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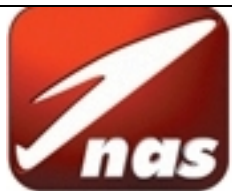


Ground Operations Manual



Operations Manual

Kabul



NAS Afghanistan

Operations Manual - KBL

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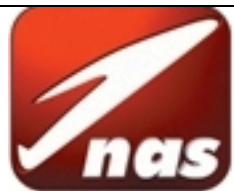


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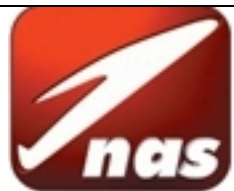


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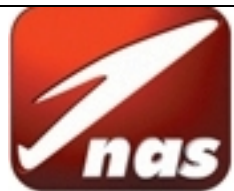
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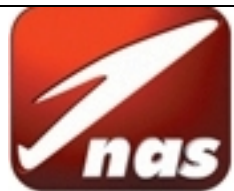
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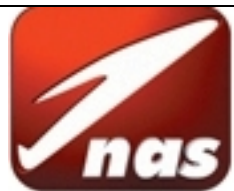
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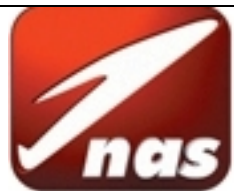
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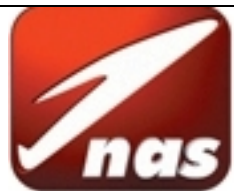
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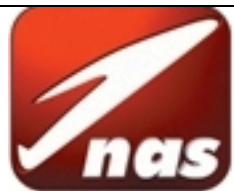
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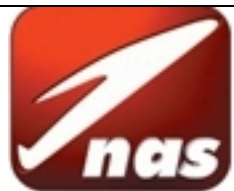
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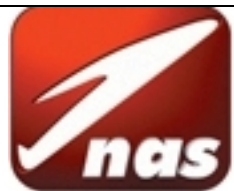
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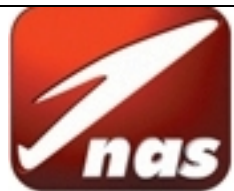
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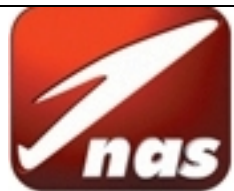
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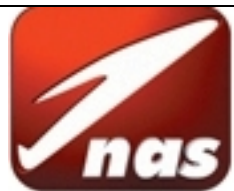
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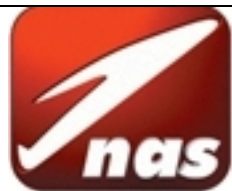
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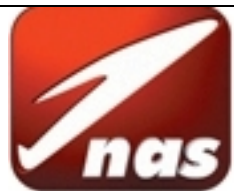
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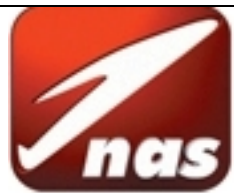
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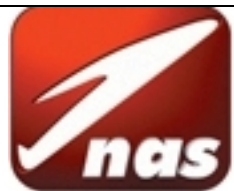


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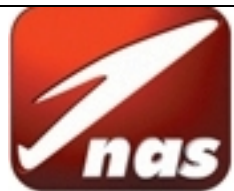
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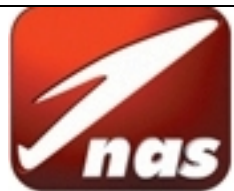
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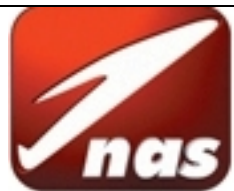
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2.13	52 of 59	0	11.01.2014	5.1.3	5 of 86	0	11.01.2014



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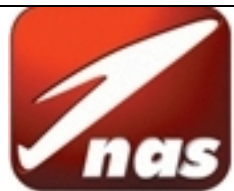
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5.1.4.3.4	10 of 86	0	11.01.2014	5.1.13	32 of 86	0	11.01.2014
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5.1.4.4.2	11 of 86	0	11.01.2014	5.3.1	34 of 86	0	11.01.2014
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5.1.7.6.4	23 of 86	0	11.01.2014	5.4.4	41 of 86	0	11.01.2014



