTE: Only the initial operator is required to retain a(n original) copy of the Shipper's Declaration. A photocopy of the original Shipper's Declaration is acceptable to be held on file when a consignment is transhipped.

Where the Shipper's Declaration information is provided by EDP or EDI techniques the data must be able to be produced as a paper document without delay, with the data in the sequence required by this Section.

NOTE: The purpose of this requirement is to facilitate surveillance/audit and/or incident/accident investigation by the appropriate national authority.

9.5.2.6 CONSOLIDATIONS

For the purpose of IATA DGR a consolidation or consolidated shipment is a consignment of multi-packages which has been originated by more than one person, each of whom has made an agreement for carriage by air with another person other than a scheduled air carrier.

In the case of a consolidated shipment, a separate declaration form must be presented for each component consignment containing dangerous goods.

The declaration forms for these component consignments must accompany the consolidated shipment. At the airport of destination of the consolidated shipment, the delivering operator will hand a copy of each declaration form to the de-consolidator (break-bulk agent).

When offering a deconsolidated shipment for further air transportation, at least two copies of the Shipper's Declaration for Dangerous Goods must be presented to the next accepting operator.

9.5.2.6 MULTI-PAGE DECLARATION

If the declaration form does not contain sufficient space in the “Nature and Quantity of Dangerous Goods” box to accommodate all the required entries and information, additional pages in the form of an extension list (which must have vertical red hatchings) may be used. In such a case, each page of its extension list must show:

a) a page number and the total number of pages;
b) the Air Waybill number.

Where multiple Shipper's Declaration Forms are used, the aircraft limitation and shipment type must be the same for all pages.

NOTE: The extension lists are not required to have a signature.

9.5.2.7 ALTERATIONS AND AMENDMENTS

FLY2SKY will not accept a declaration form that has been altered or amended, unless the alteration or amendment to an entry has been signed by the shipper with the same signature used to sign the document. Alteration of the “Air Waybill Number”, the “Airport of Departure” and the “Airport of Destination” are excepted.

An entry inserted in different handwriting or different printing or in a combination of handwriting and printing is not considered to be an alteration or amendment.

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9.5.3 AIR WAYBILL

Air waybill(s) accompanying dangerous goods consignment(s) for which a dangerous goods declaration is required must include the following statements in the “Handling Information” box: “Dangerous Goods as per associated DGD”.

An Air Waybill containing both dangerous goods and non-dangerous goods must indicate in the “Handling Information” box of the Air Waybill, the number of pieces of dangerous goods either before or after the statement “Dangerous Goods as per associated DGD”.

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

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

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

The following endorsement is required in the “Nature and Quantity of Goods” box of the Air Waybill:

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

If an article or substance could be suspected of being a dangerous goods, but does not meet the criteria for any of the hazard classes or divisions, it may be offered for transport as not restricted with the inclusion of a statement such as “not restricted”, “non-hazardous” or “non-dangerous” in the description of the article or substance on the air waybill to indicate that it has been checked. The statement “Not restricted, as per Special Provision Axx” must be included in the description of the article on the air waybill when required, to indicate that the special provision has been applied.

9.5.4 ADDITIONAL DOCUMENTATION

When dangerous goods are shipped as authorized by Special Provision A1, or A2, they must be accompanied by a copy of the document(s) of approval, showing the quantity limitations, the packing requirements and in the case of A2, the labelling requirements.

When dangerous goods are shipped in portable tanks as authorized by an appropriate national authority, they must be accompanied by a copy of the document(s) of approval.

When dangerous goods are shipped in packagings as authorized by IATA DGR 5.0.6.7, they must be accompanied by a copy of the document(s) of approval.

When organic peroxides and self-reactive substances require an approval prior to transport under the provisions of IATA DGR 3.4.1.2.4.3 or 3.5.2.3.1, a copy of the approval must be attached to the Shipper's Declaration.

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IATA DGR When dangerous goods are shipped under exemption (see IATA DGR 1.2.6), a copy of the exemption from all applicable States must accompany the consignment.

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9.6 REPORTING

9.6.1 DANGEROUS GOODS OCCURENCES, INCIDENTS AND ACCIDENTS

FLY2SKY shall report to DG CAA and the appropriated authorities of the State of Occurrence when:

- Dangerous goods accidents or dangerous goods incidents; GRH 3.6.5, CGO 3.2.17
- Dangerous goods not permitted for carriage on board the aircraft in accordance with IATA DGR 2.3 are discovered on the person of or in the baggage of a passenger GRH 3.1.2
- Undeclared or mis-declared dangerous goods are discovered in cargo during aircraft loading
- When dangerous goods are discovered to have been carried and not loaded, segregated, separated and/or secured in accordance with IATA DGR 9.2 and 9.3 CGO 3.2.18
- Undeclared or mis-declared dangerous goods discovered in cargo or mail during any phase of the transportation CGO 3.2.17, GRH 3.4.6
- When dangerous goods are discovered to have been carried as cargo without a NOTOC having been provided to the PIC CGO 3.2.18

Any occurrence or identified hazard related to dangerous goods (DG) must be reported by any employee (internal/external) using appropriatethe Centrik reporting system. If the reporter does not have access to Centrik, the report must be submitted via email to the FLY2SKY Safety Department at: SM@fly2sky.aero.

Upon receipt of the report in Centrik, Safety Department shall follow the procedure outlined below:

Step 1 – Safety Review

The Safety Department:

- Assesses the severity and risk level together with the process owner
- Notifies relevant departments (Ops, Maintenance, Ground Handling, etc.)

Step 2 – Investigation

Safety Department initiates investigation:

- Head of the investigation team is Safety Manager, who determines if the investigation is needed and initiate the investigation team. Safety investigation may be also upon request of AM, Safety Manager Fly2Sky, DFO, TM, CAMO Manager, Safety Manger -CAMO, Compliance Manager, Ground Handling Manager, any crew member involved in the occurrence etc.
- Involves interviews, data analysis (e.g., FDM), and root cause identification

Step 3 – Corrective Action

Following the review of the risk or the investigation outcome:

- Safety recommendations or corrective actions are issued by assigning an “Act” Phase

Reporting to Authorities

Safety Department submit an initial report to the Competent Authorities not later than 72 hours of becoming aware of the occurrence, unless exceptional circumstances prevent this in accordance with REGULATION (EU) No 376/2014.

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Go to https://e2.aviationreporting.eu and start a new report

- Include all details available at the time, as outlined in GOM 9.6.3. If further details become available after submission, an updated report shall be completed and submitted as soon as possible, ensuring all missing or additional information is included. ECAIRS automatically sends a notification to DG CAA.
- Safety Department shall inform the Authority of the State of occurrence
  - The Safety Department requests the contact details (email address) of the competent authority responsible for dangerous goods in the State of Occurrence from the Ground Operations Department.
  - The Ground Operations Department refers to Appendix D of the IATA Dangerous Goods Regulations (DGR) to identify the appropriate authority and provides the verified email address to the Safety Department.
  - The Safety Department prepares and sends an official notification email to the competent authority of the State of Occurrence, including all relevant information as required under GOM 9.6.3.

Step – Feedback & Closure

- Reporter may be informed of the outcome (non-punitive)
- Report is closed in the system
- Lessons learned may be shared in safety briefings or internal publications

9.6.2 REPORT ADDRESSES

The Safety Department submits all mandatory occurrence reports through the official platform https://e2.aviationreporting.eu within 72 of becoming aware of the occurrence, unless exceptional circumstances prevent this in accordance with REGULATION (EU) No 376/2014., ensuring that all required information is completed in accordance with regulatory guidelines. ECAIRS automatically sends a notification to DG CAA.

In the event of a serious incident or accident involving an aircraft under Fly2Sky's Air Operator Certificate (AOC), the Safety Manager, Safety Officer, or another authorized representative shall, in addition to the standard reporting procedure, inform the following entities in compliance with Ordinance No. 13 of 27.01. no later than 24 hours of becoming aware of the occurrence:

Air, Maritime and Railway Accident Investigation National Board (AMRAINB)

- Chairman of the Board Mr Hristo Hristov – mobile: +359 889 601 266
- E-mail: ihristov@ntib.bg
- https://www.mtc.government.bg/bg/page/nbrpvvzht-v-oblastta-na-razsledvane-na-aviacionnite-sbitiya

Emergency Centre of Bulgarian Nuclear Regulatory Agency

- Mobile: +359 887 277 434
- E-mail: emergen@bnra.bg

Directorate General "Civil Aviation Administration"

- caa@caa.bg / Flight.Ops@caa.bg

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9.6.3 REPORT DETAILS

Information included in the report shall be as extensive as possible.

Collect as much details as possible! Especially for incidents in connection with baggage/hand baggage the collection of passenger details, such as name and address, are extremely important.

The information to be collected includes:

- Date of the incident or accident or the finding of undeclared or misdeclared Dangerous Goods;
- Location, the flight number and flight date;
- Description of the goods and the reference number of the air waybill, pouch, baggage tag, ticket, etc.;
- Proper shipping name (including the technical name, if appropriate) and UN/ID number, when known;
- Class or division and any subsidiary risk;
- Type of packaging, and the packaging specification on it;
- Quantity;
- Name and address of the shipper, passenger, etc.;
- Any other relevant details;
- Suspected cause of the incident or accident;
- Action taken;
- Any other reporting action taken; and
- Name, title, address and telephone number of the person making the report.

Copies of relevant records and photographs taken shall be attached to the report.

9.6.4 REPORT FORMAT

Dangerous Goods Occurrence Report form shall be used (available in Centrik and also published in IATA DGR) when reporting Dangerous Goods incident or accident.

The reporting of any occurrence is absolutely mandatory as contravention will be prosecuted.

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9.7 PROVISION OF INFORMATION

9.7.1 PROVISION OF INFORMATION TO PASSENGERS

GRH 3.1.1A, GRH 3.1.1B, GRH 3.1.1C

With the aim of preventing dangerous goods which a passenger is not permitted to have from being taken aboard an aircraft in excess baggage consigned as cargo, ground handling agents accepting excess baggage consigned as cargo shall seek confirmation from the passenger, or a person acting on behalf of the passenger, that the excess baggage does not contain dangerous goods that are not permitted and seek further confirmation about the contents of any item where there are suspicions that it may contain dangerous goods that are not permitted.

During the passenger check-in process, it is essential that check-in staff verify passengers are not carrying any unauthorized dangerous goods, whether in checked or carry-on baggage. To support this requirement, FLY2SKY has implemented a notification system designed to inform passengers of the types of dangerous goods prohibited for carriage on board an aircraft. This system includes the use of visual signage, flight information display systems and verbal communication provided by trained ground handling personnel.

Information on the types of dangerous goods forbidden for transport on board an aircraft shall be displayed or presented to passengers as follows: GRH 3.1.1A

- At the airport:
  - Where tickets and/or boarding passes are issued;
  - Where passenger baggage is dropped off;
  - In aircraft boarding areas;
- At any other location:
  - Where tickets and/or boarding passes are issued;
  - Where checked baggage is accepted.

Visual examples of dangerous goods forbidden for carriage aboard an aircraft shall be presented on the check-in and aircraft boarding areas.

- Signage must include:
  - Common examples of forbidden items (e.g., explosives, compressed gases, flammable liquids, oxidizers, corrosives, radioactive materials)
  - Visual symbols for easy identification
  - A clear statement indicating these items are prohibited by law and may lead to penalties
- Signs must be:
  - Bilingual (English and the local language of the airport)
  - Printed in bold, legible font
  - At least A2 size (420 x 594 mm) or larger
  - Placed at eye level, unobstructed, and near the passenger interface points

Passenger shall be informed about the types of dangerous goods forbidden for transport on board an aircraft at the point where ticket purchase and/or boarding pass issuance can be completed without the involvement of another person. Such system shall ensure: GRH 3.1.1B

- The passenger is required to acknowledge that the requisite information has been presented;

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- The requisite information is provided to passengers:
  - At the point of ticket purchase or, where that is not practical, prior to issuance of a boarding pass;
  - At issuance of a boarding pass, or when no boarding pass is issued, prior to boarding the aircraft.

Currently, online ticket purchasing and boarding pass issuance processes are unavailable for flights operated under the F6 callsign. For these flights, FLY2SKY works with tour operators for ticket sales. The tour operator is responsible to inform the passengers about dangerous goods prohibited for transport on board using visual examples (Form F19) and obtaining the passenger confirmation and acknowledgment. Boarding passes can only be issued at the airport check-in, and this process requires the involvement of check-in staff. Passengers are unable to complete boarding pass issuance independently.

For flights operated under ACMI agreement, FLY2SKY Compliance Department in cooperation with Ground Operations Department shall ensure during the audit/inspection that the Lessee has implemented process which ensures that information about the types of dangerous goods forbidden for transport on board an aircraft is communicated to passengers where ticket purchase and/or boarding pass issuance can be completed without the involvement of another person. The information shall be communicated through a notification system integrated into the ticket purchasing and/or boarding pass issuance process. The system shall guarantees that passengers acknowledge receipt of this information prior to completing these key travel steps.

Ticket Purchase Process:
At the point of ticket purchase, either via the airline's website, mobile application, or any other self-service platform, the system shall present a notification to passengers detailing the types of dangerous goods prohibited for transport.

The notification includes clear instructions on how to proceed if dangerous goods are inadvertently carried, along with a list of items that are prohibited.

Passengers will be required to **acknowledge** that they have received and understood this information before completing their ticket purchase. The acknowledgment can be done through a checkbox.

Boarding Pass Issuance:
Prior to the issuance of a boarding pass, if not completed during ticket purchase, the system will notify the passenger of the prohibited dangerous goods, ensuring they have received the information.

Passengers will be required to confirm their understanding and acknowledgment of this notification before their boarding pass is issued.

If no boarding pass is issued electronically (for example, in cases of manual check-in), this information will be provided to the passenger before boarding the aircraft, with acknowledgment required as part of the check-in process.

Acknowledgment System:
The system records the passenger's acknowledgment to ensure compliance and to facilitate future audits.

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A clear method for documenting and confirming this acknowledgment is incorporated into the airline's booking system and/or check-in system.

To ensure compliance with ICAO and IATA provisions requiring operators to notify passengers of dangerous goods (DG) that are forbidden on board an aircraft, specifically through visible and accessible notices in the baggage claim area FLY2SKY establishes the following procedure which applies to all passenger flights operated by FLY2SKY aircraft. It includes coordination with airport authorities, ground handling agents, and terminal operators to install and maintain appropriate signage and notifications. GRH 3.1.1C

Display warning placards/posters shall be placed in the baggage claim area advising passengers of dangerous goods that are not permitted in checked or carry-on baggage.

- Signage must include:
  - Common examples of forbidden items (e.g., explosives, compressed gases, flammable liquids, oxidizers, corrosives, radioactive materials)
  - Visual symbols for easy identification
  - A clear statement indicating these items are prohibited by law and may lead to penalties
- Signs must be:
  - Bilingual (English and the local language of the airport)
  - Printed in bold, legible font
  - At least A2 size (420 x 594 mm) or larger
  - Placed at eye level near baggage belts and exit pathways
- Location and Quantity
  - At least one sign per baggage belt, placed prominently
  - If multiple exit points exist, one additional sign shall be placed near each
- Station personnel must inspect signs weekly for visibility, accuracy, and condition
- Damaged or outdated signs must be reported and replaced within 24 hours
- Include a compliance item in station inspection checklists

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9.7.2 PROVISION OF INFORMATION AT CARGO ACCEPTANCE AREAS

CGO 3.2.11

Ground/Cargo handling agent must ensure that sufficient notices are prominently displayed and are visible from location(s) at cargo acceptance points, giving information about the transport of dangerous goods to alert shippers/agents about any dangerous goods that may be contained in their cargo consignment(s). These notices must include visual examples of dangerous goods, including batteries.



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10 CARGO HANDLING PROCEDURES

10.1 GENERAL

FLY2SKY describes specific procedures that ensure the acceptance of all revenue and nonrevenue cargo, including special cargo (human remains, dangerous goods, valuable cargo, Heavy, service cargo among others) is carried out based on the guidelines described on law, rules, standards and applicable authorities: IATA, ICAO, EU and others.

Currently FLY2SKY does not have any interline agreements, where cargo is transferred between airlines in both directions for mutual commercial benefit and does not carry interline cargo. 3.1.1.(ii)

The content of the Chapter 10 of FLY2SKY GOM contains standards and guidance that addresses the acceptance, handling, loading, securing, and transporting of cargo.

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10.2 CARGO STORAGE AREAS

10.2.1 CARGO WEIGHING FACILITIES

CGO 3.1.3

All scales which are used for cargo acceptance in the weighing facilities must be checked calibrated and verified by the State approved authorities and the confirmation label must be visible on the scale.

In case of need during audit/inspection, GSP or/ Cargo Terminal Operator CTO Must provide FLY2SKY with all documentation, which confirms that scales that are used in cargo acceptance process are periodically checked and calibrated.

FLY2SKY requires GSP:

- GSP/or CTO shall have a procedure for the verification process of the weighing facilities.
- GSP/or CTO shall record all documentation for the verification process of the weighing facilities and retain the records in accordance with applicable regulations.
- The accuracy of all scales used for weight determination of load shall be checked with a known weight at least every three months.
- A quality control check shall be made at least once per year, as well as after every repair.

10.2.1.1 FORWARDING CARGO STORAGE AREA

CGO 3.1.4

CTO/GSP shall ensure that the cargo terminals and associated handling agents have the facilities and processes in place to store special cargo, including dangerous goods, live animals, perishables, pharmaceuticals, human remains, and valuable items, in accordance with regulatory standards and FLY2SKY policy.

FLY2SKY requires Ground Service Providers (GSP) and/or Cargo Terminal Operators (CTO) to ensure that:

- Dangerous goods (DG) are stored in accordance with the current edition of the IATA Dangerous Goods Regulations (DGR), in designated and clearly marked secure areas.
- Live animals (AVI) are placed in a quiet, well-ventilated, and designated area, protected from noise, odors, and adverse weather, as per the IATA Live Animals Regulations (LAR).
- Temperature-sensitive cargo, including pharmaceuticals and PCR items, is stored at the required temperature ranges specified in the IATA Temperature Control Regulations (TCR).
- Temperature-controlled containers must be connected to a power source or properly cooled where applicable.
- Human remains (HUM) in coffins are not to be stored near foodstuffs or live animals, and must be kept in a discreet and respectful environment.
- Perishable cargo (PER) is separated from non-compatible cargo types, in line with IATA Perishable Cargo Regulations (PCR).
- Valuable cargo (VAL) is stored in a secure, access-controlled area, monitored and protected in accordance with applicable security procedures.

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- All cargo must be protected from adverse weather conditions, dampness, extreme temperatures, and other environmental hazards.
- Access control must be maintained at all times—unauthorized persons must not be permitted in storage areas for special cargo.

NOTE: That special cargo often requires special storage arrangements.

The Cargo Handling Agent shall shall ensure security measures are implemented in cargo facilities in accordance with requirements of the applicable civil aviation security program and the cargo is stored in a place where it is always guaranteed that no unauthorized person has access. CGO 3.7.1

The following security measures shall be implemented as a minimum:

- Access Control – Restrict entry to cargo acceptance and handling areas to authorized personnel and vehicles only. Access must be controlled through ID verification, access cards, security gates, or equivalent measures.
- Physical Security – Ensure perimeter protection through fencing, locked doors, and monitored gates. Cargo areas must be secured when unattended.
- Surveillance – Operate CCTV systems covering all critical cargo areas, including acceptance points, storage areas, and loading docks. Recorded footage must be retained for the period required by the national authority.

Cargo terminal facilities shall be subject to periodic audits and inspections conducted by the FLY2SKY Compliance Monitoring and Security Departments to verify that all required security measures are effectively implemented and maintained.

10.2.1.2 DANGEROUS GOODS STORAGE AREA

FLY2SKY requires GSP and/or CTO To ensure:

- Not accessible to the public and unauthorized persons.
- Protected against warehouse traffic.
- Equipped with the following placards:
  - 'Safety First'
  - 'Initial Emergency Response'
  - 'Segregation Table'
  - Visual examples of dangerous goods including batteries must be displayed.
- Depending on the size and area, more than one of each type of placard is required.
- Equipped with firefighting equipment.

To avoid the forwarding of dangerous goods, which have not yet been accepted or have been refused due to non-compliance, it is mandatory to designate and use separate storage areas.

As a minimum two areas have to be designated:

- Area # 1 for accepted shipments.
- Area # 2 for not (yet) accepting and refusing shipments.

If space in the warehouse permits, it is highly recommended to further separate and designate a minimum of three areas:

- Area # 1 for accepted shipments.
- Area # 2 for not (yet) accepted shipments.
- Area # 3 for refused shipments.

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10.2.1.3 ACCESS CONTROL

CGO 3.7.2

FLY2SKY requires GSP and/or CTO To ensure:

- Screening of persons and vehicles if have access to restricted areas where cargo stored.
- Adequate protection of cargo against unauthorized interference.
- Ensure that nobody other than a duly authorised person has access to storage and packing areas.
- All personnel shall display a security badge at all times while on duty.
- The access points to the storage and packing premises have to be closed and locked when not in use.

10.2.1.4 PALLET STORAGE AREA

FLY2SKY requires GSP and/or CTO To ensure:

- Suitable infrastructure shall ensure that pallets are stored in neat vertical stacks.
- Where storage infrastructure design is such that pallets are stacked on each other the design shall take into account the potential for damage during the removal of parts of the stack of pallets.
- Provision shall be made to segregate pallets of different operators and different sizes.
- Storage infrastructure for large (16 and 20 ft) pallets shall be of a size and load-bearing capacity adequate to store these pallets.
- Pallet storage infrastructure shall protect the pallets and nets when attached from damage during storage and movement in and out of storage.

10.2.1.5 CARGO NETS CARGO STRAPS STORAGE AREA

FLY2SKY requires GSP and/or CTO To ensure:

- Items manufactured of materials that suffer from environmental degradation such as cargo nets and cargo straps require suitable storage when not in use
- Where the cargo nets and cargo straps can be removed from the pallet and stored separately, they shall be untangled and prepared for use before placing in a suitable storage such that they are not exposed to damaging environment such as direct sunlight (U.V), water (humidity), freezing temperature, or other mechanical damages.
- The Cargo nets and cargo straps shall be segregated by owner and type during storage.
- If the cargo nets cannot be removed from the pallet, they shall be stored on the pallet in such a manner that the risk of environmental; damage is minimized.

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10.3 GENERAL ACCEPTANCE PROCEDURE

10.3.1 CARGO BOOKING PROCEDURE

Before the cargo acceptance takes place, every shipment has to be booked with FLY2SKY via a designated General Sales Agent GSA, or a request shall be sent or dgm@fly2sky.aero.

The cargo agent and/or shipper is able to request his booking by different available and traceable means:

- Telephone;
- Email.

All the cargo bookings must be coordinated with FLY2SKY in order to inform in advance all parties involved (weight and balance department, cargo operations, cargo handlers, etc.) for the flight preparation.

FLY2SKY requires during the booking additional information about the shipment:

- Air Waybill number;
- Origin and destination of the cargo;
- Number of pieces and total weight;
- Name of the company requesting the booking;
- Dimensions of the pieces;
- Nature of goods.

NOTE: If a cargo agent or a shipper fails to book his cargo in advance and delivers the shipment without any notice to the GSP and/or CTO the shipment will be refused for transportation.

- A manual FBL Must be provided no later than 48 hours prior to the flight departure.

10.3.2 LABELLING FREIGHT BY SHIPPER

Shipper self-labelling of packages: Packages must be labelled with unique references (shipper's reference/part numbers/identifiers)

Efficient cargo handling requires clear and correct labelling and identification of packages. It is the shipper's/freights forwarder responsibility to clearly mark all packages with the shippers and consignees full name and address. Re-Used packaging must have old labels and shipping details removed or destroyed. Special labels may be required e.q for perishables, dangerous goods, live animals, pharmaceutical shipments and fragile items.Other labels, such as "This Way Up" shall be used as appropriate.

An air cargo identification label or tag must be affixed to each package.

The label or tag must comply with *IATA Resolution 606* or applicable Regulations.

Where possible, cargo labels shall be affixed to packages close to the consignee's name and address. Large items (unable to handle manually) or heavy pieces of cargo shall have two labels affixed on opposite sides or more so that they can be readily identified from each visible side of surface.

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The following standard labels are to be used.

Name of Label	Description
Cargo Identification label	• Manual label • Bar-coded label
Package Orientation Label	• Red or black on a contrasting background
Perishable Cargo	• White with blue symbols (Fish, meat, fruits and flowers) and white printing must be marked and labelled according to *IATA Perishable Cargo Regulations*
Time and Temperature Sensitive Healthcare Products	• Thermometer and clock symbol on a white background
Fragile cargo	• Read with white symbol of a glass and printing
Live Animals	• Bright green animal figures on light background must be marked and labelled according to *IATA Live Animals Regulations*
Laboratory Animals	• Similar animal figures with additional text must be marked and labelled according to *IATA Live Animals Regulations*
Dangerous Goods Hazard and Handling labels	• Shipment containing dangerous goods must be marked and labelled according to *IATA Dangerous Goods Regulations*

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10.3.3 BOOKING INFORMATION MATCHES THE ACTUAL FREIGHT

Cargo/Ground handling agent shall ensure that all cargo accepted for transport—whether revenue, or non-revenue—is compliant with applicable operational standards, IATA requirements, and Fly2Sky procedures documented in GOM.

FLY2SKY requires CTO And/or Cargo Handling agent prior accepting shipments and/or issuing and AWB the following points shall be verified:

- Electronic Air Waybill number/completion
- Weight
- Dimensions or volume
- Number of pieces
- Nature of goods
- Priority code
- Handling labels and instruction on pieces. Where shipments are received with such labelled or printed handling instructions, they must be adhered to throughout the

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transportation process. For that reason, make sure that the indicated handling instructions fit the booked carrier product.

- Heavy, big and overhanging cargo
- Booking
- Cargo rating
- Other shipping documents
- Government and carrier requirements
- Packaging and marking requirements
- Dangerous goods
- Other special cargo
- Temperature range
- Traffic restrictions, embargos and station limitations
- Routing
- Security status
- Local customs requirement
- Destination custom requirements
- Register any discrepancies

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10.4 ACCEPT SHIPMENTS AS READY FOR CARRIAGE

10.4.1 GENERAL

The primary objective for cargo acceptance is to ensure that consignments are “Ready-for-Carriage” in compliance with:

- *FLY2SKY GOM* requirements
- Local export rules and regulations
- Rules and regulations of the transit airports
- Import regulations of the destination country or station.

10.4.2 READY FOR CARRIAGE CHECKS

FLY2SKY requires Cargo Handling Agent to verify that all information is consistent with the physical shipment and to ensure that applicable embargoes and operational restrictions are complied with including country and *FLY2SKY* requirements.

10.4.2.1 DOCUMENT CHECK AGAINST ACTUAL CARGO

FLY2SKY requires Cargo Handling Agent to check generic elements for each shipment:

- AWB number
- Shipper and consignee name and address
- Nature and quantity of goods:
  - Description does not indicate the presence of dangerous goods or is accompanied by tern “Not Restricted”
  - For Dangerous goods descriptions, as required in *IATA DGR*
- Additional handling information and instructions can be accommodated to match
- product/service
- Other charge codes
- The weight
- The dimensions or volume
- The number of pieces
- The physical appearance in comparison with the goods' description/commodity
- Shipment is properly packed, and suitable for air transport; For special cargo always refer to the current edition of the appropriate publication, Live Animals Regulations, Perishable Cargo Regulations, and Temperature Control Regulations.
- Any cargo or mail must be visually examined from all sides for traces of unauthorized interference. Special attention shall be paid to exposed wires, leaking fluids, inconsistencies in content and weight and any other signs of tampering or suspicious conditions.
- The packing material must withstand stacking and handling as common in the cargo industry.
- The handling labels and instructions on the pieces:
  - Non bar-coded labels:
  - Operator name.
  - Air Waybill number.
  - Destination code.
  - Total number of pieces in the consignment.
- Bar-coded labels:
  - Operator name.

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  - Air waybill number.
  - Destination.
  - Primary bar code.
- Additionally, optional information may be included on the label, for example:
  - carrier insignia.
  - Transfer points.
  - Piece number (piece of pieces).
  - Weight of this piece.
  - Total number of pieces.
  - House waybill number.
  - Origin.
- Ensure that all old labels and marks are obliterated.
- Ensure that the labels and marks are fully visible.
- Ensure each package bears the shipper and consignee name and address.
- Verify that the document pouch is appropriately labelled
- Where appropriate package must be labelled and marked in accordance with the *IATA DGR, IATA LAR, IATA TCR and IATA PCR*
- If cargo is not correctly marked and labelled as stated above, shipment cannot be accepted.
- For consolidations:
  - A consolidation or house Manifest must be available containing house waybill details
  - Vice versa: If HAWBs are present, "CONSOLIDATION" must be mentioned on the Master AWB
  - Handling instructions are in line with the booking

10.4.3 ACCEPTANCE OF SPECIAL CARGO

CGO 3.4.1

10.4.3.1 GENERAL

Due to the nature of some cargo, specific procedures apply.

10.4.3.2 HUMAN REMAINS

Where there is a request to carry human remains on FLY2SKY aircraft the following information must be sent, as soon as possible, to DGM@fly2sky.aero and OCC@fly2sky.aero.

Only accept human remains if it's accepted for carriage by FLY2SKY.

Do not accept any human remains that are consolidated with any cargo other than other human remains.

Human remains (HUM), except cremated, must be packed in a hermetically sealed inner containment which may be constructed of a flexible material or may be a rigid coffin of lead or zinc. The inner containment must then be packed inside a wooden or metal coffin. The wooden or metal coffin shall be protected from damage by an outer packing and covered by canvas or tarpaulin so that the nature of its contents is not apparent.

It is not allowed to put non-cremated human remains (HUM) in the same compartment as live animals (AVI), perishables/foodstuffs (EAT) and live human organs (LHO).

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The Commander shall be informed.

If a coffin containing HUM weighs 150 kg or more, it shall also be regarded as a heavy item (HEA) for loading purposes. The HUM shall be restrained and can be spread by making use of wooden boards or beams.

NOTE: HUM shall always be used as remark code on Loading Instruction, Loadsheet and LDM, irrespective of mass.

HUMAN REMAINS: CREMATED

- Accept urns or other suitable containers as cargo with no special restrictions
- Ensure that the urn or other containers are packed in a neutral outer package that will protect the urn from breakage and spillage.
- HUM and Live animals (AVI) shall be segregated in aircraft cargo compartments.

10.4.3.3 COMAT

Purpose of this procedure is to describe the process of COMAT shipping, define responsibilities of staff involved and advise on the correct way of filling out the required documentation. Nothing contained in this manual shall preclude personnel from acting in their own best judgement during any irregularity for which no provisions have been made in this procedure.

Service Cargo or COMAT (Company Materials) - All goods which are shipped on board of FLY2SKY aircraft free of charge for the request or for the interest of FLY2SKY are to be considered as Service Cargo or Company Owned Material. COMAT is understood to be shipped within the European Community. Any shipment originating from outside the EU or addressed outside the EU may not generally be considered as COMAT – Such shipments shall be treated individually.

In case shipment of COMAT is planned, MCC on duty or Logistics Department (including AOG desk) staff request the shipper to fill out 3 copies of COMAT Shipping Notice form including:

- Origin and destination of the shipment
- Flight number, date, and registration number of the A/C
- Shipper's name and address
- Contact person and his phone number and e-mail address
- Consignee's name and address
- Contact person of the Consignee, his phone number and e-mail address
- Contents and description of the shipment
- Part number (if applicable)
- DG or not
- Number of boxes, gross weight, and dimensions
- Name and signature confirming that shipment is properly packed, and security checked.

Description of Procedure

Filled out form is sent to Ground Operations Manager for approval and distribution to all involved

Ground Operations Manager approves and informs flight crew and GHA

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Shipper or nominated GHA delivers the shipment and 3 copies of the form on board

PIC accepts the shipment by signing the form. 1 copy stays with the shipper or GHA, second-with the flight crew, third one is for the GHA on arrival.

At destination service cargo shipments shall be delivered with priority. The nominated handling agent shall ensure the shipment is offloaded at destination and is handed over to the Consignee. The Consignee with airside access may offload the COMAT by advising the PIC and the GHA of that fact.

STAKEHOLDERS AND RESPONSIBILITIES

1. FLY2SKY MCC on duty staff, and FLY2SKY Logistics department (including AOG desk) staff are authorized to request COMAT shipment on board FLY2SKY aircraft
2. Ground Operations Manager shall approve the shipment
3. The shipper is responsible for complying with the general regulations for shipping air cargo. The shipper is responsible that all packages are properly packed and labelled, security checked, and delivered as 'ready for carriage', in accordance with the IATA regulations. It is the responsibility of the shipper to declare DGR or special load status of COMAT and certify that on the COMAT Shipping Notice. If COMAT shipment includes Dangerous Goods, the shipper is responsible for preparation of the acceptance Checklist, NOTOC and providing Dangerous Goods Declaration, MSDS.
4. The handling agent shall consider the shipment for load planning and document the shipment in Loading Instruction/Report accordingly.
5. Ground Operations Manager is responsible for informing flight crew and GHA about expected COMAT shipment

ADDITIONAL INFORMATION

COMAT Shipping Notice Form is maintained by Ground Operations department.

Actual revision shall always be used for operations.

The most up-to date revision is stored in FLY2SKY Ground Operations Department library in Centrik.

10.4.3.4 VALUBALE CARGO

Valuable cargo shall be handled as a separate type of cargo in accordance with the local regulations and security measures. During the whole process of transportation of valuable cargo, high standard of security shall be maintained.

- Make sure that advance arrangements, are limited to authorized personnel, such as specialized security staff and vehicles, have been made for handling the valuable cargo. All information related to VAL is strictly confidential
- Check number of items and description matches the information provided in the e-AWB or paper AWB.
- Make sure that valuable cargo is not consolidated with other cargo.
- Make sure that valuable cargo has been packed and secured so that it cannot be tampered with or removed.
- Valuable cargo must not be left unattended.
- Pre-advice messages shall be sent to respective services at the destination point in order to receive confirmation of security arrangements relating to storage and delivery to the consignee.

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- Valuable cargo shall be stored in a locked high security area. Every visit to the high security storage area shall be registered (a limited number of persons may enter the storage area).
- The arrival of valuable cargo during regular business hours will accelerate customs clearance and delivery.
- Storage time shall be as short as possible.
- Information concerning value, contents, routing and storage shall be kept confidential and be available only to the authorised personnel directly.
- The Air Waybill shall include a note “VAL” in the “Nature and Quantity” box.
- Valuable cargo that arrives at the cargo terminal shall be immediately checked against the Air Waybill and placed in the secured area.
- The record must be countersigned by an authorised person.
- Valuable cargo shipments shall be released by the carrier only during usual business hours unless special arrangements have been made with the carrier.
- A receipt from the receiver shall always be requested and the identification of the receiver shall always be verified when a VAL consignment is delivered.

10.4.3.5 FRAGILE CARGO

Fragile goods require special care in handling and a “FRAGILE” label shall be affixed on all sides.

- Only accept fragile cargo if confirmed by *FLY2SKY*
- Do not accept fragile cargo if the instructions given with the cargo ask for unreasonable/impractical demands or conditions.
- Make sure all special instructions are repeated clearly on the packaging

10.4.3.6 OUTSIZED/OVERSIZED AND HEAVY

CGO 3.6.1

Prior to acceptance, the ground handling/cargo agent shall ensure that the necessary en-route arrangements, when applicable, have been made.

Advance information shall be sent to stations involved in the loading/unloading, requesting their agreement to handle the item.

The request shall contain the following minimum information:

- the weight of each piece;
- the dimensions of each piece shown length × width × height using the Cargo-IMP code for the units of measurement used, e.g. 655/213/175 cm or 258/84/69 in;
- any other useful handling information, e.g. a description of the item, its lifting characteristics and its general shape.

Make sure FLY2SKY procedures for acceptance and handling of outsized and heavy cargo are met.

Make sure that strapping, spreading or securing of the load can be done.

Prior to shipping, confirmation shall have been received from the station(s) involved that they are able to handle the shipment.

Precautions must be taken to ensure that the load can be handled safely in order to avoid injury to persons, damage to aircraft/equipment and load.

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10.4.3.7 LIVE HUMAN ORGANS (LHO)

Vaccines and medical supplies are normally shipped in packaging designed to protect and preserve the contents. Shipments shall be treated as urgent cargo. If the shipment is packed in or with dry ice or if blood or organs are shipped as diagnostic specimens, they are regulated by the *IATA DGR.* Refer to 12.1.9 to confirm whether DRY ICE may be accepted for carriage in the cargo compartment of the aircraft assigned to operate the flight.

10.4.3.8 WET CARGO

Loads containing liquids (other than dangerous goods), or from which liquids may ooze out because of their nature, are considered as Wet Freight (e.g. live animals, fresh or frozen meat, fish shipments cooled by water/dry ice). When handling and loading wet freight, special care shall be taken that:

- The compartment floor as well as the other load is protected
- Containers are stowed in upright position
- The special handling advice “This Way Up” is strictly adhered to and the respective label affixed damaged packages or packages suspected to be damaged shall not be carried

10.4.3.9 LIVE ANIMALS

CGO 3.3.1, CGO 3.3.2, CGO 3.3.4

This procedure applies to all ground/cargo handling agents, acceptance staff, and operations personnel involved in the acceptance, handling, and transportation of live animals for FLY2SKY. Live animals shall only be accepted in accordance with IATA LAR Regulations.

Ground/Cargo handling agent must only accept animals which appear to be in good health and condition and check that the provisions of IATA LAR have been complied with by the shipper. Where the welfare of animals travelling in sealed solid-wall shipping containers, e.g., ornamental fish and other aquatic species requiring total immersion in water to support life, would be compromised by direct visual inspection of the primary enclosures involving the opening of the secondary enclosure at the time of acceptance, ground/cargo handling agents are only responsible for ensuring that the outer surfaces of the shipping container meet the relevant provisions of the appropriate Container Requirements.

Special attention must be paid to the following points:

- documentation including Shipper's Certification and documents required at destination;
- containers conform to the principles of design;
- marking and labelling;
- reservation and routing;
- Pet animals (e.g., dogs, cats, birds) shall not be accepted more than four hours before the scheduled departure time of the flight on which the animal is scheduled to be transported, unless there is a live animal facility.

Responsibilities

Acceptance Staff: Verify documentation, container compliance, and condition of animals in accordance with LAR.

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Acceptance Steps

Before to start with the Acceptance check, confirm aircraft registration and check GOM 12.1.8 to confirm that MOD20082/20084 for cargo hold heating and MOD20057/20059 for cargo hold ventilation are installed.

1. **Acceptance check**
   Preform the acceptance check using the *IATA Live Animal checklist* (or equivalent acceptance checklist as per IATA LAR format).
   - If a shipment fails the checklist (i.e a "no" on any of the questions), indicate all the reasons and return a copy of the checklist to the shipper or their agent together with the consignment, follow the internal escalation procedure and obtain immediate intrusions.
   - Keep a copy of the checklist together with the shipper's certification for Live Animals and all applicable documents according to the *IATA LAR* and retain it in a local file
2. **Documentation**
   - Verify that advance arrangements/bookings been made with all the operator(s) participating in the carriage of the live animals.
   - Verify that advance arrangements been made at the airport of destination, i.e. for quarantine and delivery.
   - Check states requirements may include health certificates, export or import permits.
   - (if applicable) Verify that attendants accompanying the animal(s), have advance arrangements been made with all the operators concerned.
   - Verify that the shipment complies with current regulations in force at transit stations.
   - (if applicable) Verify that operator/governmental exceptions been complied with.
   - Verify that all required documents are complete and valid:
     - Air Waybill (AWB) correctly completed.
     - Veterinary health certificate(s) issued by an authorized authority.
     - Any import/export/transit permits as required by origin, destination, or transit states.
     - Shipper's Certification for Live Animals.
   - Check that the number of animals, packages, equipment and description match the information provided in the AWB
   - Ensure the AWB includes the correct handling codes: AVI (Live Animals) and any applicable special handling codes.
3. **Compliance with LAR Container Requirements**
   - Confirm the container type is appropriate for the species, size, and weight of the animal (refer to IATA LAR Container Requirement Tables).
   - Ensure the container:
     - Size Suitability – Is appropriately sized for the particular type of animal, allowing it to stand, turn around, and lie down naturally.
     - Ventilation – Provides sufficient ventilation in accordance with species requirements.

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- Construction – Is structurally adequate to withstand normal handling and transport without collapse or damage.
- Handholds/Lifting Devices – Contains adequate handholds or lifting devices to facilitate safe handling and to prevent the handler from coming into close proximity to the animal(s).
- Leak/Escape Proof – Is completely leak-proof and escape-proof.
- Cleanliness – Is clean and free from any contamination.
- Absorbent Material – Contains sufficient absorbent material (note: straw must not be used where prohibited by certain countries).
- Feeding/Watering Facilities – Has suitable feeding and watering facilities, with access provided from the outside of the container without the need to open the main door, where required.

- Verify that consignee's name, full address as per the air waybill, and a 24-hour contact phone number shown are on each container
- Check that "Live Animals" labels and directional "This Way Up" labels are properly affixed.
- Check that each "Live Animals" label been completed, i.e. reflecting the correct contents
- Check that the container is marked in bold letters "POISONOUS" or "VENOMOUS" for live animals that can inflict a poisonous or venomous bite or sting
- Check that "Laboratory Animals" 7and "This Way Up" labels are attached to each container for Specific Pathogen Free (SPF) animals for laboratory use
- Check that details have been made immediately available with the container, i.e., time given, type, dosage and estimated duration, when sedatives, tranquilizers or psychoactive drugs have been administered to the animal

4. **Animal Condition**
   - Inspect the animal to ensure it is healthy, alert, and shows no signs of distress or injury.
   - Reject animals that are sick, injured, heavily pregnant (unless accepted per regulations), very young (under minimum age), sedated, or otherwise unfit for transport.

5. **Acceptance check completed**
   Attach the completed checklist to the shipment's documentation package.
   - Keep a copy of the check-list together with the shipper's certification for Live Animals and all applicable documents according to the *IATA LAR* and retain it in a local file

4. **Weight the container**
   Weigh the container with the animal inside and record the gross weight on the AWB.

5. **Final Container Verification**
   Verify that the container is sealed or locked securely to prevent accidental opening.

Rejection Criteria
Reject the shipment if:

- Documentation is incomplete, invalid, or missing.

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- The container does not meet IATA LAR requirements.
- The animal shows signs of illness, injury, or extreme stress.
- The shipment is not compliant with import/export/transit regulations.

Keep the completed Live Animals Acceptance Checklist (accepted and rejected) and related documentation on file for a minimum of 3 months (or longer if required by local regulations).

10.4.3.10 PERISHABLES

CGO 3.3.1, CGO 3.3.3

Perishable cargo must be accepted and handled in accordance with the current edition of the IATA Perishable Cargo regulations manual and national legislation.

The shipper shall provide written instructions as to the maximum acceptable duration of transportation and of any special handling required. These instructions shall be shown on the Air Waybill and the packages. The IATA "Perishable" label shall be attached to each package and where applicable the "This Way Up" label. If shipper owned thermographs are used in temperature sensitive loads, the handling agent shall be informed accordingly. A remark showing the code "PER" and loading position should be entered in the LDM/CPM.

Perishable cargo shall be accepted for carriage only, if properly packed in order to avoid damage and/or contamination to other loads or compartments.

Perishable cargo is accepted for carriage provided that:

- Cargo is of good quality and will not lose its quality while shipping within the period set in the aircraft schedule in the shipping contract
- Transportation of these cargos (import or export) is not forbidden by law or regulations of any country, into/from or via which the cargo is to be shipped
- Cargos are packed so that they are suitable for shipping by air
- There are not conditions for cargo delivery (with no changes in its conditions)
- Shipment does not include mixed cargo
- The cargo is supplied with all required accompanying documents
- Cargo does not endanger the aircraft or its occupants, nor cause inconvenience to passengers.

Acceptance procedure

Before to proceed with documentation verification, verify that advance arrangements/bookings been made with all the operator(s) participating in the carriage of the perishables. If DRY ICE is used a refrigerator, check GOM 12.1.9 if the aircraft cargo compartments are ventilated.

Documentation Verification

1. Check the Air Waybill (AWB) for:
    - Special Handling Code PER (and any additional codes such as COL for chilled, FRO for frozen).
    - Any special handling/temperature instructions clearly stated in the "Handling Information" box.
    - Required regulatory certificates (veterinary, phytosanitary, export/import permits if applicable).
2. Ensure shipper has provided the Maximum Acceptable Transit Time (MATT) if required by regulation or airline policy.

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3. When a DRY Ice is used as refrigerator, the following information must be contained in the “Nature and Quantity of Goods” box on the AWB
    - UN1845
    - Proper Shipping Name (Dry ice or Carbon Dioxide, solid)
    - The number of packages
    - The net weight of dry ice in each package
4. Check number of items and description matches the information provided in the AWB
5. Check handling requirement for shipments example: temperature or other special information request

Packaging Compliance

6. Verify that packaging meets IATA PCR Chapter 5 requirements:
    - Provides adequate protection against spoilage, contamination, and physical damage.
    - Is resistant to leakage, with suitable inner lining or secondary packaging for wet cargo.
    - If using refrigerants (dry ice, gel packs, liquid nitrogen), ensure packaging meets IATA DGR requirements, PI954
7. Confirm packaging integrity – no tears, dents, leakage, or signs of thawing/spoilage.

Marking & Labeling

8. Ensure shipment bears:
    - “PERISHABLE” label.
    - Orientation arrows (“THIS WAY UP”) if applicable.
    - Any temperature range labels if specified by shipper.
    - (If applicable) Each package is marked with net weight of Carbon dioxide, solid (dry ice)
    - Name, address and telephone number of the consignee with any special information of the contents

Condition on Acceptance

9. Reject shipment if:
    - Packaging is damaged or inadequate.
    - Signs of spoilage, leakage, or contamination are present.
    - Documentation is incomplete or inconsistent.
    - Cargo compartments are not ventilated and re-route the shipment.

Temperature requirements for these commodities must be communicated by the shipper and agreed by FLY2SKY. Table 5.2.A of the PCR in columns E and F lists the applicable temperature range in Celsius assigned to a commodity. The individual product values shall be understood as not to be exceeded optimal values under which the product fares best.

10.4.3.11 TIME AND TEMPERATURE-SENSITIVE HEALTHCARE

CGO 3.3.1, CGO 3.3.5, CGO 3.4.2

- Time and temperature-sensitive healthcare products must be accepted and handled in accordance with the current edition of the *IATA Temperature Control Regulations*
- Perform the acceptance check using the IATA Acceptance checklist for Time and Temperature Sensitive Healthcare shipment (chapter 17.8.4.2.3 of the current edition

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of the TCR), checklist, or company checklist for the type of temperature sensitive healthcare products being accepted, answering all the questions.

- If a shipment fails the checklist (i.e a “no” on any of the questions) indicate all the reasons including references where applicable) and follow the appropriate internal escalation procedure
- A copy of the check-list (accepted and rejected) together with all applicable documents according to the TCR must also be retrained in a local file
- Check whether the cool container is accompanied by the check sheet for cool/active see document pouch of the container. Reject the acceptance if the check sheet is not available.

10.4.4 ACCEPTANCE OF MAIL

Before the mail is accepted for transport a check must be made by the carrier to verify:

a) that the mail receptacles (trays and/or bags) are in proper condition showing no signs of prior damage or deterioration.
b) that a routing label is securely and durably affixed to each receptacle.
c) that the labels affixed to the receptacle are legibly completed with routing instructions written in clear print indicating the intended routing and correctly identified carrier and IATA airport codes.
d) that the labels reflect the correct receptacle ID and weight as stated on (electronic) documentation.
e) that the label indicated the same party as stated on (electronic) documentation.
f) that all labels and the accompanying information conform with the mail to be transported.
g) that there is no evidence of prohibited items (See UPU Convention Section V. Article 19).
h) that (electronic) documentation is correctly completed with the number of receptacles and receptacles IDs, weight, origin and destination, flight number, and if that the consignment is security cleared.

The mail Delivery Bill documents (CN 38, CN 41, or CN 47) accompanying the mail shipment must be signed as a receipt for the Postal Operator of origin who will retain one copy of the document. When an electronic equivalent (CARDIT) is received, the carrier will send an electronic receipt (RESDIT).

If paper process, retain two copies of the Delivery Bill at origin (one for station file and one for accounting and invoicing) and for the remaining copies with the mail.

Insert two copies of the Delivery Bill in a mail envelope (CN 45).

Place these copies in the flight portfolio or other special pouch in which the flight documents are kept, or the CN 45 may be affixed to one of the receptacles in transport.

In case of containerized mail, the FLY2SKY shall have a bilateral agreement with the postal organization to ensure that the mail is ready for carriage and shall perform spot checks to ensure readiness for carriage.

FLY2SKY shall also ensure that clear bilateral agreement is implemented regarding Extra Territorial Offices of Exchange (ETOEs). An ETOE is defined as an office or facility operated by or in connection with a designated operator on the territory of another country, and that

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these offices are established by designated operators for commercial purposes to draw business in markets outside their own national territory. ETOEs are not in the same situation as designated operators (DOs) executing the obligations arising from the Acts of the Union.

ETOEs must be in conformity with the national legislation or policy of the member country or territory in which the ETOE or IMPC is established. If a member country allows, ETOEs may use UPU forms and documentation strictly for the operation of postal services and exchange of postal items in accordance with the Acts of the Union. In case an ETOE does not have an IMPC code (check UPU code list 108), its operations would necessarily fall outside the UPU umbrella; any related traffic would then be “non-postal”, i.e. deemed as ordinary cargo.

The Universal Postal Union (UPU) has published the list of ETOEs, their ability or not to use UPU documentation and specific requirements by countries for export and import. Carriers are strongly encouraged to check the UPU publications for compliance.

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10.5 PREPARE CARGO FOR TRANSPORT

10.5.1 CLOSING PALLETS WITH THE NET

NOTE: The tie-down straps used to restrain the g-forces, and the ropes that keep the tie-down straps in position must ALWAYS be applied BEFORE the top plastic and the pallet net are added. (the forces working on the pallet net must be equally distributed over all meshes and fittings of the net. A tie down strap which runs over or through the pallet net blocks that equal distribution of forces during ground movement and in flight and is therefore forbidden.

- Where applicable, only an agreed waterproof and/or fire-retardant material can be used to cover palletized cargo, and the cargo net must be on the outside of any such covering
- Nets and straps must not be over-tensioned so that cargo is damaged and/or.
- To prevent cargo from getting wet, plastic sheets must be used to cover the built-up pallet
- Make sure that the bottom plastic sheet is then overlapped by the top sheet
- Measure built up contour dimensions
- Spread and position net centrally over the load
- Secure all net fittings into seat track at equally on spaced intervals
- Take up any loose net material equally on all four side using hooks
- Only certified corner ropes must be used to close Pallet net
- Tie off and secure loose ends of corner ropes

Nets are certified to withstand the pallet maximum gross weight and the g-force factors. If the cargo loaded on a pallet is evenly built-up or consists of one pallet-sized parcel only, the pallet net is sufficient provided that the four corner ropes are correctly applied. Loads of mixed dimensions, weights density and stacking height allow the net to deform its intended contours. For that reason, additional tie-down of individual parcels may be required before the pallet net is applied. Typical situation in which cargo can shift within the pallet net are:

- Empty space left between the pallet edge and the load: the load can shift to the side.
- Very low load the net may not closely and tightly fit around the load. It can therefor shift or get loose from the pallet floor.
- Unstable stacks of parcels; crushing bulging or other deformation can put the net out of the allowable pallet contour

If any of these changes of contour under the pallet net can occur, tie-down straps have to be used before the pallet net is fastned.If there is a risk that tie-down straps slip down, apply one or two ropes to keep them in position. Secure cargo with symmetrical tie-down arrangements i.e using an equal number of tie-down attachment points (fitting or equivalent) on any two opposite sides of the piece of cargo, with the same number of straps acting in the same directions of restrains, onto any two symmetrically located attachment points.

10.5.2 WEIGHING OF CARGO AND MAIL

All bulk cargo loaded in a suitable GSE must be weighted before towing out to aircraft. The weight of the total bulk cargo must be recorded onto a tag.

For weighing of Bulk cargo, one of the following methods shall be used:

- Weighing suitable GSE with cargo and deduct tare weighed of the GSE to calculate the weight of cargo.

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- Weighing of individual pieces before loading into GSE To obtain the total weight of the bulk cargo.

If a discrepancy is found against the calculated gross weight, re-weigh again using a different weight scale to verify.

10.5.3 INFORMATION TO LOAD CONTROL

FLY2SKY requires CTO and or/ Cargo Handling agent to provide following information to Load Control:

- Special handling codes and complementary information
  - AVIH
  - PER and PIL /temperature range
  - OHG/length direction
- Bulk load: pieces and weight
- Airport of unload
- NOTOC shall include:
  - If applicable, Air Waybill number
  - Proper shipping name and/or UN/ID number
  - Class or division, and subsidiary risk(s) corresponding to label(s) applied, and for Class 1, compatibility group
  - If applicable, packing group
- For non-radioactive material, number of packages, exact loading location and, as applicable, net quantity or gross weight of each package, except:
    - For UN 1845, carbon dioxide, solid (dry ice): only the UN number, proper shipping name, classification, total quantity in each aircraft hold and offload airport are required;
    - For UN 3480, (Lithium ion batteries) and UN 3090 (lithium metal batteries): only the UN number, proper shipping name, class, total quantity at each loading location. UN 3480 (Lithium ion batteries) and UN 3090 (lithium metal batteries) carried under a State exemption shall meet all requirements above
  - Any restriction for transport on cargo aircraft only;
  - Airport of unloading
  - If applicable, dangerous goods transported under a state exemption
- Prepare the Manifest and the on-board documentation for handover to the ramp

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10.6 SEND SHIPMENT TO THE FLIGHT

10.6.1 SHIPMENTS FROM WAREHOUSE TO THE HOLD AREA FOR RAMP TRANSPORTATION

Move the cargo to the secure flight holding area, obeying al special instructions related to the cargo such as temperature control, proximity to other commodities etc.

- Secure the cargo dolly vehicle using stoppers /guides/restrains
- Check and secure any protruding cargo netting and/or plastic sheeting
- For transporting multiple pallets, secure entire stack to lowest pallet using cargo strap in longitudinal and lateral direction
- Where container and/or built-up pallet has overhanging section beyond the outer edge of the dolly/vehicle check and ensure this will not present a hazard to the unit or adjacent units during transit
- Drive within required speed limits when transporting cargo on dollies with tires/unsprang suspension, do not exceed 25KPH
- Use only roadways having sufficient width to accommodate load width
- On arrival at transfer destination position vehicle adjacent to cargo storage with correct horizontal and vertical alignment

This to avoid that Perishables, live animals and pharmaceuticals are impacted by weather conditions or long waiting times.

10.6.2 PREVENTING WATER DAMAGE

To prevent cargo and mail from water damage:

- ensure that flights are not delayed or that there is no disruption before sending cargo to the ramp.
- Ensure moisture is removed from carts, pallets and inside of containers before placing cargo and mail onto/into them
- During changing/unstable weather always use traps to protect shipments moving to and from the warehouse.

10.6.2 TRANSPORT FROM CARGO TERMINAL TO AIRCRAFT

FLY2SKY requires GSP to ensure that the following elements match are known checked and complied with:

- Date and Flight Number
- Cart ID numbers for loose cargo
- Nets and straps are correctly applied
- The physical condition of the cargo is in good condition and shows no signs of damage and/or tampering
- Handover time before STD Handover location point
- Snow and/or ice removed from the cargo if applicable
- For live animals when applicable refer to *IATA LAR* Always keep in mind that the welfare of animals is extremely important any irregularity must be reported
- Receive all documentation and instruction for the specific flight
- Make sure that any vehicles and equipment are serviceable before collecting loose cargo and from the flight holding area
- Inspect all cargo to be moved to the flights Check that:

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- The cargo is undamaged and has no signs of being tampered with-inform Supervisor of any abnormalities and Discrepancies
- No nets, ropes, straps, protective materials etc. are in a position to drag on the ground. Get jammed in rollers ball-mats or wheels
- All built-up cargo is safe to move and will not shift, roll or topple.
- Check that all loose cargo you intend to transport matches the actual flight is securely stowed all handling instructions are obeyed
- Ensure that separation of incompatible commodities is maintained at all times

- Protect cargo from adverse weather conditions and avoid the use of open carts
- Keep the dwell time as short as possible for time and temperature-sensitive goods on the ramp and their exposure to climate circumstances.
- Comply within any limitations regarding the maximum number of dollies in a train of dollies and/or the maximum load in a vehicle
- Hand over all documentation, pouches and special instructions for that flight only, to the aircraft loading staff or to cabin staff.

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10.7 HANDLING, LOADING AND UNLOADING

10.7.1 AVIH

GRH 3.4.16, CGO 3.3.1, CGO 3.3.2, CGO 3.4.

Live animals shall only be handled, loaded, secured and unloaded in accordance with IATA LAR Regulations.

The welfare of animals when under the care of ground handling personnel is of paramount importance.

Animal shipments must only be handled by appropriate competent staff.

Disturbance of animal shipments must be minimal. Unauthorized persons and staff must be prohibited from approaching or disturbing animals.

Animals must be provided with adequate ventilation but must be protected from inclement weather conditions such as excessive sunlight, noise and drafts.

Unnecessary tilting, tipping and movement of the shipment must be avoided.

Food and water must only be provided in accordance with the shipper's instructions. For unforeseen situations reference is made to the individual container requirements.

For sedation see 5.4 of IATA LAR.

Appropriate arrangements must be made for removal and disposal of sick or dead animals.

Depending on the type and quantity of animals as well as on the outside weather conditions, compartment doors must be kept open during transit stops or, if necessary, air-conditioning units used at loading and transit stations and connected immediately upon arrival at destination. For aircraft with Auxiliary Power Units (APUs), the doors must be kept closed provided hold ventilation is switched on.

For full aircraft loads of live animals, air conditioning units must be used at loading and transit, and be connected immediately upon arrival at destination, in addition to all the doors being open to maximize through ventilation.

In case of extended delays, rerouting or flight cancellations, the shipper or the consignee must be notified as soon as possible.

After off-loading the containers, the aircraft holds must be inspected and cleaned in case of leakage or spillage.

Animal holding areas must be cleaned in a similar manner to that prescribed for the cleaning and disinfection of aircraft cargo compartments.

10.7.1.1 STORAGE

AVI must only be stored in clean facilities especially designated to accommodate live animals. They have to be protected from weather, damp, extreme cold and heat, etc. In any case, it has to be ensured the segregation criteria outlined in IATA LAR 10.3.5 – Incompatibility Chart – and any instructions in this respect contained on the AWB and/or affixed to the packages must be adhered to the extent possible. Animals which are natural enemies must not be stored in closed proximity to each other. Also, laboratory animals must be segregated from other animals.

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In maintaining normal state of the animals, the ground staff behaviour is the key factor. Disturb animals as little as possible.

10.7.1.2 GENERAL LOADING PROCDURE

Live animals must only be loaded into suitable aircraft compartments. Check GOM 12.1.8 to confirm that MOD20082/20084 for cargo hold heating and MOD20057/20059 for cargo hold ventilation are installed.

Avoid unnecessary tilting and jolting of containers. Animal containers must be handled and stowed in the upright and level position.

Animals must be loaded as close to the departure of the aircraft as possible. It is recommended that lateral ramps be used whenever necessary. They must never be left standing unnecessarily in the open, nor on standing aircraft when the departure is delayed.

It is recommended that live animal shipments be located in such a way that they will not immediately be affected by local temperatures when the cargo compartment doors are opened. Live animals loaded into an aircraft compartment with under floor heat or insulation can be loaded directly onto the floor of the aircraft provided the container has adequate bedding material or a sub-floor. The containers must not be loaded directly in front of or below air ventilation outlets. So that there is sufficient air for normal breathing, the ventilation apertures must not be blocked by other loads or compartment or walls.

Depending on the nature of the animals and subject to the suitability of the container, containers must not be loaded on top of or underneath other types of cargo loads, unless the container can be maintained level to the floor of the aircraft throughout travel and be restrained.

When palletizing animal consignments care must be taken to ensure all animal containers will be transported in a level position. It might be necessary to use additional spacer devices to ensure ventilation openings do not become blocked during transport.

Precautions must be taken to prevent other loads from shifting and falling or leaning onto the animal container. To avoid any movement of the animal container, especially for livestock containers, it may be necessary to tie it down.

When special care for the animal is required, e.g., during transit stops or in case of in-flight attention, the containers must be accessible.

Most live animal shipments must be treated as wet cargo. Therefore, plastic sheeting or tarpaulin must be placed under live animal containers in order to avoid soiling of aircraft holds and another load.

Ensure facilities and necessary equipment are available to unload the animal(s) at destination.

10.7.1.3 LOADING AND STOWAGE OF AVI

Cargo or ground handling agents supply adequate spreaders and lashing and present them with the animal to the loaders;

- The animal shall be loaded onto the spreaders as near the doorway as possible;
- The box must then be lashed securely to the hold;
- Adequate space must be left around the box for ventilation;

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- Hold baggage shall be prevented from becoming in contact with the box during flight; Hold lights shall be turned on;
- The door shall be left open for as long as possible during ground operation;
- On arrival animals shall be removed/cleared from the aircraft as quickly as possible;
- Animals shall not be left in direct sunlight, high temperatures or inclement weather prior to or post flight; Animals that are natural enemies, for example cats and dogs, can be loaded together within the same compartment;
- Live animals MUST NEVER be loaded in the same hold as:
    - Dry Ice; (Exception: Live tropical fish and other fish for aquarium use may be loaded together with ICE, as they are packed in closed containers and are not dependent on the oxygen in the compartment.)
    - Cryogenic liquids;
    - Human Remains;
    - Catering/Foodstuffs;
    - Natural Enemies;
    - Dangerous goods;
- A Notification to Captain (NOTOC) shall be issued when live animals (AVI, AVC, AVP) are loaded on board an aircraft;

NOTE: A change in load and/or loading position at a transit station must be reported to the Commander.

Special Load Notification to Captain (NOTOC)
NOTOC shall be completed in duplicate and presented to the Captain.

On Departure
A load signal (LDM) must be sent and include the destination and location of the animal/s:

- e.g. RIX - AVI/4

Load the containers with AVI as follows:

- Load the AVI as close as possible to the time of departure
- Load vertically
- Place closer to the doors of the cargo compartment, so to be accessible, without needing to be off-loaded, when care of the animal is required during transit stops
- Do not stow the AVI container directly in front of or below air ventilation outlets, or in contact with the floor, or compartment walls, or internal lights
- Do not load the AVI in the same container with:
    - HUM
    - ICE
    - EAT
    - Cryogenic liquids
    - Natural enemies
    - Dangerous Goods
- Fasten to the aircraft floor in order to avoid its movement during taking off and landing
- Secure/segregate other cargo/mail/baggage to ensure that they will not fall on animal container or block ventilation openings
- Leave at least 16cm room for air flow circulation and for free air access
- Leave the compartments lights on

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On Arrival

Loaders shall open hold as soon as possible and remove animal to the warehouse or to the passenger in arrivals.

The hold shall be checked for fouling etc., and if required be thoroughly cleaned.

If the animal is in a distressed state this must be reported to crew immediately. FLY2SKY Ground Operations must also be informed via e-mail: DGM@fly2sky.aero.

Any queries on the carriage of Live Animals shall be directed to the FLY2SKY Ground Operations: DGM@fly2sky.aero.

10.7.2 PERISHABLES/FOODSTUFFS AND HATCHING EGGS (EAT AND HEG)

GRH 3.4.17; CGO 3.3.1

Perishables must be, as far as possible, protected from a sun light and other intensive sources of light. At presence of storage area with temperature control (cooler or freezer), cargo must be stored in such conditions during the most possible interval of time till load to aircraft or till delivery to the consignee.

During transportation, loading and unloading of perishable products, ensure that they are:

- Handled in a manner to minimize the waiting period
- Not exposed to adverse environmental conditions

Pallets with flowers, fruit or vegetables must not be covered with plastic foil. Perishable cargo, refrigerated with wet ice or containing fluids or moisture, which could leak (e.g. meat, fish or other seafood – fresh, salted, smoked, frozen) shall be treated as "Wet Cargo". Perishable cargo refrigerated with dry ice (ICE) shall be handled according to the respective regulations. Care shall be taken when stacking perishable items, so that lower layers of the stack are not damaged by the weight of the upper layers.

Note: The cargo holds of the 80% of FLY2SKY aircrafts are not equipment with option for temperature control; average temperature lays between 8°C and 15°C. Exemptions, however, might exist on individual aircraft. Check GOM 12.1.7.4 to confirm if there is a temperature control on the respective aircraft.

The handling instructions shall clearly indicate if the temperature in the cargo cannot be regulated. Any temperature specifications must be avoided.

Alternate wording shall be used:

"STORE AT +2...+8 ° C WHEREVER SERVICABLE COOLING FACILITIES AVAILBLE"

"WAREHOUSE STORAGE BETWEEN +2 and +8 ° C WHEREVER POSSIBLE

"PER: KEEP IN COLD STORAGE AT WAREHOUSE"

Meat

Meat shall be enclosed in waterproof material and handled as wet cargo (see AHM 322).

The strictest hygiene conditions shall be maintained during all stages of handling meat.

The temperature ranges to be maintained are:

a) fresh meat—between 0°C (32°F) and 5°C (41°F);
b) frozen meat—below -12°C (10°F).
(This will require use of refrigerated/temperature-controlled container.)

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The loading shall be prepared in the following sequence:
The cargo compartment has to be cleared of all items not required for loading. The tie-down rings as required for the load have to be fitted into the tie-down track in the compartment floor. Lashing ropes and/or straps shall be attached to the tie-down rings and laid out along the compartment walls. Absorption sheets shall be laid out on the floor, as well as tarpaulin or plastic sheet, which are tied to fastening. Fastening bolts are shall only be used for tying tarpaulins, due to their limited strength, they cannot be used for tying down loads. Once the loading is completed, the tarpaulins are pulled over the load. The open part of the tarpaulin, that are facing the cargo door should be folded and also pulled over the meat. Lashing material is accessible now and shall be fastened across the shipment and secured properly. Boxes with dry ice shall be suspended from the ceiling outside the tarpaulin covering in order to cool the whole compartment.

Cargo Compartments and loading materials used for the shipping of meat, shall be cleaned and disinfected immediately after unloading.

Hatching Eggs
Hatching eggs shall not be stowed in close proximity to Carbon dioxide, solid (dry ice) (ICE) and cryogenic liquids (RCL). Hatching eggs shall be separated from radioactive materials Categories II and III when stored in the warehouse in accordance with the most current edition of the IATA Dangerous Goods Regulations (DGR).

The temperature range of the compartment shall remain between 10°C (50°F) and 15°C (60°F) during flight and shall not exceed 27°C (80°F).

Flowers
Shall be stowed so as to avoid direct contact with the compartment floor or walls and shall not be stowed in the same hold with fresh fruit/vegetables (PEP) due to ethylene gas produced by vegetables which may deteriorate flowers (IATA PCR Chapter 5.3/Table 5.3.A).

Fresh Fruit and Vegetables
When fresh fruit and vegetables are loaded in quantities which require stacking, care shall be taken to ensure that an airspace is possible between the packages. This is particularly important with fresh fruit and vegetables having a high moisture content. Care shall be taken to ensure that space for air circulation is left between the packages. This is of particular importance for fresh fruit/vegetables with high moisture contents (e.g. salad). Fresh fruit/vegetables shall not be stowed in the same hold as flowers.

Owing to the minimum packing requirements care shall be taken when loading fresh fruit and vegetables with general cargo.

Sea Food
Fish shall be completely enclosed in watertight containers and handled as wet cargo (see AHM 322). Any wet ice used shall be sealed within its own watertight container.

The temperature ranges to be maintained are:

a) fresh fish—not to exceed 5°C (41°F);
b) frozen fish—not to exceed -12°C (10°F).
(This will require use of refrigerated/temperature-controlled container.)

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Vaccines and Medical Supplies

Short life radioactive isotopes shall be handled with extreme urgency and in accordance with the IATA Dangerous Goods Regulations (DGR) requirements.

Living human organs/blood (LHO) and lifesaving drugs shall be handled with extreme urgency.

Drugs classified as narcotics or dangerous drugs shall be handled in accordance with AHM 331.

Living Human Organs/Blood

Living human organs/blood (LHO) may be loaded in the same hold as radioactive materials Categories II and III (Yellow label—RRY), provided that LHO shall be separated by the same distance as applicable to persons in accordance with the IATA Dangerous Goods Regulations (DGR) requirements (see DGR 9.3.12 and Table 9.3.D).

Living human organs/blood (LHO) shall be adequately separated from human remains in coffins (HUM).

Perishable items shall be loaded so that they are suitably accessible in case any handling is required at an en-route and/or destination station.

Wet ice and perishable cargo containing fluid or moisture which could leak onto the compartment floor shall be treated as “wet cargo”.

Fowers, fruit and vegetables must not be covered with plastic foils.

Articles refrigerated with dry ice shall be handled in accordance with IATA DGR.

Foodstuffs (EAT) shall not be loaded together with poisons (RPB, RHF) or infectious substances (RIS) in the same compartment. Foodstuffs (EAT) shall not be loaded in close proximity of live animals (AVI) and non-cremated human remains (HUM).

NOTE: Perishable cargo that requires special stowage, special care at transit stops, in-flight attention or special handling in the case of delays or diversions shall be included on the form “Special Load Notification to Captain”.

Care shall be taken when stacking perishable items so that the lower layers of the stack are not damaged by the weight of the upper layers.

- **Fish**
  Special heavy plastic bags must be used whenever fish is loaded. Use canvas cover or other material to protect the compartment floor.
  Leaking, otherwise damaged or evidently weak packing equipment must be refused.
- **Meat**
  Meat shall be enclosed in waterproof material and handled as wet cargo. The strictest hygiene conditions shall be maintained during all stages of handling meat.
- **Hatching Eggs**
  Hatching eggs shall not be stowed in close proximity of dry ice (ICE) and cryogenic liquids (RCL).

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- **Fresh Fruit and Vegetables**
  When fresh fruit and vegetables are loaded in quantities which require stacking in cargo hold care shall be taken to ensure that an airspace is possible between the packages.

The IATA "Perishable" label shall be attached to each package and where applicable the "This Way Up" label.

NOTE: Current issue of the IATA Perishable Cargo Regulations (PCR) publications shall be available at all stations where PER is carried and shall be used when accepting Perishables/foodstuffs and/or hatching eggs for carriage.

10.7.3 TIME AND TEMPERATURE-SENSITIVE HEALTHCARE PRODUCTS

CGO 3.4.2, CGO 3.3.1, CGO 3.3.5

Before departure:

a) Review the AWB and other shipping documentation and ensure that it complies with the regulations and procedures relevant to the carrier and country.
b) Comply with the programmed flight schedule and ensure that adequate space is available in the cargo hold.
c) Communicate any delays or problems.
d) Update any temperature monitor log sheets.
e) Store the product in conditions that are within the defined temperature range on the label and AWB.
f) Minimize the time that elapses between warehouse and aircraft loading or unloading (tarmac time).
g) Handle active and passive shipping systems in accordance with shipper's instructions.
h) Load the consignment into the aircraft. Wherever possible, avoid placing temperature-sensitive cargo near the aircraft cargo door.
i) Maintain recommended cargo hold temperature settings.
j) Store the product at transit airports in an area kept within the specified handling temperature range.

IATA Time and Temperature Sensitive label is mandatory for the transport of healthcare cargo shipments. There are specific conditions for proper use of the label. These can be found in the current edition of the IATA Perishable Cargo Regulations, Chapter 17: Logistics for Temperature Sensitive Healthcare Products.

The principal rules for the correct use of the label are as follows:

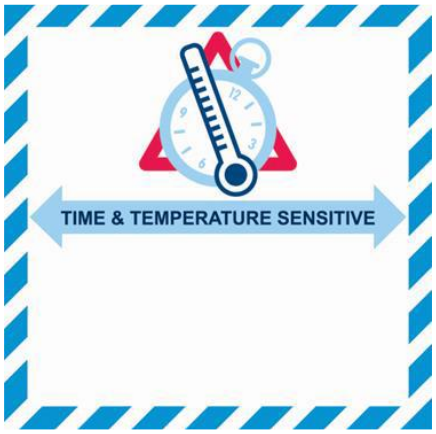
- Shipments must be booked under the proper handling code and as temperature-controlled healthcare cargo in accordance with the IATA Perishable Cargo Regulations
- The label must be used for healthcare products only.
- The label may be applied to both active and passive shipping systems.
- The lower half of the label must indicate the external handling temperature range or limit (minimum and maximum) that the package can be exposed to during transport.
- The label must be attached to a consignment which has been specifically booked as a time and temperature-sensitive healthcare product.

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- The temperature range on the label must match the temperature range or limit stated on the Air Waybill.
- The text must be in English, and temperatures must be shown in degrees Celsius.
- The label must be applied by the shipper or by his designated agent.
- Only one label is required. This must be visible on the outermost means of containment (box, over-pack).

If containers are shipped with dry ice, shippers shall consult IATA's Dangerous Goods Regulations (DGR) for proper labelling and marking requirements.

In regards to marking, each package shall be clearly marked with the consignee's information and special instructions on the nature of the contents per section 7.7 of the TCR.



Actual size 10cm X 10cm

On the apron:

- Minimize the time product is exposed to ambient temperatures
- Use of high priority ramp handling
- Use of covered storage when transiting through multiple airports

Use of passive protection tools such as thermal blankets provision of air condition to the aircraft transferring the items to a warehouse with adequate facilities (as air conditioning or cold store) control and refilling of dry ice supply (if initially used for chilling loads) offload and rebooking.

In the event of a delay, actions shall be taken to prevent a deterioration of the loads, such as:

Loading:

- Avoid positioning near cargo door
- Cargo hold temperatures shall be maintained between +15.0°C and +25.0°C
- Provide a NOTOC (notification to captain) to the pilot-in-command.

After arrival:

a) Ensure priority unloading from the aircraft.
b) Handle active and passive shipping systems in accordance with shipper's instructions.
c) Store the product at the arrival airport in an area kept within the specified handling temperature range.

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d) Active systems: Check that the container is operating properly. Re-ice and replace batteries if required.
e) Active systems: Record the temperature as shown on the outside display panel.
f) The freight forwarder assists with customs clearance and logs receipt of the product from the service provider.
g) Provide clear instructions for unloading the container from the aircraft
h) Inspect goods for physical damage and evidence of temperature abuse.

10.7.4 HUMAN REMAINS (HUM)

CGO 3.4.1

Do not put non-cremated human remains (HUM) in the same compartment as live animals (AVI), perishables/foodstuffs (EAT) or live human organs (LHO).

If a coffin containing human remains (HUM) weighs 150 kg or more, it shall also be regarded as a heavy item (HEA) for loading proposes.

10.7.5 HEAVY/OUTSIZED ITEMS

GRH 3.4.15, CGO 3.6.1

Any item weighing greater than 150 kg (330 lb) shall require individual restraint where:

- Any item loaded into a container that is not Volumetrically Full.
- Any item which due to its shape or other reasons cannot be safely restrained under a cargo net.
- Requires special restraint as Dangerous Goods.
- Any item having a centre of gravity higher than 50% of its total height.

Heavy items shall be loaded on pallets.

In any case, heavy/outsized items must be lashed properly and must be secured against any movement. This applies likewise to packages not marked with “Heavy Item” label but are recognized as such due to their weigh indication on the packages or are supposed to be “Heavy Items” due to other indications.

The maximum permissible weight for each heavy item depends on dimensions and weight distribution of the cargo, airport facility (equipment and manpower) and scheduled ground times. For A32F the cargo compartment floor is designed for an evenly distributed load of 732 kg/m2 of bulk loads with a maximum load density of 240 kg/m3.

A bulk item may be too large to fit in a net section. In this case, the loader is authorized to remove the mandatory divider nets, in order to create a larger net section. This new net section is defined by two successive mandatory divider nets, or by a mandatory divider net and a wall.

The loader must individually fasten all the bulk items which are located in this new net section.

The loader must ensure that there is a minimum clearance of 2.00 in (0.051 m) between the top of the load and the cargo hold ceiling.

Restraint shall be provided by the use of cargo straps or by filling up the container until it is volumetrically full according to AHM 311 (Securing of Load)

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Safe Loading Operations

- Use appropriate lifting and positioning equipment to avoid damage to the aircraft or cargo.
- Position cargo according to the approved Load Plan to maintain proper weight distribution.
- Ensure that cargo is loaded with sufficient clearance from aircraft walls, doors, and emergency exits.

Cargo Securing & Restraint

- Use approved tie-downs, straps, nets, or blocking to prevent cargo movement during flight.
- Follow the Load & Trim Sheet to verify compliance with the aircraft's center of gravity limits.
- Double-check that latches, locks, and securing mechanisms meet safety standards and manufacturer specifications.
- For rolling cargo (e.g., vehicles, wheeled machinery):
    - Engage the brakes and use chocks or securing devices.
    - Disconnect battery terminals to prevent accidental activation.

Final Inspection Before Departure

- The Loadmaster or Ground Supervisor must conduct a final inspection to verify:
    - Cargo is secure and properly restrained.
    - The aircraft remains within weight and balance limits.
    - All cargo doors and access panels are properly closed and locked.
- The Pilot-in-Command (PIC) must review and sign off on the load sheet before departure.

Unloading Procedures

Safety Precautions

- Ensure that all personnel remain at a safe distance until the aircraft is secured.
- Confirm that ground equipment (e.g., cranes, forklifts) is in position before unloading begins.

Controlled Unloading

- Release tie-downs and restraints in a controlled sequence to prevent sudden shifts in weight.
- Use approved unloading methods to prevent damage to cargo and aircraft structure.
- Inspect cargo for any damage upon unloading and report any irregularities immediately.

10.7.6 VALUBALE CARGO

The person in charge of the ramp handling for valuable cargo shall check that the seals affixed to the valuable cargo pouches, or to the security-controlled container, are intact, before they are loaded into the security locker or in the cargo compartments.

Each pouch or security box shall be stowed into a specially provided security-controlled stowage device on board the aircraft. Valuable cargo pouches for different destinations may be loaded in the same aircraft security device.

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No loading or off-loading of any valuable cargo shipment shall take place without attendance/supervision of authorized personnel. Supervision shall remain in place until the aircraft is pushed back.

10.7.7 WET CARGO

For aircraft handling and loading the following precautions shall be taken:

a) To protect the aircraft floor, plastic sheets or tarpaulins shall be spread on the aircraft floor and walls, so as to catch any spillage or leakage.
b) Containers shall be stowed and secured upright, i.e. the closure must be at the top.
c) Special Handling instructions (labels or imprints, e.g. “This Way Up” label) shall be strictly observed.
d) Damaged packages or packages where damage can be assumed to have occurred shall not be loaded on the aircraft, e.g. packages with holes, indentations, traces of leakage, defective caps or closure devices.
e) For wet cargo in containers which are not watertight it is essential that secondary measures are taken to ensure that any spillage can be contained. This can be achieved by:
    a. placing and securing the shipment in a bowl, or similar receptacle, the volume of which is sufficient to contain any spillage;
    b. following the instruction in 6.1 and additionally turning the edges up against the aircraft wall, or other cargo, so as to create a waterproof basin around the shipment.
f) Cargo which by its nature may produce liquid, for example live animals which make a large amount of urine, shall be in leak-proof containers or shall contain sufficient absorbent material. Additionally, plastic sheet or tarpaulins shall be used as described in AHM 6.5.2.
g) Other wet cargo such as fresh meat, casings, wet hides and skins, whether packed in leak-proof containers or not, shall be prevented from having direct contact with the aircraft floor. This serves to protect the aircraft from corrosion or contamination by blood or other liquids, and to maintain the hygiene standards of food products.
h) It should be noted that when it is wet or damp, the strength of some packagings can be considerably reduced. Special attention shall be given to avoid crushing of the packages when stacking to several levels.

10.8 CARGO TRANSPORTATION IN THE PASSENGER CABIN

GRH 3.4.12

FLY2SKY DOES NOT ACCEPT CARGO IN THE PASSENGER CABIN

10.9 CARGO AND MAIL SECURITY

Refer to SeMS Chapter 4

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11 DE-ICING/ANTI-ICING

11.1 GENERAL

GRH 4.2.1, GRH 4.2.3, GRH 4.2.4

Safe winter operations require special procedures by maintenance, engineering and flight This chapter defines De-icing/Anti-icing program and procedures for FLY2SKY aircraft on ground and requires that Handling Company providing De-icing/Anti-icing services will maintain safety and quality standards applicable by the latest “SAE Recommendations for De-Icing/Anti-icing of Aircraft on the Ground.

The above makes the current requirements, rules and procedures applicable to all external providers that perform de/anti- icing services for FLY2SKY.

No aircraft shall attempt take-off when frozen or freezing contamination is present on or adhering to the wings, control surfaces or other critical surfaces. This is known as the ICAO ‘Clean Aircraft Concept’. Compliance with this requirement can be achieved by appropriate use of anti-icing or de-icing procedures, or where necessary a combination of both.

Detailed procedures and requirements for de-icing and anti-icing can be found in SAE AS 6285 “Aircraft Ground De-icing/Anti-Icing Processes” and other relevant SAE documents. This section provides general guidelines for safe ground de-icing/anti-icing operations.

The term de-icing will be used throughout this section but shall also be considered to refer to the anti-icing process. De-icing operations shall be performed with extreme caution to prevent injury to personnel and damage to aircraft and equipment. De-icing is not permitted during the fuelling process.

This chapter is the binding instruction for control and performance of De-icing/Anti-icing for all FLY2SKY flights, including all commercial and non-commercial operations, positioning flights, test and training flights.

11.1.2 BASIC SOURCES

The procedures in this manual are based on the current SAE global standards for Aircraft De- Icing, including but not limited to:

a) AMS1424 Deicing/Anti-Icing Fluid, Aircraft SAE Type I
b) AMS1428 Fluid, Deicing/Anti-Icing, Non-Newtonian (Pseudoplastic), SAE Types II, III, IV
c) SAE AS 6285 Aircraft Ground Deicing/Anti-Icing Processes
d) SAE AS 6286 Training and Qualification Program for Deicing/Anti-Icing of aircraft on the Ground
e) SAE AS6286/1 Processes Including Methods
f) SAE AS6286/2 Equipment
g) SAE AS6286/3 Fluids
h) SAE AS6286/4 Weather
i) SAE AS6286/5 Health, Safety and First Aid
j) SAE AS6286/6 Deicing/Anti-Icing Diagrams/No Spray Zones
k) SAE AS6332 Aircraft Ground Deicing/Anti-icing Quality Management
l) SAE ARP6257 Aircraft Ground De/Anti-Icing Communication Phraseology for Flight and Ground Crews

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Wherever in this document a reference is given to any other document, the latest revision of the applicable document shall be consulted.

All De-icing/Anti-icing vehicles shall meet the requirements of SAE ARP1971 or equivalent specifications. This covers requirements for a self-propelled, boom-type aerial device, equipped with an aircraft deicing/anti-icing fluid spraying system. The unit shall be highly manoeuvrable for de-icing all exterior surfaces of the types of aircraft operated by FLY2SKY to the applicable airport. The vehicle shall be suitable for both day and night operations.

Compliance with all requirements shall be verified during the audits or inspections conducted by FLY2SKY Compliance Monitoring Department in cooperation with Ground Operations Department.

11.1.3 CLEAN AIRCRAFT CONCEPT

The CAC is a crucial element for the safety of flight. An aeroplane is considered to be clean when all surfaces are completely clean or when surfaces are protected by de-icing/anti-icing fluid and the surface aerodynamic characteristics are unaffected.

A pilot shall not take-off in an aircraft that has:

1. Ice, snow, or slush on the fuselage, wings or stabilisers or control surfaces, in gaps between the airframe and control surfaces or in gaps between control surfaces and control tabs.
2. Any frost on the upper surfaces of wings, stabilizers, control surfaces.
3. Any frost or other contamination on the lower side of the horizontal stabiliser.

For a detailed and complete list of surfaces that have to be clean and for any exceptions refer to 11.5.1 Required Aircraft Condition.

All local regulations concerning aircraft cold weather operations shall be adhered to.

11.1.4 APPLICABILITY

The chapter is applicable at all airports where aircraft ground de-icing/anti-icing is needed and performed for FLY2SKY aircraft.

The requirements of this chapter are applicable to FLY2SKY service providers performing aircraft ground de-icing/anti-icing and service providers performing post de-icing/anti-icing checks.

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11.2 RESPONSIBILITIES

GRH 4.2.1

FLY2SKY Ground Operations Manager shall ensure De-icing/Anti-icing is available and provided when requested.

11.2.1 RESPONSIBILITIES OF DE-ICING/ANTI-ICING COMPANY

11.2.1.1 PERFORMANCE TASKS

The service provider responsible for performing the deicing/anti-icing tasks shall:

1. Ensure fluid used is manufactured in accordance with SAE specifications and in accordance with specifications contained in the latest revision of the FAA Hot Guidelines.
2. Maintain vehicles / equipment, fluids, training and procedures in accordance with this manual and the relevant SAE specifications or equivalent documentation.
3. Ensure that the fluid quality is within the limits determined by the fluid manufacturer.
4. Assume responsibility for the correct and complete accomplishment of the Deicing/Anti-icing of the aircraft.
5. Ensure that the personnel performing the Deicing/Anti-icing operation works according to the requirements detailed in this manual and the relevant SAE specifications or equivalent documentation.
6. Observe the relevant freezing point, the lowest operational use temperature, and aircraft limitations of the fluid.
7. Ensure the existence and maintenance of the necessary facilities and equipment adequate for the type of operation.
8. Ensure a full access to the fluid quality records whenever requested by FLY2SKY Ground Operations and/or Compliance Monitoring Department.

11.2.1.2 POST DE-ICING/ANTI-ICING CHECK

The service provider responsible for performing the post de-icing/anti-icing check shall:

a) Ensure that the aircraft has received a correct and complete de-icing/anti-icing treatment in accordance with the requirements detailed in this manual.
b) Ensure that the Post De-icing/Anti-icing Check (PDAC) has been performed in accordance with GOM 11.5.3 Post De-icing/Anti-icing Check (PDAC) before the Anti-icing Code is reported to the Commander.
c) Report the Anti-icing Code to the Commander.

This confirms the correct and complete accomplishment of the De-icing / Anti-icing of the aircraft and transfers the responsibility for the condition of the aircraft before take-off to the Commander.

11.2.1.3 AUDITABILITY

GRH 4.2.3

The service provider responsible for conducting de-icing/anti-icing operations and/or the PDAC (Pre-Departure Aircraft Check) shall ensure the following:

a) **Training Program Review and Update:**
All training programs related to de-icing/anti-icing tasks are regularly reviewed and updated to ensure compliance with the latest standards and best practices.
b) **Personnel Training and Record Maintenance:**
Personnel assigned to perform de-icing/anti-icing duties are properly trained in accordance with the required procedures. Training records are to be maintained and readily available for review during audits or inspections.
c) **Facilities and Equipment Availability:**

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Adequate facilities and equipment for conducting de-icing/anti-icing operations are available and in proper working condition to ensure safe and efficient operations.

d) **Fluids Handling and Application:**
De-icing and anti-icing fluids are stored, handled, and applied in accordance with the guidelines established by FLY2SKY, fluid manufacturer, and aircraft manufacturer. The fluids used must meet SAE specifications as per the manufacturer's recommendations.

The Ground Operations Manager, in collaboration with the Compliance Department, is responsible for ensuring that the external service provider adheres to these requirements during regular audits and inspections.

11.2.1.4 SUBCONTRACTING

Due to aviation legislation it remains the Air Operator's responsibility to assess the quality of any company providing safety relevant services. Service provider shall notify FLY2SKY prior to sub-contracting any de-icing/anti-icing tasks or PDAC, in order for FLY2SKY to assess the applicable sub-contracted provider.

11.2.1.5 TASK SHARING BETWEEN DIFFERENT COMPANIES

If two different companies are responsible for the performing De-icing/Anti-icing Tasks (Treatment) and the Post Deicing/Anti-icing Check (PDAC), they shall:

a) Ensure that the Anti-icing Code is only given to the Commander after the Post De-icing/Enticing Check (PDAC) is completed.
This is especially important at stations where de-icing is performed by one Deicing/Anti-icing Company and the Post De-icing/Anti-icing Check is done by another service provider.
b) (b) Ensure that local procedures are established and documented in order to ensure safe communication and coordination between applicable service providers.

11.2.*2* RESPONSIBILITY OF THE COMMANDER

As the final decision rests with the Commander, his request will supersede the ground staff member's judgement for de/anti-icing. He shall ensure that the aircraft is and remains clean from any contamination in accordance with the clean aircraft concept taking into consideration forecasted weather conditions, taxi times, holdover time and other relevant factors.

He has the responsibility to:

a) Determine whether an aircraft de-icing/anti-icing is required.
b) Ensure that contaminated aircraft surfaces are cleaned through a de-icing/anti-icing treatment application prior to take-off.
c) Calculate holdover times in accordance with the latest HOT tables defined in the Operations Manual (OM).
d) Continually monitor the environmental conditions after the aircraft has been treated to ensure that the critical surfaces remain free of any contamination until take-off.

Therefore, the Commander shall take into account forecasted or expected weather conditions, taxi conditions, taxi times, holdover time and other relevant factors. The Commander shall, when in doubt about the aerodynamic cleanliness of the aircraft, perform (or have performed) an inspection of the critical surfaces or simply request a further de-icing/anti-icing treatment.