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5.4.5	41 of 86	0	11.01.2014	5.9.2	64 of 86	0	11.01.2014
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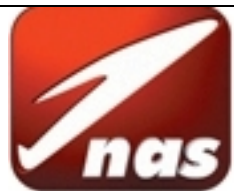


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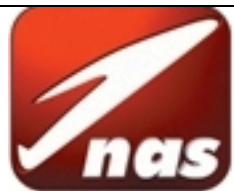
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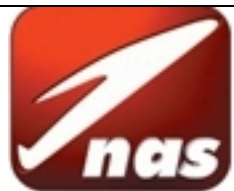
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8.6.12	22 of 65	0	11.01.2014	8.13.3	40 of 65	0	11.01.2014
8.6.13	22 of 65	0	11.01.2014	8.13.4	42 of 65	0	11.01.2014
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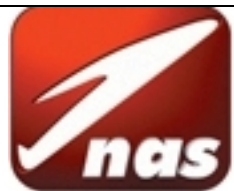
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8.14.3	51 of 65	0	11.01.2014	9.1.4	4 of 50	0	11.01.2014
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9.3.4	17 of 50	0	11.01.2014	9.5.3.3	27 of 50	0	11.01.2014
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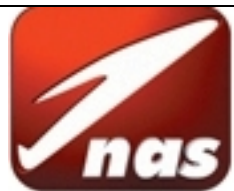
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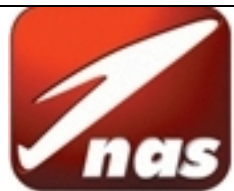
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ABBREVIATIONS

The table below shows the abbreviations sorted alphabetically

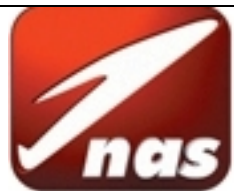
Abbreviations	Expansions
AWB	Air Waybill
ACMI	Aircraft, Crew, Maintenance and Insurance
ACAA	Afghanistan Civil Aviation Authority
ACARS	Aircraft Communications Addressing and Reporting System
AD HOC	Non schedule on chartering basis
ADS	Addition Deletion List
AHL	Advice if Hold
AHM	Airport Handling Manual
ALARP	As Low As Reasonably Practicable
ALS	Acceptable level of safety Aircraft
AME	Maintenance Engineer
AMO	Approved Maintenance Organization
AOG	Aircraft On Ground
APU	Auxiliary Power Unit
ASR	Air Safety Report
ATA	Actual Time of Arrival
ATB	Automated Ticket and Boarding pas
ATC	Air Traffic Control
ATD	Actual Time of Departure
ATS	Air Traffic Services(s)
AUW	All Up Weight
AVI	Live Animal
AVML	Asian Vegetarian Meal
AZFW	Actual Zero Fuel Weight
BBML	Baby Meal
BMA	Baggage Make-up Area
CAA	Civil Aviation Authority



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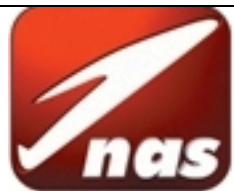
CAC	Cargo Accounting Charges
CAO	Cargo Aircraft Only
CAT	Category
CCA	Charges Correction Advice
CD	Compact Disc
CEO	Chief Executive Officer
CHML	Child Meal
CITES	Convention on International Trade in Endangered Species
CLC	Centralised Load Control
CMC	Crisis Management Centre
CNS	Communications, Navigation and Surveillance
COMAT	Company Material
CPM	Container and Pallet Message
CSU	Catering Supplies Unit
CTM	Cargo Transfer Manifest
DBC	Denied Boarding Compensation
DBR	Damaged Baggage Report
DCA	Department of Civil Aviation
DCS	Departure Control System
DEPA	Accompanied Deportee
DEPU	Unaccompanied Deportee
DG	Dangerous Goods
DGR	Dangerous Goods Regulations Manual
DIP	Diplomatic
DIV	Aircraft Diversion Message
Doc	Dangerous Goods Regulations Manual
DPR	Damage and Pilferage Report
EASA	European Aviation Safety Agency
EIC	Equipment in Compartment
ERA	Equipment Restraint Area