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Even when responsibilities are clearly defined and understood, sufficient communication between flight and ground staff is necessary. Any observation considered valuable shall be mentioned to the other party to have redundancy in the process of decision making.

The Commander shall never commence a take-off unless all the critical surfaces are free of frost, ice, snow contamination or any other deposits that might adversely affect the performance or controllability of the aircraft, except as permitted in accordance with applicable procedures and after all appropriate checks/inspections have been carried out.

Final decision

The Commander has the final decision. His/Her evaluation will override the judgement of ground staff and may include additional instructions.

However, if ground personnel report contamination (for example clear ice, etc.) on aircraft surfaces, this contamination must be removed before take-off.

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11.3 FLUID HANDLING

Aircraft De-icing/Anti-icing Fluid (ADF) is a chemical product with environmental impact.

During fluid handling:

a) Avoid any unnecessary spillage
b) Comply with local environmental and health regulations
c) Comply with fluid manufacturer's safety data sheet

Due to different chemical characteristics and possible changes in aerodynamic behaviour:

a) Do not mix different products without additional qualification testing

Fluids used shall be limited to those complying respectively with standards AMS 1424 for Type I and AMS 1428 for Type II, III and IV.

For De-/anti-icing activities the following standards shall be followed:

a) ISO 11076 aircraft De-icing/Anti-icing methods with fluids
b) SAE ARP 4737 aircraft De-icing/Anti-icing methods with fluids
c) SAE AS6285 Aircraft Ground Deicing/Anti-Icing Processes

11.3.1 DE-ICING/ANTI-ICING FLUIDS

De-icing/anti-icing fluids are used to remove and prevent contamination accumulation on aircraft surfaces. Additionally, they flow off the aircraft surfaces during take-off so as not to degrade the take-off performance. Their typically of four types of de-icing /anti-icing fluids. They are Type I, II, III, and IV. The various types all have different physical and chemical properties, and their use is aircraft specific.

The Simple Concepts

De-icing and anti-icing fluids are similar in that the major component of these products is a chemical that lowers the melting point of ice or snow. The usual chemicals used for these products are propylene glycol and ethylene glycol. Both have excellent freeze-point depressant properties and good environmental profiles. However, ethylene glycol is toxic to mammals and must be used with caution. To melt and remove frozen contamination already settled on the aircraft it is also necessary to heat these fluids if used for de-icing. For anti-icing they can be applied cold once the aircraft is clean of contamination.

Type I Fluids

a) Have a high glycol content and low viscosity and are formulated primarily as de-icing agents.
b) Have little benefit when used for anti-icing protection, due to the minimal holdover times generated.
c) Have significantly less HOT on composite structures than aluminium.
d) Orange in colour, these fluids are typically applied hot and used for de-icing in Europe, North America and China.

Type I fluids are used for de-icing or anti-icing but provide very limited anti-icing protection.

Type I fluids form a thin film on surfaces to which it is applied which, under certain weather conditions, gives a very limited Hot. For anti-icing purposes, the fluid/water mixture shall have a freezing point of at least 10°C below OAT; increasing the concentration of fluid/water mix does not provide any extension in Hot.

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To use Type I holdover times guidelines in all conditions, including active frost, an additional minimum of 1 L/m2 (~2 gallons/100 ft2) of heated Type I fluid mixture with a nozzle temperature of at least 60 °C (140 °F) must be applied to the surfaces after all frozen contamination is removed.

This application is necessary to heat the surfaces, as heat contributes significantly to the Type I fluid holdover times. The required protection can be provided using a one-step method by applying more fluid than is strictly needed to just remove all of the frozen contamination (the same additional amount stated above is required).

Type II Fluids

a) Have a minimum 75% glycol content and contain a thickening agent to prevent their flow off aircraft surfaces.
b) Are designed to remain on the wings of an aircraft during ground operations, until around 100kt, thereby primarily providing anti-icing protection; however, the protection is still only for a limited period of time.
c) Type II fluids are applied cold when used as anti-icing fluids and are colourless or pale straw.

Type III Fluids

Type III fluids are designed for aircraft that have a shorter time to rotation, and this shall make it acceptable for some aircraft that have a Vr of less than 100 knots unless otherwise specified by the aircraft manufacturer.

Type III fluids are light yellow in colour. Some products are only approved to be used in concentrated form, hold-over-times between Type I and Type II.

They shall be approved for use by FLY2SKY on their aircraft.

Type IV Fluids

Are modified Type II fluids and used far more extensively, because they offer significantly longer holdover times.

Type IV fluids have now largely superseded Type II fluids

Type IV fluids are applied cold when used as anti-icing fluids and are Emerald green in colour.

Fluid Operating Envelope

De-icing fluids are mixed with water for best effect and HOT protection times vary as a function of mixture strength. Thickened fluids can be used for anti-icing, usually with mixture ratios of 100/0% or 75/25%. As the glycol concentration of the mix decreases, its anti-icing properties are reduced its freezing point increases - the fluid LOUT must be respected at all times.

De-icing/anti-icing fluids are sheared from the wing at take-off leaving only a marginal film of fluid that does not constitute a notable aerodynamic effect. Failed fluids no longer perform aerodynamically as expected. At this point, the failed fluid is comparable to any other contamination.

11.3.2 FLUID STORAGE

To avoid contamination of fluid and environment:

- Only use tanks dedicated to the storage of Aircraft De-icing/Anti-icing Fluid (ADF).

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Condition

a) Ensure that storage tanks are made of a material compatible with the aircraft de-icing/anti-icing fluid.
b) Avoid using dissimilar metals in contact with each other, as galvanic couples may form and degrade thickened fluids.

In case of doubt: Check the fluid manufacturer's documents.



Caution:
Risk of severe degradation of Type II, III and IV fluids due to tank corrosion. Whenever possible use corrosion resistant steel tanks. Mild steel tanks are only acceptable when coated with a suitable lining to prevent lining to prevent corrosion

Labelling

[Label tanks legibly and perceptibly (at a prominent place) to avoid contamination.

Annual checks

Inspect tanks annually for corrosion and contamination

NOTE: If the fluids are tested and qualified in accordance with GOM 11.8.4 Laboratory Checks for Fluids the inspection interval may be longer than one year.

If corrosion or contamination is evident, tanks must be maintained to standard or replaced.

A high level of liquid in the tanks serves as precaution against corrosion at the liquid / vapour interface and the vapour space.

Ensure that the storage temperature limits comply with the fluid manufacturer's guidelines.

To ensure that no degradation or contamination has occurred, check the stored fluid periodically.

11.3.3 PUMPING

Aircraft de-icing/anti-icing fluid may be degraded by excessive mechanical shearing.

a) Ensure to use only compatible pumps and spraying nozzles
b) Pay special attention that the design of the pumping system complies with the fluid manufacturer's recommendations

11.3.4 FILLING PORTS AND TRANSFER LINES

To avoid contamination and / or unintended mixture of different fluid types ensure that the filling ports and transfer lines are:

a) compatible with the aircraft de-icing/anti-icing fluid to be filled in and transferred
b) clearly labelled to prevent that a wrong fluid is filled into the storage system

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11.3.5 HEATING

When De-icing/Anti-icing fluid is heated:

a) Ensure that heating is done in accordance with the fluid manufacturer's guidelines



Caution:
Risk of fluid degradation or undesirable aerodynamic effects.

- Avoid unnecessary heating of fluids in vehicle tanks.

Prolonged or repeated heating of fluids (directly or indirectly) may result in loss of water which can lead to performance degradation of the fluid. For Type I fluid water loss may cause undesirable aerodynamic effects. For Type II, Type III and Type IV fluids thermal exposure and/ or water loss may cause fluid degradation.

11.3.5 APPLICATION

In order to prevent contamination, application equipment must be cleaned thoroughly before initially filled with aircraft de-icing/anti-icing fluid.

Aircraft de-icing/anti-icing fluid in trucks must not be heated in confined or poorly ventilated areas

Check the integrity of the fluid at the spray nozzle periodically

NOTE: If more than one nozzle is installed, they have to be marked in order to prevent confusion.

11.3.6 DEGRADATION

Inadequate storage, pumping or heating can cause degradation of Type II, Type III or Type IV fluids.

A Type II, Type III or Type IV fluid is considered to be degraded if the viscosity is below the minimum limit as provided by the fluid manufacturer and/ or by the Flight Standards Information Bulletin for Air Transportation issued by the Federal Aviation Administration (FAA).

Any of the following items can additionally accelerate the fluid performance degradation:

a) Low fluid consumption
b) Trucks being on standby mode with heating system on for extended periods of time
c) High temperatures in fluid tanks
d) (d) High temperatures in water tanks which are in direct contact with the fluid tanks (no insulation between the tanks).

11.3.7 TRANSPORT OF DE-ICING/ANTI-ICING FLUIDS

All Aircraft De-icing/Anti-icing Fluids listed in this manual are not considered to be Dangerous Goods, as they do not meet the respective criteria.

Samples may be transported in plastic bottles as hand baggage in the cabin (if permitted by Authorities) or in the cargo compartment.

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11.4 DE-ICING/ANTI-ICING PROCEDURES

GRH 4.2.1, GRH 4.2.2, GRH 4.2.5

Aircraft performance is certified based on a clean and uncontaminated structure. The accumulation of ice, snow, or frost on the aircraft's surfaces can disrupt airflow, adversely affect lift and drag, while also increasing weight. The impact on performance can be significant and potentially detrimental to safe flight operations.

Aircraft preparation for service begins and ends with a thorough inspection of the aircraft exterior.

The aircraft and especially its surfaces providing lift, controllability and stability shall be aerodynamically clean. Otherwise, safe operation is not possible.

An aircraft ready for flight shall not have ice, snow, slush or frost adhering to its surfaces. Exceptions are allowed according to FLY2SKY FCOM

a) Thin hoarfrost is acceptable on the upper surface of the fuselage.
b) On the underside of the wing tank areas, a maximum layer of 3 mm (0.125 in) of frost is acceptable.

11.4.1 EXTERNAL INSPECTION

An inspection of the aircraft shall visually cover all critical parts of the aircraft and be performed from points offering a clear view of these parts.

These parts are especially:

a) wing surfaces including leading edges
b) horizontal stabiliser upper and lower surface
c) vertical stabiliser and rudder
d) fuselage
e) air data probes
f) static vents
g) angle-of-attack sensors
h) control surface cavities
i) engines
j) generally intakes and outlets
k) landing gear and wheel bays
l) nose fuselage area*

* Ice ridges can form on the forward area of the fuselage while on the ground. These ridges can disrupt air flow into the pitot tubes, resulting in false measurements. All contamination shall be removed from this area.

NOTE: If cabin crew or passengers see any icing build up on the aircraft surface, this shall be informed to the flight crew.

11.4.2 CLEAR ICE PHENOMENON

Under certain conditions, a clear ice layer or frost can form on the wing upper surfaces when the aircraft is on the ground. In most cases this is accompanied by frost on the underwing surface.

Severe conditions occur with precipitation when sub-zero fuel is in contact with the wing upper surface skin panels. The clear ice accumulations are very difficult to detect from ahead

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of the wing or behind during walk-around, especially in poor lighting and when the wing is wet. The leading edge may not feel particularly cold. The clear ice may not be detected from the cabin either because wing surface details show through.

The following factors contribute to the formation intensity and the final thickness of the clear ice layer:

a) Low temperature of fuel that was added to the aircraft during the previous ground stop and / or the long airborne time of the previous flight resulting in a situation that the remaining fuel in the wing tanks is below 0° C
b) Abnormally large amount of remaining cold fuel in wing tanks causing the fuel level to be in contact with the wing upper surface panels as well as the lower surface, especially in the wing tank area
c) Temperature of fuel added to the aircraft during the current ground stop, adding (relatively) warm fuel can melt dry, falling snow with the possibility of re-freezing. Drizzle / rain and ambient temperatures around 0°C on the ground is very critical. Heavy freezing has been reported during drizzle / rain even at temperatures of 8 to 14° C (46 to 57° F). The use of thermal leading edge anti-icing may melt falling dry snow that re-freezes later

The areas most vulnerable to freezing are:

a) the wing root area between the front and rear spars
b) any part of the wing that will contain unused fuel after flight
c) the areas where different structures of the wing are concentrated (a lot of cold metal) such as areas above the spars and the main landing gear doubler plate

11.4.3 CONTAMINATION CHECK

11.4.3.1 GENERAL – CHECKS

A recommended procedure to check the wing upper surface is to place high enough steps as close as possible to the leading edge and near the fuselage and climb the steps so that you can touch a wide sector of the tank area by hand. If clear ice is detected, the wing upper surface shall be de-iced and then re-checked to ensure that all ice deposits have been removed.

It shall always be remembered that below a snow / slush / anti-icing fluid layer there can be clear ice.

During checks on the ground, electrical or mechanical ice detectors shall only be used as a backup advisory. They are not a primary system and are not intended to replace physical checks.

Ice can build up on aircraft surfaces when descending through dense clouds or precipitation during an approach.

When ground temperatures at the destination are low, it is possible that when flaps are retracted accumulations of ice may remain undetected between stationary and moveable surfaces. It is therefore important that these areas are checked prior to departure and any frozen deposits removed.

Under freezing fog conditions, it is necessary for the rear side of the fan blades to be checked for ice build-up prior to start-up. Any deposits discovered shall be removed by directing air from a low flow hot air source, such as a cabin heater, onto the affected areas.

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When slush is present on runways, inspect the aircraft when it arrives at the ramp for slush / ice accumulations. If the aircraft arrives at the gate with flaps in a position other than fully retracted, those flaps which are extended shall be inspected and, if necessary, de-iced before retraction.

The flight crew operating manual for individual aircraft types may allow take-off with a certain amount of frost on certain parts of the aircraft (refer to the AFM).

It is important to note that the rate of ice formation is considerably increased by the presence of an initial depth of ice. Therefore, if icing conditions are expected to occur along the taxi and take-off path, it is necessary to ensure that all ice and frost is removed before flight. This consideration shall extend the awareness of flight crew to include the condition of the taxiway, runway and adjacent areas since surface contamination and blown snow are potential causes for ice accretion equal to natural precipitation.

11.4.3.2 PRE-FLIGHT CONTAMINATION CHECK

Any time ground icing is expected, a visual contamination check of the aircraft shall be performed by the flight crew to establish the need for de-icing. The check shall be performed from the vantage point offering a clear view of critical areas and surfaces. The Commander shall ensure that pitot and static ports are not damaged or obstructed, and frost, snow or ice is not present on the critical surfaces described in GOM 11.4.1 External Inspection.

Exceptions to the above are light coatings of frost, up to 3mm in thickness, on lower wing surfaces.

11.4.3.3 CHECK PROCEDURE

The **Contamination Check** is a check to determine the need to de-ice:

a) The check must be performed by a qualified person
b) Perform the check during all weather conditions which may lead to aircraft icing on the ground
c) Perform the check from points offering sufficient visibility of the areas and parts of the aircraft listed in 11.5.1 Required Aircraft Condition
d) All areas and parts of the aircraft listed in 11.5.1 Required Aircraft Condition must be clean of ice, frost, snow and slush. Some exceptions are also listed there.

11.4.3.4 REQUEST FOR TREATMENT

In case of any contamination:

a) Initiate De-icing/Anti-icing according to local procedures.
b) Requests for De-icing/Anti-icing must specify the parts of the aircraft requiring treatment.
c) Remove contamination by a de-icing treatment followed by an anti- icing treatment if required.

11.4.3.5 TREATMENT INTERRUPTION

A de/anti-icing procedure shall be continuous and as short as possible.

If a treatment is interrupted (for example, a truck running out of fluid), the flight crew shall be immediately informed, stating:

1. The reason for the interruption.
2. Actions to be taken (in consultation with the flight crew).
3. Expected duration of delay.

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Before continuing the treatment:

1. Inform the flight crew.
2. Establish, in consultation with the flight crew, the further treatment to be carried out, including any surfaces requiring re-treatment in relation to holdover time.

Carry out the treatment as agreed.

When the holdover time of the treatment from before the interruption is not sufficient, the previously treated surfaces shall be fully de-iced and anti-iced again when continuing the treatment.

11.4.3.6 SPECIAL CHECKS

For specific aircraft types or weather conditions, additional requirements may exist, for example special clear ice checks such as tactile checks on wings.

a) These special checks are not covered by the contamination check.
b) The flight crew will advise the ground staff to perform special checks. Where these special checks are required, FLY2SKY Flight Operations will advise all ground stations via Ground Operations.

11.4.4 METHODS

11.4.4.1 STANDARD METHOD

The standard method for De-icing/Anti-icing of an aircraft on ground is to treat the aircraft surfaces with special fluids to provide an aero dynamical clean aircraft.

11.4.4.2 PRECAUTIONS, LIMITS

Ensure to observe the safety-relevant regulations of:

a) GOM 11.4.5.1 General Precautions, and
b) GOM 11.4.5.3 Precautions in Special Conditions, and
c) GOM 11.4.6 Limits

11.4.4.3 DE-ICING

When aircraft surfaces are contaminated with snow, frost, slush or ice:

a) Remove all contamination by a de-icing treatment before departure. Refer to GOM Ch. 11.4.7 De-icing for details.

11.4.4.4 ANTI-ICING

When snow, light freezing rain, or other freezing precipitation exists and / or there is a risk of contamination of the surfaces at the time of take-off:

a) Protect the aircraft surfaces by an anti-icing treatment before departure to avoid icing during taxi until take-off. Refer to GOM 11.4.8 Anti-icing for details

11.4.4.5 ANTI-ICING ONLY

When aircraft surfaces are free of contamination during ground time but freezing or frozen precipitation is expected during taxi:

- Perform an anti-icing treatment as a precautionary measure.

In case of active frost or freezing / frozen precipitation warning from the local meteorological service:

- Perform an anti-icing treatment to clean aircraft surfaces before the start of precipitation to minimise the possibility that contamination accumulates on aircraft surfaces.

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11.4.4.6 PREVENTIVE ANTI-ICING (OVERNIGHT PROTECTION)

Clean aircraft surfaces may be anti-iced already an evening before.

This minimises overnight ice accumulation and often makes subsequent de-icing easier.

Preventive anti-icing is permitted under following conditions:

a) There is no precipitation present or forecast.
b) The supervision personnel deliver the anti-icing code in writing to the Commander.

If the Flight Crew are not on board, and aircraft is sealed do not open the aircraft doors.

11.4.4.7 PRE-DE-ICING/ANTI-ICING (EARLY TREATMENT)

a) Aircraft may be de-/anti-iced several hours prior to departure, when weather conditions allow for a long holdover time, for example at frost.
b) For treatments carried out without the Flight Crew present, a suitably qualified person must confirm the treatment required and the correct configuration of the aircraft.
c) Ensure by local procedures that the Flight Crew receives all information about treatment and checks performed.

11.4.4.8 DE-ICING/ANTI-ICING

This is a combination of the procedures 'De-icing' and 'Anti-icing'. It may be performed in one or two step procedure:

a) Choose between a one- or a two-step procedure depending upon weather conditions, conditions of the aircraft and the holdover time.
b) Where holdover time is critical consider a two-step procedure using undiluted type II, III or IV fluid for the second step.

11.4.4.8.1 ONE-STEP PROCEDURE

One-step De-icing/Anti-icing is performed with heated anti-icing fluid which remains on aircraft surfaces to provide limited anti-icing capability:

a) Choose the correct fluid concentration with regard to the necessary holdover time, outside air temperature (or wing skin temperature), and weather conditions.
b) If a Type II, III, or IV fluid is used in a one-step process, then an appropriate inspection and cleaning program shall be established. Whenever suitable, deice and anti-ice with only Type I.
c) In order to detect dried residues, it may help to spray a water mist onto the affected surfaces. This causes the dried residues to rehydrate and swell into a gel.
d) If removal of contamination is required on the lower side of the wings and the horizontal stabiliser and elevator, de-icing/anti-icing fluid shall be applied sparingly to minimise fluid flow into drain holes. Whenever possible, use Type I only



Caution:
Risk of fluid freezing on the aircraft surfaces and aerodynamic problems!

- Wing skin temperatures may differ and, in some cases, may be lower than OAT.
- A mix with higher glycol concentration can be used under the latter condition to ensure a sufficient buffer.

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Caution:
Risk of blocking or impeding flight control systems!
The application of Type II, III, or IV fluid, especially when used in a one-step procedure may cause residues to collect in aerodynamically quiet areas, cavities and gaps.
Dried residues may rehydrate and freeze following a period of high humidity and / or rain conditions. This may impede flight control systems.
These residues may require removal.
In order to minimise the collection of dried fluid residues:

- Whenever possible de-ice and anti-ice with Type I fluid only.

In order to detect dried residues:

- It may help to spray a water mist onto the affected surfaces. This causes the dried residues to rehydrate and swell into a kind of gel.

11.4.4.8.2 TWO-STEP PROCEDURE

Two-Step De-icing/Anti-icing is performed with heated de-icing fluid in the first step and unheated (or heated) anti-icing fluid applied in the second step to provide anti-icing capability.

The correct fluid(s) shall be chosen with regard to OAT (refer to application tables). The second step shall be performed with anti-icing fluid to protect the surfaces, in accordance with GOM 11.6.3 Holdover Time. This fluid and its concentration shall be chosen with regard to desired holdover time, which is dictated by OAT and weather conditions (refer to application tables). The second step shall be performed before the first step fluid freezes, if necessary, area by area. Service providers shall ensure the first step fluid, and the second step fluid used on the aircraft are compatible. This can be accomplished by contacting the respective fluid manufacturer(s).

Use a second step spraying technique to cover completely the first step fluid with a sufficient amount of second step fluid. It is the responsibility of the de-icing operator to ensure that all frozen deposits have been removed from the treated surfaces before applying the second step fluid.

Where re-freezing occurs following the initial treatment, both the first and second step must be repeated.



Caution:
Risk of fluid freezing on the aircraft surfaces and aerodynamic problems!
Wing skin temperature may differ and, in some cases, may be lower than OAT. A mix with higher glycol concentration can be used under the latter condition to ensure a sufficient buffer.

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Caution:
Risk of blocking or impeding flight control systems!
The application of Type II, III, or IV fluid, especially when used in the first step of two-step procedure may cause residues to collect in aerodynamically quiet areas, cavities and gaps, which can dry out and leave dried residues.
Dried residues may rehydrate and freeze following a period of high humidity and/ or rain conditions. This may impede flight control systems.
These dried residues may require removal.
In order to minimize the collection of dried residues:

- Whenever possible use hot water or a heated mix of Type I fluid / water mixture for the first step of the two-step procedure.
- Whenever possible anti-ice with Type I fluid only.

In order to detect dried residues:

- It may help to spray a water mist onto the affected surfaces. This causes the dried residues to rehydrate and swell into a kind of gel.

11.4.4.9 INFRARED DE-ICING

Not approved to be used by FLY2SKY

11.4.4.10 HOT AIR DE-ICING

Hot air de-icing must be performed with low flow hot air sources such as Air Conditioning Units, Cabin Heaters, or any other Hot Air Units.

a) Ensure that the temperature at the outlet of the tube or hose does not exceed 50 °C.



Caution:
Risk of personal injuries or aircraft damage!

- Do not use air starter or mounted jet engines.

Pressure on loose held hoses, blast and temperature cannot be controlled and exceed both job safety and technical limits.

11.4.4.11 ENGINE DE-ICING

When engine inlets and fan blades need deicing, they can generally be cleaned with a brush or manually by hand. Fluid residue on the engine fan or compressor blades can reduce engine performance or cause stall or surge. Fan blades and engine air inlets need to be de-iced with hot air, or other means recommended by the engine manufacturer. No de-icing fluid is to be sprayed directly into engines.

11.4.4.12 APU DE-ICING

Minimal amounts of deicing/anti-icing fluid shall be used to deice the auxiliary power unit (APU). Fluids ingested in the APU may cause smoke and vapours to enter the cabin.

11.4.4.13 LANDING GEAR DE-ICING

The application of de-icing fluid in landing gear and wheel bay areas shall be kept to a minimum. De-icing fluid shall not be sprayed directly onto brakes and wheels. Accumulations such as blown snow may be removed by other means than fluid (mechanically, air blast, heat, etc.). However, where deposits have bonded to surfaces, they can be removed by the application of hot air or spraying with hot deicing fluids by using a low pressure spray.

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11.4.5 SAFETY PRECAUTIONS

11.4.5.1 GENERAL PRECAUTIONS

Before application:

a) Before starting the De-icing/Anti-icing process always coordinate with the Flight Crew. For communication procedures refer to GOM 11.7 Communication
b) The Flight Crew shall ensure that the aircraft is properly configured in accordance with the applicable FCOM prior to the commencement of the De-icing/Anti-icing process
c) Before closing the doors remove all ice or snow from surrounding area.
d) Before application of De-icing/Anti-icing fluid close all doors and windows to prevent galley floor or upholstery contaminations.
e) For special procedure to de-ice/ anti-ice with open passenger door refer to GOM 11.9.3 De-icing with Open Passenger Door
f) Ensure that engines are shut down or running at idle
g) Ensure that the the movable surfaces are in position as specified by the aircraft Manufacturer



Caution:
Risk of undesired cabin evacuation
De-icing/Anti-icing fluid entering the air-conditioning system can cause 'smoke' in the cabin followed by a smoke warning.

During application

During De-icing/Anti-icing take care of the following:

a) Spray from the leading edge to the trailing edge
b) Start at the highest point of the surfaces and work to the lowest point i.e. on most aircraft, start at the wing tip and work towards the wing root

On vertical surfaces start at the top and work down:

a) Do not spray De-icing/Anti-icing fluid directly on wiring harnesses, electrical components (receptacles, junction boxes, etc.), onto brakes, wheels, exhausts or thrust reversers
b) Do not spray De-icing/Anti-icing fluid directly into openings of pitot tubes, static ports or angle of attack airflow sensors
c) Minimise fluid entry into engines, APU, other intakes / outlets and control surface cavities
d) Do not direct fluid onto flight deck or cabin windows as this can cause crazing of acrylics or penetration of the window sealing
e) Keep landing gear and wheel bays free from build-up of slush, ice or accumulations of blown snow
f) As aircraft de-icing/anti-icing can be blown backwards onto cockpit windows during taxi or take-off if applied on any forward area, as e.g. radome, minimise the use of aircraft deicing/ anti-icing fluid at these areas
g) If necessary, de-ice this area with mechanical means such as brooms or brushes, diluted Type I aircraft de-icing/anti-icing fluid or hot air (refer to GOM 11.4.7.1 Removal of Contaminations)

As ice can build up on the aircraft surfaces when descending through dense clouds or precipitation during approach and landing at low temperatures:

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- check gaps between fixed and moveable surfaces, e.g. retracted flaps.

If any frozen deposits are found:

- remove them before departure

After application

If Type II or IV fluids are used remove all traces of the fluid on the flight deck windows before departure, especially on windows fitted with wipers. De-icing/Anti-icing fluid may be removed with an approved cleaner and a soft cloth.



Caution:
Equipment and ramp surfaces may be slippery after de-icing / anti-icing.
Be careful, especially under low humidity or non-precipitation weather conditions, where surfaces may be more slippery than expected.

If Type II or IV fluids are used, remove all traces of the fluid on the cockpit windows before departure, especially on windows fitted with wipers. De-icing/Anti-icing fluid may be removed with an approved cleaner and a soft cloth.

11.4.5.2 DEVIATION FROM STANDARD PROCEDURES

If deviating from any standard procedure (for example application of a degraded fluid), inform the Commander about this before the start of the De-icing/Anti-icing treatment

11.4.5.3 PRECAUTION IN SPECIAL CONDITIONS

11.4.5.3.1 HEAVY SNOW OR ICE COVER

If an aircraft is heavily covered with snow or ice, ice may be present below the moveable leading-edge devices (flaps or slats) on the fixed leading edge of the wing. In this case the following sequence is mandatory:

a) Perform De-icing/Anti-icing with flaps/ slats up
b) Extend the flaps / slats into take-off position
c) Perform De-icing/Anti-icing of wing leading edges

11.4.5.3.2 FREEZING FOG

In freezing fog conditions:

a) Check rear side of fan blades for ice build-up before start up.

If any frozen deposits are found:

a) Remove them using hot air (refer to GOM 11.9.1 Fan Blade De-icing using Hot Air)

11.4.5.3.3 CLEAR ICE PRECAUTIONS

Clear ice can form on aircraft surfaces, even under a layer of snow and slush:

a) Examine surfaces very closely after De-icing/Anti-icing treatment to ensure that all deposits have been removed
b) Clear ice can specially form near the fuel tanks, on upper wing or lower wing surfaces

Clear ice must be mostly suspected when:

a) wing temperatures remain well below 0 °C (32 °F) during turnaround / transit
b) outside air temperatures are between -2 °C and +15 °C (28 °F and 59 °F)*
c) ambient humidity is high and/ or precipitation occurs during turnaround / transit*
d) frost or ice is present on lower wing surfaces

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* Clear ice can even form at other outside air temperatures if the conditions mentioned above are met.

This type of ice normally occurs at low wing temperatures and when large quantities of cold fuel remain in wing tanks during turnaround / transit and any subsequent refuelling does not cause a sufficient increase of the wing temperature.

This form of ice is extremely difficult to detect visually. If the conditions mentioned above prevail or if there is any doubt as to whether clear ice has formed:

a) Perform a close examination before departure to ensure that all frozen deposits have been removed
b) If necessary, perform the close examination as a tactile check
c) a tactile check must be performed by a qualified person
d) Observe all local regulations

11.4.5.3.4 DE-ICING/ANTI-ICING WHITOUT SUBSEQUENT TAKE-OFF

When aircraft surfaces have been treated with Type II, III, or IV fluids; and the aircraft has not performed a take-off (e.g. because of a technical problem after De-icing/Anti-icing and prior to take-off, etc.) and the applicable holdover time of the fluid has been exceeded:

a) Remove the 'failed' De-icing/Anti-icing fluid from the aircraft surfaces prior to the next flight
b) If OAT during removal is above 0 °C the 'failed' De-icing/Anti-icing fluid may be removed with hot water
c) If OAT during removal is below 0 °C a de-icing (preferably with hot water, if possible, or Type I fluid) and, if required, an anti-icing has to be performed immediately prior to the next flight in order to remove fluid residues from the last De-icing/Anti-icing procedure



Warning:
Risk of fluid freezing on the aircraft surfaces and aerodynamic problems!
- Wing skin temperatures may be lower than OAT.
- Use a mix with a higher concentration of glycol than suggested by the OAT to ensure a sufficient freezing point buffer.



Warning:
Aerodynamic problems can occur!
- Inform the Commander that a new de-icing, and if necessary, an anti-icing treatment has to be performed prior to the next flight.

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11.4.6 LIMITS

11.4.6.1 FLUID RELATED LIMITS

When performing two-step De-icing/Anti-icing the freezing point of the fluid used for the first step must not be more than 3 °C (5 °F) above outside air temperature



Caution:
Fluid freezing on the aircraft surfaces may occur which can cause aerodynamic problems!

- Never apply a fluid if the OAT is below the 'lowest operational use temperature' (LOUT) of that fluid.
- For fluid limits such as 'lowest operational use temperature', 'concentration', 'freezing point information', 'highest concentration to be used', 'storage temperature', 'storage time or shelf life limitations' refer to the fluid manufacturer's documentation.

Type I fluids

a) The freezing point of the Type I fluid / water mixture used for the first step (de-icing) in a two-step procedure must not be more than 3 °C (5 °F) above the outside air temperature (OAT)
b) The freezing point of the Type I fluid / water mixture used either as second step (anti-icing) in a two-step procedure or in a one-step procedure (de-icing / anti-icing) must be at least 10 °C (18 °F) below the OAT
c) Fluids must not be used at OAT below their lowest operational use temperature (LOUT)



Caution:
Aerodynamic problems may occur!
Type I fluids supplied as concentrates must not be used undiluted:

- Fluid concentrates have to be diluted with water prior to usage.

For exceptions refer to fluid manufacturer's documentation.

Type II, Type III and Type IV fluids

a) Type II, Type III and Type IV fluids can generally be used down to an OAT of -25 °C (-10°F).
b) The freezing point of a Type II, III, or IV fluid/ water mixture used for the first step (de-icing) in a two-step procedure must not be more than 3 °C (5 °F) above the OAT
c) For the application and temperature limits of a Type II, III, or IV fluid / water mixture either as a second step (anti-icing) in a two-step procedure or in a one-step procedure (de-icing / anti-icing) refer to https://www.faa.gov/other_visit/aviation_industry/airline_operators/airline_safety/deicing/
d) The application limit may be lower, provided that a 7°C buffer is maintained between the freezing point of the undiluted fluid and the outside air temperature. Freezing points are provided in the fluid manufacturer's documentation
e) Fluids shall not be used at temperatures below their lowest operational use temperature (LOUT)
f) Type III fluids are not designed to be used on large, swept wing jet aircraft. Type III fluids shall be therefore approved for use on FLY2SKY aircraft.

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11.4.6.2 APPLICATION LIMITS

a) Under no circumstances may an aircraft that has been anti-iced receive a further coating of anti-icing fluid directly on top of the contaminated film (e.g. if holdover time has been exceeded). In continuing precipitation, the original anti-icing coating will be diluted at the end of the holdover time and re-freezing could begin. Also a double anti-ice coating shall not be applied because the flow-off characteristics during take-off may be compromised
b) In this case perform a complete de-icing/anti-icing, preferably in a two-step procedure
c) Anti-icing only is not permitted
d) Ensure that any fluid remaining from the previous De-icing/Anti-icing treatment is flushed off during the de-icing procedure with a hot fluid mix before a further application of anti-icing fluid is made



Caution:
Risk of blocking or impeding flight control systems!

The application of thickened fluids may cause dried residues to collect in aerodynamically quiet areas, cavities and gaps. These residues may re-hydrate and freeze at low temperatures, high humidity and / or rain conditions.

a. These residues may require removal.
b. The application of hot water or heated Type I fluid in the first step of the De-icing/ Anti-icing procedure minimizes the formation of residues.

- Whenever possible use hot water for the first step.
  If this is not possible use Type I fluid whenever available.

11.4.7 DE-ICING

11.4.7.1 REMOVAL OF CONTAMINATION

a) Remove ice, snow, slush or frost from aircraft surfaces before dispatch and before anti-icing.
b) This may be done with heated fluids, hot air (refer to GOM 11.4.4.10 Hot Air De-icing), by methods, or in any combination thereof.

11.4.7.1.1. PRE-STEP PROCESS

If agreed by the operator, a pre-step process prior to the de-icing process, in order to remove large amounts of frozen contamination (e.g. snow, slush or ice), may be considered to reduce the quantity of glycol- based de-icing fluid that is needed.

a) This pre-step process may be performed with various means, for example brooms, forced air, heat, heated water, heated fluids with negative buffer freezing point)

If a pre-step process is carried out:

a) Ensure that the subsequent de-icing process removes all frozen contamination including the contamination that may have formed on surfaces or in cavities due to the pre-step process

NOTE: It is the responsibility of the De-icing Operator to ensure that all frozen deposits are removed from the specified surfaces during the de-icing process.

11.4.7.1.2 STANDARD METHOD

a) The standard method is removal by heated fluids

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b) For maximum effect apply fluids close to the aircraft surface to minimise loss of heat
c) The heat of the fluid effectively melts any frost and light deposits of snow, slush and deposits and the aircraft structure; the hydraulic force of the fluid spray is then used to flush off the contamination
d) The de-icing fluid prevents re-freezing for a period of time depending on aircraft skin temperature, outside air temperature (OAT), the fluid used, the fluid / water mixture and the weather conditions

11.4.7.1.3 FROST OR LIGHT ICE

To remove frost or light ice, use a nozzle setting giving a solid cone

This ensures the largest droplet pattern available, thus keeping the maximum heat in the fluid.

11.4.7.1.4 FROST PATCHES

For removal of local frost patches refer to GOM 11.9.2 Removal of Local Area Contamination

11.4.7.1.5 SNOW OR SLUSH

a) To remove snow or slush, use a nozzle setting sufficient to flush off deposits and minimize foam generation as foam can easily be mistaken for snow
b) The method used depends on the equipment available and the quantity and type of snow (i.e. light and dry or wet and heavy):
    a. For light deposits of wet or dry snow, similar procedures as for frost removal may be used.
    b. Generally, for heavier deposits use a stronger fluid flow
    c. Wet snow is more difficult to remove than dry snow and unless deposits are relatively light, selection of high fluid flow is more effective
c) Under certain conditions it is possible to use the heat combined with the hydraulic force of the fluid spray to melt and subsequently flush off frozen deposits

Heavy accumulation of snow is always difficult to remove from aircraft surfaces and very high quantities of fluid will be required. In such conditions:

a) Consider manual removal of the snow with mechanical means before de-icing with fluid



Caution:
Structural damage or engine damage / flame out may occur! Under a layer of snow may be a layer of ice or clear ice. This is difficult to be detected visually. Snow removal does not ensure removal of this ice.
After removal of snow:
- Check the affected surfaces according to ‘Clear ice pre-cautions’ in GOM 11.4.5.3.3 Precautions in Special Conditions.

11.4.7.1.6 ICE

To break the ice bond, use heated fluid

The following method makes use of the high thermal conductivity of the metal skin:

a) Direct a stream of hot fluid at close range onto one spot at an angle of less than 90 degrees, until the aircraft skin is exposed
b) The aircraft skin then transmits the heat laterally in all directions raising the temperature above the freezing point. This breaks the ice off the aircraft skin

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c) Repeat this procedure several times to break a large area of frozen snow or ice
d) Flush off the deposits with either a low or high flow depending on the amount of contamination
e) If Type II, III or IV is available consider the application of undiluted fluid for anti-icing under these conditions
f) Non-metallic surfaces (e.g. composites) have a lower heat transfer than metallic surfaces. De-icing may take longer, and more fluid may be needed.

11.4.7.2 DE-ICING FLUID APPLICATION STRATEGY

For effective removal of contamination, to achieve a 'clean' aircraft, the following techniques shall be used. Certain aircraft, aircraft configurations and local conditions may require special procedures.

11.4.7.2.1 GENERAL

a) Generally, treat the surfaces from the highest point to the lowest using equipment suitable for the type of operation in accordance with the requirements of this chapter. Do not spray from the rear.
b) In exceptional cases (e.g. narrow parking position) the truck may stand behind the wings but must use a telescope arm with nozzle turned by 180° to ensure spray direction from front
c) Ice, snow or frost may dilute the fluid: apply enough hot de-icing fluid to ensure that re-freezing does not occur, and all contaminated fluid is flushed off

11.4.7.2.2 WINGS, HORIZONTAL STABILISER AND ELEVATORS

a) Ensure that the freezing point of the de-icing fluid is low enough to prevent refreezing
b) Spray from the leading edge to the trailing edge
c) Start at the highest point of the surfaces and work to the lowest point. (i.e. on most aircraft start at the wing tip and work towards the wing root)
d) No frost or other contamination is permitted on the lower side of the horizontal stabiliser and control surface hinge

11.4.7.2.3 UNDERWING AND LOWER SIDE OF HORIZONTAL STABILISEER DE-ICING

a) This is a de-icing process only, anti-icing is not required
b) Underwing frost and ice are usually caused by very cold fuel in the wing tanks ('cold soak effect')
c) An occasional type of contamination on lower side surfaces may be slush whirled up during taxiing

If removal of contamination is required from the lower side of wings or horizontal stabiliser and elevator:

a) Apply de-icing fluid sparingly to minimise fluid flow into drain holes
b) Use Type I fluid for underwing de-icing, whenever possible
c) Treatments must be symmetrical and may include flaps and lower surfaces
d) Spray the affected area with a heated fluid/water mixture suitable for a one-step procedure or a two-step procedure, as required, and then spray the same area under the other wing or horizontal stabiliser, even if the frost is only present under one wing or horizontal stabiliser
e) Check that all frozen deposits have been removed and then report details of the treatment to the Commander. No holdover times apply to underwing treatments

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Aircraft shall be treated symmetrically, that is, left-hand and right-hand side shall receive the same and complete treatment, even when only one side of the aircraft needs treatment.

It is the responsibility of the De-icing Operator to ensure that the treatment is performed symmetrically and that on completion all frozen deposits have been removed.

When it is confirmed that the treated areas are clean, the following statement shall be given to the Commander: “Underwing De-icing only/ Holdover times do not apply”.

11.4.7.2.4 FLIGHT DECK AND CABIN

Do not direct fluids onto flight deck or cabin windows because this can cause cracking of acrylics or penetration of the window sealing

All doors and windows shall be closed to prevent:

a) galley floor areas being contaminated with slippery De-icing/Anti-icing fluids
b) upholstery becoming soiled

Any forward area from which fluid may blow back onto windscreens during taxi or subsequent take-off shall be free of fluid prior to departure. If Type II or IV fluids are used, all traces of the fluid on flight deck windows shall be removed prior to departure, particular attention being paid to windows fitted with wipers.

De-icing/Anti-icing fluid can be removed by rinsing with clear water and wiping with a soft cloth.

Do not use the windscreen wipers for this purpose. This will cause smearing and loss of transparency.

Do not close any door until all ice has been removed from the surrounding area.



Caution:
Risk of fluid freezing on the aircraft surfaces and aerodynamic problems!

Wing skin temperatures may be lower than OAT.

- Use a mix with a higher concentration of glycol than suggested by the OAT to ensure a sufficient freezing point buffer.

11.4.7.2.5 VERTICAL SURFACES

Start at the top and work down

11.4.7.2.6 FUSELAGE

a) Spray along the top center line and then outboard
b) To remove contamination from the forward part of the aircraft including the cockpit area, use suitable mechanical means like brooms or brushes, etc., diluted type I fluid or hot air (refer to GOM 11.4.4.10 Hot Air De-icing)
c) Keep the application of de-icing fluid in areas from which fluid can be blown backwards onto the cockpit windows to a minimum
d) Ensure that fuselage is clear of ice and snow

11.4.7.2.7 LANDING GEARS AND WHEEL BAYS

a) Keep the application of de-icing fluid in this area to a minimum
b) Accumulations such as blown snow shall be removed by other means than fluid (i.e. mechanical means air blast, hot air, etc.)

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c) Where deposits have bonded to surfaces: Remove them by application of hot air (refer to GOM 11.4.4.10 Hot Air De-icing) (preferred method), or by spraying with small quantities of hot de-icing fluids



Caution:
Risk of damage to or malfunction of brakes!

- Do not spray De-icing/Anti-icing fluid directly on wiring harnesses, electrical components (receptacles, junction boxes, etc.), onto brakes, wheels, exhausts or thrust reversers.

11.4.7.2.8 SENSORS AND PROBES

a) Keep the application of de-icing fluid in this area to a minimum
b) You may remove accumulations such as blown snow by other means than fluid (i.e. mechanical means, air blast, hot air, etc.)
c) Where deposits have bonded to surfaces: Remove them by application of hot air (refer to GOM 11.4.4.10 Hot Air De-icing) (preferred method), or with small quantities of hot de-icing fluids



Caution:
Risk of wrong air data indications on the flight deck due to blocked sensors!

- Do not spray de-icing fluid directly into openings of pitot tubes, static ports or angle of attack airflow sensors.

11.4.7.2.9 ENGINES

Engines are usually not running or are at idle during treatment. Air conditioning shall be selected OFF. The APU may be run for electrical supply, but the bleed air valve shall be closed.

a) Remove any deposits of snow mechanically from engine intakes before departure
b) Remove any frozen deposits that have bonded either to the lower surface of the engine intake, the fan blades including the rear side by hot air (refer to GOM 11.9.1 Fan Blade De-icing using Hot Air) or any other means according to the aircraft maintenance manual
c) All reasonable precautions shall be taken to minimise fluid entry into engines, other intakes / outlets and control surface cavities
d) Do not spray De-icing/Anti-icing fluids directly onto exhausts or thrust reversers

11.4.8 ANTI-ICING

The application of anti-icing fluid prevents ice, snow, slush or frost from accumulating on treated aircraft surfaces for a certain period of time ('holdover time').

Anti-icing fluid shall be applied to the aircraft surfaces when freezing rain, snow or other freezing precipitation may adhere to the aircraft at the time of aircraft dispatch.

For maximum anti-icing protection in the worst conditions, undiluted, unheated Type II or Type IV fluid shall be used. Type I fluids have limited effect and very short holdover times when used for anti-icing purposes. Little benefit is gained from the holdover time generated.

Type II and Type IV fluids shall be used in preference to Type I fluids. Type I fluids provide limited holdover effectiveness when used for anti-icing purposes. Little benefit is gained from the holdover time generated.

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Although the tables contain guidance on Type III fluids, they are not designed to be used on large, swept wing jet aircraft.

With specific regard to the application of Type II and Type IV fluids, special care needs to be taken. Repeated application in dry conditions, as a preventive measure, may leave a residue that when exposed to precipitation can re-hydrate. This takes the form of a high freeze point gel in aerodynamically quiet areas of the aircraft. This gel could lead to the restricted movement of control surfaces. To date this has only been reported on aircraft types with un-powered flying controls and has not been reported on aircraft with powered flight controls.



Caution:
Aircraft Related Limits

The use of Type II or IV fluids in 100% concentration or 75/25 mixture is limited to aircraft with a rotation speed (VR) higher than 85kt. This is to assure the sufficient flow-off of the fluid during take-off.

11.4.8.1 PREPARATION

For effective anti-icing:

a) Aircraft surfaces must be free from contamination (e.g. de-iced).
b) Reduce pump speed
c) The high fluid pressures and flow rates normally associated with de-icing are not required for anti-icing
d) Adjust the nozzle of the spray gun to provide a medium spray flow
e) If maximum holdover times are needed use undiluted Type II, III, or IV fluids
f) Type I fluids provide lower holdover times than Type II, III or IV fluids

11.4.8.2 ANTI-ICING FLUID APPLICATIONSTRATEGY

Treat the following surfaces:

a) wing upper surfaces including leading edges and upper control surfaces
b) horizontal stabiliser upper surfaces including leading edges and elevator upper surfaces
c) vertical stabiliser surfaces including the rudder surfaces (both sides)
d) fuselage upper surfaces depending upon the quantity and type of precipitation (especially important on centre-lined engine aircraft)

Anti-icing of the lower side of the wings and / or horizontal stabilizer and elevators is normally not required.



Caution:
Aerodynamic problems may occur!

Anti-icing fluids may not flow evenly over the leading edges of the wings, of the horizontal and vertical stabilisers. Check these surfaces during fluid application to ensure that they are completely covered with fluid.

a) Perform the anti-icing treatment continuously and as fast as possible
b) Perform the anti-icing treatment as close as operationally possible to the departure time of the aircraft to provide full use of holdover time
c) On wings and horizontal stabiliser/ elevators spray from the leading edge to the trailing edge
d) Do not spray from the rear

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e) Treat horizontal surfaces in a way that you start at the highest point of the surfaces and work to the lowest point. (i.e. on most aircraft start at the tip of the surface and work towards the root)
f) On vertical surfaces start at the top and work down
g) Spray the anti-icing fluid uniformly and with sufficient thickness over all the surfaces to which it is applied
h) In order to control the uniformity, all horizontal surfaces must be checked visually during fluid application. The correct amount may be indicated by fluid just beginning to run off the leading and trailing edges

It is the responsibility of the De-icing Operator to ensure that surfaces mentioned above are free of frost, ice, slush and snow, prior to the start of the anti-icing treatment. It shall be ensured that on completion of the treatment that these surfaces are fully covered with an adequate layer of anti-icing fluid.

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11.5 FINAL CHECK & NOTIFICATION

GRH 4.2.1

11.5.1 REQUIRED AIRCRAFT CONDITION

After the De-icing/Anti-icing procedures and before take-off the following aircraft surfaces must be clean of ice, frost, snow and slush:

11.5.1.1 WINGS, TAIL AND CONTROL SURFACES

Wings, tail and control surfaces shall be free of ice, snow, slush and frost. Only light coatings of frost, up to 3mm in thickness, are permissible on lower wing surfaces; however all leading edge devices, all control surfaces and upper wing surfaces shall be free of ice, slush and snow.

NOTE: Frost or any other contamination is not acceptable on the lower side of the horizontal stabiliser and elevator, unless specified in the Airplane Flight Manual or other aircraft manufacturer's documentation.

11.5.1.2 PITOT TUBES AND STATIC PORTS

Pitot tubes and static ports shall be clear of ice, frost, snow and fluid residues.

NOTE: Ice ridges can form on the forward area of the fuselage while on the ground.

These ridges can disrupt air flow into the pitot tubes, resulting in false measurements.

All contamination shall be removed from this area.

11.5.1.3 ENGINES

Cowlings, inlets, exhaust nozzles, cooling intakes, control system probes and ports shall be clear of ice, snow, and slush. Engine fan blades must be clear of ice, frost and snow and shall be free to rotate.

11.5.1.4 OUTFLOW VALVES, AIR CONDITIONING INLETS AND EXITS

Outflow valves, air conditioning inlets and exits shall be unobstructed and clear of ice, frost and snow.

11.5.1.5 LANDING GEAR AND LANDING GEAR DOORS

Landing gear and landing gear doors shall be unobstructed and clear of ice, frost and snow.

11.5.1.6 FUEL TANK VENTS

Fuel tank vents shall be clear of ice, frost and snow.

11.5.1.7 FUSELAGE

The fuselage shall be clear of snow, slush and ice.

A thin layer of hoarfrost may be present on the upper surface of the fuselage, provided all vents and ports are clear. Hoarfrost is considered to be 'thin', i.e. if letters, markings, painted lines, etc. on the aircraft surface are visible through the frost layer.

11.5.2 FLIGHT CONTROL CHECK

A 'flight control check' using an external observer may be required after De-icing/Anti-icing depending on aircraft type. This is particular important if the aircraft has been covered by a thick cover of ice or snow.

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11.5.3 POST DE-ICING/ANTI-ICING CHECK (PDAC)

GRH 4.2.2, GRH 4.2.5

Upon completion of the deicing/anti-icing treatment, the ground crew releasing the aircraft shall perform a Post-Deicing/Anti-icing Check (PDAC) to confirm the deicing/anti-icing treatment has been applied correctly, all critical surfaces are clear from contamination and static vents, intakes and drain holes are free of any obstruction. The confirmation that a PDAC has been completed is given as part of the anti-icing code and transfers the responsibility for the condition of the aircraft to the Commander.

An aircraft shall not take-off after a De-icing/Anti-icing treatment before the aircraft has received the visual check by a trained and qualified person.

The Post De-icing/Anti-icing Check may be performed by the same personnel doing the Deicing/ Anti-icing treatment according to GOM 11.4 De-icing/Anti-icing Procedures.

If any damage on the aircraft is identified during the check and/or damage is caused during De- Icing/Anti-Icing process, it must be immediately reported to the flight crew for further investigation and decision for aircraft airworthiness.

11.5.3.1 SCOPE OF PDAC

This check shall include:

a) Wing surfaces including leading edges and any wingtip fences/sharklets.
b) Horizontal stabiliser upper and lower surface.
c) Vertical stabiliser and rudder
d) Engine cowls, intakes and fan blades.
e) Lower part of nose fuselage
f) Air data probes, AOA sensors, and static vents.
g) All intakes and outlets.
h) Landing gear and wheel bays/wheels.
i) Nose of fuselage.
j) Any other parts of the aircraft on which a deicing/anti-icing procedure was performed according to the requirements identified during the contamination check.
k) Ensure that the De-icing/Anti-icing treatment was performed symmetrically, i.e. left-hand and right-hand side have received the same and complete treatment, even when only one side of the aircraft needed treatment.

The PDAC shall be performed from points offering sufficient visibility of all prescribed surface (e.g. from the de-icing rig itself or other equipment suitable for gaining access).

Any contamination found shall be removed by further De-icing/Anti-icing treatment and the check shall be repeated.

Where the de-icing provider performs the De-icing/Anti-icing process and also the post Deicing/Anti-icing check, it may either be performed as a separate check or incorporated into the de-icing operation as defined below. The de-icing provider shall specify the actual method adopted in its winter procedures:

a) As the De-icing/Anti-icing operation progresses the De-icing Operator shall closely monitor the surface receiving treatment, in order to ensure that all forms of frost, ice, slush or snow are removed and that, on completion of the treatment, these surfaces are fully covered with an adequate layer of anti-icing fluid.

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b) Once the operation has been completed, the De-icing Operator shall carry out a close visual check of the surface where treatment commenced, in order to ensure it has remained free of contamination (this procedure is not required under 'frost only' conditions).
c) Where the request for De-icing/Anti-icing did not specify the fuselage, the fuselage shall also receive a visual check at this time, in order to confirm that it has remained free of contamination
d) Any evidence of contamination that is outside the defined limits shall be reported to the Commander immediately and be removed by further deicing/anti-icing treatment. In such cases, the PDAC shall be repeated.
e) Check that all parts mentioned above are clean of ice, frost, snow and slush
f) Once the treatment has been completed, the deicing operator shall conduct a close visual check of the surface where the treatment commenced, to ensure that it has remained free of contamination
g) Once the treatment has been completed, the deicing operator shall conduct a close visual check of the surface where the treatment commenced, to ensure that it has remained free of contamination

11.5.3.2 SPECIAL CHECKS

For specific aircraft types or weather conditions additional requirements may exist, for example special clear ice checks such as tactile checks on wings.

a) These special checks are not covered by the Post De-icing/Anti-icing Check

11.5.3.3 CORRECTIVE MEASURES

If any contamination is found:

a) Initiate removal by a further de-icing, and if necessary, anti-icing treatment
b) Repeat the Post De-icing/Anti-icing Check

11.5.4 PRE-TAKE-OFF CHECK (FLIGHT CREW)

The flight crew shall continually monitor the weather conditions after the de-icing/anti-icing treatment.

Prior to take off, the flight crew shall assess whether the applied HOT is still appropriate, and/or if untreated surfaces may have become contaminated. E.g. Localised de —icing may have been carried out and now a complete De-icing/anti-icing treatment may be required.This check is usually performed from **inside** the cockpit.

The flight crew shall continuously assess if the HOT needs to be reduced when:

Weather conditions deteriorate (e.g. more adverse weather precipitation type/intensity, or temperature decreases).
NOTE: HOT cannot be increased to account for improving weather conditions.
The flight crew suspect that the critical surfaces are contaminated.
The flight crew have doubts concerning the efficiency of the de/anti-icing treatment
The aircraft is exposed to external influences such as jet blast, gusty winds, etc.

The Commander must exercise a sound judgement when nominating himself or a member of the flight crew to conduct the visual inspection from the cabin check, including using additional crew members when available.

From the best vantage point in the aircraft a qualified flight crew member will conduct a visual check of the wing surfaces, leading edges, engine inlets and any other critical surfaces in view.

The check is to confirm:

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a. The absence of any slush, snow or ice accumulated during taxi.
b. The anti-icing fluid remains of a uniform glossy, smooth and wet appearance.

If the surfaces are losing their gloss or turning white, or snow flakes remain on surfaces without melting, the fluid is not providing anti-ice protection and take-off shall not be attempted.

To review the representative surfaces, it will be necessary to assess the wing from appropriate windows within the cabin area. The aircraft must be stationary with the parking brake ON/SET for the duration that a flight crew is absent from his station.

If Pre-Take-off check cannot be completed, then perform a Pre-Take-off Contamination Check.

11.5.5 PRE-TAKE OFF CONTAMINATION CHECK

This is a check of the critical surfaces for contamination. This check shall be performed when the condition of the critical surfaces of the aircraft cannot be effectively assessed by a pre-take-off check or when the HOT has been exceeded.

This check is performed from the outside of the aircraft and shall be conducted by qualified ground personnel.

When the applicable HOT has been exceeded, and freezing precipitation still exists, the only option available to permit the take-off is a pre-take-off contamination check.

This check:

a. Shall be conducted by authorized ground staff outside the aircraft; and
b. Shall be completed within 5 minutes of the start of the take-off

NOTE:

a) If is not possible to comply with the above requirements, the A/C must return to undergo further de/anti-icing.
b) The pre-takeoff contamination check cannot be applied in ice pellet conditions after the applicable allowance time has been exceeded.
c) If, under any circumstances, the Commander cannot ascertain that the A/C complies with the “Clean Aircraft Concept”, a takeoff must not be attempted. The aircraft must return to undergo a further deicing/anti-icing treatment.
d) If an additional treatment is required, any residue from previous treatment must be flushed off and a complete deicing/anti-icing treatment shall be performed.

11.5.6 NOTIFICATION AND RECORDING

11.5.6.1 DE-ICING/ANTI-ICING NOTIFICATION

a) An aircraft must not take-off after a De-icing/Anti-icing treatment until the Commander has been notified about the type of De-icing/Anti-icing treatment performed
b) Ensure that the Commander is notified about completion of the De-icing/Anti-icing operations
c) The notification after completion must include the results of the Post De-icing/Anti-icing Check (PDAC) indicating that the treated aircraft surfaces are free of ice, frost, slush or snow
d) For specific aircraft types or weather conditions additional requirements may exist, for example special clear ice checks such as tactile checks on wings, or checks after de-icing certain aircraft parts by hot air
e) **Additional** confirmation for these checks is required if anti-icing has been performed

If anti-icing has been performed

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a) Ensure that the Commander receives the information that all De-icing/Anti-icing operations are now complete, aircraft is clean and that all personnel and equipment are clear before reconfiguration or movement of aircraft
b) Ensure that the notification includes the anti-icing code as specified in 11.5.6.2 Anti-icing Code to enable the crew to determine the expected holdover time under the prevailing weather conditions

11.5.6.2 ANTI-ICING CODE

It is important that the Commander receives accurate information on the treatment carried out. This shall be achieved by the use of a standard format anti-icing code to ensure that there is no possibility of misunderstanding in respect of the minimum required information.

The Anti-icing Code shall be recorded and transmitted to the Commander by referring to the last step of the De-icing/Anti-icing procedure and in the sequence as listed below:

a) **Type of fluid** , i.e. Type I, Type II, Type III or Type IV
b) **The fluid name** (manufacturer and brand/trade name) of the Type II, III or IV anti-icing fluid, if applicable
NOTE: Communication of this element is not required for Type I fluid.
c) **Concentration** of the fluid within the fluid/ water mixture expressed as percentage by volume for Type II, Type III and Type IV fluids (this is not applicable for Type I fluids)
NOTE: Communication of this element is not required for Type I fluid.
NOTE: When informing about the fluid concentration in the fluid/water mixture, the anti-icing fluid proportion always comes first.
d) **Local time** (hours:minutes), either:
    a. for a one-step De-icing/Anti-icing; at the start of treatment
    or
    b. for a two-step De-icing/Anti-icing; at the start of the second step (anti-icing);
e) **Date** written: day, month, year (optional for notification to cockpit)
NOTE: This element is required for record-keeping and is optional for flight crew notification.
f) The statement: "Post De-icing/Anti-icing Check completed".
NOTE: By communicating the Anti-icing Code, the service provider confirms that the aircraft is clean and free from contamination and acknowledges that a check has been made to ensure no damage to the aircraft has been caused by or detected during the de-icing/anti-icing operation.

Example

A De-icing/Anti-icing procedure where the last step is performed with a mixture of 75% of a Type II fluid and 25% water, made by the Manufacturer as Brand X, commencing at 10:35 **local time,** on 25November2020, is transmitted and recorded as follows:

TYPE II,
Manufacturer, Brand X 75%,
13:35 (local time) 25November2020
Post De-icing/Anti-icing Check completed

For communication requirements refer to GOM 11.7.2 Ground-to-Cockpit Communication.

11.5.6.2.1 TASK SHARING

If **two different companies** are involved in the De-icing/Anti-icing process, i.e. one company does the de-icing and / or anti-icing and a different company performs the Post De icing/Anti-icing Check (refer to 11.2.1) Responsibility of De-icing/Anti-icing Company - Task sharing between different companies):

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a) Establish and document a communication procedure between both companies to ensure a safe communication

11.5.6.3 ALL CLEAR SIGNAL

An 'All Clear' signal shall be transmitted to the Commander via headset, radio or hand signal by the applicable person in accordance with local procedures, to confirm that all de-/anti-icing operations are complete and that all personnel and equipment are clear before reconfiguration or movement of the aircraft. This confirmation shall be given with the anti-icing code using the phrase "Post de-icing check complete".

11.5.6.4 RECORDING

The anti-icing code given to the Commander and the flight data shall be recorded on a locally provided form or print-out.

Filing

The Anti-icing Code record shall be filed in the local Trip File, if not filed by the De-icing and Antiicing Company according to local agreements.

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11.6 APPROVED FLUIDS, APPLICATION & HOLDOVER TIME GUIDELINES

GRH 4.2.1, GRH 4.2.4

11.6.1 APPROVED DE-ICING/ANTI-ICING FLUIDS

a) Generic and brand name Holdover Time (HOT) tables are published in the current FAA Holdover Time (HOT) tables:
https://www.faa.gov/other_visit/aviation_industry/airline_operators/airline_safety/deicing/
b) Only fluids listed in the FAA Holdover Time Guidelines are authorised for use on FLY2SKY aircraft,
Do not apply any non-approved fluids unless approval is granted by the FLY2SKY Flight Operations.
c) The generic and brand name HOT tables are reviewed and published each year and are the sole reference for all FLY2SKY fleet operations.

11.6.2 FLUID APPLICATION TABLES

Fluids shall be applied in accordance with the applicable fluid application tables published in the current FAA Holdover Time (HOT) tables
https://www.faa.gov/other_visit/aviation_industry/airline_operators/airline_safety/deicing/

11.6.3 HOLDOVER TIME (HOT)

11.6.3.1 GENERAL

a) Holdover time is obtained by anti-icing fluids remaining on the treated aircraft surfaces.
    a. With a one-step de-icing/anti-icing process the holdover time begins at the start of the treatment.
    b. With a two-step de-icing/anti-icing process the holdover time begins at the start of the second step (anti-icing).
b) The time interval between deicing/anti-icing treatment and the take-off shall be as short as possible, i.e. whenever possible, deicing/anti-icing shall be done with passengers on board, doors closed and aircraft ready for departure. It is the flight crew's responsibility to monitor the time elapsed from start of the HOT to ensure that take-off is performed before the HOT elapses.
Holdover time will have effectively run out when frozen deposits start to form/accumulate on treated aircraft surfaces, therefore it must be ensured that the holdover time of the applied fluid is equal to or greater than the estimated time from the beginning of the anti-icing treatment to the start of take-off run, based on existing and forecasted weather conditions.
c) Due to their properties, Type I fluids form a thin liquid wetting film, which provides limited holdover time, especially in conditions of freezing precipitation. With this type of fluid, no additional holdover time would be provided by increasing the concentration of the fluid in the fluid/water mixture.
d) Type II, III, and IV fluids contain a pseudo plastic thickening agent, which enables the fluid to form a thicker liquid wetting film on external aircraft surfaces. This film provides a longer holdover time especially in conditions of freezing precipitation. With this type of fluid, additional holdover time will be provided by increasing the concentration of

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the fluid/water mixture, with a maximum holdover time available typically from undiluted fluid.

e) Holdover time guidelines give an indication as to the period of protection that, under conditions of precipitation, could reasonably be expected. However, due to the many variables that can influence holdover time, these times should not be considered as minima or maxima as the actual time of protection may be extended or reduced, depending upon the particular conditions existing at the time.



Caution:
Heavy precipitation rates or high moisture content, high wind velocity, or jet blast may reduce holdover time below the lowest time stated in the range. Holdover time may also be reduced when aircraft skin temperature is lower than OAT. Therefore, the indicated times should be used only in conjunction with a pre-take-off check.



Caution:
Surface coatings are currently available that may be identified as ice phobic or hydrophobic, enhance the appearance of aircraft external surfaces and/or lead to fuel savings. Since these coatings may affect the fluid wetting capability and the resulting fluid thickness of deicing/anti-icing fluids, they have the potential to affect holdover time and aerodynamics.

Refer to SAE AIR6232 and aircraft manufacturers for further information.

11.6.3.2 HOLDOVER (HOT) TABLES

The Commander is responsible for the correct application of the HOT and is responsible for the anti-icing condition of the aircraft.

Both generic and brand-named HOT tables can be found in FAA HOT Guidelines.

These tables are reviewed and published each year and are the sole reference for all FLY2SKY fleet operations.

Typically, the HOT charts represent the times in which a concentrate of fluid, at ambient temperature, provides acceptable protection for:

a) Active frost
b) Freezing fog
c) Snow, snow grains or snow pellets – divided into 3 snowfall intensities as a function
d) of prevailing visibility.
e) Freezing drizzle
f) Light freezing rain
g) Rain on cold-soaked wing



Caution:
a) No HOT exists for hail, moderate and heavy freezing rain, heavy ice pellets or heavy snow.
b) De/Anti-icing fluids do not provide any protection from contamination once airborne in freezing light rain or freezing drizzle.

For each data cell, the HOT tables provide a protection time, which reflects a water content to be expected with each specific METAR reported precipitation type. The HOT value

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represents fluid performance at the current rate of precipitation. Numerous factors can affect the de/anti-icing capabilities and HOT of de/anti-icing fluids; heavy precipitation rates or high moisture content, cold soaked wings, and jet blasted contaminants may all reduce HOT below the time stated in the HOT table. The HOT charts do not allow for all conditions and nothing replaces sound airmanship. HOT extension does not occur if the precipitation temporarily stops falling; there is no practical way to determine how much residual anti-icing fluid is on the wing under these circumstances. Therefore, after the anti-icing HOT clock has been started, it shall not be stopped. During de/anti-icing, the slats and flaps shall remain retracted. The protection capacity of the anti-icing fluid is reduced if flaps/slats are extended prior to the anti-icing procedure. In order to mitigate this potential safety risk, specific tables– labelled as "Adjusted"- are provided if flaps/slats are extended during the application of the fluid. Under no circumstances shall an aircraft that has been anti-iced receive a further coating of cold anti-ice fluid directly on top of the existing film. Should it be necessary for an aircraft to be re-protected prior to flight then the external surfaces must first be de-iced with hot mixed fluid before a further application of anti-ice fluid is made.

11.6.3.3 GENERIC HOLDOVER TIME (HOT) TABLES

The generic HOT tables are not brand-specific and are therefore valid for all fluids of a certain type, i.e. Type I, Type II or Type IV fluid.

11.6.3.4 BRAND NAME HOLDOVER TIME (HOT) TABLES

The brand name HOT tables may be used for specific fluids in accordance with GOM 11.6.3. Holdover time in the brand name HOT tables may be longer than those in the generic HOT tables.

Flight crew may refer to the applicable brand name HOT table of the approved fluid provided the specific brand name is reported as part of the Anti-icing Code.

If no specific brand name is reported in the Anti-icing Code, flight crew shall refer to the generic HOT table.

11.6.3.5 DETERMINING HOT

Establishing the appropriate Hot will require the acquisition of at least the following information:

- Precipitation type
- Precipitation rate (for snow, use the 'Snowfall Intensities as a Function of Prevailing Visibility' table)
- Fluid type
- Fluid manufacturer and brand name (required when using branded Hot tables)
- The fluid dilution must be determined
- Outside Air Temperature (OAT)

Using the above information, enter the appropriate HOT table and identify the Hot for the conditions. If a longer Hot is needed/desired, the use of a less diluted fluid should be considered.

HOT values are not exact and as the ground icing conditions and circumstances change, the applicable Hot values will change. Continued vigilance is required at all times during ground icing conditions

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11.6.3.6 ACCESS TO HOLDOVER TIME (HOT) TABLES & FLUID APPLICATION TABLES

The generic and brand name holdover time (HOT) tables and applicable addenda are also available on the FAA website. It is the responsibility of the end user to periodically check the following website for updates:
https://www.faa.gov/other_visit/aviation_industry/airline_operators/airline_safety/deicing/

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11.7 COMMUNICATION

GRH 4.2.5

11.7.1 IMPORTANCE OF GOOD COMMUNICATION

Prior to the de-icing/anti-icing operation, clear communications shall be established between the De-icing Operator and the Commander; this is usually accomplished on a headset or discrete frequency.

The following facts shall be clearly conveyed:

a) That the brakes are set and aircraft correctly configured for de-icing (engines at idle, packs off, etc).
b) The Type fluid used (for Types II, III, and IV fluids, the specific manufacturer name and type fluid, or SAE Type II, SAE Type IV).
c) The percentage of fluid within the fluid/water mixture (for Types II, and IV fluids only (not necessary for Type I fluid)).
d) The local time the final de-icing/anti-icing began.
e) The results of the post-de-icing/anti-icing check, ensuring this information is conveyed to the pilot.
f) Clearance that all personnel are clear and the aircraft may reconfigure or taxi, as required.

Remember: Uncertainty should not be resolved by transferring responsibility. The only satisfactory answer is clear communication.

11.7.2 GROUND-TO-COCKPIT COMMUNICATION IN ENGLISH

11.7.2.1 COMMUNICATION PRIOR TO START DE-ICING/ANTI-ICING PROCESS

a) Prior to aircraft treatment, where the aircraft is to be treated with the flight crew on board, the flight crew shall be requested to confirm:
    i. The extent of treatment required.
    ii. The fluid to be used.
    iii. Any special procedures to be used.

NOTE: Any other information needed to apply the HOT tables should be exchanged.

b) Before fluid treatment starts:
    i. The flight crew shall be requested to configure the aircraft for deicing/anti-icing and confirm the parking brakes are set.
    ii. Wait for confirmation that this has been completed before commencing the treatment.
c) For treatments conducted without the flight crew present, a suitably qualified staff member (e.g. Engineer) shall confirm the treatment required (when applicable) and confirm the correct configuration of the aircraft.
d) Coordinate the whole process between Commander and ground personnel performing the De-icing/Anti-icing treatment.
e) This coordination shall include the fluid type, mixture rate, the surfaces and parts of the aircraft which have to be treated, and other special or non-standard procedures

Cockpit	Ground
-	“Cockpit from ground”
“Go ahead”	“Prepare aircraft for de-icing process”
“Aircraft prepared, start de-icing”	“De-icing process will be started”

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11.7.2.2 POST DE-ICING/ANTI-ICING COMMUNICATION

After de-icing equipment is cleared from aircraft and all checks including the Post De-icing/Anti-icing Check are made:

Cockpit	Ground
-	“Cockpit from ground”
“Go ahead”	“Aircraft de-iced/ anti-iced, Anti-icing type II / 75% 12:00 local time, Post De-icing/Anti-icing Check completed'
'Aircraft anti-iced, anti-icing type II/75% 12:00 local time'	-

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11.8 QUALITY ASSURANCE PROGRAM

11.8.1 CHECK PROCEDURES FOR DE-ICING/ANTI-ICING FLUIDS

The check procedures described below are in compliance with the 'SAE Station Quality Assurance Program for Aircraft De-icing/Anti-icing Operations' and the relevant sections of AIROPS. The procedure ensures that the required safety standards concerning the De-icing/Anti-icing fluids quality are maintained. When discrepancies are found they must be investigated and rectified to ensure the fluid is within limits prior to use.

11.8.2 FLUID ACCEPTANCE AT DELIVERY

Check of documentation

a) Check that the fluid delivered corresponds to the fluid ordered
b) Ensure that the brand name and concentration of the product specified in the delivery documents correspond to the delivered fluid. Each container / road tanker must be checked
c) Ensure that the brand name and the concentration of the delivered fluid correspond to the brand name and the concentration of the storage respectively vehicle tanks

Fluid sample checks

Immediately before filling a local storage tank or a de-icing vehicle tank at the airport of final use:

a) Take a sample from each container / road tanker (each separate compartment, if applicable).
b) Perform the following checks according to GOM 11.8.6 Fluid Check Methods:

Check	Type I fluid	Type II, III, IV fluid
Visual Contamination Check	Yes	Yes
Refractive Index Check	Yes	Yes
pH-Value Check	Yes	Yes
Field Viscosity Check	No	Yes

11.8.3 DE-ICING/ANTI-ICING VEHICLE FLUID CHECKS

Concentration checks (Refractive index check)

When the vehicles are in use:

a) Take fluid or fluid / water mixture sample(s) from the De-icing/Anti-icing vehicle nozzle on a daily basis when vehicles are in use
b) Perform a Refractive Index Check according to 'Refractive index check' in GOM 11.8.6 Fluid Check Methods
c) Ensure that the sample is protected against precipitation

For trucks **without** a mixing system:

a) Samples may be taken from the truck tank instead of at the nozzle
b) Ensure that the fluid is at a uniform mixture

For trucks **with proportional mixing** system:

a) Use operational setting for flow and pressure
b) Allow the selected fluid concentration to stabilise before taking the sample

For trucks with **automated fluid mixture** monitoring system

a) The interval for refractive index checks has to be determined by the handling company in accordance with the system design

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Checks on directly or indirectly heated fluids

a) Take fluid or fluid/ water mixture samples from the vehicle tanks
b) Perform a Refractive Index Check according to 'Refractive index check' in GOM 11.8.6 Fluid Check Methods
c) Ensure that the check interval does not exceed two weeks, but you may adjust this interval in accordance with local experience

11.8.4 LABORATORY CHECKS FOR FLUIDS

a) Perform the laboratory checks for fluids at the beginning and in the middle of the de-icing season and upon request of the airline
b) Take fluid samples from all de-icing/anti-icing vehicle spray nozzles of all vehicles and from all storage tanks in use. samples shall be taken in all concentrations used for anti-icing. Take sample as described in GOM 11.8.7 Sampling Procedure for De-/ Anti- icing Fluids.
c) Perform the checks according to GOM 11.8.6 Fluid Check Methods.
d) The following checks have to be performed:

Check	Type I fluid	Type II, III, IV fluid
Visual Contamination Check	Yes	Yes
Refractive Index Check	Yes	Yes
pH-Value Check	Yes	Yes
Field Viscosity Check	No	Yes

11.8.5 FIELD CHECK FOR FLUIDS

Field checks for fluids must always be performed during a an inspection:

a) Take fluid samples from the storage tank and from the De-icing/Anti-icing vehicle nozzles
b) Take the fluid samples as described in GOM 11.8.7 Sampling Procedure for De-/ Anti-icing Fluids
c) Perform the checks according to GOM 11.8.6 Fluid Check Methods
d) The following checks have to be performed:

Check	Type I fluid	Type II, III, IV fluid
Visual Contamination Check	Yes	Yes
Refractive Index Check	Yes	Yes
pH-Value Check	Yes	Yes
Field Viscosity Check	No	Yes
Laboratory Viscosity Check	No	Yes

11.8.6 FLUID CHECK METHODS

All checks described below may be performed with equivalent equipment or test procedures.

Visual contamination check

a) Put the fluid sample into a clean bottle or equivalent container
b) Check for any kind of visual contamination (e.g. rust particles, floating particles, etc.)

Refractive index check

a) Ensure that the refractometer is calibrated and clean

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b) Put a drop of fluid taken from the sample onto the test screen of the refractometer and close the prism
c) Check the value on the internal scale and use the correction factor given by the fluid manufacturer in case the temperature of the refractometer is not 20°C (68°F)
d) Compare the value with the refractive index limits provided by the fluid manufacturer, to ensure it is within tolerance*
e) Clean the refractometer and return it into the protective cover

Delivery Check (All Fluids)
Ensure the refractive index is within the limits published by the manufacturer for the fluid as delivered.

In-Service Check (Type I Fluid)
Ensure the freezing point of the fluid is either:
a) Not less than 10oC (18oF) below the OAT for a one-step procedure and the second step in a two-step procedure, or
b) Not more than 3oC (5oF) above the OAT for the first step fluid in a two-step procedure, and (c) That in neither case the maximum permitted concentration has been exceeded

In-Service Check (Type II, Type III & Type IV Fluid)
Ensure the refractive index is within the 'in-service' limits published by the manufacturer for fluid at the applicable concentration.

For Type II, Type III and Type IV fluid/water mixtures, (50/50 or 75/25) a tolerance range from the setting of -0% to +7% may apply, depending on the product.

pH-Value check
a) Take a piece of pH Indicator Paper and put it into the fluid sample so that the pH Indicator Paper becomes wetted by the fluid
b) Remove the pH Indicator Paper from the fluid and compare the colour with the reference colour of the table provided with the pH Indicator Paper and read the corresponding pH-value
c) Compare the pH-value with the figures from the fluid manufacturer

If this check cannot be performed correctly with pH indicator paper (litmus paper), a calibrated or functionally tested pH measurement instrument may be used.

In a laboratory, this check shall always be performed with a pH measurement instrument.

Field viscosity check
a) This check may be performed with the falling ball method where the reference liquids represent the minimum and maximum allowed viscosity of the tested fluid
b) Put the sample fluid into a clean sample tube
c) It is important to fill in the fluid first and then put the steel ball in. If performed the other way, the test tube glass may be destroyed by the falling steel ball
d) Insert the steel ball into the sample tube
e) Fill the sample tube completely and close it
f) Ensure that there are no or only a few bubbles in the fluid
g) Return the sample test tube into the test tool and turn it vertically (upside down) and let all steel balls reach the lower end of the test tubes

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h) After all three balls have reached the lower end, turn the tool about 180 degrees upside down again
i) The balls will move downwards with different speed
j) The steel ball in the sample test tube must not fall faster than the steel ball in the minimum reference fluid and must not fall slower than the steel ball in the maximum reference fluid

Laboratory viscosity check

a) Perform the viscosity check in accordance with ASTM D 2196
b) Take measurements at rotation speed of 0.3 rpm
c) Record temperature at which the measurements are made and spindle number
d) Perform all viscosity measurements in accordance with AIR 9968
e) Compare the viscosity values with the figures from the fluid manufacturer

11.8.7 SAMPLING PROCEDURE FOR DE-ICING/ANTI-ICING FLUIDS

11.8.7.1 INTRODUCTION

To ensure the required fluid quality for the De-icing/Anti-icing performance until take-off the De-icing/ Anti-icing fluids must be in an 'ex-works' condition and at the correct concentration.

When taking samples:

a) Simulate typical aircraft application to consider possible effects of vehicle/ equipment heating and/ or delivery system components on fluid condition
b) As Type I fluids are not sensitive to shearing in the de-icing equipment and at the nozzle, samples may be taken directly from the nozzle without fully opening the nozzle

11.8.7.2 METHOD

a) The preferred method is to spray the fluid onto a purpose-built stand, consisting of a suitable plate (for fluid application) and an associated fluid collection system. In the absence of such a stand, the application can be made onto a clean polyethylene sheet (approx. 2m x 2m) laid directly on the ground
b) Ensure that the distance between the spray nozzle and the surface is approximately 3m
c) Spray the fluid vertically to the surface
d) If different spray patterns and flow rates are used during routine De-icing/Anti-icing operations, take samples at typical nozzle settings and flow rate

11.8.7.3 PROCEDURE

To ensure a correct sampling process, proceed as follows:

a) Select the required flow rates and spray patterns for the fluid to be sampled.
b) Spray the fluid to purge the lines and check the concentration of a sample taken from nozzle / gun after purging
c) In case that the refractive index shows that the lines are not purged properly:
d) Repeat step above until the required concentration is correct
e) On certain vehicles it may be necessary to spray more than 50 litres before the lines are purged completely
f) Direct the fluid onto the sampling surface and spray an adequate amount of fluid to ensure that 1 litre of fluid sample can be taken
g) During spraying open the nozzle to the typical setting
h) If the nozzle is not opened wide enough, the fluid can be severely sheared

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i) Where a polyethylene sheet is used for sampling purposes carefully lift the corners of the sheet and collect 1 litre of fluid into a clean and dry bottle
j) Fill the bottle completely to avoid bubbles in the fluid caused by shaking

11.8.7.4 REFERENCE FLUID

For reference purposes:

a) Take a 1 litre sample of the fluid from the storage facility
b) Take a 1 litre sample from the fluid tank of the De-icing/Anti-icing equipment/vehicle being sampled
c) Fill the bottles completely to avoid bubbles in the fluid caused by shaking

11.8.7.5 IDENTIFICATION OF SAMPLES

Attach a label to each sample, providing the following data:

a) Brand name and Type of fluid (e.g. Kilfrost ABC-3/Type II)
b) Identification of the de-icing/anti-icing equipment/vehicle (e.g. Fixed Rig R001)
c) Indicate flow rate and spray pattern
d) Detail where the sample was taken from (e.g. nozzle, storage tank or equipment/vehicle tank)
e) Fluid/Water Mixture Ratio (e.g. 100/0, 75/25, 50/50)
f) Date on which sample was taken
g) Station
h) Name of Handling Company

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11.9 SPECIAL PROCEDURES

11.9.1 FAN BLADE DE-ICING USING HOT AIR

11.9.1.1 EQUIPMENT

According to aircraft manufacturer's manuals, de-icing with hot air must be performed with low flow hot air sources such as Air Conditioning Units, Cabin Heaters, or any other Hot Air Units.

Ensure that the temperature at the outlet of the tube or hose does not exceed 50 °C.

11.9.1.2 PROCEDURE

Request

The Commander must determine whether fan blade de-icing is required. If the Commander is not available, fan blade de-icing may also be requested by qualified ground staff.

Safety Precautions

During fan blade de-icing the following safety precautions must be observed:

a) Ensure that there are no foreign objects in the engine inlet which may damage the engine
b) Inform the Flight Crew before starting the process

Procedure

a) Park the hot air unit preferably in front of the engine
b) If loose snow is evident, it may be removed by using a broom with soft bristles before de-icing with hot air
c) Focus the hot air on the fan blades
d) Remove any of the frozen deposits that may have been bonded to the fan blades, including the rear side of the fan blades
e) Remove any of the frozen deposits that may have bonded to the lower surfaces of the engine intake
f) Remove any melt water which may have collected at the lowest point of the engine intake with a soft cloth to avoid refreezing of the fan blades

NOTE: The de-icing of fan blades will take about 10 to 15 minutes per engine, sometimes longer, depending on the amount of contamination

Contamination Check

After the fan blade de-icing:

a) Perform a contamination check to ensure that the fan blades including the rear side are clean and dry, and that they are free to rotate
b) Perform a visual check to ensure that there are no foreign objects in the engine inlet.
c) Ensure that there is no remaining water in the engine inlet

Communication

After completion of the fan blade de-icing:

(a) Inform the Flight Crew that the fan blade de-icing was performed successfully

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Extreme weather

In extreme weather conditions, when the preferable protection method of engines by covers was not possible, observe following additional regulations



Caution:
Risk of engine damage due to refreezing of fan blades

No Holdover Times are available for this procedure.

Fan blades may refreeze due to remaining water after removing the hot air unit.

Conditions which increase this risk are:

a) engine cooled down after extended ground or parking time,
b) wind (cold air) may have blown precipitation into the engine during ground or parking time,
c) high humidity at outside air temperatures at or below 0 °C (32 °F).

Coordinate with Flight Crew and ATC a start-up time as close as operationally possible to the fan blade de-icing time.

If you are not sure:

- Repeat the contamination check shortly before starting the engine(s).
- Repeat the hot air application if necessary.

When such extreme weather conditions are or have been present:

a) Consider the time needed for fan blade de-icing of all engines
b) Parallel use of more than one hot air unit is recommended whenever possible

Examples how to start-up as close as operationally possible to the fan blade de-icing time:

a) At 4-engine aircraft, de-ice two engines of the same side first
b) As soon as the safety areas of this side are free, while repositioning the hot-air unit(s) to the other side: start both de-iced engines without delay.
c) At 2-engine aircraft, when only one hot-air unit is available: Start the de-iced engine without delay



Caution:
Risk of personal injuries or aircraft damage.

- Do not use air starter or mounted jet engines.

Pressure on loose held hoses, blast and temperature cannot be controlled and exceed both job safety and technical limits.

11.9.2 REMOVAL OF LOCAL AREA CONTAMINATION (LOCAL FROST REMOVAL)

Some types of contamination may generally be found on the upper surfaces of the wing and/or horizontal stabiliser leading edges or in patches on the wing and/or horizontal stabiliser upper surfaces.

Partial de-icing is not approved by FLY2SKY.

Local frost build-up is the formation of frost in localised areas cooled by cold fuel or large masses of cold metal. This type of contamination is generally found in patches on the wing

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and/or stabilizer upper surfaces and does not cover the entire surface. In these cases, a full or complete de-icing is not necessary

When no precipitation is falling or expected, and when there is no active frost, a 'local area' de-icing may be carried out provided the following conditions are met:

a) The affected area(s) shall be sprayed with a heated fluid/water mixture suitable for a one-step procedure.
b) Both sides of the aircraft are treated symmetrically (same areas, same amount and type of fluid, same mixture strength), even if the contamination is only present on one side.
c) Upon completion, all frozen deposits shall have been removed.

The flight crew shall always be notified if any localised de-icing treatment has been performed.

Holdover times do not apply since the treatment does not cover the entire aircraft or contaminated surface.

Removal of localised contamination does not rule out the need for an inspection or the need for any additional treatment.



Caution:
Aerodynamic problems could result if these requirements are not met

If precipitation occurs between application of the localised treatment and dispatch of the aircraft or if precipitation is expected before take-off, a standard two-step de-icing/anti-icing treatment shall be performed.



Caution:
Risk of fluid freezing on the aircraft surfaces and aerodynamic problems.

Wing skin temperatures may be lower than OAT

Use a mix with a higher concentration of glycol than suggested by the OAT to ensure a sufficient freezing point buffer



Caution:
Risk of aerodynamic problems.

There are no holdover times assigned to these procedures.

11.9.3 DE-ICING WITH OPEN PASSENGER DOOR

General

Prior to the application of De-icing/Anti-icing fluids, all doors and windows shall be closed and all service vehicles and personnel shall be clear to prevent:

a) galley floor areas becoming contaminated with slippery de-icing/anti-icing fluids,
b) upholstery becoming soiled
c) vehicles and / or personnel becoming contaminated with fluid. Refer to 11.4.5.1. General Precautions

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Procedure

However, when ramp activities have been completed and all doors, except a forward passenger door, are closed, it is permissible to start de-icing/anti-icing surfaces well away from the open door, provided that:

a) the commander is informed and has agreed to this procedure before spraying
b) passengers and staff will not be subject to fluid overspray
c) fuselage in the vicinity of the open door is not treated
d) wind conditions are such that fluid or fluid overspray cannot reach the passenger door area
e) This procedure is not recommended if passengers are boarding the aircraft via open stairs
f) Doors shall not be closed until all ice or snow has been removed from the surrounding area

11.9.4 AIRCRAFT TYPE SPECIFIC REQUIREMENTS

For specific aircraft types, additional technical or operational requirements exist, e.g. special clear ice checks, such as tactile checks on the wings. These special checks are not covered by the contamination check. The aircraft types currently operated by FLY2SKY are not subject to additional technical requirements.

The following aircraft type-specific precautions and considerations shall be taken into Account, e.g.

Aircraft Type	Precautions / Considerations
A32F	Escape slide panels at cabin doors 2 and 3 may open if sprayed with high intensity.

For operational requirements, limitations and procedures, Flight Crew members shall refer to the appropriate FCOM. It is the responsibility of the Flight Crew members to ensure that all specific aircraft limitations are adhered to.

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11.9.5 AIRCRAFT TYPES – "NO SPRAYS" AREAS

The general restrictions below apply to all aircraft types. The list below states the requirements and the associated symbols, which are then used on the aircraft type diagrams on the following pages to indicated (where necessary) the locations of 'no spray' areas, for each of the aircraft types illustrated.

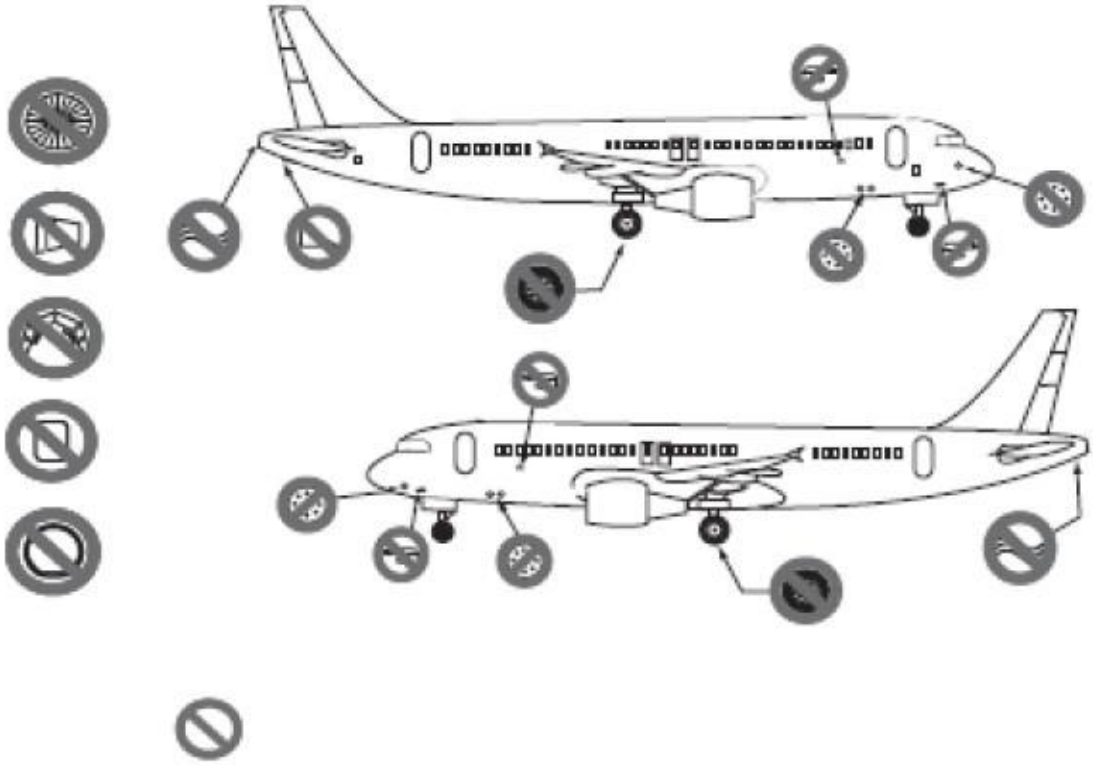
These illustrations are for general guidance only.