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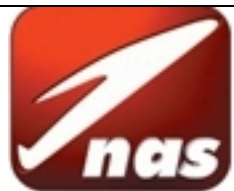
ERL	Equipment Restraint Line
ERP	Emergency Response Plan
ETA	Estimated Time of Arrival
EXST	Extra Seat
EZFW	Estimated Zero Fuel Weight
FAA	Federal Aviation Administration (U.S)
FIDS	Flight information display system
FIM	Flight Interruption Manifest
FMEA	Flight Modes and Effects Analysis
FMS	Flight Management System
FOD	Foreign Object Debris
FOC	Free of Charge
FSF	Flight Safety Foundation
Ft	Feet
FTL	Frequent Travel List
GASP	Global Aviation Safety Plan (ICAO)
GCC	Gulf Cooperation Council
GHA	Ground Handling Agent
GPU	Ground Power Unit
GSE	Ground Support Equipment
GSSA	General Services & Sales Agent
HAWB	House Air Waybill
HAZid	Hazard Identification
HAZMAT	Hazardous Material
HEA	Heavy Cargo
HHT	Hand Held Terminal
HIRA	Hazard identification and Risk Assessment
HUM	Human Remains
IATA	International Air Transport Association
ICAO	International Civil Aviation Organization



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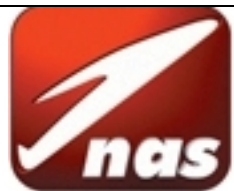
ID	Industry Discount
IMP	Interchange Message Procedures
INAD	Inadmissible Passenger
ISASI	International Society of Air Safety Investigators Integrated Safety
ISIM	Investigation Methodology International
ISO	International Standard Organization
JAA	Joint Aviation Authorities
JAR	Joint Aviation Requirement(s) (JAA)
KBL	Kabul
Kg	Kilogram(s)
LA	Loading Agent
LAR	Live Animals Regulations
LC	Load Control
LD	Lower Deck
LDL	Lower Deck Loader
LDM	Load Distribution Message
LIR	Loading Instruction Report
LIRF	Loading Instruction Report Form
LM	Line Maintenance
LMC	Last Minute Changes
LOSA	Line Operations Safety Audit
LSW	Locker Stowage Waybill
M	Meter(s)
MAAS	Meet And Assist
MAWB	Master Air Waybill
MCO	Miscellaneous Charges Order
MCT	Minimum Connecting Time
MDL	Main Deck Loader
MLW	Maximum Landing Weight
MOH	Ministry of Health



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MOI	Ministry of Interior
MOML	Muslim Meal
MTOW	Maximum Take Off Weight
MUW	Munitions of War
NFD	Cargo Arrival Notice
NOREC	Passenger with OK ticket but not in the PNL
NOSHOW	Passenger with OK ticket but not reported at check- in
NOTAM	Notification To Airman
NOTOC	Notification to Captain
NTSB	National Transportation Safety Board (U.S)
NVD	No Value Declared
OCC	Operational Control Centre
OCS	Company Mail
OEW	Operating Empty Weight
OJT	On-the-Job Training
OSH	Occupational Safety and Health
PBB	Passenger Boarding Bridge
PC	Personal Computer
PCR	Perishable Cargo Regulations
PER	Perishable Cargo
PETC	Pet in Cabin
PIC	Pilot in Command
PLB	Passenger Loading Bridge
PNL	Passenger Name List
POD	Proof of Delivery
PP	Prepaid Charges
PPE	Personal Protective Equipment
PRM	Passenger with Reduced Mobility
PSM	Passenger and Service Message
PTM	Passenger Transfer Message



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QA	Quality Assurance
QAS	Quality Assurance System
QRT	Quick Ramp Transfer
RFS	Road Feeder Services
R/T	Radio Telephony
RTOW	Restricted Take Off Weight
SARPs	Standards and Recommended Practices (ICAO)
SCM	Stock Control Message
SDCPs	Safety Data Collection and Processing Systems
SGHA	Standard Ground Handling Agent
SLA	Service Level Agreement
SLI	Shipper Letter of Instruction
SLS	Statistical Load Summary
STA	Scheduled Time of Arrival
STCR	Stretcher Case Passenger
STD	Scheduled Time of Departure
SHEL	Software/ Hardware/ Environment/ Live ware
SMM	Safety Management Manual
SOC	Seat Occupied by Cargo
SOM	Seat Occupied Message
SOP	Standard Operating Procedures
TACT	The Air Cargo Tariff
TCI	Through Check-in
TI	Transport Index
TNA	Training Need Analysis
TRC	Turnaround Coordinator (Functionary)
TPM	Teletype Passenger Manifest
TWOV	Transit Without Visa
UCM	Unit Control Message
ULD	Unit Load Device