Legend	Description
	Do not spray into engine openings.
	Do not spray flight deck windows or windscreens.
	Do not spray main cabin doors.
	Do not spray directly at or into pitot tubes, TAT probes or angle of attack sensors.
	Do not spray directly at static ports.
	Do not spray into APU inlet.
	Do not spray into APU exhaust.
	Do not apply fluid to aircraft brakes.

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	Do not spray into engine exhaust.
	Do not spray into aircraft exhaust or intake vents
	Do not spray into avionic vents.

11.9.5.1 NO SPRAY AREAS A32F



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11.10 SAFETY DURING AIRCRAFT DE-ICING/ANTI-ICING OPERATIONS

11.10.1 PERSONAL SAFETY

The safety factors given below are designed to ensure that safety is not compromised for personnel performing aircraft de-icing tasks:

a) Appropriate PPE should be checked for serviceability and worn by all personnel engaged in de-icing operations.
b) Cones should be removed, as necessary, to allow access to the aircraft surfaces. Replace the cones on completion of the de-icing operation if the aircraft is not departing.
c) To prevent injury, caution must be taken when filling de-icing vehicles with hot fluid.
    a. When handling de-icing fluids, personnel should understand and follow the precautions contained in the fluid OEM's SDS.
    b. Before de-icing operations start, de-icing should be coordinated between the de-icing and ground handling personnel.
    c. De-icing/anti-icing fluids may be very hot; 60°C/140°F or even warmer. To prevent injuries, ground personnel, passengers and flight crew shall be prevented from walking near an aircraft that is being de-iced.
    d. Slippery conditions can exist on the ground and equipment surfaces during and following the de-icing processes. Caution should be exercised, particularly in low humidity or nonprecipitating weather conditions, due to increased slipperiness following the use of glycol that is not diluted by the weather element.
    e. When de-icing on a stand, all ramp equipment, including steps, should be clear of the area to be sprayed to avoid contamination by fluid.
    f. Care should be taken to prevent the transfer of fluid by foot onto GSE (e.g., steps, jet bridges), interiors of aircraft and aircraft cargo holds.

11.10.2 OPEN BASKET OPERATIONS

The following minimum precautions shall be taken when deicing from an open basket:

a) Ensure the fall restraint device is securely anchored and the safety harness is always worn.
b) Ensure the basket door or safety chain is securely latched.
c) Caution should be taken to avoid exposure to a running APU.

11.10.3 CLOSED BASKET OPERATIONS

The following minimum precautions shall be taken:

a) Ensure the seat belt is always worn.
b) Ensure the windows of the cabin are clean. Check wiper(s) for condition and check window washer fluid level.
c) Ensure the cabin access door is securely closed.
d) Ensure there are no obstructions to the cabin heater/ventilation system.

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11.11 REFERENCES AND DEFINITIONS

11.11.1 REFERENCES

Fluid standards

Wherever in this document Type I, II, III or IV fluids are mentioned, this always refers to the latest revision of the applicable ISO and/ or SAE fluid specification:

a) Type I fluid refers to ISO Type I per ISO 11075, as well as SAE Type I per AMS 1424
b) Type II fluid refers to ISO Type II per ISO 11078, as well as SAE Type II per AMS 1428
c) Type III and Type IV fluids refer only to SAE Type III and SAE Type IV per AMS 1428

ISO

Copies of the ISO documents are available from:
International Standard Organization for Standardization, Case Postale 56, CH-1211, Geneva 20, Switzerland.
See also www.iso.ch

a) ISO 11075 - Aircraft De-icing/Anti-icing fluids, ISO Type I
b) ISO 11076 – Aircraft – Ground-based De-icing/Anti-icing methods with fluids
c) ISO 11077 – Aerospace – Self-propelled De-icing/Anti-icing vehicles – Functional requirements
d) ISO 11078 – Aircraft De-icing/Anti-icing fluids, ISO Types II, III & IV.

SAE

See also www.sae.org

a) AIR 6232, Aircraft Surface Coating Interaction with Aircraft Deicing/Anti-icing fluids
b) AIR 9968, Viscosity Test of Thickened De-icing/Anti-icing fluid
c) AMS 1424, De-icing/Anti-icing fluid, aircraft, SAE Type I
d) AMS 1428, Fluid, aircraft De-icing / Anti-icing, non Newtonian, (pseudo plastic), SAE Types II, III, IV
e) ARP 4737, Aircraft De-icing/Anti-icing methods
f) ARP 1971, Aircraft de-icing vehicle - self-propelled, large capacity
g) ARP 5149, Training Program Guidelines for De-icing/Anti-icing of Aircraft On The Ground
h) ARP 5646, Quality Program Guidelines for De-icing/Anti-icing of Aircraft on the Ground
i) ARP 5660, De-icing Facilities Operational Procedures
j) AIR 9968, Field Viscosity Test of Thickened De-icing/Anti-icing Fluid
k) ARD 50102, Forced Air Or Forced Air/ Fluid Equipment For Removal Of Frozen Contaminants
l) AS 5635, Message Boards (De-icing Facilities)
m) ASTM D2196, Standard Test Methods for Rheological Properties of Non-Newtonian Materials by Rotational (Brookfield Type) Viscometer

11.11.2 DEFINITIONS & ABBREVIATIONS

ACARS

ARINC Communication Addressing and Reporting System (Data-link).

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Active frost
Active frost is a condition when frost is forming. Normally occurs when aircraft surface is at or below 0oC (32oF) and close to or below dew point.

ADF
Aircraft De-icing/Anti-icing fluid.

Anti-icing
The process of protecting the aircraft to prevent contamination due to existing or expected weather, typically by applying anti-icing fluids on uncontaminated aircraft surface.

Anti-icing fluid
Includes, but is not limited to, the following:
(1) Typically, Type II, III or IV fluid (neat or diluted), normally applied unheated (*);
(2) Type I fluid/water mixture heated to minimum 60°C at the nozzle.
(*) When de-icing and anti-icing in a one-step process, Type II and Type IV fluids are typically applied diluted and heated.

°C
Degrees Celsius.

ATL
Aircraft Technical Log

Check
An examination of an item against a relevant standard by a trained and qualified person.

Cold soaked surface frost (CSSF)
Frost developed on cold soaked aircraft surfaces by sublimation of air humidity. This effect can take place at ambient temperatures above 0 °C. Cold soaked aircraft surfaces are more common on aircraft that have recently landed. External surfaces of fuel tanks (e.g. wing skins) are typical areas of CSSF formation (known in this case as cold soaked fuel frost (CSFF)),due to the thermal inertia of very cold fuel that remains on the tanks after landing.

Contamination
All forms of frozen or semi-frozen deposits on an aircraft, such as frost, snow, slush or ice.

Contamination check
Check of aircraft surfaces for contamination to establish the need for de-icing.

DAQCP
IATA De-icing/Anti-icing Quality **C**ontrol **P**ool

De-icing
The process of eliminating frozen contamination from aircraft surfaces, typically by applying de-icing fluids.

De-icing/anti-icing
This is the combination of de-icing and anti-icing performed in either one or two steps.

De-icing fluid
Such fluid includes, but is not limited to, the following:
(1) Heated water;

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(2) Preferably, Type I fluid (neat or diluted (typically);
(3) Type II, III or IV fluid (neat or diluted).
The de-icing fluid is applied heated to ensure maximum efficiency and its freezing point shall be at the outside air temperature (OAT) or below.

°F
Degrees Fahrenheit.

FP
Freezing **P**oint.

Freezing drizzle
Fairly uniform precipitation composed exclusively of fine drops (diameter less than 0.5 mm (0.02 inch)) very close together which freezes upon impact with the ground or other exposed objects.

Freezing fog
A suspension of numerous very small water droplets which freezes upon impact with the ground or other exposed objects, reducing the horizontal ground visibility to less than 1 km (5/8 mile).

Freezing rain
See below for 'Light freezing rain' and 'Moderate and heavy freezing rain'.

Freezing Frost
Frost/hoar frost: Ice crystals that form from ice saturated air at temperatures below 0 °C (32 °F) by direct deposition on the ground or other exposed objects..

Hail
Precipitation of small balls or pieces of ice with a diameter ranging from 5 to > 50 mm (0.2 to > 2.0 in.) falling either separately or agglomerated.

Hoarfrost
A deposit of interlocking ice crystals (hoar crystals) formed by direct sublimation on objects. These objects are usually of small diameter freely exposed to the air, such as tree branches, plant stems and leaf edges, wires, poles, etc. If their surface is sufficiently cooled, mostly by nocturnal radiation, this causes the direct sublimation of the water vapour contained in the air.

Holdover time (HOT)
The period of time during which an anti-icing fluid provides protection against frozen contamination to the treated aircraft surfaces. It depends among other variables, on the type and intensity of the precipitation, OAT, wind, the particular fluid (or fluid Type) and aircraft design and aircraft configuration during the treatment.

Ice pellets
Precipitation of transparent (grains of ice), or translucent (small hail) pellets of ice, which are spherical or irregular, and which have a diameter of 5 mm (0.2 inch) or less. The pellets of ice usually bounce when hitting hard ground.

Light freezing rain
Precipitation of liquid water particles which freezes upon impact with the ground or other exposed objects, either in form of drops of more than 0.5 mm (0.02 inch) or smaller drops which, in contrast to drizzle, are widely separated. Measured intensity of liquid water particles

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is up to 2.5 mm / hour (0.1 inch/hour) or 25 grams/dm2/hour with a maximum of 0.25 mm (0.01 inch) in 6 minutes.

Lowest Operational Use Temperature (LOUT)
The lowest temperature at which a fluid has been tested and certified as acceptable in accordance with the appropriate aerodynamic acceptance test whilst still maintaining a freezing point buffer of not less than: (1) 10°C for a Type I fluid; or (2) 7°C for Type II, III or IV fluids

Moderate and heavy freezing rain
Precipitation of liquid water particles which freezes upon impact with the ground or exposed objects, either in form of drops of more than 0.5 mm (0.02 inch) or smaller drops which, in contrast to drizzle, are widely separated. Measured intensity of liquid water particles is more than 2.5 mm / hour (0.1 in./hour) or 25 grams / dm 2 / hour.

Negative Buffer
A negative buffer exists when the freezing point of a de-icing fluid is above the OAT.

OAT
Outside **A**ir **T**emperature.

Post-treatment check
Post- de-icing check' or 'Post- de-icing/anti-icing check': an external check of the aircraft after de-icing and/or anti-icing treatment accomplished by qualified staff and from suitably elevated observation points (e.g. from the de-icing/anti-icing equipment itself or other elevated equipment) to ensure that the aircraft is free from frost, ice, snow, or slush.

Pre-take-off check
The flight crew shall continuously monitor the weather conditions after the de-icing/anti-icing treatment to assess whether the applied holdover time is still appropriate. Within the aircraft's HOT and prior to take-off, the flight crew shall check the aircraft's wings or representative aircraft surfaces for frozen contaminants.

Pre-take-off contamination check
A check of the treated surfaces for contamination, performed when the HOT has been exceeded or if any doubt exists regarding the continued effectiveness of the applied anti-icing treatment. It is normally accomplished externally, just before commencement of the take-off run.

Rain and snow
Precipitation in the form of a mixture of rain and snow.

Rain (or high humidity) on cold-soaked wing
Water, visible moisture, or humidity forming ice or frost on the wing surface, when the temperature of the aircraft wing surface is at or below 0 °C (32 °F)

Rime Ice
Small frozen water droplets, spherical opaque/milky granular appearance looking similar to frost in a freezer. Typically rime ice has low adhesion to the surface and its surrounding rime ice particles.

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Slush
Snow or ice that has been reduced to a soft watery mixture.

Snow
Precipitation of ice crystals, most of which are branched, star-shaped or mixed with unbranched crystals. At temperatures higher than -5 °C (23 °F) the crystals are generally agglomerated into snowflakes.

Snow grains
Precipitation of very small white and opaque particles of ice that are fairly flat or elongated with a diameter of less than 1 mm (0.04 inch).

When snow grains hit hard ground, they do not bounce or shatter.

NOTE: For holdover time purposes treat snow grains as snow.

Snow pellets
Precipitation of white, opaque particles of ice. The particles are round or sometimes conical. Their diameters range from about 2-5mm (0.08-0.2 inches). Snow pellets are brittle, easily crushed; they bounce and may break on hard ground.

NOTE: For holdover time purposes treat snow pellets as snow.

Tactile Check
A tactile check requires a person to touch specific aircraft surfaces. Tactile checks, under certain circumstances, may be the only way of confirming the critical surfaces of an aircraft are not contaminated. For some aircraft, tactile checks are mandatory as part of the de-icing/anti-icing check process to ensure the critical surfaces are free of frozen contaminants.

11.11.3 WEATHER RELATED CONDITIONS

Weather conditions dictate aircraft De-icing/anti-icing on the ground.

Icing conditions on the ground can be expected when air temperatures fall below 10°C and when moisture occurs in the form of condensation, rain, sleet or snow.

Nevertheless, a range of ambient ground conditions can still lead to frost or ice on aircraft given any precipitation, or high humidity, combined with a cold soak. The METAR format includes Dew Point and as frosting occurs a few degrees warmer, crews may use Dew Point as a useful guide to the possibility of frost occurring.

Cold soak icing can occur at ambient temperatures well above freezing point, and crews must remain aware of the threat posed. Clear ice can be very difficult to identify, especially if hidden beneath a layer of contaminant and, under certain conditions, can only be detected by touching the aircraft skin itself. Electrical or mechanical ice detectors offer only advisory information and are not intended to replace physical checks. The presence of frost on the underwing surfaces is a good indication of cold soaked fuel in the wing.

Other conditions conducive to ice contamination on aircraft are:

a) Operations on contaminated ramps, taxiways and runways where deposits are blown onto the aircraft by wind or jet blast.
b) Warm aircraft surfaces may cause melting and re-freezing during freezing precipitation, such as when warm fuel is loaded into wing tanks during a turn-around.

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De-icing and anti-icing procedures are themselves designed to cope with only ‘moderate weather’, any procedure may be rendered ineffective in severe weather conditions, such as moderate freezing rain/drizzle, heavy snow, or any such combination where high water content is present in freezing conditions, especially when combined with high winds and rapidly falling temperatures.

The concept of icing is commonly associated only with exposure to inclement weather. However, even if the OAT is above freezing point, ice or frost can form if the aircraft structure is below 0° C (32° F) and moisture or relatively high humidity is present.

With rain or drizzle falling on sub-zero structure, a clear ice layer can form on the wing upper surfaces when the aircraft is on the ground. In most cases this is accompanied by frost on the underwing surface.

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12 AIRCRAFT SPECIFIC DATA AND PROCEDURES

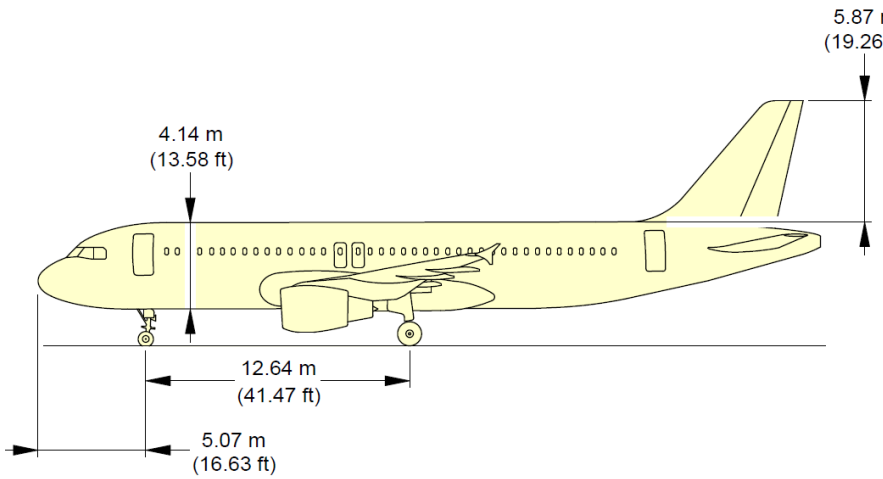
12.1. A320/A321

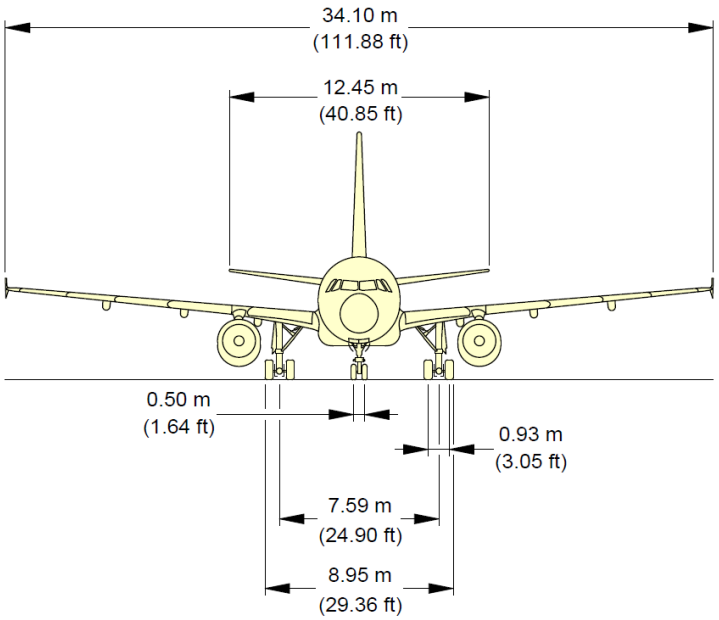
12.1.1 AIRCRAFT WEIGHT

Three basic structural limitations that must be observed when loading payload are compartment, linear loading, and floor loading limitations. For details refer to AHM 565 available in Centrik.

12.1.2. AIRCRAFT DIMENSIONS

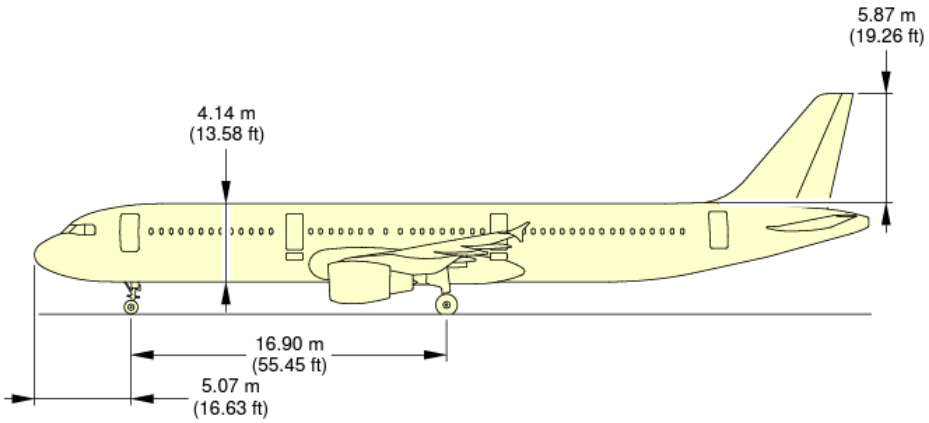
A320

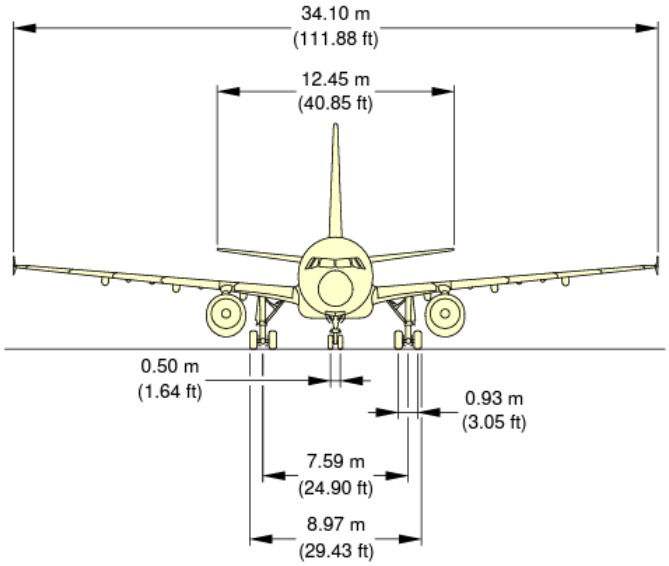




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A321





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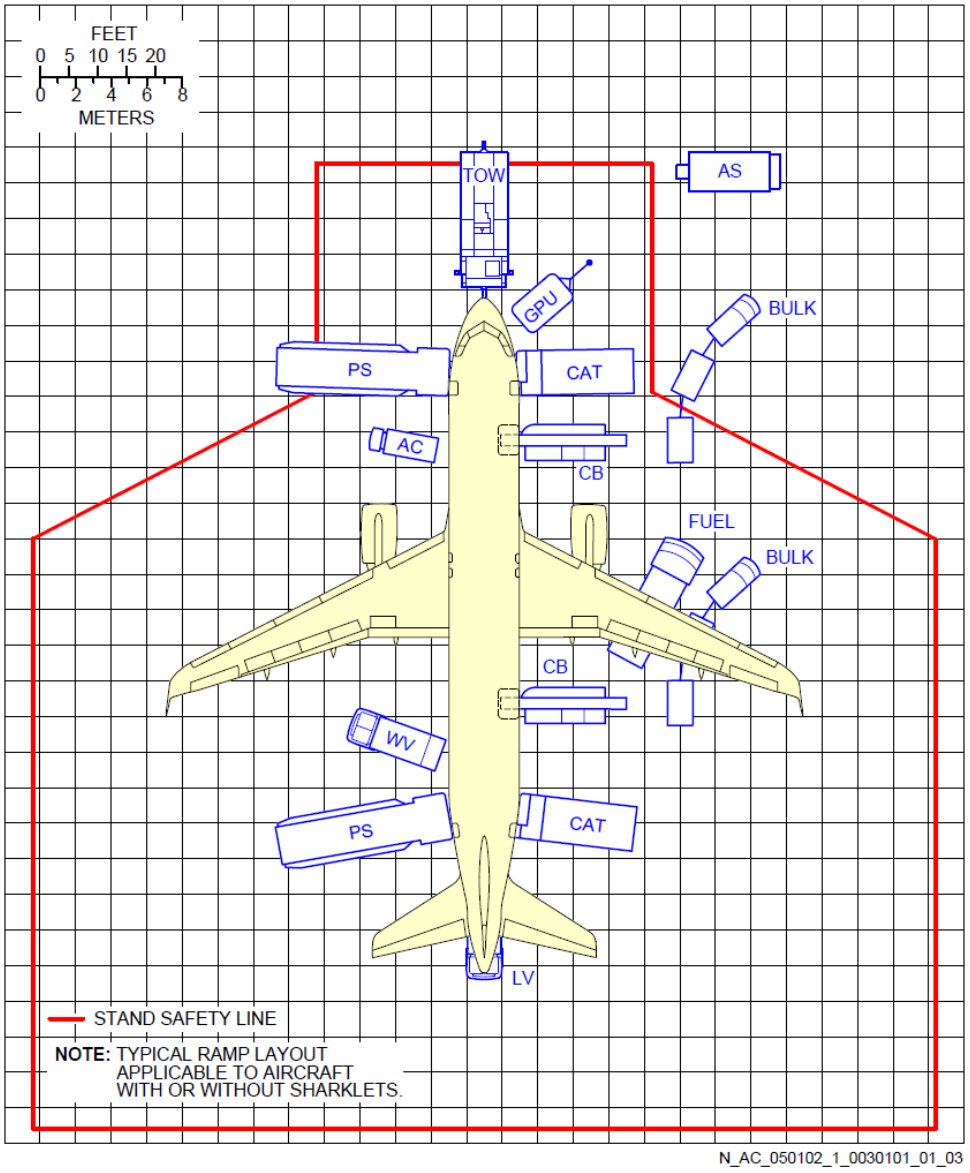
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12.1.3. HAZARD AREA

Refer to GOM 3.1.2.2

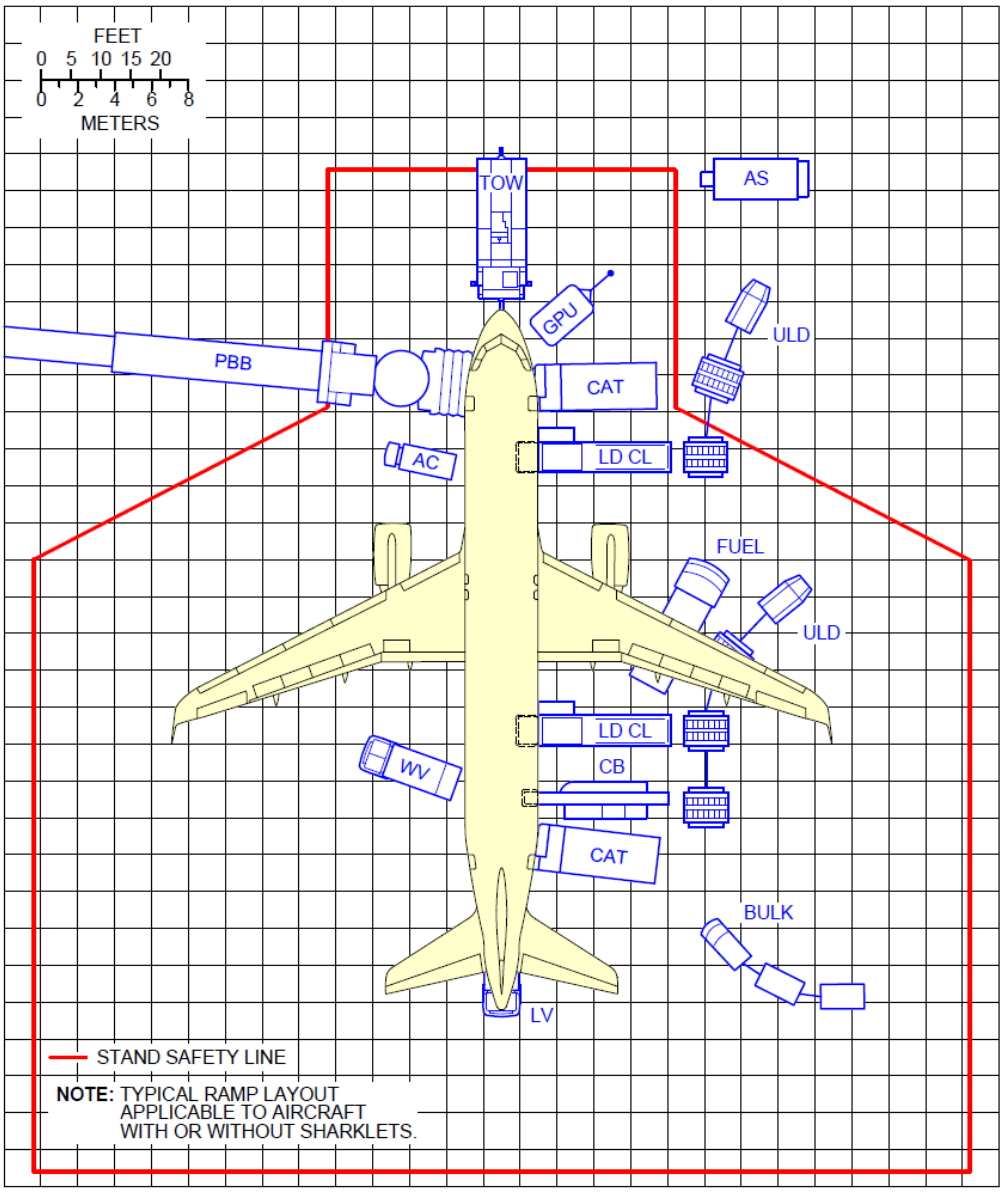
12.1.4. GROUND EQUIPMENT LOCATION

Typical Ramp Layout Open Apron



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Typical Ramp Layout Gate

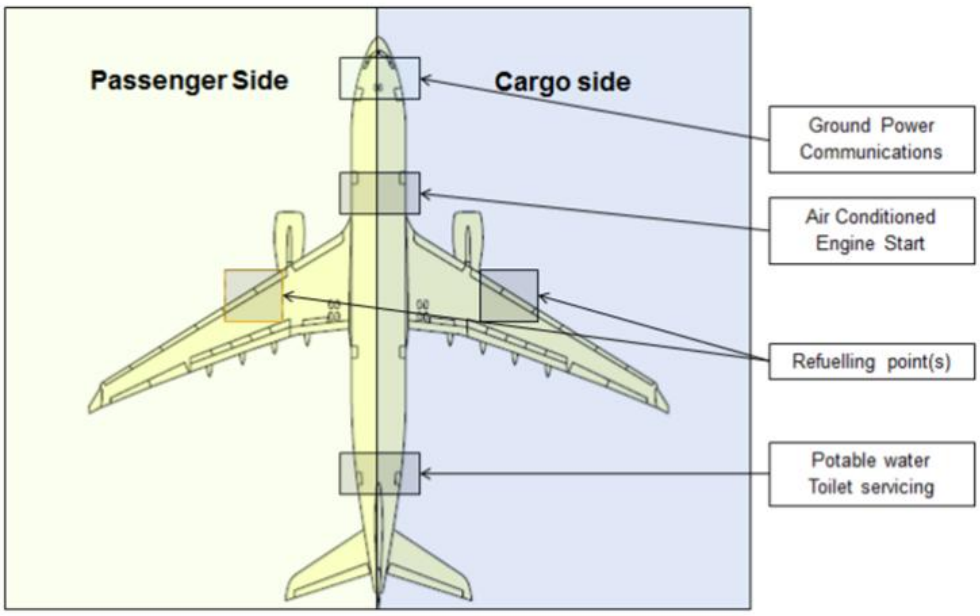


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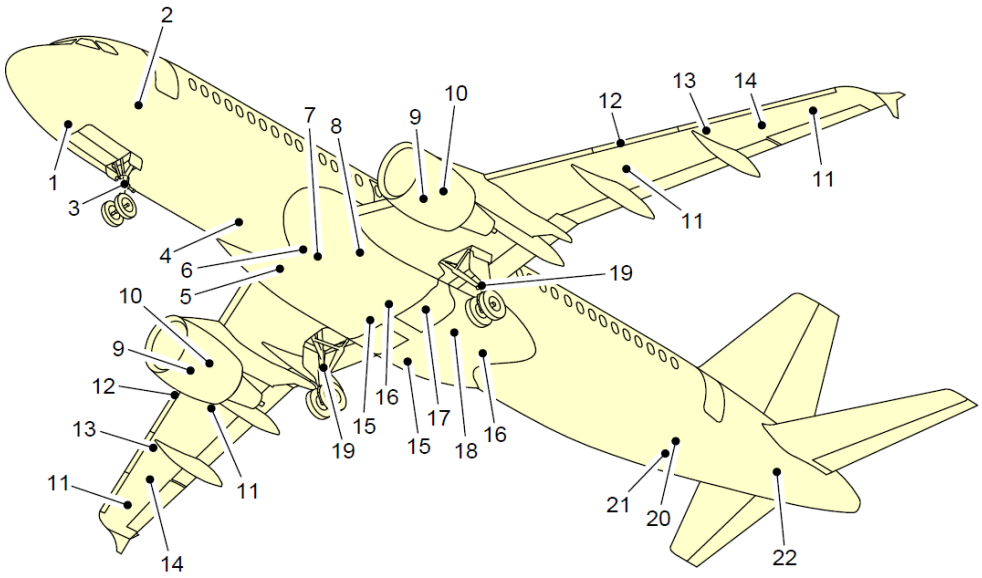
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12.1.4.1. SERVICING POINTS



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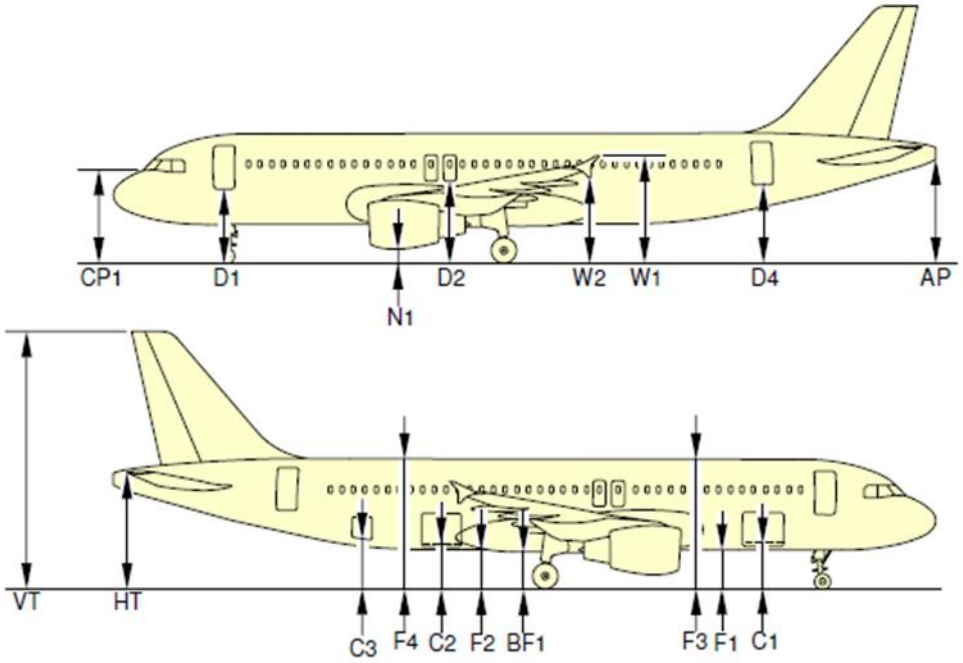
1 - GROUND ELECTRICAL POWER CONNECTOR
2 - OXYGEN SYSTEM
3 - NLG GROUNDING (EARTHING) POINT
4 - POTABLE WATER DRAIN PANEL (OPTIONAL)
5 - POTABLE WATER DRAIN PANEL
6 - LOW PRESSURE AIR PRE-CONDITIONING
7 - HIGH PRESSURE AIR PRE-CONDITIONING
8 - REFUEL/DEFUEL INTEGRATED PANEL
9 - IDG/STARTER OIL SERVICING
10 - ENGINE OIL SERVICING
11 - OVERPRESSURE PROTECTOR
12 - REFUEL/DEFUEL COUPLINGS (OPTIONAL-LH WING)
13 - OVERWING REFUEL (IF INSTALLED)
14 - NACA VENT INTAKE
15 - YELLOW HYDRAULIC-SYSTEM SERVICE PANEL
16 - BLUE HYDRAULIC-SYSTEM SERVICE PANEL
17 - ACCUMULATOR CHARGING (GREEN SYSTEM) AND RESERVOIR DRAIN (GREEN SYSTEM)
18 - GREEN HYDRAULIC-SYSTEM SERVICE PANEL
19 - MLG GROUNDING (EARTHING) POINT
20 - WASTE WATER SERVICE PANEL
21 - POTABLE WATER SERVICE PANEL
22 - APU OIL SERVICING

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12.1.5 GROUND CLEARANCE

A320



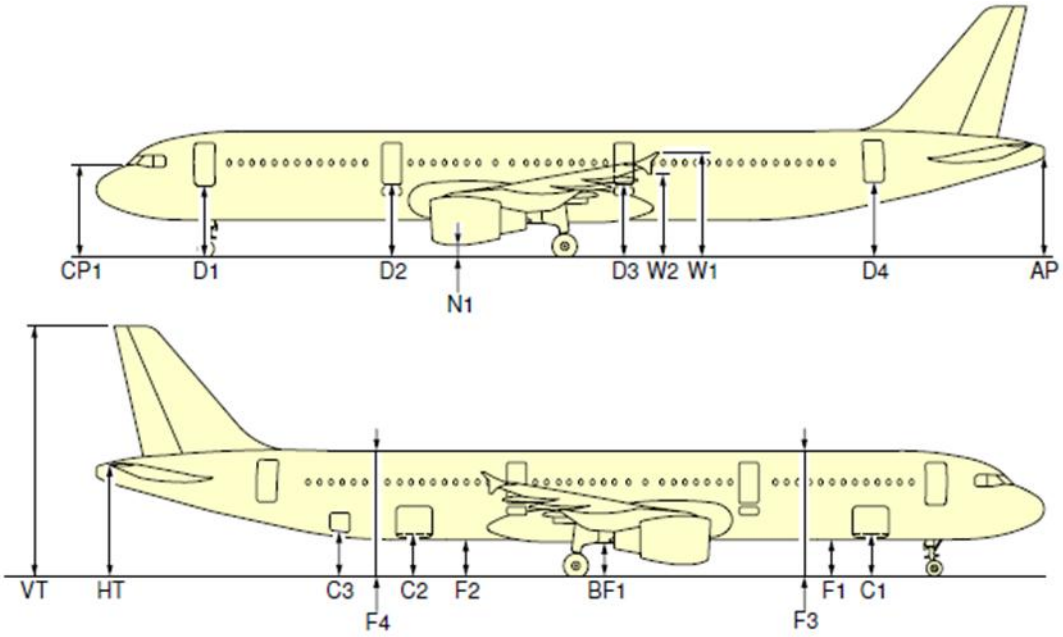
A/C CONFIGURATION		MRW				41 000 kg (90 389 lb)		A/C JACKED FDL = 4.60 m (15.09 ft)	
		FWD CG (17%)		AFT CG (36.8%)		CG (26.5%)			
		m	ft	m	ft	m	ft	m	ft
DOORS	D1	3.38	11.09	3.45	11.32	3.48	11.42	4.13	13.55
	D2	3.87	12.70	3.88	12.73	3.98	13.06	4.54	14.89
	D4	3.60	11.81	3.50	11.48	3.70	12.14	4.13	13.55
	C1	1.98	6.50	2.04	6.69	2.09	6.86	2.71	8.89
	C2	2.12	6.96	2.07	6.79	2.22	7.28	2.71	8.89
	C3	2.19	7.19	2.11	6.92	2.29	7.51	2.75	9.02
FUSELAGE	F1	1.72	5.64	1.76	5.77	1.82	5.97	2.43	7.97
	F2	1.84	6.04	1.79	5.87	1.95	6.40	2.43	7.97
	F3	5.86	19.23	5.90	19.36	5.97	19.59	6.58	21.59
	F4	5.99	19.65	5.93	19.46	6.09	19.98	6.58	21.59
	BF1	1.62	5.31	1.60	5.25	1.72	5.64	2.26	7.41
	CP1	4.17	13.68	4.27	14.01	4.28	14.04	4.96	16.27
WINGS	W1	4.76	15.62	4.71	15.45	4.86	15.94	5.35	17.55
	W2	3.78	12.40	3.74	12.27	3.89	12.76	4.38	14.37
TAILPLANE	HT	5.46	17.91	5.32	17.45	5.56	18.24	5.93	19.46
	AP	4.74	15.55	4.59	15.06	4.84	15.88	5.20	17.06
	VT	11.98	39.30	11.83	38.81	12.08	39.63	12.45	40.85
ENGINE/ NACELLE	N1 (CFM)	0.57	1.87	0.58	1.90	0.67	2.20	1.24	4.07
	N1 (IAE)	0.75	2.46	0.76	2.49	0.85	2.79	1.42	4.66

NOTE:
PASSENGER AND CARGO DOOR GROUND CLEARANCES ARE MEASURED FROM THE CENTER OF THE DOOR SILL AND FROM FLOOR LEVEL.

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A321



A/C CONFIGURATION		MRW				47 000 kg (103 617 lb)		A/C JACKED FDL = 4.60 m (15.09 ft)	
		FWD CG (19%)		AFT CG (36.9%)		CG (25%)			
		m	ft	m	ft	m	ft	m	ft
DOORS	D1	3.39	11.12	3.47	11.38	3.50	11.48	4.13	13.55
	D2	3.45	11.32	3.48	11.42	3.57	11.71	4.13	13.55
	D3	3.89	12.76	3.90	12.80	4.01	13.16	4.54	14.89
	D4	3.61	11.84	3.53	11.58	3.73	12.24	4.13	13.55
	C1	1.99	6.53	2.05	6.73	2.10	6.89	2.71	8.89
	C2	2.14	7.02	2.09	6.86	2.26	7.41	2.71	8.89
	C3	2.20	7.22	2.14	7.02	2.33	7.64	2.75	9.02
FUSELAGE	F1	1.73	5.68	1.78	5.84	1.84	6.04	2.43	7.97
	F2	1.87	6.14	1.82	5.97	1.99	6.53	2.43	7.97
	F3	5.87	19.26	5.92	19.42	5.98	19.62	6.58	21.59
	F4	6.01	19.72	5.96	19.55	6.13	20.11	6.58	21.59
	BF1	1.64	5.38	1.62	5.31	1.76	5.77	2.26	7.41
	CP1	4.19	13.75	4.29	14.07	4.30	14.11	4.96	16.27
WINGS	W1	4.76	15.62	4.73	15.52	4.88	16.01	5.35	17.55
	W2	3.79	12.43	3.76	12.34	3.91	12.83	4.38	14.37
TAILPLANE	HT	5.45	17.88	5.34	17.52	5.58	18.31	5.93	19.46
	AP	4.73	15.52	4.61	15.12	4.86	15.94	5.20	17.06
	VT	11.97	39.27	11.85	38.88	12.10	39.70	12.45	40.85
ENGINE/ NACELLE	N1 (CFM)	0.59	1.94	0.60	1.97	0.71	2.33	1.24	4.07
	N1 (IAE)	0.77	2.53	0.78	2.56	0.89	2.92	1.42	4.66

NOTE:
PASSENGER AND CARGO DOOR GROUND CLEARANCES ARE MEASURED FROM THE CENTER OF THE DOOR SILL AND FROM FLOOR LEVEL.

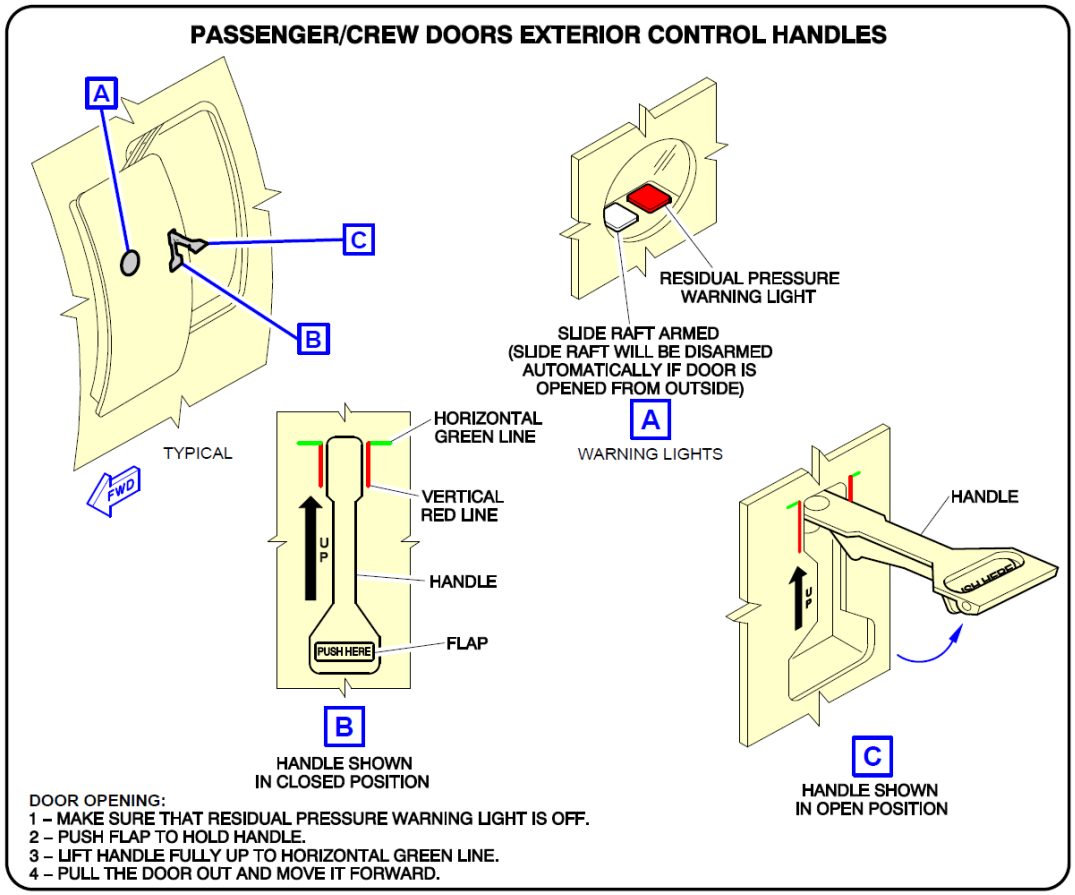
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12.1.6. DOORS

12.1.6.1 PASSENGER/SERVICE DOORS

Do not open the door is “Cabin Pressure Warning Indicator” is flashing in red.

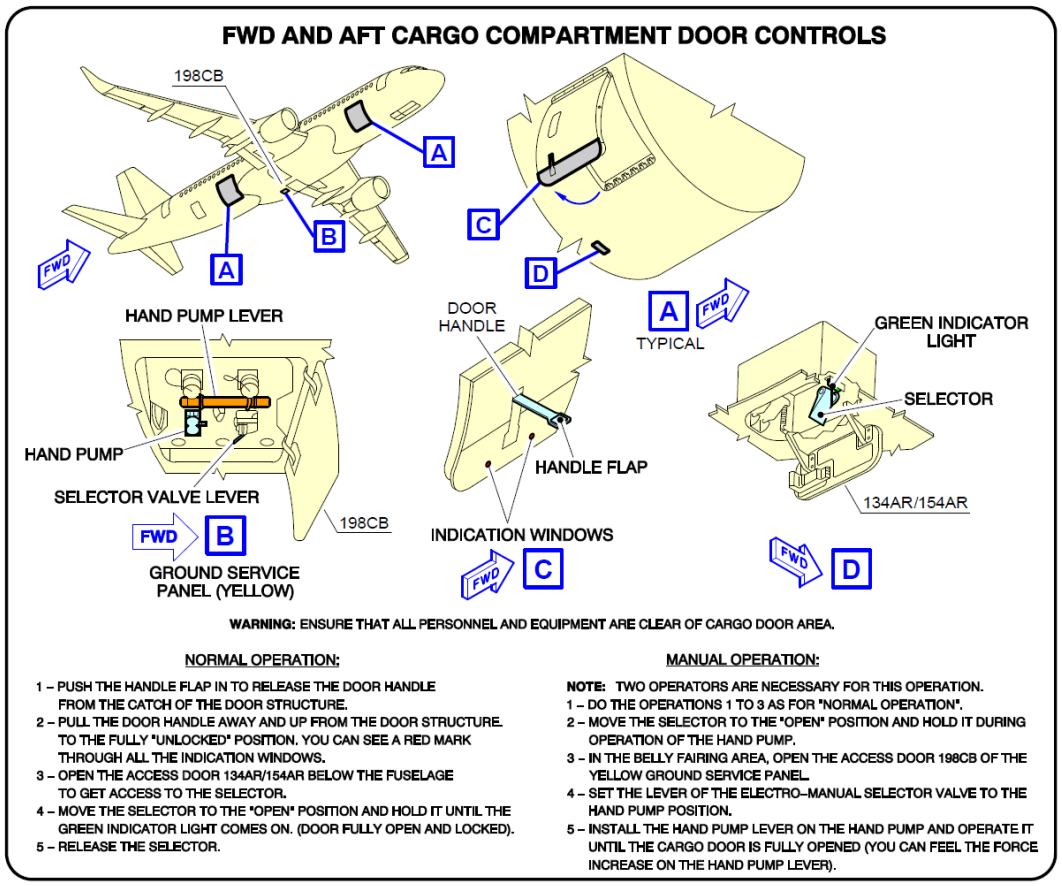


Pax/Crew Doors
FIGURE-10-0-0-991-036-A01

Please refer to GOM 4.4.2 for detailed door operation procedures

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12.1.6.2. CARGO SERVICE DOORS



FWD and AFT Lower Deck Cargo Doors
FIGURE-10-0-0-991-038-A01

To open:

On the cargo door, push the door handle flap inward to release the door handle from the recess of the door structure. Then, pull the door handle away and upward from the LOCKED to the UNLOCKED position.

Open the access door of the service panel to get access to the selector valve lever. Set the selector valve lever to the OPEN position and maintain the lever in this position until the green indicator light comes on. The green indicator light indicates that the door is fully opened and locked.

NOTE: The yellow hydraulic system is pressurized (the YELLOW ELEC PUMP is energized).

The operation of the flight controls and PTU is inhibited.

When the door is fully open, release the selector valve lever. When released, the selector valve lever returns to the neutral position and shuts down the electrical pump.

Cargo doors shall be opened using technical steps or belt loaders equipped with raised safety rails to reach the cargo doors. GRH 3.2.6B

Allow adequate space for door clearance to avoid equipment obstructing the free passage of the door.

If the cargo door will not open, do not use excessive force, tools or GSE to push or pull on the door to open it. Contact aircraft maintenance personnel for assistance.

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To close:
In order to close the cargo door, set the selector valve lever to the CLOSE position and maintain the lever in this position until the door is fully closed and locked. The green indicator light goes off when the cargo door starts to close.

NOTE: At first the selector valve lever locks in an intermediate position maintaining a preset pressurization to prevent the door from dropping open.

When the door is fully closed, the selector valve lever returns to the neutral position and shuts down the electrical pump.

On the cargo door, push the door handle flap downwards to the LOCKED position. When the door is locked, the cargo door symbol appears in green on the DOOR/OXY SD page. The CARGO door indication on the ECAM goes off, and the handle flap mechanism locks the operating handle.

Close the access door of the service panel.

NOTE: the following external indications show that the cargo door is not correctly closed:

- vent door stays in open position –
- door locking handle stays away from the outer contour of the door –
- red mark is visible through cargo door indication window.

If one of these signs is visible call the ground engineer.

Do not operate cargo doors unless trained and authorized.

Manual operation of electrically or hydraulically operated cargo doors may only be performed by maintenance personnel or flight crew. Before closing the cargo door ensure that:

1. Load restraint and door protection nets are properly fitted.
2. Cargo compartment lights have been switched off unless required for carriage of Animal Vivant in hold (AVIH).
3. Door area, including the door sill and frame, are free of gravel, water, ice and other foreign substances and obstructions.
4. Door and doors frame show no visible signs of damage.
5. Any damage discovered during the inspection of the cargo doors and surrounding areas/frames is immediately reported to aircraft maintenance personnel and the Pilot-in-Command (PIC).

All cargo doors shall be closed using technical steps or belt loaders equipped with raised safety rails to reach the cargo doors. GRH 3.2.6B

Check that the door lock indicators are engage/properly, set as applicable, and the door is properly locked, handles are stowed flush and panels are closed.

If a cargo compartment door is not closed properly. It shall be re-opened and re-closed.



Warning:
If a cargo door shall be re-opened prior to aircraft movement, approval from the flight crew via the ground staff responsible for departure must be obtained.

Do not attempt to open the door immediately after it has been closed, as the pressure of the hydraulic system prevents the door from moving to the vertical position.

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Re-Opening of Cargo Hold Doors

a) If a cargo compartment door is not closed properly, it must be re-opened and re-closed.
b) Once the pre-departure walk-around has taken place, do not attempt to re-open any aircraft door without the authorization of the flight crew.
c) If you believe a door must be re-opened, the agent in charge of departure must notify the flight crew through an open cockpit window or use the flight interphone system.
d) If the flight or cabin crew requires a door to be re-opened, they will notify ground staff.
e) Regardless of which party requested that the door be re-opened, if the flight crew gives clearance for the door to be reopened, follow the actions/steps in: Opening Cabin Access Doors.
f) If authorization to re-open the door is not granted, do not attempt to re-open the door unless clearance is received from the flight crew.
g) If authorization to re-open the door is granted by the flight crew, repeat pre-departure walk-around check for this door area.



Warning:
If cargo door must be opened prior to aircraft movement, approval from the flight deck crew via the ground staff responsible for the departure must be obtained.

Door of cargo compartment 5 (bulk cargo door)

The bulk cargo door opens inward and upward. The bulk cargo door is a plug-type door. The door is mechanically locked and manually operated. The bulk cargo door opens from the outside and from the inside. The doors opens inward.

To load and unload the rear bulk cargo hold use:

- The door of the rear bulk cargo hold, or
- The door of the aft cargo hold, after removal of the divider net between the aft and rear bulk cargo holds.

To open:

Do not open the bulk cargo door until the aircraft engines have been shut down and anti-collision lights have been switched off.

Before positioning loading equipment or any other GSE at bulk cargo door and opening bulk cargo door, perform a visual check for any signs of damage to the door or surrounding areas. If any irregularities are discovered during this visual check, report them to aircraft maintenance personnel and, if available, the Pilot-in-Command.

Bulk cargo door shall be opened using technical steps or belt loaders equipped with raised safety rails to reach the cargo doors. GRH 3.2.6B

Open the bulk cargo door in accordance with the specific instruction for the aircraft type.

Allow adequate space for door clearance to avoid equipment obstructing the free passage of the door.

If the bulk cargo door will not open, do not use excessive force, tools or GSE to push or pull on the door to open it. Contact aircraft maintenance personnel for assistance.

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To close:
If a bulk cargo door is not closed properly, it must be re-opened and re-closed.

Once the pre-departure walk-around has taken place, do not attempt to re-open any aircraft door without the authorization of the flight crew.

If you believe a door must be re-opened, the agent in charge of departure must notify the flight crew through an open cockpit window or use the flight interphone system.

If the flight or cabin crew requires a door to be re-opened, they will notify ground staff.

Regardless of which party requested that the door be re-opened, if the flight crew gives clearance for the door to be reopened, follow the actions/steps in: Opening Cabin Access Doors.

If authorization to re-open the door is not granted, do not attempt to re-open the door unless clearance is received from the flight crew.

If authorization to re-open the door is granted by the flight crew, repeat pre-departure walk-around check for this door area.

NOTE: After loading, check carefully, that no loose items or compartment nets get tangled in the door-sill whilst closing the compartment door. In any case it is the duty of the station engineer, flight engineer or first officer to check that compartment doors are closed and locked properly after loading has been completed.

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12.1.7. HOLDS

GRH 1.6.4

The cargo compartments are located in the lower fuselage, below the passenger cabin. They are divided into one forward hold (compartment 1) and three aft holds (compartment 3, 4 and 5 = bulk). A321 forward hold contains of two cargo compartments: No 1 and No 2. It requires an extra Net Divider to separate compartments No 1 and No 2. All compartments meet the classification requirements set out in European Aviation Safety Agency (EASA) Certification Standard (CS) 25.857, as shown in the ICAO document Emergency Response Guidance for Aircraft Incidents Involving Dangerous Goods (Doc 9481) (red book), Class C compartments. The access doors to the cargo compartments are electrically operated from control panels adjacent to each door. The door may be operated manually in case of power failure with a door hand crank. A semi-automatic cargo loading system is installed in the FWD (CMPT 1) and AFT compartment (CMPT3/4). Each system is similar and can be operated by one person. A control panel, installed on the compartment door controls the electrical POWER DRIVE UNITS (PDU) and the door sill latches.

If bulk load is loaded in FWD or AFT the section-nets must be installed and the limitations for A320 (bulk loaded) will apply.

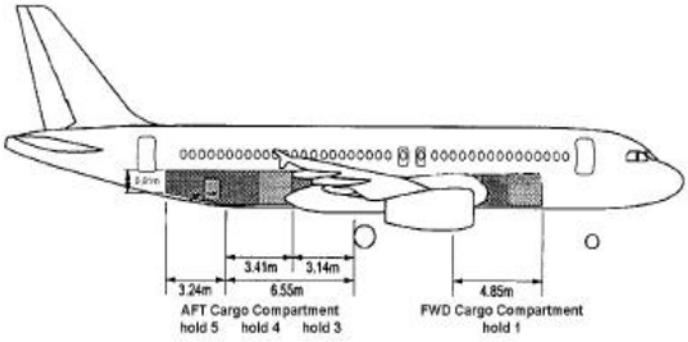


figure 4 cargo compartments

	CARGO COMPARTMENT CAPACITIES										
	Hold 1			Hold 3		Hold 4		Hold 5			TOTAL
VOLUME [m³]	13.2			9.7		8.5		5.88			37.28
A320 (bulk loaded)											
structural WEIGHT LIMIT [kg]	3402			2426		2110		1497			9435
max weight per net section [kg]	11 1045	12 1225	13 1132	31 1301	32 1125	41 928	42 1182	51 374	52 353	53 770	
	The cargo compartment floor is designed for an evenly distributed load of **732 kg/m²** of bulk loads with a maximum load density of 240 kg/m³.										
A320-214											
structural WEIGHT LIMIT [kg] max floor limit	3402 488 kg/m²			4536				1497 732 kg/m²			9435
amount of AKH (volume 3.6m³)	3			2		2					
max gross weight of AKH on all positions	1134 kg										

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	CARGO COMPARTMENT CAPACITIES											
	Hold 1		Hold 2			Hold 3			Hold 4		Hold 5	TOTAL
VOLUME [m³]	8.86		13.95			9.41			8.52		5.88	46.62
A321 (containerized - ULD loading) * **2 ACT installed** on position 31 + 32 - further limitation according actual fuel load in ACT ** 1 ACT installed on position 31												
structural WEIGHT LIMIT [kg]	2202		3468			1121 * / 2298 **			2083 *		1497 *	11548 *
max weight per position [kg]	11 1134	12 1134	21 1134	22 1134	23 1134	31 **ACT**	32 * **ACT** **(1134)	33 112 1	41 1134	42 1134		
The compartment floor is designed for an evenly distributed load of **732 kg/m²**												
A321 (bulk loaded) * **2 ACT installed** on section 31 + 32 - further limitation according actual fuel load in ACT ** 1 ACT installed on section 31												
structural WEIGHT LIMIT [kg]	2202		3468			1121 * / 2298 **			2083 *		1497 *	11548 *
max weight per net section [kg]	11 1013	12 1189	21 1189	22 1189	23 1090	31 **ACT**	32 * **ACT** **(1134)	33 112 1	41 919	42 1164		
The compartment floor is designed for an evenly distributed load of **732 kg/m²** with a maximum load density of 240 kg/m³.												

* **2 ACT installed (position 31 + 32)**

loading of AFT and BULK HOLD (compartment 3, 4 and 5) is limited by the maximum section load, **furthermore by the actual fuel load of the ACT** and the maximum remaining load capacity:

ACTs empty	(TOF < 18600)	= 4899 kg
1st ACT full	(TOF > 18600)	= 3925 kg
2nd ACT full	(TOF > 21000)	= 1459 kg

** 1 ACT installed (position 31)

loading of AFT and BULK HOLD (compartment 3, 4 and 5) is limited by the maximum section load, **furthermore by the actual fuel load of the ACT** and the maximum remaining load capacity:

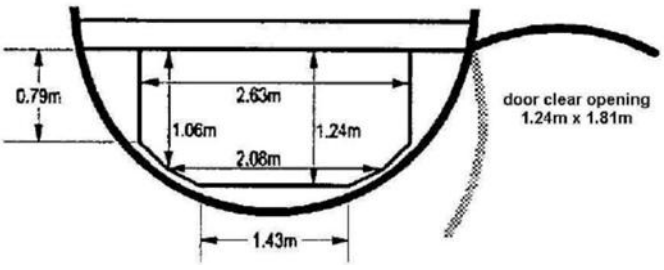
ACT empty	(TOF < 18600)	= 5878 kg
ACT filled	(TOF > 18600)	= 4832 kg

The cargo compartment floor is designed for an evenly distributed load of 732 kg/m2 of bulk loads with a maximum load density of 240 kg/m3.

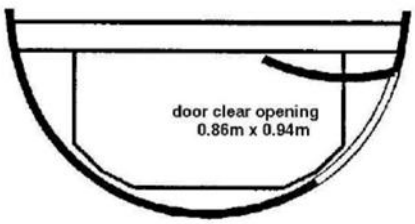
	Hold 1			Hold 3		Hold 4		Hold 5			TOTAL
Volume (m3)	13.2			9.7		8.5		5.88			37.28
Structural weight limit (kg)	**3402**			**2426**		**2110**		**1497**			**9435**
Max. weight per	11	12	13	31	32	41	42	51	52	53	
net section (kg)	1045	1225	1132	1301	1125	928	1182	374	353	770	

12.1.7.1. SIZE

FWD (hold 1) and AFT (hold3/4)



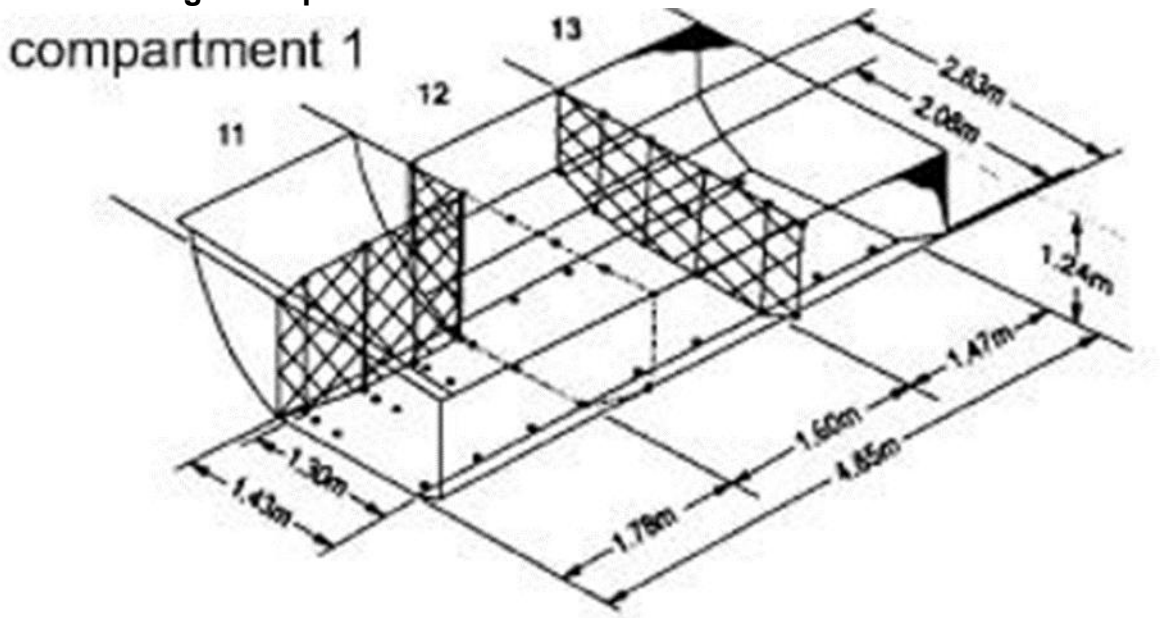
AFT BULK (hold5)



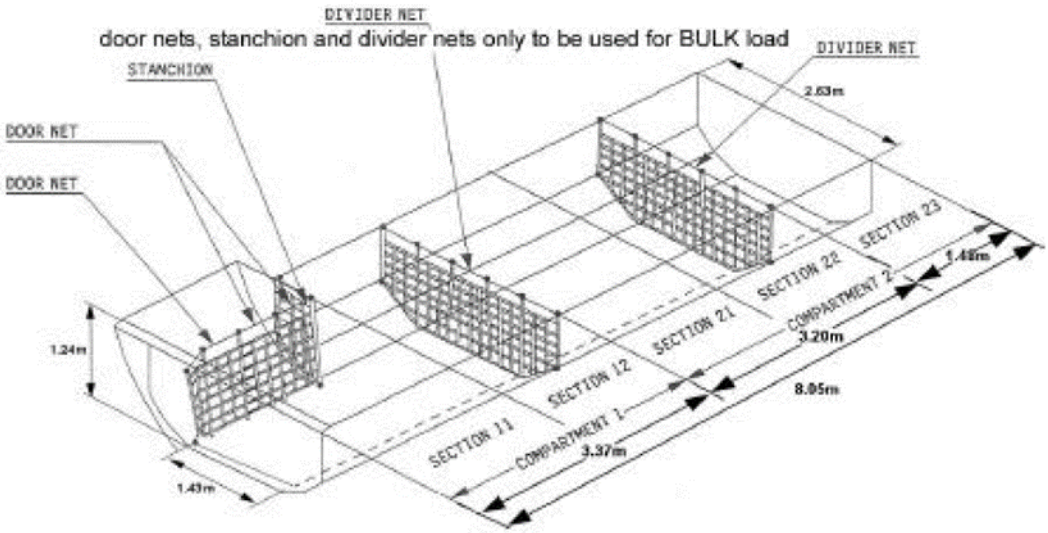
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12.1.7.2. DIMENSION OF CARGO COMPARTMENTS

Forward Cargo Compartment A320

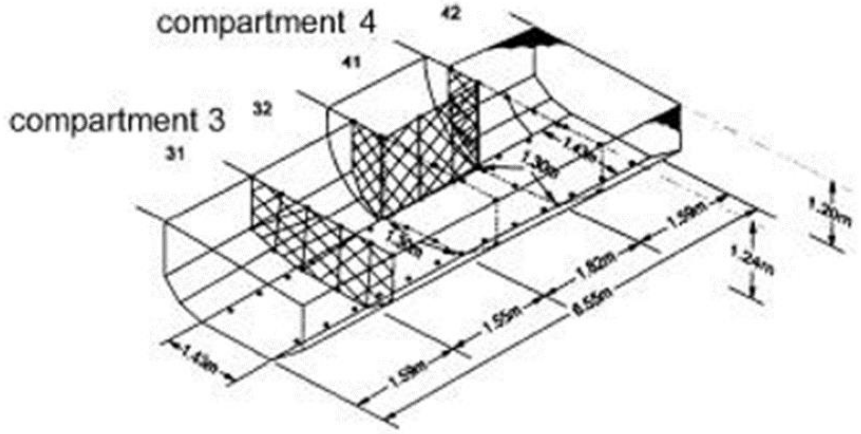


Forward Cargo Compartment A321

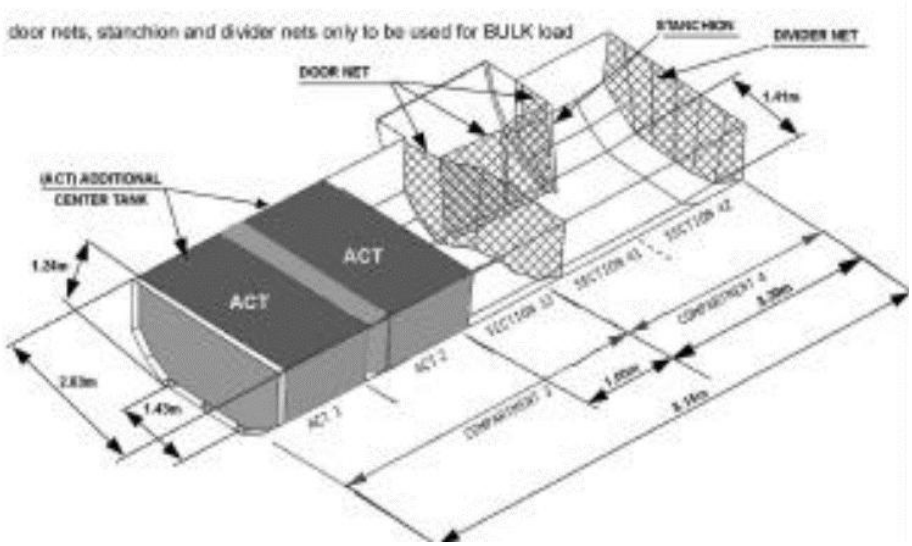


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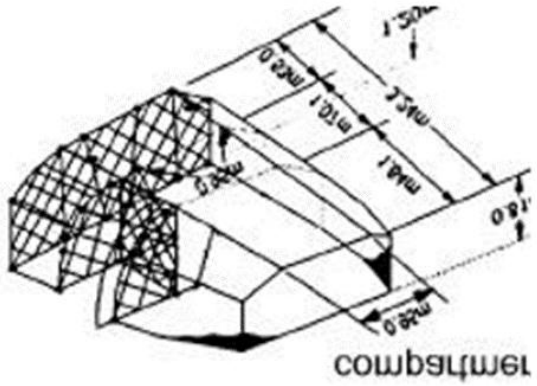
Aft Cargo Compartment A320



Aft Cargo Compartment A321



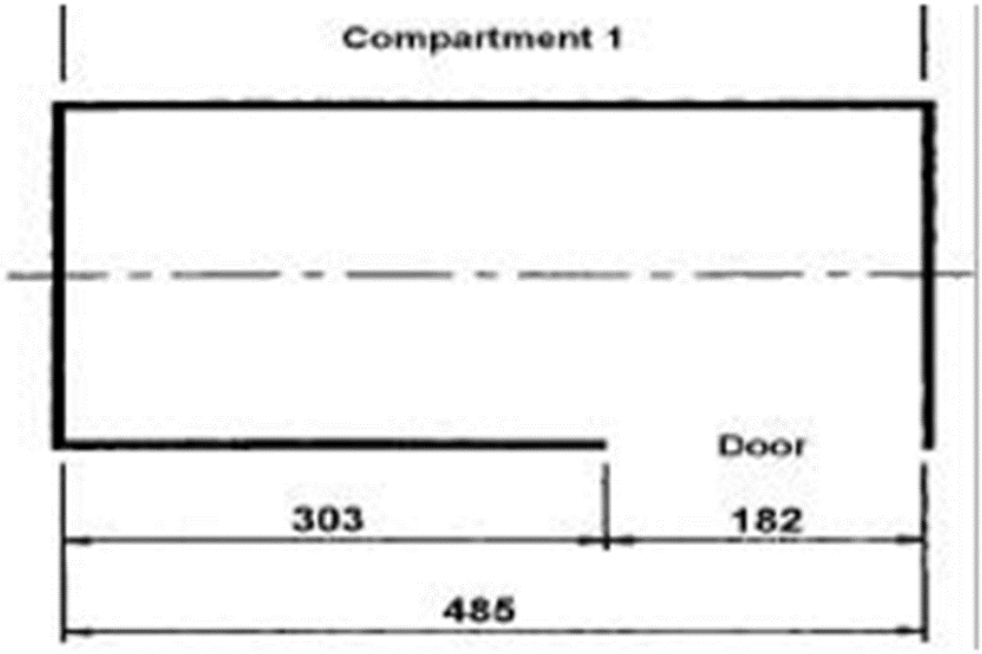
Bulk Cargo Compartment



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12.1.7.3. PACKAGE TABLE A320/321
FWD Cargo Compartment

Clear opening of forward cargo door is: 181 cm x 124 cm



Package size dimensions A320

HEIGHT [cm]	WIDTH [cm]															
	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150	164
	LENGTH [cm]															
115	415	395	375	355	335	315	294	274	254	234	214	194	173	165	143	143
97	475	475	455	435	414	394	374	354	334	314	294	273	253	233	212	200
70	475	475	475	475	475	465	444	424	403	382	362	341	319	298	275	253

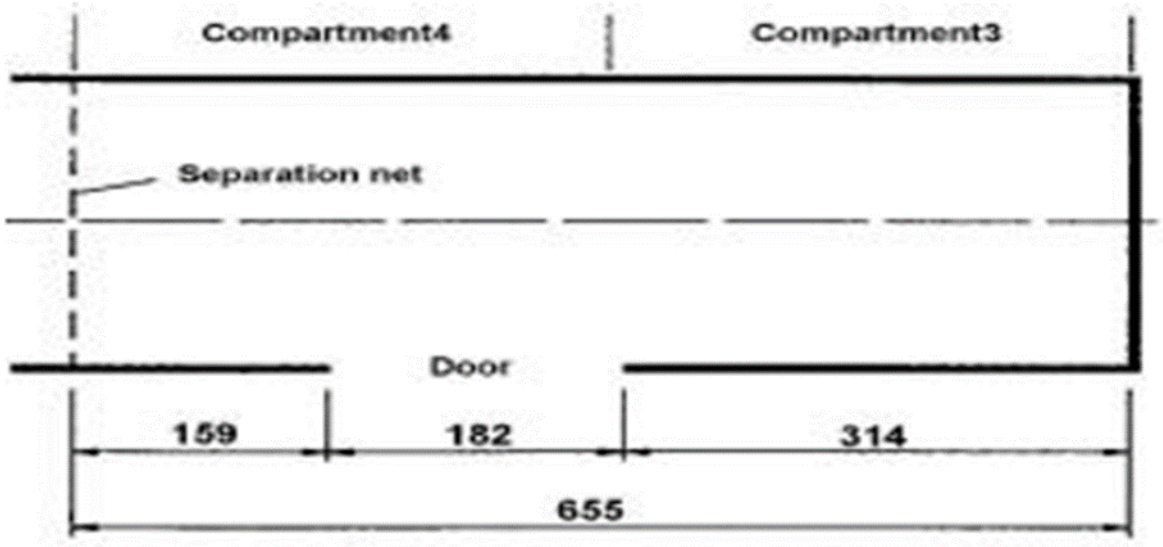
Package size dimensions A321

HEIGHT [cm]	WIDTH [cm]																
	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150	160	170
	LENGTH [cm]																
up to 119	399	379	359	339	319	299	279	259	238	218	197	177	164	164	--	--	--
101	494	474	454	434	414	394	373	353	333	313	293	273	252	232	211	199	--
79	565	545	525	505	484	464	443	423	402	382	361	340	319	297	274	252	--

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AFT Cargo Compartment

Clear opening of aft cargo door is:181 cm x 124 cm



Package size dimensions A320

HEIGHT [cm]	WIDTH [cm]																
	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150	160	171
	LENGTH [cm]																
115	424	404	384	364	344	324	304	284	264	243	223	203	182	172	143	143	143
97	485	485	465	445	425	405	384	364	344	324	304	284	264	243	223	202	200
70	485	485	485	485	485	475	455	435	414	394	373	352	331	310	288	266	253

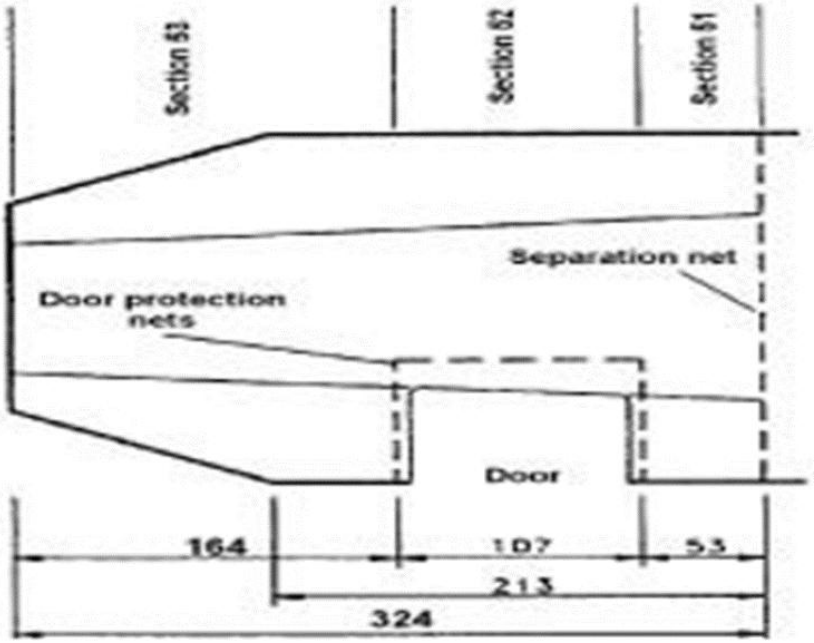
Package size dimensions A321

HEIGHT [cm]	WIDTH [cm]																
	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150	160	170
	LENGTH [cm]																
up to																	
114	330	330	330	330	328	308	288	268	247	272	206	185	152	--	--	--	--
101	330	330	330	330	330	310	310	310	310	310	303	283	263	243	222	202	152
79	330	330	330	330	330	310	310	310	310	310	310	300	300	300	288	265	252

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Packages lift assisted AFT Compartment 5 (BULK)

Clear opening of bulk cargo door is 94 cm x 86 cm:



Package size dimensions

HEIGHT [cm]	WIDTH [cm]								
	10	20	30	40	50	60	70	80	85
	LENGTH [cm]								
65	279	261	243	225	205	186	165	148	141

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12.1.7.4. CARGO COMPARTMENTS VENTILATION AND TEMPERATURE CONTROL

A/C REG / MSN		FWD Cargo Ventilation	AFT Cargo Ventilation	AFT Cargo Heating
LZ-MDL	**MSN 1503**	NO	YES	YES
LZ-MDK	**MSN 1422**	NO	NO	NO
LZ-FSA	**MSN 4247**	NO	NO	NO
LZ-FSB	**MSN 3055**	NO	NO	NO
LZ-FSD	**MSN 3461**	NO	YES	YES
LZ-FSE	**MSN 4023**	RESERVED	RESERVED	RESERVED
LZ-FSF	**MSN 3605**	NO	YES	YES
LZ-FSG	**MSN 5228**	NO	NO	NO
LZ-FSH	**MSN 1932**	NO	NO	NO
LZ-FSI	**MSN 1960**	NO	NO	NO
LZ-FSJ	**MSN 3570**	NO	NO	NO

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12.1.8 LIVE ANIMALS

The table below lists the aircrafts on which AVIH transportation is allowed.

A/C REG / MSN		FWD Cargo Ventilation	AFT Cargo Ventilation	AFT Cargo Heating	AVIH
LZ-MDL	**MSN 1503**	NO	YES	YES	YES
LZ-MDK	**MSN 1422**	NO	NO	NO	NO
LZ-FSA	**MSN 4247**	NO	NO	NO	NO
LZ-FSB	**MSN 3055**	NO	NO	NO	NO
LZ-FSD	**MSN 3461**	NO	YES	YES	YES
LZ-FSE	**MSN 4023**	RESERVED	RESERVED	RESERVED	RESERVED
LZ-FSF	**MSN 3605**	NO	YES	YES	YES
LZ-FSG	**MSN 5228**	NO	NO	NO	NO
LZ-FSH	**MSN 1932**	NO	NO	NO	NO
LZ-FSI	**MSN 1960**	NO	NO	NO	NO
LZ-FSJ	**MSN 3570**	NO	NO	NO	NO

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12.1.9 DRY ICE

GRH 1.6.4

Following table shows the maximum amount of Dry Ice (ICE).

Total per AC	Cabin	FWD Cargo	AFT Cargo
200kg	2.5 kg per PAX. Total mass shall not be acceded.	Not acceptable	200kg

DRY ICE can be carried only in ventilated cargo compartments. The following table shows on which aircraft DRY ICE can be carried in the cargo.

A/C REG / MSN		FWD Cargo Ventilation	AFT Cargo Ventilation	DRY ICE
LZ-MDL	**MSN 1503**	NO	YES	YES
LZ-MDK	**MSN 1422**	NO	NO	NO
LZ-FSA	**MSN 4247**	NO	NO	NO
LZ-FSB	**MSN 3055**	NO	NO	NO
LZ-FSD	**MSN 3461**	NO	YES	YES
LZ-FSE	**MSN 4023**	RESERVED	RESERVED	RESERVED
LZ-FSF	**MSN 3605**	NO	YES	YES
LZ-FSG	**MSN 5228**	NO	NO	NO
LZ-FSH	**MSN 1932**	NO	NO	NO
LZ-FSI	**MSN1960**	NO	NO	NO
LZ-FSJ	**MSN 3570**	NO	NO	NO

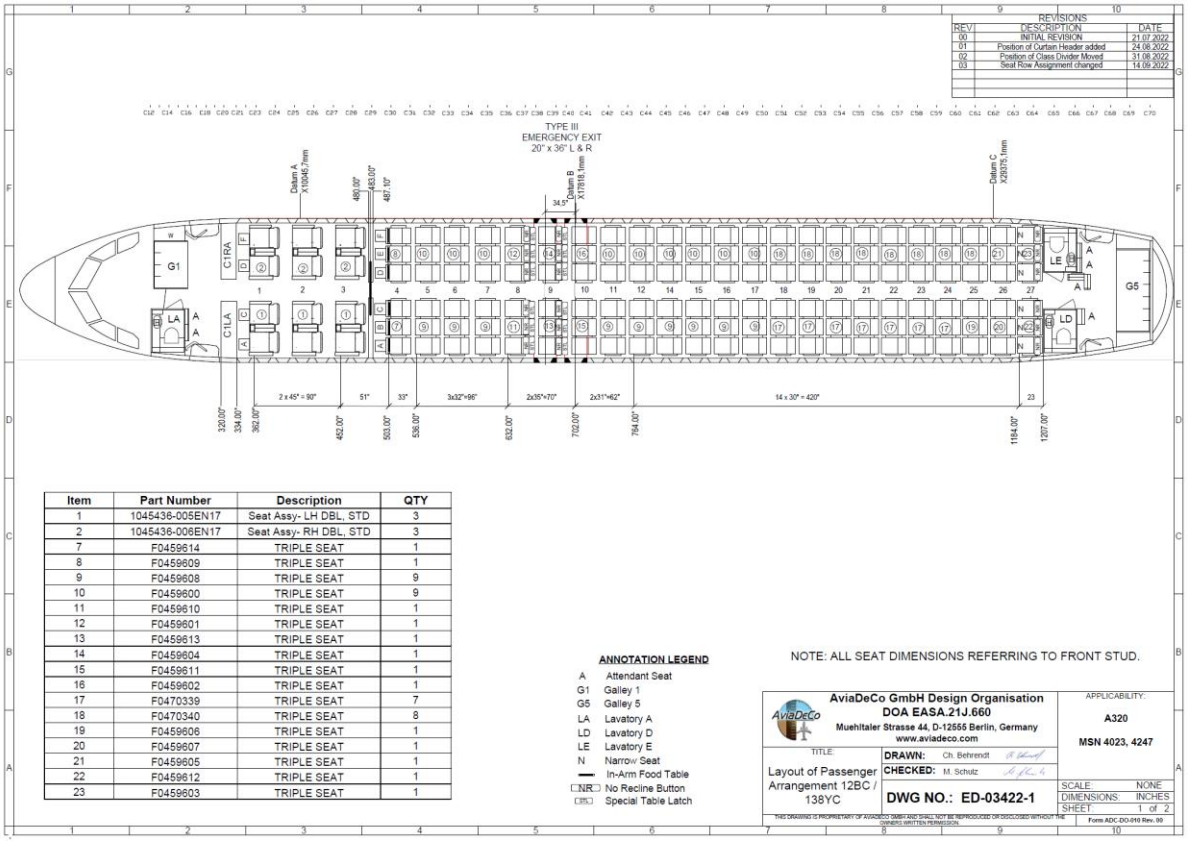
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12.1.10. LOPA

12.1.10.1 RESERVED

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12.1.10.2 LZ-FSA 12C/138Y



Item	Part Number	Description	QTY
1	1045436-005EN17	Seat Assy- LH DBL, STD	3
2	1045436-006EN17	Seat Assy- RH DBL, STD	3
7	F0459614	TRIPLE SEAT	1
8	F0459609	TRIPLE SEAT	1
9	F0459608	TRIPLE SEAT	9
10	F0459600	TRIPLE SEAT	9
11	F0459610	TRIPLE SEAT	1
12	F0459601	TRIPLE SEAT	1
13	F0459613	TRIPLE SEAT	1
14	F0459604	TRIPLE SEAT	1
15	F0459611	TRIPLE SEAT	1
16	F0459602	TRIPLE SEAT	1
17	F0470339	TRIPLE SEAT	7
18	F0470340	TRIPLE SEAT	8
19	F0459606	TRIPLE SEAT	1
20	F0459607	TRIPLE SEAT	1
21	F0459605	TRIPLE SEAT	1
22	F0459612	TRIPLE SEAT	1
23	F0459603	TRIPLE SEAT	1

ANNOTATION LEGEND

- A Attendant Seat
- G1 Galley 1
- G5 Galley 5
- LA Lavatory A
- LD Lavatory D
- LE Lavatory E
- N Narrow Seat
- In-Arm Food Table
- NR No Recline Button
- Special Table Latch

NOTE: ALL SEAT DIMENSIONS REFERRING TO FRONT STUD.

AviaDeCo GmbH Design Organisation
DOA EASA.21J.660
Muehltaler Strasse 44, D-12555 Berlin, Germany
www.aviadeco.com

APPLICABILITY: A320 MSN 4023, 4247

TITLE: Layout of Passenger Arrangement 12BC / 138YC

DRAWN: Ch. Behrendt
CHECKED: M. Schulz

DWG NO.: ED-03422-1

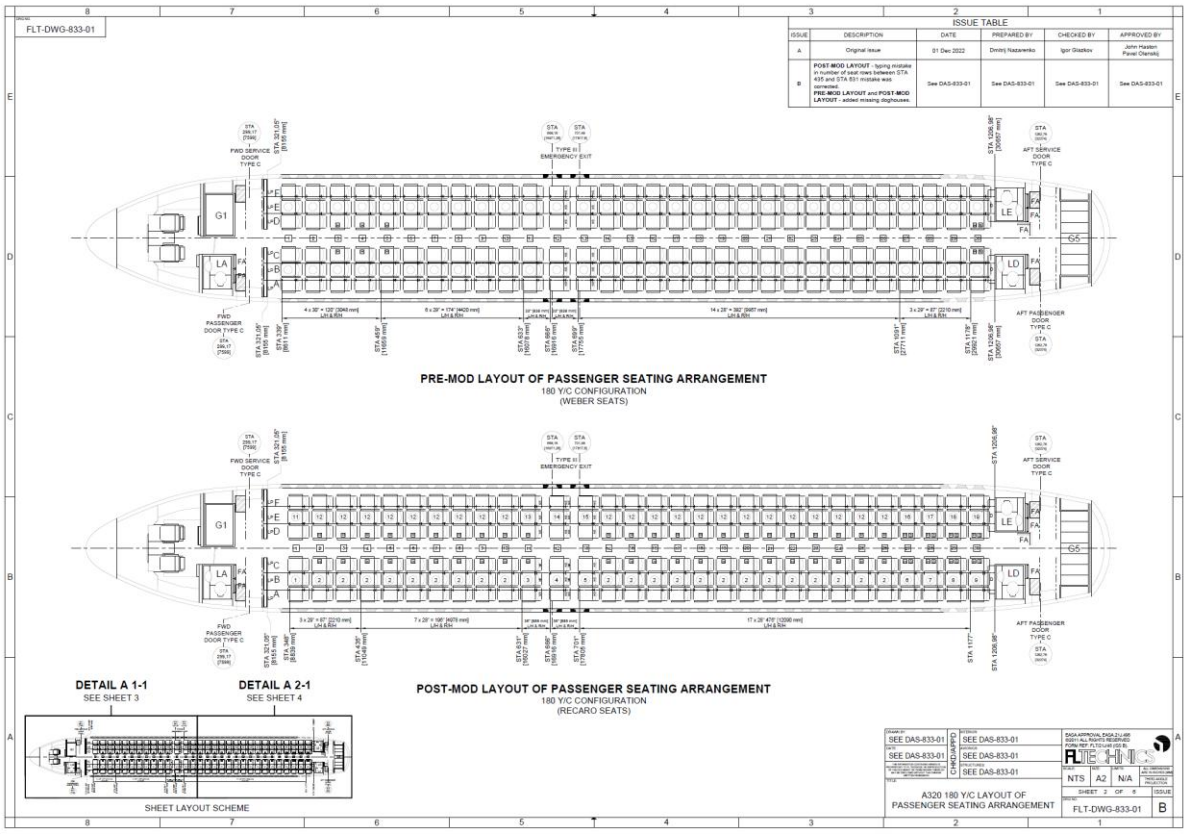
SCALE: NONE
DIMENSIONS: INCHES
SHEET: 1 of 2

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Form ADC-DO-010 Rev. 00

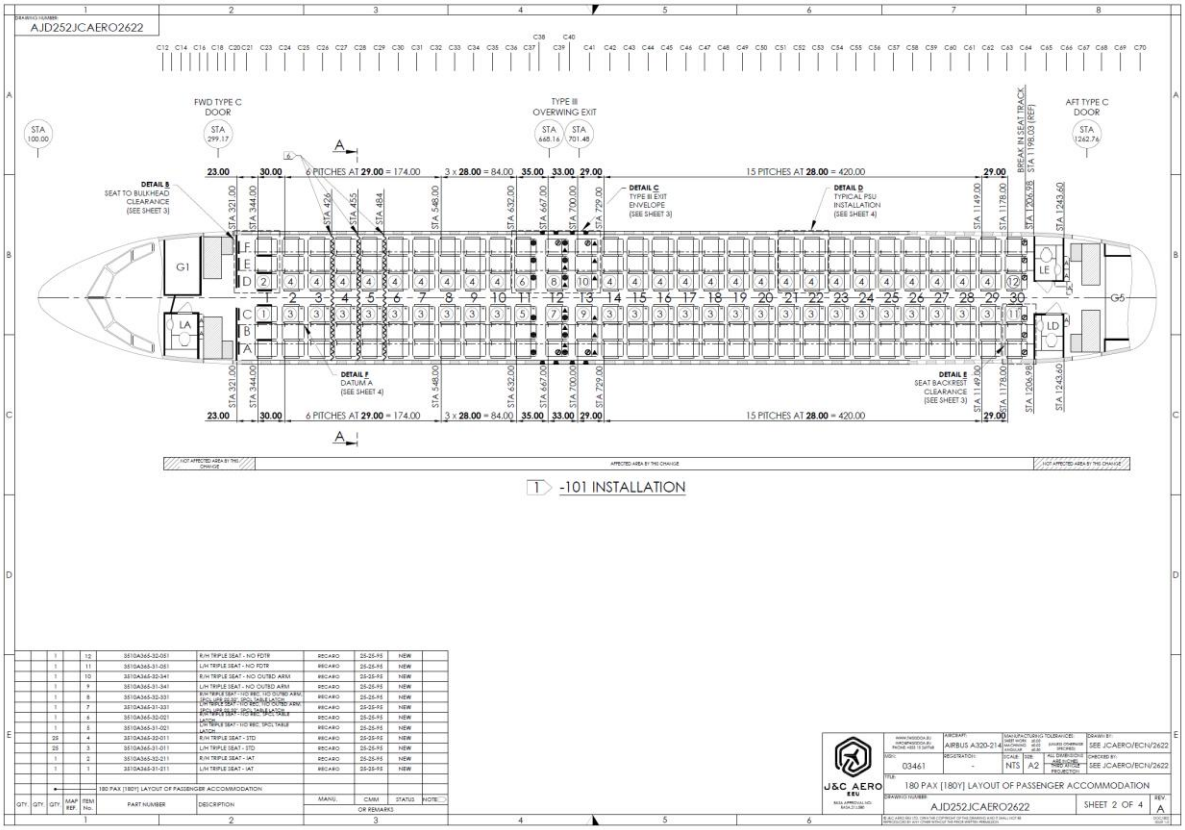
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12.1.10.3 LZ-FSB 180Y



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12.1.10.4 LZ-FSD 180Y



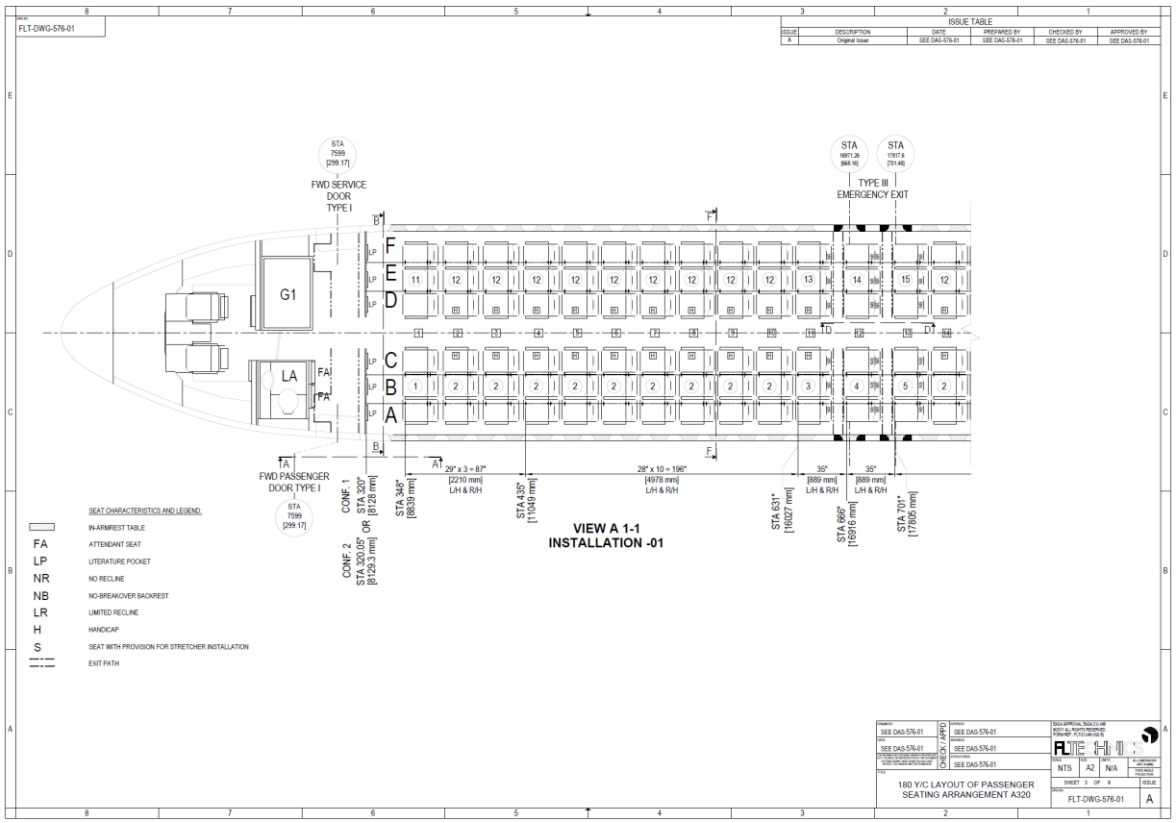
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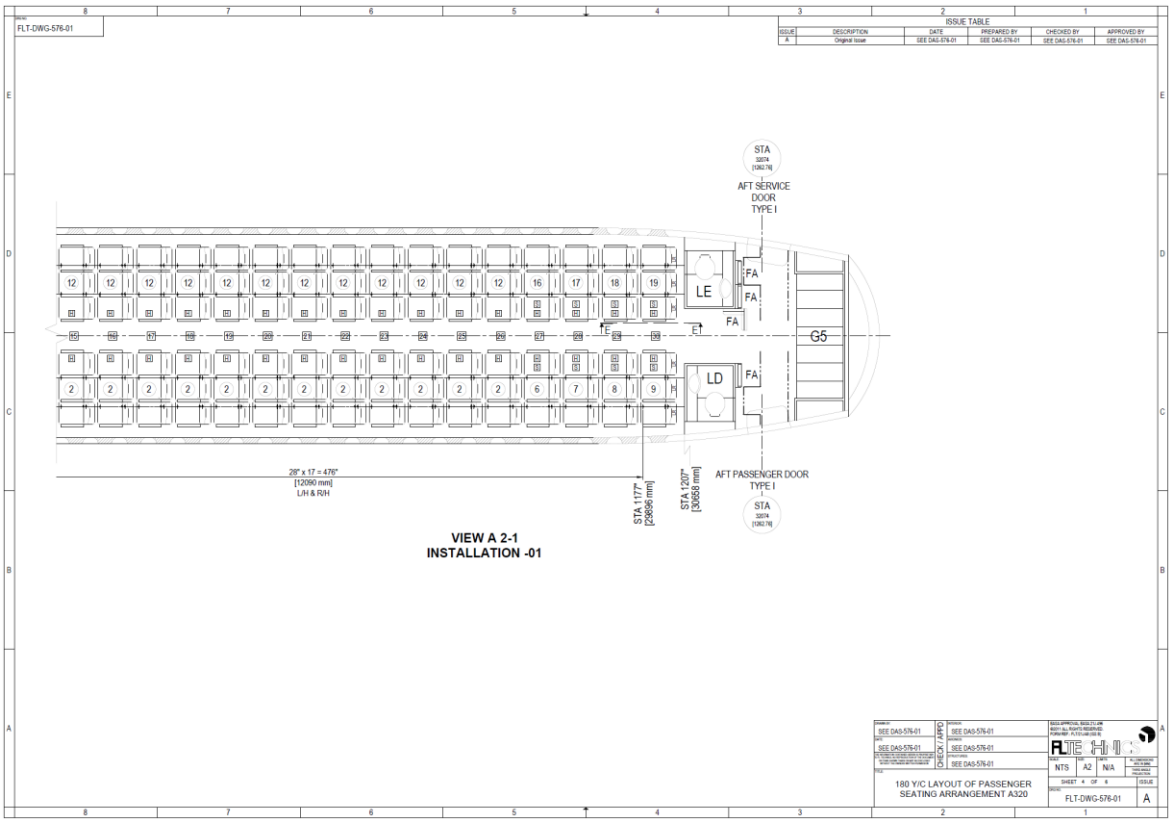
12.1.10.5 LZ-FSE 12C/138Y

RESERVED

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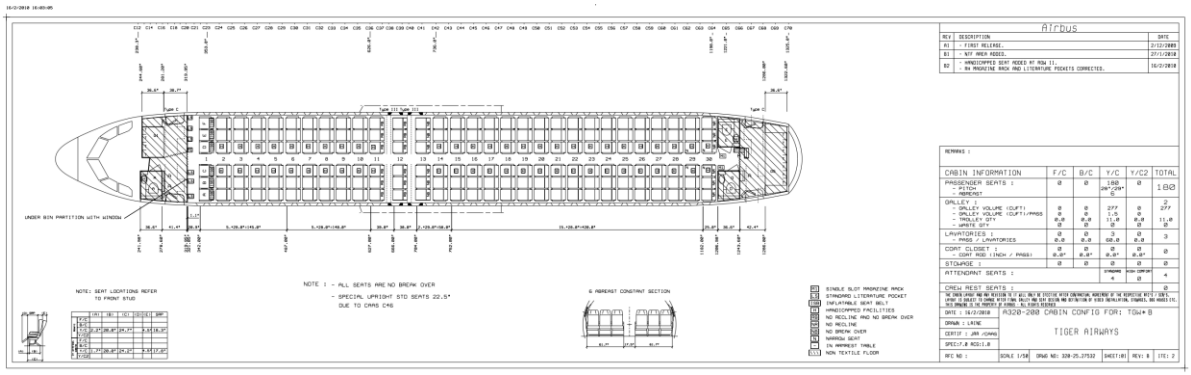
12.1.10.6 LZ-FSF 180Y



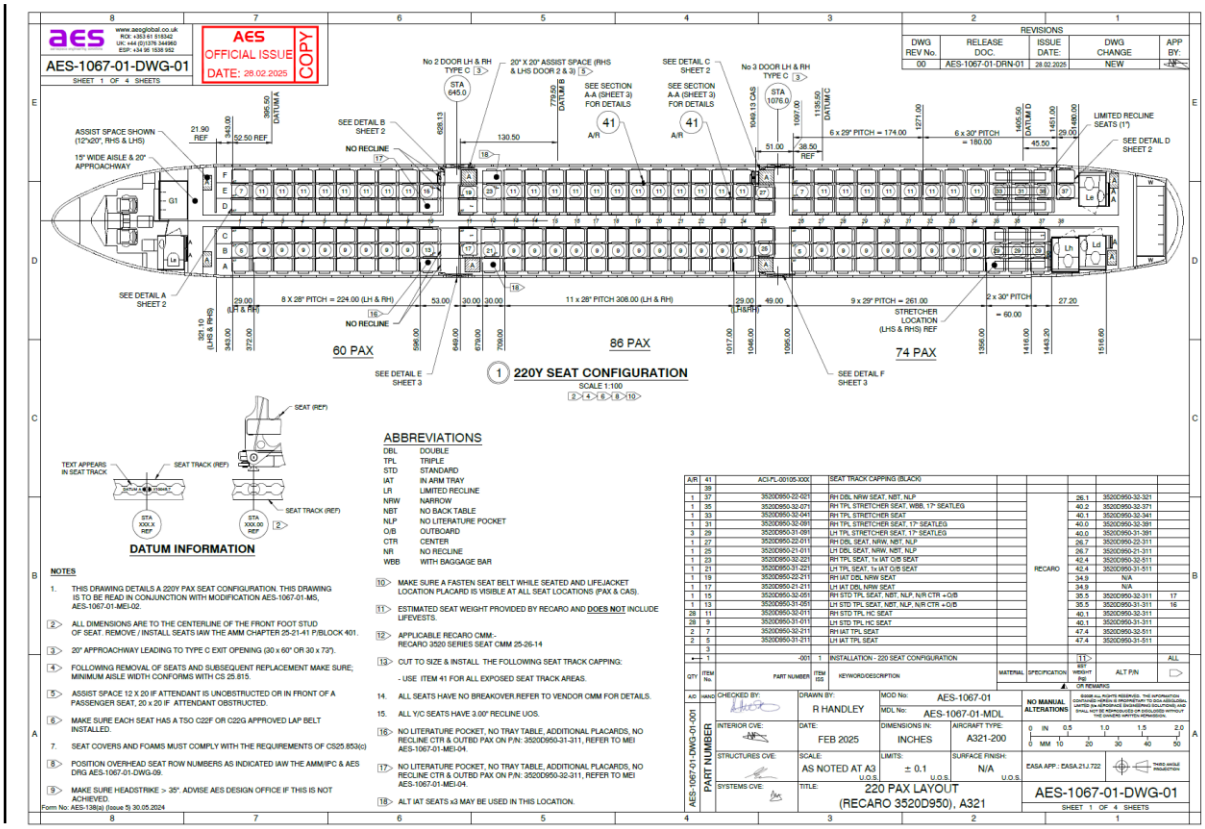


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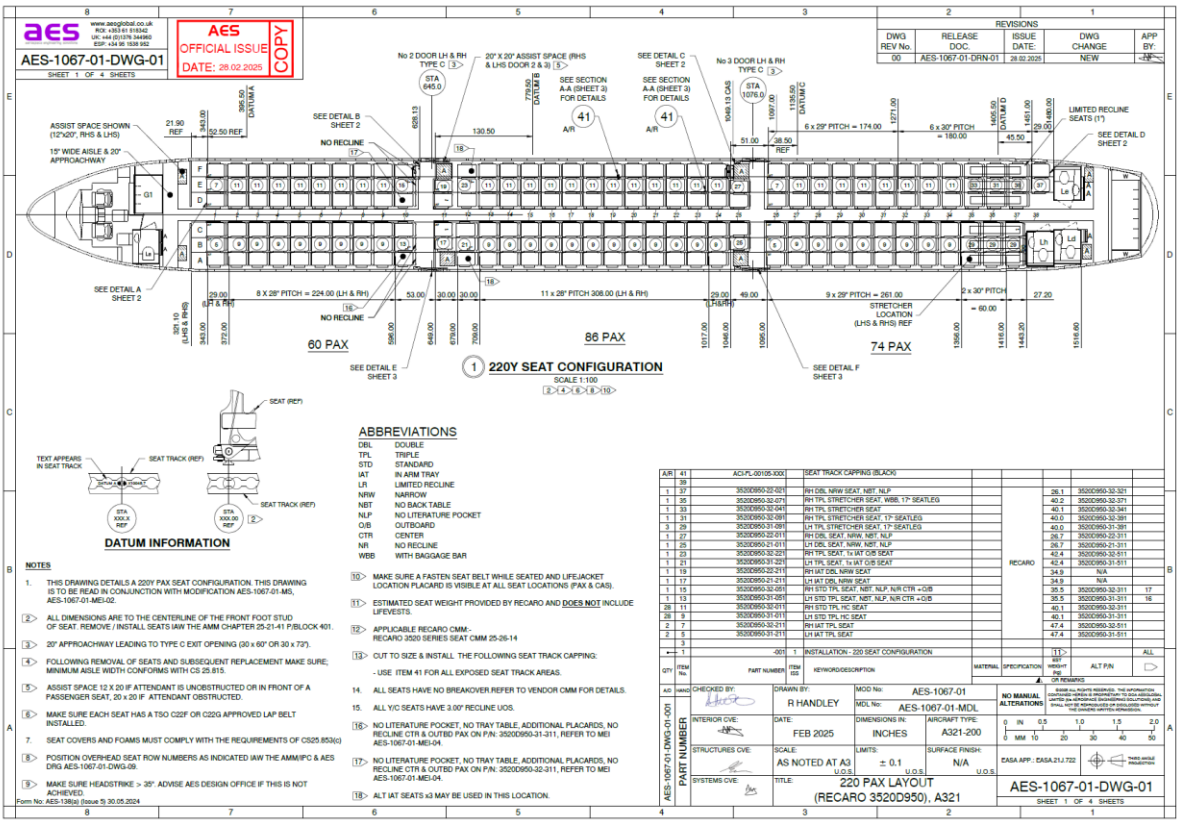
12.1.10.7 LZ-FSG 180Y



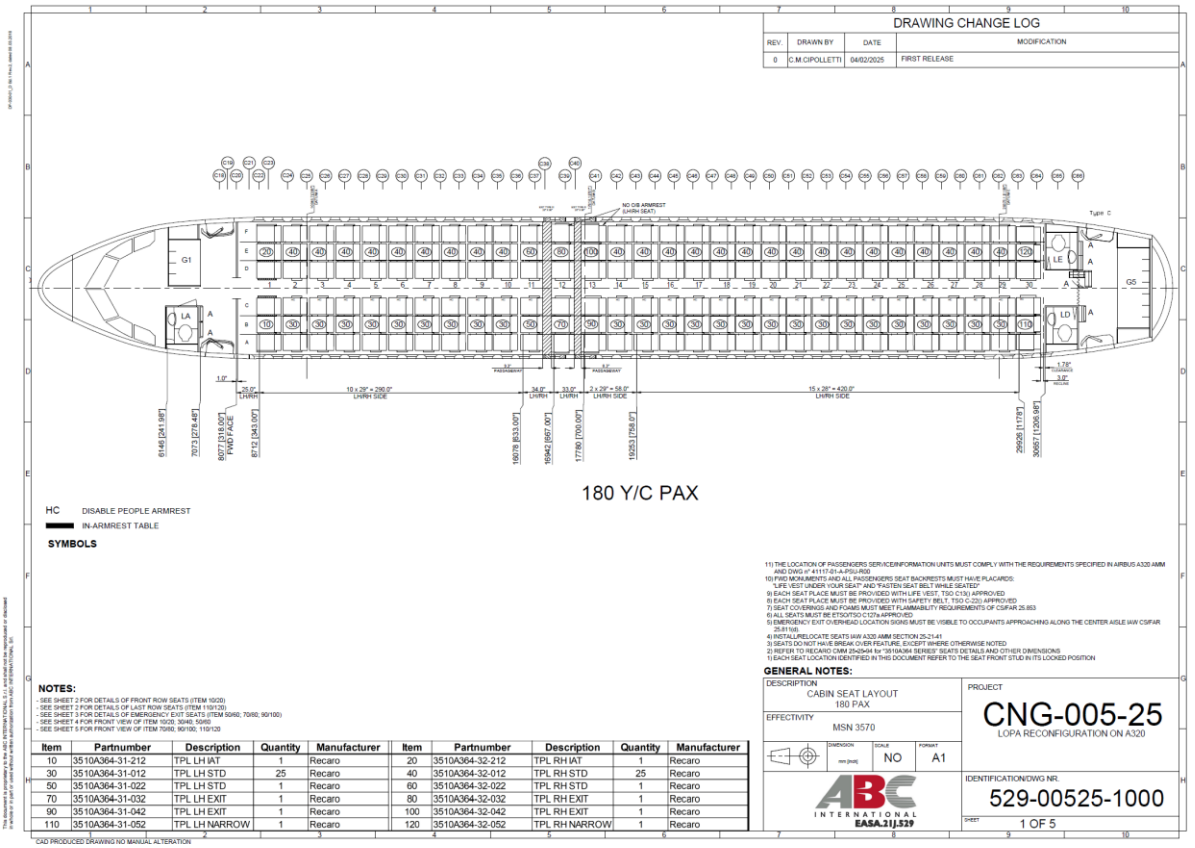
12.1.10.8 LZ-FSH 220Y



12.1.10.9 LZ-FSI 220Y



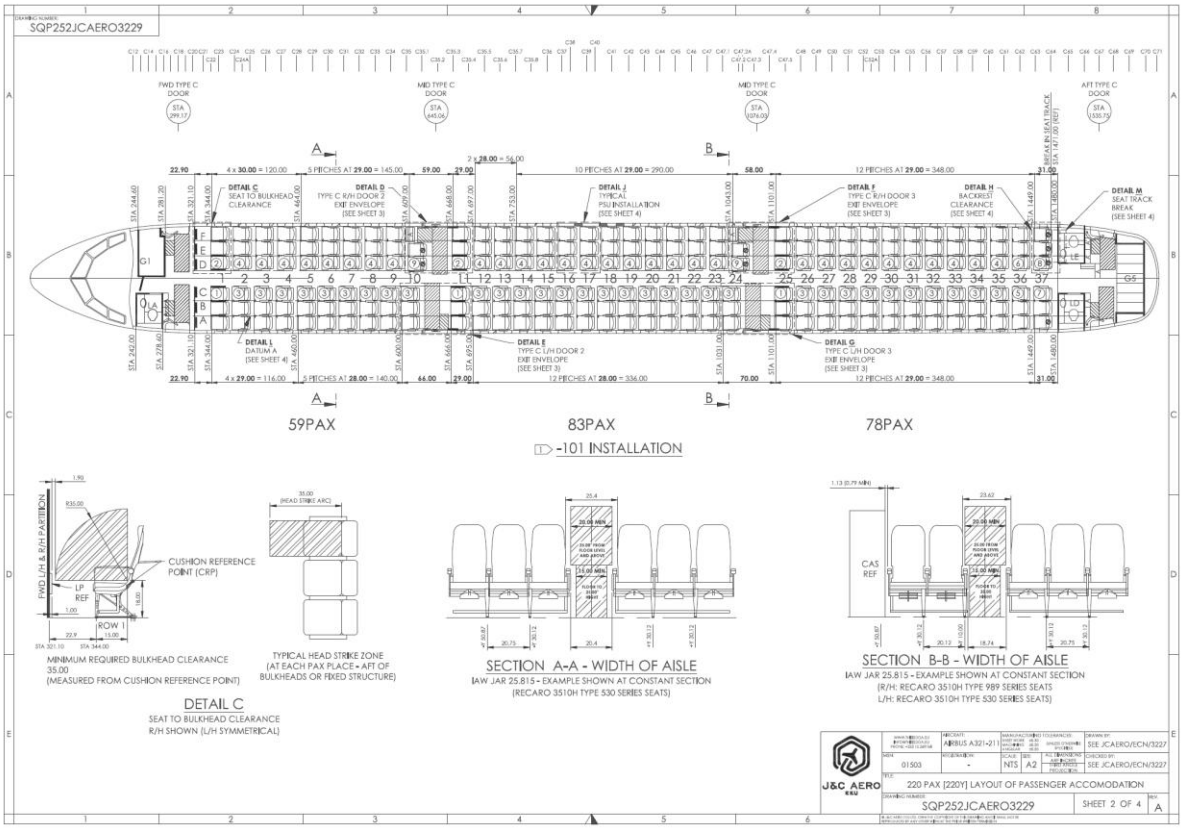
12.1.10.10 LZ-FSJ 180Y



Item	Partnumber	Description	Quantity	Manufacturer	Item	Partnumber	Description	Quantity	Manufacturer
10	3510A364-31-212	TPL LH IAT	1	Recaro	20	3510A364-32-212	TPL RH IAT	1	Recaro
30	3510A364-31-012	TPL LH STD	25	Recaro	40	3510A364-32-012	TPL RH STD	25	Recaro
50	3510A364-31-022	TPL LH STD	1	Recaro	60	3510A364-32-022	TPL RH STD	1	Recaro
70	3510A364-31-032	TPL LH EXIT	1	Recaro	80	3510A364-32-032	TPL RH EXIT	1	Recaro
90	3510A364-31-042	TPL LH EXIT	1	Recaro	100	3510A364-32-042	TPL RH EXIT	1	Recaro
110	3510A364-31-052	TPL LH NARROW	1	Recaro	120	3510A364-32-052	TPL RH NARROW	1	Recaro

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12.1.10.11 LZ-MDL 220Y



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F FORMS

No	Name	Issue/Effective date
F1	Dangerous Goods Occurrence Report Form	IATA DGR ISSUE 67th, 01/01/2026
F2	NOTOC	ISSUE 1, REVISION 00 01.06.2025
F3	A320/321 LIR	ISSUE 1 REVISION 00 01/07/2021
F4	Ground Incident/Accident/Damage Report	ISSUE 1, REV. 00 01.01.2024
F5	Dangerous Goods Acceptance checklist – non-radioactive	IATA DGR ISSUE 67th, 01/01/2026
F6	Loadsheet Report From_A	ISSUE 1, REVISION 00 01/01/2026
F7	Shipper`s Declaration	DGR ISSUE 66th, 01/01/2025
F8	COMAT Shipping Notice	ISSUE 1, REVISION 00 01/08/2025
F9	Acceptance Checklist for Time and Temperature Sensitive Healthcare products	TCR 10th EDITION JANUARY 2022
F10	PETC Acceptance Checklist	LAR EDITION 52, JANUARY 2026
F11	AVIH Acceptance Checklist - Cargo	LAR EDITION 52, JANUARY 2026
F12	Loadsheet Report Form	ISSUE 1, REVISION 00 01/07/2021
F13	MEDIF Attachment A	IGOM ISSUE 14th 01/01/2026
F14	MEDIF Attachment B	IGOM ISSUE 14th 01/01/2026
F15	FREMEC	IGOM ISSUE 13th 01/04/2025
F16	Table 2.3. A	IATA DGR ISSUE 67th, 01/01/2026
F17	Cargo Manifest	ISSUE 1, REVISION 00 01.06.2025
F18	Electric Mobility Form	ISSUE 1, REVISION 00 01/08/2025
F19	DG Poster	ISSUE 1, REVISION 00 01/08/2025
F20	AVIH Acceptance Checklist - Excess Baggage in the Hold	LAR EDITION 52, JANUARY 2026
F21	Dangerous Goods Acceptance checklist – Dry Ice	IATA DGR ISSUE 67th, 01/01/2026

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F1 DANGEROUS GOODS OCCURRENCE REPORT FORM

DANGEROUS GOODS OCCURRENCE REPORT

FLY2SKY

See the Notes on the next page of this form. *Those boxes where the heading is in italics need only be completed if applicable.*

Mark type of occurrence: Accident ☐ Incident ☐ Other Occurrence ☐

1. Operator:	2. Date of occurrence:	3. *Local time of occurrence:*
4. *Flight date:*	5. *Flight no.:*	
6. *Departure airport:*	7. *Destination airport:*	
8. *Aircraft type:*	9. *Aircraft registration:*	
10. Location of occurrence:	11. Origin of the goods:	
12. Description of the occurrence, including details of injury, damage, etc. (if necessary continue on the next page):		
13. Proper shipping name *(including the technical name):*		14. UN/ID no. (when known):
15. Class/division (when known):	16. *Subsidiary hazard(s):*	17. *Packing group:*	18. *Category, (class 7 only):*
19. *Type of packaging:*	20. *Packaging specification marking:*	21. *No. of packages:*	22. *Quantity (or transport index, if applicable):*
23. *Reference no. of Air Waybill:*			
24. *Reference no. of courier pouch, baggage tag, or passenger ticket:*			
25. Name and address of shipper, agent, passenger, etc.:			
26. Other relevant information (including suspected cause, any action taken):			
27. Name and title of person making report:		28. Telephone no.:	
29. Company/dept. code, E-mail or InfoMail code:		30. *Reporter ref.:*	
31. Address:		32. Date/Signature:	

Clear Form Print

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Description of the occurrence (continuation):

Note:

1. *Any type of dangerous goods occurrence must be reported, irrespective of whether the dangerous goods are contained in cargo, mail or baggage.*
2. *A dangerous goods accident is an occurrence associated with and related to the transport of dangerous goods which results in fatal or serious injury to a person or major property damage. For this purpose, a serious injury is an injury which is sustained by a person in an accident and which: (a) requires hospitalisation for more than 48 hours, commencing from the time the injury was received; (b) results in a fracture of any bones (except small fractures of fingers, toes, or nose); (c) involves lacerations which cause severe haemorrhage, nerve, muscle or tendon damage; (d) involves injury to any internal organ; (e) involves second or third degree burns; or any burns affecting more than 5% of the body surface; or (f) involves verified exposure to infectious substances or injurious radiation. A dangerous goods accident may also be an aircraft accident; in which case the normal procedure for dangerous goods accidents must be followed.*
3. *A dangerous goods incident is an occurrence, other than a dangerous goods accident, associated with and related to the transport of dangerous goods, not necessarily occurring on board an aircraft, which results in injury to a person, property damage, fire, breakage, spillage, leakage of fluid or radiation or other evidence that the integrity of the packaging has not been maintained. Any occurrence relating to the transport of dangerous goods which seriously jeopardises the aircraft or its occupants is also deemed to constitute a dangerous goods incident.*
4. *This form may also be used to report any occasion when undeclared or misdeclared dangerous goods are discovered in cargo or when baggage contains dangerous goods which passengers are not permitted to take on board aircraft.*
5. *An initial report should be dispatched within 72 hours of the occurrence, unless exceptional circumstances prevent this. The initial report may be made by any means but a written report should be sent as soon as possible, even if all the information is not available.*
6. *Completed reports are normally sent to the competent authority.*
7. *Copies of all relevant documents should be included with the report.*
8. *Providing it is safe to do so, all dangerous goods, packagings, documents etc. relating to the occurrence must be retained until after the initial report has been made.*
9. *Requirements and procedures differ from state to state, it is recommended that the local competent authority be contacted in order to clarify the exact procedures to be followed in the event of a dangerous goods incident or accident.*

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F2 NOTOC

SPECIAL LOAD – NOtification TO Captain

FLY2SKY

FLIGHT:				STATION:		REGISTRATION:	

STATION OF UNLOADING	AIRWAYBILL NUM.	PROPER SHIPPING NAME	CLASS OR DIVISION	UN OR ID NUMBER	SUB RISK	NUMBER OF PACKAGES	NET QUANTITY OR TRANSPORT INDEX PER PACKAGE	PACKING GROUP	IMP CODE	PACKING INSTR.	CAO	ERG CODE	LOADING POSITION	
													ULD ID	POS

OTHER SPECIAL LOAD

STATION OF UNLOADING	AIR WAYBILL NUMBER	CONTENTS AND DESCRIPTION	NUMBER OF PACKAGES	WEIGHT	SUPPLEMENTARY INFORMATION	IMP CODE	LOADING POSITION	
							ULD ID CODE	POS

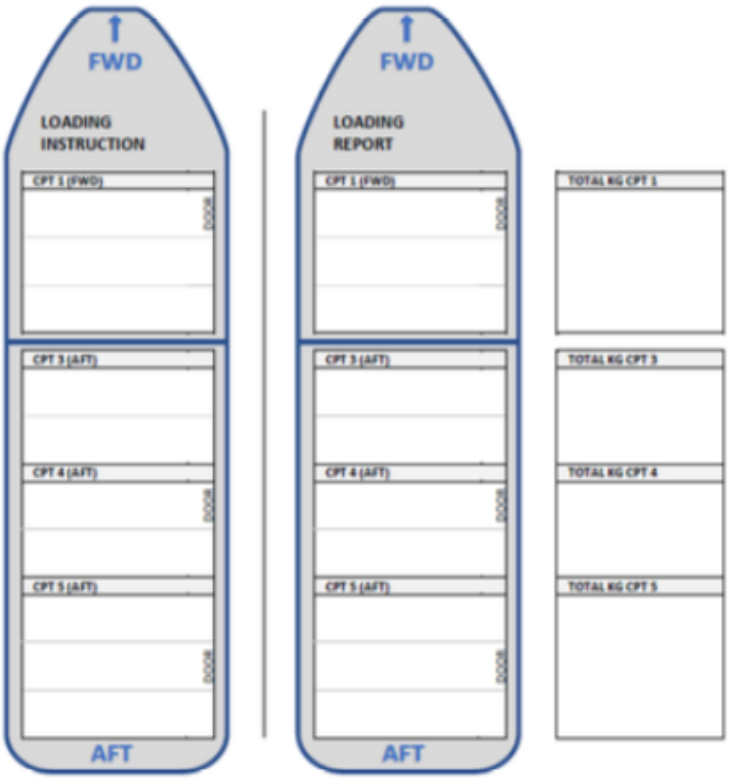
RAMP SUPERVISOR:		CAPTAINS SIGNATURE:	
ADDITIONAL INFORMATION:	There is no evidence of any damage to or leakage from the packages or any leakage from the unitload devices loaded on the aircraft		
PREPARED BY:		TEL:	

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F3 A320/321 LIR

FLY2SKY	LOADING INSTRUCTION A320	F08

STATION	DATE	FLT №	A/C REG	PREPARED BY



I CERTIFY THAT:

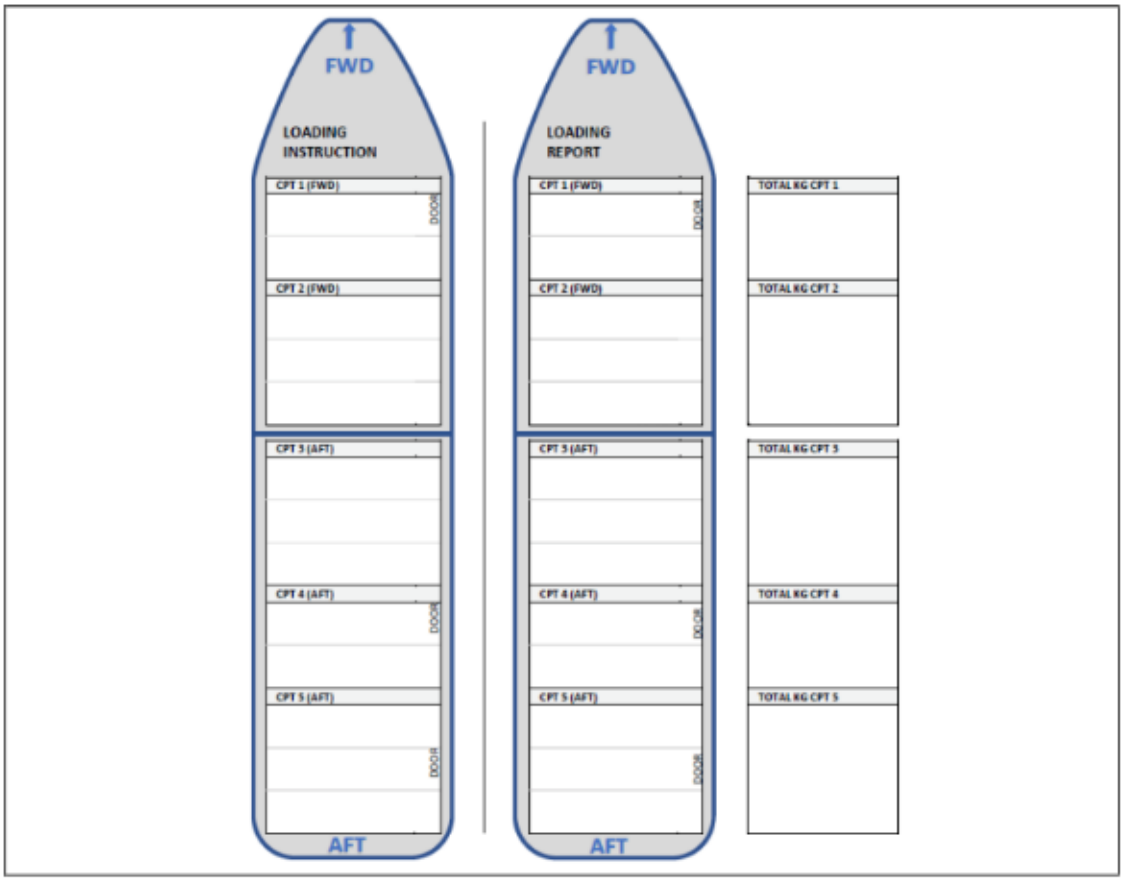
- Thorough Inspection of the Hold Completed, No Suspicious Objects, Weapons, Explosives or Other Dangerous Devices, Articles and Substances Found;
- This Aircraft Has Been Loaded in Accordance with The Above Loading Instructions, Including Deviations Shown on The Departure Report;
- Any Deviations Have Been Notified to The Officer Responsible for Weight and Balance Before Aircraft Departure;
- All Bulk Dead Load Loaded or Distributed at This Port Have Been Secured by The Aircraft Locking System and / or Company Restrain Equipment;
- Appropriate Corrective Action Has Been Taken for Damage Noted Before Departure.

LOADING SUPERVISOR'S NAME AND SIGNATURE

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FLY2SKY	LOADING INSTRUCTION A321	F09

STATION	DATE	FLT №	A/C REG	PREPARED BY



I CERTIFY THAT:

- Thorough Inspection of the Hold Completed, No Suspicious Objects, Weapons, Explosives or Other Dangerous Devices, Articles and Substances Found;
- This Aircraft Has Been Loaded in Accordance with The Above Loading Instructions, Including Deviations Shown on The Departure Report;
- Any Deviations Have Been Notified to The Officer Responsible for Weight and Balance Before Aircraft Departure;
- All Bulk Dead Load Loaded or Distributed at This Port Have Been Secured by The Aircraft Locking System and / or Company Restrain Equipment;
- Appropriate Corrective Action Has Been Taken for Damage Noted Before Departure.

LOADING SUPERVISOR'S NAME AND SIGNATURE

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F4 GROUND INCIDENT/ACCIDENT/DAMAGE REPORT FORM

FLY2SKY

GROUND INCIDENT/ACCIDENT/ DAMAGE REPORT

AIRPORT _____

GROUND INCIDENT/ACCIDENT/DAMAGE REPORT

Title: _____
One line statement of the main features of the incident/accident

Part 1. DAMAGE BY (√)

Other Aircraft ☐
Ramp Equipment ☐
Vehicle ☐
Foreign Object ☐
Jet Blast ☐
Unknown (Previously Unreported) ☐
Other (specify) _____

Date
Time of Occurrence
Phase of Operation
Area (Stand, etc.)
Aircraft Reg.
Aircraft Type
Flight Nr.
Scheduled Ground Time
Flight Delay hrs, min,
Flight Cancelled YES/NO (delete as appropriate)

Part 2. DETAILS OF DAMAGE

Part 3. NUMBER OF CASUALTIES

	Fatalities	Non Fatal
Employees		
Passengers		
Others		

Part 4. VEHICLE/RAMP EQUIPMENT DETAILS AND CONDITION REPORT

	Serviceable (√)	Faulty (√)
Tyres	☐	☐
Brakes	☐	☐
Steering	☐	☐
Lights	☐	☐
Wipers	☐	☐
Protection	☐	☐
Warning Devices	☐	☐
Stabilisers	☐	☐
Tow Hitch	☐	☐
Field of vision from driving position	☐	☐

Remarks

Serial Fleet Nr.
Type
Owner
Area (Stand, etc.)
Age of Vehicle/Ramp Eq.
Last Overhaul

Part 5. DETAILS OF PERSONNEL INVOLVED

1	2	3
Name	Name	Name
Job Title	Job Title	Job Title
Company	Company	Company
Staff Nr.	Staff Nr.	Staff Nr.
Licence	Licence	Licence

Part 6. CONDITIONS

Weather
Use of official met. report

Visibility ---------- m ---------- km
Wind/gust ---------- / ---------- kts
Temperature ---------- c

rain ☐
snow ☐
sleet ☐
hail ☐
fog ☐

Surface

dry ☐
wet ☐
snow ☐
slush ☐
ice ☐
contamination ☐

Lighting

Good ☐
Poor ☐
Day ☐
Night ☐
Twilight ☐

Part 7. CONTRIBUTORY FACTORS

Identify by code from the checklist factors which in your opinion contributed to the incident/accident by major factor

Other factors (specify)
Which of these contributory factors are normal practice? ☐ ☐ ☐ ☐ ☐ ☐ ☐

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GROUND INCIDENT/ACCIDENT/ DAMAGE REPORT

Part 8. SKETCH
A/c out of service: ☐Y ☐N



Part 9. NARRATIVE Give a description of what happened. Include details of relevant contributory factors identified.

Part 10. INITIAL FINDINGS

Part 11. INITIAL ACTION TAKEN

Part 12. CLOSING ACTION

Part 13. PREPARED BY

Name
(Block Capitals)

Signature

Status

PAGE 2 OF 2

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SPECIMENT OF SUMMARY FORM

SPECIMEN OF A SUMMARY FORM

Statistical Summary of Damages to Aircraft by Ground Support Equipment

AIRLINE:	REFERENCE PERIOD:	ESTABLISHED BY:
FLY2SKY	FROM .....TO	----------

TOTAL NUMBER OF FLIGHT DEPARTURES IN REFERENCE PERIOD:

WIDE BODY A/C	CONV. A/C	TOTAL

Category / Type of Equipment Involved	Total Number of Damages Recorded			Damage Rate per 1000 Flight Departures		
	WIDE BODY A/C	CONV. A/C	TOTAL	WIDE BODY A/C	CONV A/C	TOTAL
1. PASSENGER HANDLING EQUIPMENT Air jetties (passenger bridges) Passenger stairs/steps Mobile lounges (elevating) Invalid handling vehicle Passenger coaches/buses Others						
Sub total						
2. AIRCRAFT LOADING EQUIPMENT Ramp tractors Baggage/cargo carts/dollies Container/pallet loaders Forklifts Belt conveyors Catering/cleaning trucks (elev.) Others						
Sub total						
3. AIRCRAFT SERVICING EQUIPMENT Toilet /water vehicles Fuelling trucks/services Aircraft tow tractors/tow bars Air start/ground power units Engineering access equipment High lift equipment/De-icers Others						
Sub total						
4. MISCELLANEOUS Motor vehicles Others						
Sub total						
5. FOREIGN OBJECT DAMAGE **Subtotal**						
6. JET BLAST DAMAGE **Subtotal**						
7. PREVIOUSLY UNREPORTED DAMAGE **Subtotal**						
TOTAL						

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F5 DG ACCEPTANCE LIST – NON-RADIOACTIVE

2026
DANGEROUS GOODS CHECKLIST FOR A NON-RADIOACTIVE SHIPMENT

The recommended checklist appearing on the following pages is intended to verify shipments at origin. Copies of the checklist can be obtained from:

Website: https://www.iata.org/dgr-updates

Never accept or refuse a shipment before all items have been checked.

Is the following information correct for each entry?

SHIPPER'S DECLARATION FOR DANGEROUS GOODS (DGD)

Air Waybill No.:	Origin:	Destination:

	YES	NO*	N/A
1. Two copies in English and in the IATA format including the air certification statement. This question may be indicated as not applicable "N/A" only when the Shipper's Declaration data is submitted electronically [8.0.2.1, 8.1.1, 8.1.2, 8.1.6.12]	☐	☐	☐
2. Full name and address of Shipper and Consignee [8.1.6.1, 8.1.6.2]	☐	☐	
3. If the Air Waybill number is not shown, enter it. [8.1.6.3]	☐		☐
4. The number of pages shown. This question may be indicated as not applicable "N/A" only when the Shipper's Declaration data is submitted electronically [8.1.6.4]	☐	☐	☐
5. The non-applicable Aircraft Type deleted or not shown [8.1.2.5.2, 8.1.6.5]	☐	☐	
6. If full name of Airport or City of Departure or Destination is not shown, enter it. [8.1.6.6 and 8.1.6.7]	☐		
7. The word "Radioactive" deleted or not shown [8.1.2.5.2, 8.1.6.8]	☐	☐	
Identification			
8. UN or ID number(s), preceded by prefix [8.1.6.9.1, Step 1]	☐	☐	
9. Proper Shipping Name and the technical name in brackets for entries with ★ [8.1.6.9.1, Step 2]	☐	☐	
10. Class or Division and for Class 1, the Compatibility Group, [8.1.6.9.1, Step 3]	☐	☐	
11. Subsidiary hazard, in brackets, immediately following Class or Division [8.1.6.9.1, Step 4]	☐	☐	☐
12. Packing Group [8.1.6.9.1, Step 5]	☐	☐	☐
Quantity and Type of Packing			
13. Number and Type of Packages [8.1.6.9.2, Step 6]	☐	☐	
14. Quantity and unit of measure (net, or gross followed by "G", as applicable) within per package limit [8.1.6.9.2, Step 6]	☐	☐	
15. For Class 1 (Explosives), the net quantity supplemented with the net explosive mass followed by unit of measurement [8.1.6.9.2, Step 6]	☐	☐	☐
16. When different dangerous goods are packed in one outer packaging, the following rules are complied with:			
16.1 – Compatible according to Table 9.3.A.	☐	☐	☐
16.2 – Conditions met for UN packages containing Division 6.2 [5.0.2.11(c)]	☐	☐	☐
16.3 – Wording "All packed in one (type of packaging)" [8.1.6.9.2, Step 6(f)]	☐	☐	☐
16.4 – Calculation of "Q" value which must not exceed 1 [5.0.2.11 (g) & (h); 2.7.5.6; 8.1.6.9.2, Step 6(g)]	☐	☐	☐
17. Overpack			
17.1 – Compatible according to Table 9.3.A	☐	☐	☐
17.2 – Wording "Overpack Used" [8.1.6.9.2, Step 7]	☐	☐	☐
17.3 – If more than one overpack is used, identification marks shown and total quantity of dangerous goods [8.1.6.9.2, Step 7]	☐	☐	☐
Packing Instructions			
18. Packing Instruction Number [8.1.6.9.3, Step 8]	☐	☐	
19. For lithium batteries in compliance with Section IB, "IB" follows the packing instruction [8.1.6.9.3, Step 8]	☐	☐	☐
Authorizations			
20. Check all verifiable special provisions. The Special Provision Number A1, A2, A4, A5, A51, A81, A88, A99, A130, A176, A190, A191, A201, A202, A211, A212, A224, A225, A331, A334 if used [8.1.6.9.4, Step 9]	☐	☐	☐
21. Indication that governmental authorization is attached, including a copy in English and additional approvals for other items under [8.1.6.9.4, Step 9]	☐	☐	☐
Additional Handling Information			
22. Additional handling information shown for self-reactive and related substances of Division 4.1 and organic peroxides of Division 5.2, or samples thereof, PBE, infectious and controlled substances, fireworks (UN0336 & UN0337) and viscous flammable liquids [8.1.6.11]	☐	☐	☐
23. **Name of Signatory and Date** indicated and **Signature** of Shipper [8.1.6.13, 8.1.6.14 and 8.1.6.15]	☐	☐	

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	YES	NO*	N/A
24. **Amendment** or alteration signed by Shipper [8.1.2.6]	☐	☐	☐
AIR WAYBILL–HANDLING INFORMATION			
25. The statement: "Dangerous goods as per associated Shipper's Declaration" or "Dangerous Goods as per associated DGD" [8.2.1(a)]	☐	☐	
26. "Cargo Aircraft Only" or "CAO", if applicable [8.2.1(b)]	☐	☐	☐
27. Where non-dangerous goods are included, the number of pieces of dangerous goods shown [8.2.2]	☐	☐	☐
PACKAGE(S) AND OVERPACKS			
28. Packaging free from damage and leakage [9.1.3 (i)]	☐	☐	
29. Packaging conforms with packing instruction	☐	☐	☐
30. Same number and type of packagings and overpacks delivered as shown on DGD [9.1.3]	☐	☐	
Marks			
31. UN Specification Packaging, marked according to 6.0.4 and 6.0.5:			
31.1 – Symbol and Specification Code [6.0.4.2.1 (a), (b)]	☐	☐	☐
31.2 – X, Y or Z meets or exceeds Packing Group/Packing Instruction requirements [6.0.4.2.1 (c)]	☐	☐	☐
31.3 – Gross Weight within limits (Solids, Inner Packagings or IBCs [SP A179, 6.0.4.2.1 (d)]	☐	☐	☐
31.4 – Plastic drums, jerricans and IBCs within permitted period of use [5.0.2.15]	☐	☐	☐
31.5 – Infectious substance package mark [6.5.3.1]	☐	☐	☐
32. UN or ID number(s), preceded by prefix [7.1.4.1(a)]	☐	☐	
33. The Proper Shipping Name(s) including technical name where required [7.1.4.1(a)]	☐	☐	
34. The full name and address of Shipper and Consignee [7.1.4.1(b)]	☐	☐	
35. For consignments of more than one package of all classes (except ID 8000 and Class 7) the net quantity, or gross weight followed by "G", as applicable, unless contents are identical, marked on the packages [7.1.4.1(c)]	☐	☐	☐
36. Carbon Dioxide, Solid (Dry Ice), the net weight marked on the packages [7.1.4.1(d)]	☐	☐	☐
37. The Name and Telephone Number of a responsible person for Division 6.2 Infectious Substances shipment [7.1.4.1(e)]	☐	☐	☐
38. The Special Marking requirements shown for Packing Instruction 202 [7.1.4.1(f)]	☐	☐	☐
39. Limited Quantities mark [7.1.4.2]	☐	☐	☐
40. Environmentally Hazardous Substance mark [7.1.5.3]	☐	☐	☐
41. Battery mark for Section IB [7.1.5.5]	☐	☐	☐
Labelling			
42. The label(s) identifying the Primary hazard as per 4.2, Column D properly affixed [7.2.3.1; 7.2.6]	☐	☐	
43. The label(s) identifying the Subsidiary hazard, as per 4.2, Column D properly affixed [7.2.3.1; 7.2.6.2.3]	☐	☐	☐
44. "Cargo Aircraft Only" label [7.2.4.2; 7.2.6.3]	☐	☐	☐
45. "Orientation" labels on two opposite sides, if applicable [7.2.4.4]	☐	☐	☐
46. "Cryogenic Liquid" label, if applicable as per 4.2, Column D [7.2.4.3]	☐	☐	☐
47. "Keep Away From Heat" label, if applicable as per 4.2, Column D [7.2.4.5]	☐	☐	☐
48. Any irrelevant marks and labels removed or obliterated [7.1.1; 7.2.1]	☐	☐	☐
For Overpacks			
49. Packaging use marks and hazard and handling labels, as required must be clearly visible or reproduced on the outside of the overpack [7.1.7.1, 7.1.7.2, 7.2.7]	☐	☐	☐
50. The word "Overpack" marked if marks and labels are not visible on packages within the overpack [7.1.7.1]	☐	☐	☐
51. If more than one overpack is used, identification marks shown and total quantity of dangerous goods [7.1.7.3]	☐	☐	☐
GENERAL			
52. State and Operator variations complied with [2.8]	☐	☐	☐
53. Cargo Aircraft Only shipments, a cargo aircraft operates on all sectors	☐	☐	☐

Comments: _____

Checked by: _____ Signature: _____

Place: _____ Date: _____ Time: _____

*** IF ANY BOX IS CHECKED "NO", DO NOT ACCEPT THE SHIPMENT AND GIVE A DUPLICATE COPY OF THIS COMPLETED FORM TO THE SHIPPER.**

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F6 LOADSHEET REPORT FORM_A

ALL WEIGHTS IN KG

FLY2SKY	LOADSHEET REPORT A320/A321_A	F06

DATE	A/C REG	FLT №	FROM	TO	CREW	PANTRY

PASSENGERS INFORMATION					
MALE/ADULTS	FEMALE	CHILDREN	INFANT	TOB	C/Y

OA	OB	OC	OD

CARGO INFORMATION						
		CP1	CP2	CP3	CP4	CP5
BAGS	PC					
	KG					
TECH KIT	KG					
CARGO	KG					
TOTAL	KG					

TOTAL CARGO	KG

I certify that the load and its distribution are in accordance with this load sheet report and current Fly2Sky loading instructions.	Loading Supervisor Name and Signature:

LOADING INFO			REVISED LOAD/TRIM INFO		
ZFW/ZFWCG		%	ZFW/ZFWCG		%
TOW/TOWCG		%	TOW/TOWCG		%

LAST MINUTE CHANGE (LMC)			
SPECIFICATION	LOCATION	±	WEIGHT
	TOTAL LMC		

COMMANDER NAME, CODE	COMMANDER'S SIGNATURE

ISSUE 1 REVISION 0 01/01/2026

ORIGINAL

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F7 SHIPPER'S DECLARATION

SHIPPER'S DECLARATION FOR DANGEROUS GOODS

IATA

Shipper

Air Waybill No.

Page of Pages

Shipper's Reference No. (optional)

Consignee

Two completed and signed copies of this Declaration must be handed to the operator.

WARNING

Failure to comply in all respects with the applicable Dangerous Goods Regulations may be in breach of the applicable law, subject to legal penalties.

TRANSPORT DETAILS

This shipment is within the limitations prescribed for:

(delete non-applicable)

PASSENGER AND CARGO AIRCRAFT | XXX | CARGO AIRCRAFT ONLY

Airport of Departure (optional):

Airport of Destination (optional):

Shipment type: *(delete non-applicable)*

NON-RADIOACTIVE | RADIOACTIVE

NATURE AND QUANTITY OF DANGEROUS GOODS

Dangerous Goods Identification				Quantity and Type of Packing	Packing Inst.	Authorization
UN or ID No.	Proper Shipping Name	Class or Division (subsidiary hazard)	Packing Group			

Additional Handling Information

I hereby declare that the contents of this consignment are fully and accurately described above by the proper shipping name, and are classified, packaged marked and labelled/placarded, and are in all respects in proper condition for transport according to applicable international and national governmental regulations. I declare that all of the applicable air transport requirements have been met.

Name of Signatory

Date

Signature
(See warning above)

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F8 COMPANY MATERIAL SHIPPING NOTICE

FLY2SKY COMPANY MATERIALS SHIPPING NOTICE

COMPANY MATERIAL SHIPPING NOTICE/AOG At least 2 hours before the flight shipping notice copy MUST be sent to DGM@fly2sky.aero									
Origin	Destination	Flight number	Date	A/C Reg.	Prepared By: Rima Kamenova				
DESCRIPTION OF CONTENT (shall be written in CAPITAL letters)					MARK	NUMBER OF PACKAGES/WEIGHT KG			
SPARE PARTS/EQUIPMENT									
Proper Shipping Name	DESCRIPTION		Qty: Pieces	Weight: KG					
In case of Dangerous Goods fields below MUST be filled									
Proper Shipping Name			Class or Div. (For Class 1- Comp. Group)	UN or ID No.	Sub. Risk	Pckng. Inst.	No.of Pkgs	Net.Qty or Tr.index per Pkg.	UN Pkg. Group	IMP CODE
Other Special Shipment (provide description of shipment below)										
Maintenance Documentation										
Delivered to A/C by name, signature:			Loading Supervisor`s name, signature			Shipment received by:				
						Scanned copy MUST be sent to: tsvetoslav.petkov@aerovista.aero 24H Contact: +359 (0)87 920 5220				

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F9 ACCEPTANCE CHECKLIST FOR TIME AND TEMPERATURE SENSITIE HEALTHCARE PRODUCTS

17

17.8

IATA Acceptance Checklist for Time and Temperature Sensitive Healthcare Shipments

Air Waybill No.:_____ Origin:_____ Destination:_____

SOP No (where applicable):_____

Notes:

1. *Answer "not applicable" only where an "N/A" box is provided.*
2. *If any question is answered "NO", the appropriate internal escalation procedure should be followed.*

		YES	NO	N/A
A.	**Air Waybill**			
1.	Single temperature range indicated on a Air Waybill	☐	☐	
2.	24 hours emergency contact number(s)	☐	☐	
B.	**Temperature Checks**			
1.	Shipment delivered on temperature-controlled truck set at the correct temperature within the range as per the Air Waybil	☐	☐	
C.	**Shipment/Labelling**			
1.	IATA Time & Temp. Sensitive Label affixed or pre-printed on the shipment	☐	☐	
2.	Temperature range in Celsius on the label matching the temperature range stated on the Air Waybill	☐	☐	
D.	**Active Temperature Controlled Container(ACT)**			☐
1.	ACT container check sheet completed & placed in container pouch	☐	☐	

Comments:_____

Checked by:

Name:_____ Place_____

Date/Time:_____ Signature:_____

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F10 PETC ACCEPTANCE CHECKLIST

IATA Live Animals Regulations

7.6.2 IATA In-Cabin Live Animal Acceptance Checklist (Cabin)

An example of the Live Animal Acceptance Checklist for animals travelling in cabin is shown hereafter. For all requirements related to the Checklist see section 10.1 of these Regulations.

The checklist must be completed and signed by a trained agent (staff).

IATA In-Cabin Live Animal Acceptance Checklist (Cabin)

		YES	NO*	N/A
1.	Information on the flight:			
	Flight details:	☐	☐	
	Ticket number/PNR:	☐	☐	
	Date:	☐	☐	
	Flight Origin:	☐	☐	
	Destination:	☐	☐	
	If the shipment is part of an interline agreement has the passenger/shipper confirmed that all arrangements are in place for the interline sector?	☐	☐	☐
2.	Information on the owner:			
	Name:	☐	☐	
	24-hour contact number:	☐	☐	
3.	General Acceptance:			
	Is species of animal provided?	☐	☐	
	Is all the necessary documentation provided (e.g., health certificate)?	☐	☐	
	Is the animal clean and does it appear to be fit to travel?	☐	☐	
	Has the owner confirmed the animal is not sedated?	☐	☐	
	Is documentation available proving that the animal is at least 8 weeks old?	☐	☐	
4.	Container Compliance**:			
	Is the size of the container suitable for the animal?	☐	☐	
	Does the consignment weight/size comply with the operator's policy?	☐	☐	
	For cats and dogs:			
	• Can the animal sit, stand, turn around and lie down in a natural position?	☐	☐	
	• Does the container have at least 16% ventilation of the four sides?	☐	☐	
	• Does the container have ventilation on all four sides?	☐	☐	
	Is the container leak and escape proof?	☐	☐	
	Is the container clearly labelled with a live animal label?	☐	☐	
	Does the container fully comply with IATA LAR standards?	☐	☐	

Date: _____

Print name: _____ Signature: _____

Received by (acceptance agent): _____

Print name: _____ Signature: _____

*** IF ANY QUESTION IS ANSWERED WITH "NO", DO NOT ACCEPT THE SHIPMENT**

**** There is no requirement to complete the Container Compliance section for certified assistance dogs**

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7

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F11 AVIH ACCEPTANCE CHECKLIST

IATA Live Animals Regulations

7.6.1 IATA Live Animal Acceptance Checklist (Cargo Acceptance)

IATA Live Animal Acceptance Checklist (Cargo Acceptance)

Air Waybill No.: _____ Origin: _____ Destination: _____

Species/Animal Type: _____ Container Requirement number: _____

Notes:

1. *Prepare form in duplicate.*
2. *If goods are rejected, hand the original of this form to the Duty Officer and show the shipper's and agent's name below.*
3. *Never reject a shipment until all items have been checked.*
4. *If goods are accepted, attach the original of this form to the air waybill. The duplicate must be placed on the appropriate file.*
5. *Answer "not applicable" only where an "N/A" box is provided.*
6. *If any question is answered "NO", do not accept the shipment and give the duplicate copy of this form back to the shipper or agent together with the consignment.*

7

		YES	NO*	N/A
General Acceptance				
1.	Have advance arrangements/bookings been made with all the operator(s) participating in the carriage of the live animals?	☐	☐	
2.	When laboratory animals, such as monkeys, which may carry diseases, communicable to human are being shipped, has the operator(s) been advised in order to make the necessary arrangements?	☐	☐	☐
3.	Have advance arrangements been made at the airport of destination, i.e. for quarantine and delivery?	☐	☐	
4.	In the event of attendants accompanying the animal(s), have advance arrangements been made with all the operators concerned?	☐	☐	☐
5.	Does the shipment comply with current regulations in force at transit stations?	☐	☐	☐
6.	Where applicable, have operator/governmental exceptions been complied with?	☐	☐	☐
Air Waybill				
7.	Are the live animals the only entries on the air waybill?	☐	☐	
8.	Are all flight numbers for which bookings are held for the entire routing indicated?	☐	☐	
9.	Is the 24 hour emergency telephone number shown in the "Handling Information" box?	☐	☐	
10.	Is the quantity of animals in the consignment, as well as their common names, which must as far as possible correspond with that listed in the IATA Live Animals Regulations, shown in the "Nature and quantity of goods" box?	☐	☐	☐
11.	Are all relevant permits, including CITES where necessary, licenses and certificates required for export, transshipment and import, securely attached to the air waybill and copies of those required affixed to the container?	☐	☐	☐
Shipper's Certificate				
12.	Is it completed in full and in duplicate?	☐	☐	
13.	Does the description and quantity of animals agree with the information on the air waybill?	☐	☐	
14.	Is it signed by the shipper or their authorized agent? (Check that this is not an IATA cargo agent, consolidator, forwarder or indirect air carrier.)	☐	☐	

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IATA

Documentation

		YES	NO*	N/A
Container				
15.	Does it comply with the specific container requirement(s) as detailed in the IATA Live Animals Regulations?			
	(a) Is the size suitable for the particular type of animal?	☐	☐	
	(b) Does it provide for sufficient ventilation?	☐	☐	
	(c) Is the construction adequate?	☐	☐	
	(d) Does it contain adequate handholds/lifting devices to facilitate handling and to prevent the handler from coming into close proximity of the animal(s)?	☐	☐	
	(e) Is it leak and escape proof?	☐	☐	
	(f) Is the container clean?	☐	☐	
	(g) Does it contain sufficient absorbent material? (Check that this is not straw, as some countries prohibit the importation of straw.)	☐	☐	
	(h) Does the container have suitable feeding/watering facilities?	☐	☐	☐
Labelling and Marking				
16.	Is the consignee's name, full address as per the air waybill, and a 24-hour contact phone number shown on each container?	☐	☐	
17.	Is the correct number of "Live Animals" and "This Way Up" labels attached to each container?	☐	☐	
18.	Has each "Live Animals" label been completed, i.e. reflecting the correct contents?	☐	☐	
19.	For live animals that can inflict a poisonous or venomous bite or sting, is the container marked in bold letters "POISONOUS" or "VENOMOUS"?	☐	☐	☐
20.	For Specific Pathogen Free (SPF) animals for laboratory use, are "Laboratory Animals" and "This Way Up" labels attached to each container?	☐	☐	☐
21.	When sedatives, tranquilizers or psychoactive drugs have been administered to the animal, have details been made immediately available with the container, i.e., time given, type, dosage and estimated duration?	☐	☐	☐
Feeding and Watering				
22.	If it is required that the animal(s) must be fed/watered en route, have arrangements been made by the shipper with the operator?	☐	☐	☐
23.	Are feeding instruction affixed to the container and are supplies (if required) attached to the outer top side of the container?	☐	☐	☐
24.	Has the shipper confirmed that food or bedding (if provided) for the animal(s) is in accordance with the regulations of the country(ies) of transit or importation?	☐	☐	☐

Comments:

Checked by: Name (Block Letter)

Place: Signature:

Date: AT (STATION):

Time: SHIPPER/AGENT:

*** IF ANY QUESTION IS ANSWERED WITH "NO", DO NOT ACCEPT THE SHIPMENT AND GIVE THE DUPLICATE COPY OF THIS FORM BACK TO THE SHIPPER OR AGENT TOGETHER WITH THE CONSIGNMENT.**

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F12 LOADSHEET REPORT FORM

ALL WEIGHTS IN KG

FLY2SKY	LOADSHEET REPORT A320/A321	F07

DATE	A/C REG	FLT №	FROM	TO	CREW	PANTRY

PASSENGERS INFORMATION					
MALE/ADULTS	FEMALE	CHILDREN	INFANT	TOB	C/Y

OA	OB	OC

CARGO INFORMATION						
		CP1	CP2	CP3	CP4	CP5
BAGS	PC					
	KG					
TECH KIT	KG					
CARGO	KG					
TOTAL	KG					

TOTAL CARGO	KG

I certify that the load and its distribution are in accordance with this load sheet report and current Fly2Sky loading instructions.	Loading Supervisor Name and Signature:

LOADING INFO			REVISED LOAD/TRIM INFO		
ZFW/ZFWCG		%	ZFW/ZFWCG		%
TOW/TOWCG		%	TOW/TOWCG		%

LAST MINUTE CHANGE (LMC)			
SPECIFICATION	LOCATION	±	WEIGHT
	TOTAL LMC		

COMMANDER NAME, CODE	COMMANDER'S SIGNATURE

ISSUE 1 REVISION 0 01/07/2021

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F13 MEDIF ATTACHMENT A

MEDIF–Attachment A

Information Sheet for Passengers Requiring Special Assistance

1. **Last name / First name / Title**
2. **Passenger name record (PNR)**
3. **Proposed itinerary**
   - Airline(s), flight number(s)
   - Class(es), date(s), segment(s)
4. **Nature of disability**
5. **Stretcher needed onboard?** ◯ Yes ◯ No
6. **Intended escorts** ◯ Yes ◯ No
   - Name | Title | Age
   - PNR if different
   - Medical qualification ◯ Yes ◯ No | Language spoken
7. **Wheelchair needed** ◯ Yes ◯ No
   - Wheelchair categories Select | Own wheelchair Yes ◯ No ◯
   - Collapsible WCOB ◯ Yes ◯ No | Wheelchair type Select
8. **Ambulance needed (to be arranged by the passenger or his/her representative** Yes ◯ No ◯
   - If yes, specify specify name of ambulance company
   - Name and Telephone number of contact person
9. **Meet and assist** ◯ Yes ◯ No
   - If designated person, specify contact
10. **Other ground arrangements needed** ◯ Yes ◯ No
    - If yes, specify
    - Departure airport | Transit airport | Arrival airport
11. **Special inflight arrangements needed** ◯ Yes ◯ No
    - If yes, specify type of arrangements (special meal, extra seat, leg rest, special seating)
    - Specify equipment (respirator, incubator, oxygen, etc)
    - Specify arranging company and at whose expense
12. **Frequent traveler medical card (FREMEC)** ◯ Yes ◯ No
    - If yes, specify FREMEC number, issued by, expiry date

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F14 MEDIF ATTACHMENT B

IATA

MEDIF–Attachment B, Part 1

Information Sheet for Passengers Requiring Medical Clearance
(to be completed or obtained from the attending physician)

1. **Patient's name**
   Date of Birth (DD / MM / YYYY) Gender Height Weight
2. **Attending physician**
   E-mail Telephone *(mobile preferred), indicate country and area code* Fax
3. **Diagnosis (including date of onset of current illness, episode or accident and treatment, specify if contagious)**
   Nature and date of any recent and/or relevant surgery
4. **Current symptoms and severity**
5. **Will a 25% to 30% reduction in the ambient partial pressure of oxygen (relative hypoxia) affect the passenger's medical condition?**
   (Cabin pressure to be the equivalent of a fast trip to a mountain elevation of 2400 meters (8000 feet) above sea level)
   ○ Yes ○ No ○ Not sure
6. **Additional clinical information**
   a. Anemia ○ Yes ○ No If yes, give recent result in grams of hemoglobin
   b. Psychiatric and seizure disorder ○ Yes ○ No If yes, see Part 2
   c. Cardiac condition ○ Yes ○ No If yes, see Part 2
   d. Normal bladder control ○ Yes ○ No If no, give mode of control
   e. Normal bowel control ○ Yes ○ No
   f. Respiratory condition ○ Yes ○ No If yes, see Part 2
   g. Does the patient use oxygen at home? ○ Yes ○ No If yes, specify how much
   h. Oxygen needed in flight? ○ Yes ○ No If yes, specify ○ 2 LPM ○ 4 LPM ○ Other
7. **Escort**
   a. Is the patient fit to travel unaccompanied? ○ Yes ○ No
   b. If no, would a meet-and-assist (provided by the airline to embark and disembark) be sufficient? ○ Yes ○ No
   c. If no, will the patient have a private escort to take care of his/her needs onboard? ○ Yes ○ No
   d. If yes, who should escort the passenger? ○ Doctor ○ Nurse ○ Other
   e. If other, is the escort fully capable to attend to all the above needs? ○ Yes ○ No
8. **Mobility**
   a. Able to walk without assistance ○ Yes ○ No b. Wheelchair required for boarding ○ to aircraft ○ to seat
9. **Medication list**
10. **Other medical information**

1 of 2

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MEDIF–Attachment B, Part 2

Information Sheet for Passengers Requiring Medical Clearance
(to be completed or obtained from the attending physician)

1. **Cardiac condition**
   - a. Angina ◯ Yes ◯ No When was last episode? _____
     - • Is the condition stable? ◯ Yes ◯ No
     - • Functional class of the patient?
       ◯ No symptoms ◯ Angina with strenuous efforts ◯ Angina with light efforts ◯ Angina at rest
     - • Can the patient walk 50 meters at a normal pace or climb 10 -12 stairs without symptoms? ◯ Yes ◯ No
   - b. Myocardial infarction ◯ Yes ◯ No Date _____
     - • Complications? ◯ Yes ◯ No If yes, give details _____
     - • Stress EKG done? ◯ Yes ◯ No If yes, what was the result? _____ Metz
     - • If angioplasty or coronary bypass, can the patient walk 50 meters at normal pace or climb 10–12 stairs without symptoms? ◯ Yes ◯ No
   - c. Cardiac failure ◯ Yes ◯ No When was last episode? _____
     - • Is the patient controlled with medication? ◯ Yes ◯ No
     - • Functional class of the patient? ◯ No symptoms ◯ Shortness of breath with strenuous efforts ◯ Shortness of breath with light efforts ◯ Shortness of breath at rest
   - d. Syncope ◯ Yes ◯ No Last episode _____
     Investigations? ◯ Yes ◯ No If yes, state results _____
2. **Chronic pulmonary condition** ◯ Yes ◯ No
   - a. Has the patient had recent arterial gases? ◯ Yes ◯ No
   - b. Blood gases were taken on: ◯ Room air ◯ Oxygen _____ LPM
     If yes, what were the results _____ pCO_2 _____ pO_2
     Saturation _____ Date of exam _____
   - c. Does the patient retain CO_2? ◯ Yes ◯ No
   - d. Has his/her condition deteriorated recently? ◯ Yes ◯ No
   - e. Can the patient walk 50 meters at a normal pace or climb 10-12 stairs without symptoms? ◯ Yes ◯ No
   - f. Has the patient ever taken a commercial aircraft in these same conditions? ◯ Yes ◯ No
     - • If yes when? _____
     - • Did the patient have any problems? _____
3. **Psychiatric Conditions** ◯ Yes ◯ No
   - a. Is there a possibility that the patient will become agitated during flight ◯ Yes ◯ No
   - b. Has he/she taken a commercial aircraft before ◯ Yes ◯ No
     - • If yes, date of travel? _____ Did the patient travel ◯ alone ◯ escorted?
4. **Seizure** ◯ Yes ◯ No
   - a. What type of seizures? _____ b. Frequency of the seizures _____
   - c. When was the last seizure? _____ d. Are the seizures controlled by medication? ◯ Yes ◯ No
5. **Prognosis for the trip** ◯ Good ◯ Poor

Physician Signature _____ Date _____

Note: Cabin crew are not authorized to give special assistance (e.g. lifting) to particular passengers, to the detriment of their service to other passengers. Additionally, they are trained only in **first aid** and are not permitted to administer any injection, or to give medication.
Important: Fees, if any, relevant to the provision of the above information and for carrier-provided special equipment are to be paid by the passenger concerned.

Clear the Form and start over

2 of 2

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F15 FREMEC

Frequent Traveller's Medical Card (FREMEC)

Honouring instructions. The data contained in the shaded fields MUST always be transmitted with any reservation request. Journeys requested but not authorized by this Card require completion of the Information Sheet for Passengers Requiring Special Assistance.

FREMEC Number: / Issued by: Valid until:
Airline's Code Number / Serial Number — Airline's Medical Dept's Telex Code — DD / MM / YYYY

The holder of this Card

Surname Initial Title Sex Age

Permanent Address Phone
Indicate country and area code

has the following permanent/chronic incapacitation

Code, if any (example: WCHC, etc.)

The holder is authorised by the Medical Department issuing this Card, to travel by air within the validity of this Card, subject to: (a) the Conditions stated on the reverse, (b) no worsening of the Holder's present health conditions, and (c) full observance of all carrier rules, regulations and instructions, and with the following LIMITATIONS:

(Insert limitations, including any permanent dietary requirements)

CONDITIONS OF ISSUE

1. Cardholders are required to REPORT ALL CHANGES in their present handicap or incapacitation, and/or the deterioration in their physical or medical condition, to the airline representative or agent with whom they are in contact.
2. Subject to all terms and conditions stated on this Card, the authorisation for air travel is valid only up to the date stated on the front.
3. This Card is not transferable and must be produced, together with proof of the cardholder's identity, on every occasion whenever airline reservations are made for the cardholder, at time of ticket issuance, and when so requested by the airlines or their agents or representatives.
4. Cardholders are reminded that arrangements for travel should be made as much in advance as possible. They should also allow sufficient time for check-in formalities.

Date and Place of Issue

Passenger's Signature

Legal guardian or Passenger's witness may sign if passenger is physically unable to do so

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F16 TABLE 2.3A

IATA Dangerous Goods Regulations

TABLE 2.3.A
Provisions for Dangerous Goods Carried by Passengers or Crew
(Subsection 2.3)

2

2.3

Dangerous goods must not be carried in or as passengers or crew, checked or carry-on baggage, except as otherwise provided below. Dangerous goods permitted in carry-on baggage are also permitted "on one's person", except where otherwise specified.

	The approval of the operator is required	Permitted in or as checked baggage	Permitted in or as carry-on baggage	The pilot-in-command must be informed of the location
Alcoholic beverages, when in retail packagings, containing more than 24% but not more than 70% alcohol by volume, in receptacles not exceeding 5 L, with a total net quantity per person of 5 L.	NO	YES	YES	NO
Note: *Alcoholic beverages containing 24% or less alcohol by volume are not subject to any restrictions.*				
Ammunition, securely packaged (in Div. 1.4S, UN 0012 or UN 0014 only), in quantities not exceeding 5 kg gross weight per person for that person's own use. Allowances for more than one person must not be combined into one or more packages.	YES	YES	NO	NO
Avalanche rescue backpack, one (1) per person, containing cartridges of compressed gas in Div. 2.2. May also be equipped with a pyrotechnic trigger mechanism containing no more than 200 mg net of Div. 1.4S. The backpack must be packed in such a manner that it cannot be accidentally activated. The airbags within the backpacks must be fitted with pressure relief valves.	YES	YES	YES	NO
Baggage with installed lithium batteries non-removable batteries exceeding–0.3 g lithium metal or 2.7 Wh.	FORBIDDEN			
Baggage with installed lithium batteries: – non-removable batteries. Batteries must contain no more than 0.3 g lithium metal or for lithium ion must not exceed 2.7 Wh; – removable batteries. Batteries must be removed if baggage is to be checked in. Removed batteries must be carried in the cabin.	NO	YES	YES	NO
Batteries, spare/loose, including lithium batteries, non-spillable batteries, nickel-metal hydride batteries and dry batteries (see 2.3.5.8) for portable electronic devices must be carried in carry-on baggage only. Articles which have the primary purpose as a power source, e.g. power banks are considered as spare batteries. These batteries must be individually protected to prevent short circuits. Lithium metal batteries: the lithium metal content must not exceed 2 g (see 2.3.5.8.4). Lithium ion batteries: the Watt-hour rating must not exceed 100 Wh (see 2.3.5.8.4). Each person is limited to a maximum of 20 spare batteries. *The operator may approve the carriage of more than 20 batteries. Non-spillable batteries: must be 12 V or less and 100 Wh or less. Each person is limited to a maximum of 2 spare batteries (see 2.3.5.8.5).	NO*	NO	YES	NO
Camping stoves and fuel containers that have contained a flammable liquid fuel, with empty fuel tank and/or fuel container (see 2.3.2.5 for details).	YES	YES	NO	NO
Chemical Agent Monitoring Equipment, when carried by staff members of the Organization for the Prohibition of Chemical Weapons on official travel (see 2.3.4.4).	YES	YES	YES	NO
Disabling devices such as mace, pepper spray, etc. containing an irritant or incapacitating substance are forbidden on the person, in checked and carry-on baggage.	FORBIDDEN			
Dry ice (carbon dioxide, solid), in quantities not exceeding 2.5 kg per person when used to pack perishables not subject to these Regulations in checked or carry-on baggage, provided the baggage (package) permits the release of carbon dioxide gas. Checked baggage must be marked "dry ice" or "carbon dioxide, solid" and with the net weight of dry ice or an indication that there is 2.5 kg or less dry ice.	YES	YES	YES	NO
e-cigarettes (including e-cigars, e-pipes, other personal vaporizers) containing batteries must be individually protected to prevent accidental activation (see 2.3.5.8.2).	NO	NO	YES	NO
Electro shock weapons (e.g. Tasers) containing dangerous goods such as explosives, compressed gases, lithium batteries, etc. are forbidden in carry-on baggage or checked baggage or on the person.	FORBIDDEN			
Fuel cells containing fuel, powering portable electronic devices (e.g. cameras, cellular phones, laptop computers and camcorders), see 2.3.5.9 for details.	NO	NO	YES	NO
Fuel cell cartridges, spare for portable electronic devices, see 2.3.5.9 for details.	NO	YES	YES	NO
Gas cartridges, small, non-flammable containing carbon dioxide or other suitable gas in Division 2.2. Up to two (2) small cartridges fitted into a **self-inflating personal safety device**, intended to be worn by a person, such as a life jacket or vest. Not more than two (2) devices per passenger and up to two (2) spare small cartridges per device, for other devices not more than four (4) cartridges up to 50 mL water capacity. (see 2.3.4.2).	YES	YES	YES	NO
Gas cylinders, non-flammable, non-toxic worn for the **operation of mechanical limbs**. Also, spare cylinders of a similar size if required to ensure an adequate supply for the duration of the journey.	NO	YES	YES	NO
Hair styling equipment containing a hydrocarbon gas cartridge, up to one (1) per passenger or crew-member, provided that the safety cover is securely fitted over the heating element. This hair styling equipment must not be used on board the aircraft. Spare gas cartridges for such hair styling equipment are not permitted in checked or carry-on baggage.	NO	YES	YES	NO

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TABLE 2.3.A
Provisions for Dangerous Goods Carried by Passengers or Crew
(Subsection 2.3) *(continued)*

	The pilot-in-command must be informed of the location	Permitted in or as carry-on baggage	Permitted in or as checked baggage	The approval of the operator is required
Insulated packagings containing refrigerated liquid nitrogen (dry shipper), fully absorbed in a porous material containing only non-dangerous goods.	NO	YES	YES	NO
Internal combustion or fuel cell engines, must meet A70 (see 2.3.5.12 for details).	NO	YES	NO	NO
△ **Lithium Batteries: Portable electronic devices (PED) containing lithium metal or lithium ion cells or batteries**, including medical devices such as portable oxygen concentrators (POC) and consumer electronics such as cameras, mobile phones, laptops and tablets (see 2.3.5.8). For lithium metal batteries the lithium metal content must not exceed 2 g and for lithium ion batteries the Watt-hour rating must not exceed 100 Wh. Devices must be protected from damage and inadvertent activation. Those in checked baggage must be completely switched off. Each person is limited to a maximum of 15 PED. *The operator may approve the carriage of more than 15 PED.	NO*	YES	YES	NO
Lithium batteries, spare/loose, including power banks, see **Batteries, spare/loose**				
△ **Lithium battery-powered electronic devices**. Lithium ion batteries for portable (including medical) electronic devices, a Wh rating exceeding 100 Wh but not exceeding 160 Wh. For portable medical electronic devices only, lithium metal batteries with a lithium metal content exceeding 2 g but not exceeding 8 g. Devices must be protected from damage. Devices in checked baggage must be completely switched off.	YES	YES	YES	NO
Lithium batteries, spare/loose with a Watt-hour rating exceeding 100 Wh but not exceeding 160 Wh for consumer electronic devices and PMED or with a lithium metal content exceeding 2 g but not exceeding 8 g for PMED only. Maximum of two spare batteries in carry-on baggage only. These batteries must be individually protected to prevent short circuits.	YES	NO	YES	NO
Matches, safety (one small packet) or a small cigarette lighter that does not contain unabsorbed liquid fuel, other than liquefied gas, intended for use by an individual when carried on the person. Lighter fuel and lighter refills are not permitted on one's person or in checked or carry-on baggage.	NO	ON ONE'S PERSON		NO
Note: *"Strike anywhere" matches, "Blue flame" or "Cigar" lighters or lighters powered by a lithium battery without a safety cap or means of protection against unintentional activation are forbidden (see 2.3.5.8.4(e)).*				
Mobility Aids: Battery-powered wheelchairs or other similar mobility devices with **non-spillable wet batteries, nickel-metal hydride batteries or dry batteries**, (see 2.3.2.2).	YES	YES	NO	YES
Mobility Aids: Battery-powered wheelchairs or other similar mobility devices with **spillable batteries or with lithium ion batteries** (see 2.3.2.3 and 2.3.2.4 for details).	YES	YES	NO	YES
Mobility Aids: Battery-powered wheelchairs or other similar mobility devices with **lithium ion batteries** where the design of the mobility aid does not provide adequate protection for the battery(ies) (see 2.3.2.4.3 for details).	YES	NO	YES	YES
Non-radioactive medicinal or toiletry articles (including aerosols) such as hair sprays, perfumes, colognes and medicines containing alcohol; and **Non-flammable, non-toxic (Division 2.2) aerosols**, with no subsidiary hazard, for sporting or home use (see 2.3.5.1). The total net quantity of non-radioactive medicinal or toiletry articles and non-flammable, non-toxic (Division 2.2) aerosols must not exceed 2 kg or 2 L and the net quantity of each single article must not exceed 0.5 kg or 0.5 L. Release valves on aerosols must be protected by a cap or other suitable means to prevent inadvertent release of the contents.	NO	YES	YES	NO
Oxygen or air, gaseous, cylinders required for **medical use**. The cylinder must not exceed 5 kg gross weight. ***Note:*** *Liquid oxygen systems are forbidden for transport.*	YES	YES	YES	YES
Permeation devices, must meet A41 (see 2.3.5.13 for details).	NO	YES	NO	NO
Radioisotopic cardiac pacemakers or other devices, including those powered by lithium batteries, implanted into a person or fitted externally.	NO	ON ONE'S PERSON		NO
Security-type equipment (see 2.3.2.6 for details).	YES	YES	NO	NO
Security-type attaché cases, cash boxes, cash bags, etc. incorporating dangerous goods, such as lithium batteries and/or pyrotechnic material, except as provided in 2.3.2.6 are totally forbidden. See entry in 4.2–List of Dangerous Goods.	FORBIDDEN			
Specimens, non-infectious packed with small quantities of flammable liquid, must meet A180 (see 2.3.5.11 for details).	NO	YES	YES	NO
Thermometer, medical or clinical, which contains mercury, one (1) per person for personal use, when in its protective case.	NO	YES	NO	NO
Thermometer or barometer, mercury filled carried by a representative of a government weather bureau or similar official agency (see 2.3.3.1 for details).	YES	NO	YES	YES

Note:
The provisions of Subsection 2.3 and Table 2.3.A may be limited by State or operator variations. Passengers should check with their airline for the current provisions.

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F17 CARGO MANIFEST

Cargo Manifest

Flight Number:						From:	
ETD:						To:	
AWB	Pcs	Out of Ttl Pcs	Weight	Out of Ttl Weight	Commodity	Remarks	Dest
TOTAL			0				

ULD	Pcs	Gross Weight	REMARKS	PRIORITY	BOND
TOTAL	0	0			

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F18 ELECTRIC MOBILITY AID FORM



ELECTRIC MOBILITY AID

FLY2SKY

RETURN AT GATE* / BAG HALL*

(*delete as appropriate)

PAX Name: Destination:

Flight no.: Seat no.: Travel date:

Make/Model: Tare weight (Kg):

Battery Type:

☐ WCLB _____ ☐ WCBW _____

☐ WCDB _____ Additional Batteries_____

Instructions for inhibiting electrical circuits:

☐ Power switched off with key removed and given to passenger

☐ Detach cable from battery/controllers/connectors and protect against short circuit

☐ Inserted inhibiting plug (e.g. airsafe plug)

☐ Lithium-battery removed, taken into the cabin and protect against short circuit

☐ Other:_____

Special Loading Instructions: (e.g. Do not collapse) _____

_____

I confirm that I have protected the device from short circuit and have inhibited the electrical circuits as specified above.

Name (print): _____ Sign: _____

PERSON RESPONSIBLE FOR MAKING SAFE FOR CARRIAGE

I confirm that the following loading instructions have been completed:

EMA is loaded upright/collapsed into a separate netted compartment, segregated from other loose baggage items and correctly secured using appropriate restraints.

EMA Loaded in Hold_____ Battery in Hold_____ Battery in Cabin_____

I confirm that the EMA is loaded and secured in accordance with FLY2SKY instructions and have checked the EMA does not operate.

Name (print): _____ Sign: _____

LOADING SUPERVISOR

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F19 DG POSTER



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F20 AVIH Acceptance Checklist - Excess Baggage in the Hold

7.6.3 IATA Excess Baggage Live Animal Acceptance Checklist (Excess Baggage in the Hold)

An example of the Live Animal Acceptance Checklist for animals travelling as excess baggage in the hold is shown hereafter. For all requirements related to the Checklist see Section 10.1 of these Regulations.

IATA Excess Baggage Live Animal Acceptance Checklist
(Excess Baggage in the Hold)

		YES	NO*	N/A
1.	Information on the flight:			
	Flight details:	☐	☐	
	Ticket number/PNR:	☐	☐	
	Date:	☐	☐	
	Flight Origin:	☐	☐	
	Destination:	☐	☐	
	If the shipment is part of an interline agreement has the passenger/shipper confirmed that all arrangements are in place for the interline sector?	☐	☐	☐
2.	Information on the owner/shipper:			
	Name:	☐	☐	
	24-hour contact number:	☐	☐	
3.	General Acceptance:			
	Is species of animal provided?	☐	☐	
	Is all necessary documentation provided (e.g., health certificate)?	☐	☐	
	Is the animal clean and does it appear to be fit to travel?	☐	☐	
	Has the owner/shipper confirmed the animal is not sedated?	☐	☐	
	Is documentation available proving that the animal is at least 8 weeks old?	☐	☐	
4.	Container			
	Does it comply with the specific container requirement(s) as detailed in the IATA Live Animals Regulations?			
	(a) Is the size suitable for the particular type of animal?	☐	☐	
	(b) Does it provide for sufficient ventilation?	☐	☐	
	(c) Is the construction adequate?	☐	☐	
	(d) Does it contain adequate handholds/lifting devices to facilitate handling and to prevent the handler from coming into close proximity of the animal(s)?	☐	☐	
	(e) Is it leak and escape proof?	☐	☐	
	(f) Is the container clean?	☐	☐	
	(g) Does it contain sufficient absorbent material? (Check that this is not straw, as some countries prohibit the importation of straw.)	☐	☐	
	(h) Does the container have suiitable feeding/watering facilities?	☐	☐	☐
5.	Labelling and Marking:			
	(a) Is the consignee's name, full address as per the air waybill, and a 24-hour contact phone number shown on each container?	☐	☐	
	(b) Is the correct number of "Live Animals" and "This Way Up" labels attached to each container?	☐	☐	
	(c) Has each "Live Animals" label been completed, i.e., reflecting the correct contents?	☐	☐	
	(d) For live animals that can inflict a poisonous or venomous bite or sting, is the container marked in bold letters "POISONOUS" or "VENOMOUS"?	☐	☐	☐
	(e) For Specific Pathogen Free (SPF) animals for laboratory use, are "Laboratory Animals" and "This Way Up" labels attached to each container?	☐	☐	☐
	(f) When sedatives, tranquilizers or psychoactive drugs have been administered to the animal, have details been made immediately available with the container, i.e., time given, type, dosage and estimated duration?	☐	☐	☐

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Live Animals Regulations

6. Feeding and Watering

(a) If it is required that the animal(s) must be fed/watered en route, have arrangements been made by the shipper with the operator? ☐ ☐ ☐

(b) Are feeding instruction affixed to the container and are supplies (if required) attached to the outer top side of the container? ☐ ☐ ☐

(c) Has the shipper confirmed that food or bedding (if provided) for the animal(s) is in accordance with the regulations of the country(ies) of transit or importation? ☐ ☐ ☐

Comments: _____

_____ Date: _____

Print name: _____ Signature: _____

Received by (acceptance agent): _____

_____

Print name: _____ Signature: _____

*** IF ANY QUESTION IS ANSWERED WITH "NO", DO NOT ACCEPT THE SHIPMENT**

7

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F21 DG ACCEPTANCE CHECK LIST – DRY ICE

2026
ACCEPTANCE CHECKLIST FOR DRY ICE (Carbon Dioxide, solid) (For use when a Shipper's Declaration for Dangerous Goods is not required)

A checklist is required for all shipments of dangerous goods (9.1.4) to enable proper acceptance checks to be made. The following example checklist is provided to assist shippers and carriers with the acceptance of dry ice when packaged on its own or with non-dangerous goods.

Copies of the checklist can be obtained from:

Website: https://www.iata.org/dgr-updates

Is the following information correct for each entry?

DOCUMENTATION

Air Waybill No.:	Origin:	Destination:

	YES	NO*	N/A
The "Nature and Quantity of Goods" box of the Air Waybill or an alternate transport documentation contains the following information [8.2.3]			
1. "UN1845"	☐	☐	
2. The words "Carbon dioxide, solid" or "Dry ice"	☐	☐	
3. Number of packages (unless these are the only packages within the consignment)	☐	☐	
4. The net weight of dry ice in kilograms	☐	☐	
State and Operator Variations			
5. State and operator variations complied with [2.8]	☐	☐	☐
***Note:** The following questions do not apply where the dry ice, or packages containing dry ice, is offered in a ULD.*			
Quantity			
6. The quantity of dry ice per package is 200 kg or less [4.2]	☐	☐	
PACKAGES AND OVERPACKS			
7. Same number of packages as shown on the Air Waybill	☐	☐	
8. Packages free from damage and leakage	☐	☐	
9. The packaging conforms with Packing Instruction 954 and the package is vented to permit the release of gas	☐	☐	
Marks & Labels			
10. "UN1845" marked [7.1.4.1(a)]	☐	☐	
11. The words "Carbon dioxide, solid" or "Dry ice" [7.1.4.1(a)]	☐	☐	
12. Full name and address of the shipper and consignee [7.1.4.1(b)]	☐	☐	
***Note:** The name and address of the shipper and consignee marked on the package may differ from that on the AWB.*			
13. The net weight of dry ice within each package [7.1.4.1(d)]	☐	☐	
14. Class 9 label properly affixed [7.2.3.9, 7.2.6]	☐	☐	
15. Irrelevant marks and labels removed or obliterated [7.1.1(b); 7.2.1(a)]	☐	☐	☐
For Overpacks			
16. Packaging Use marks and hazard and handling labels, as required must be clearly visible or reproduced on the outside of the overpack [7.1.7.1, 7.2.7]	☐	☐	☐
17. The word "Overpack" marked if marks and labels are not visible on packages within the overpack [7.1.7.1]	☐	☐	☐
18. The total net weight of carbon dioxide, solid (dry ice) in the overpack [7.1.7.1.1]	☐	☐	☐

Comments: _____

Checked by: _____ Signature: _____

Place: _____ Date: _____ Time: _____

*** IF ANY BOX IS CHECKED "NO", DO NOT ACCEPT THE SHIPMENT AND GIVE A DUPLICATE COPY OF THIS COMPLETED FORM TO THE SHIPPER.**

Clear Form Print

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