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UM	Unaccompanied Minor
UN	United Nations
UWS	Unit Weight Statement
VAL	Valuable Cargo
VGML	Vegetarian Meal
VIP	Very Important Person
VUN	Vulnerable Cargo
XBG	Excess Baggage



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SECTION 1

ADMINISTRATION



NAS Afghanistan

Operations Manual - KBL

1.1 Introduction

This Operations Manual describe Systems, programs, processes, procedures and/or plans of National Aviation Services as an airport Handling company which are to be strictly observed by all the employees of NAS Afghanistan and all subcontractors/personnel working under the Management and supervision of NAS Afghanistan at all airports operating in Afghanistan. The procedures contained herein are in accordance with IATA standards and in compliance with customer airline and regulatory requirements.

The purpose of this Operations Manual is to provide guidance & useful information to staff who are engaged in the performance of Aircraft handling and support services at all the scope of functions which NAS Afghanistan carries out at KBL, KDH and HEA International Airports.

1.1.1 Scope of functions

Functions carried out by NAS Afghanistan at Kabul, Kandahar and Herat Airports.

- Passenger and Baggage Handling
- Cargo and Mail Handling
- Load Control
- Ramp Handling and Ground Support Equipment service

Services carried out for each customer airline is limited to the provisions mentioned in the service level agreement entered into between NAS Afghanistan and the particular customer airline.

The manual describes detailed procedures on the functions carried out and details of ground handling facilities, service equipments, operating procedures, training programmes and organization structure.

This manual is divided into following sections.

1. Administration
2. Safety rules during Aircraft Handling
3. Training and Staff Qualification
4. IATA Standard Ground handling Agreements
5. Ramp Services
6. ULD Management
7. Dangerous goods handling
8. Passenger services
9. Cargo Handling
10. Equipment operation & maintenance
11. Safety & Quality assurance

This Operations Manual shall be maintained in a fully accessible form to all staff engaged in Ground Handling Operations activities at all airports at all times. The controlled copies of this

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manual shall be maintained by the copy holders as mentioned in the distribution list. The soft copy shall be accessible in the NAS AFG share point.

<http://sharepoint.nas.com.kw/sites/globalhome/NASUAE/NASKBL/default.aspx>

The NAS KBL Airport Manager is responsible to ensure that this Operations Manual is maintained up to date. All revisions to the Operations Manual shall be in the printed form or soft copy uploaded in NAS share point. Replacement pages must be inserted by copyholders upon receipt. Hand-written amendments are not permitted.

Each copyholder of the Operations Manual is individually responsible for the security and safeguarding of it and for updating the amendments as and when received.

Any amendments and revisions needed by the authorities and relevant departments shall be notified to the airport manager or his superiors appropriately.

Any information taken from approved documents and any references to other documents shall be kept up to date. Any amendments of such approved documentation shall be correctly reflected and information contrary to the approved documentation shall not be contained herein.

1.1.2 Purpose of Operations Manual

The purpose of this Operations Manual is to lay down the system in all the operational and support areas in order to ensure all Ground handling operations activities are conducted in accordance with the company procedures, customer airlines requirements and regulatory authority requirements and international standards at KBL, KDH & HEA international Airports.

The procedures and instructions contained in this Operations Manual are based on the latest technical information related to the industry, IATA standards, ICAO regulations expert advices, best practices and operational experience.

All employees shall be familiar with the procedures and the contents of this manual relevant to their functions in the performance of their duties. Employees shall comply with the regulations, laws and procedures of the CAA and KBL, KDH and HEA airports in which operations are conducted. Any misuse or deviation of Company Operational Safety Standards shall be treated as a violation. A deliberate violation of these standards may lead to appropriate consequences. Nothing contained in the Operations Manual shall prevent personnel from exercising their own best judgment during any irregularity for which the Operations Manual gives no provisions or in case of emergencies.

Should any individual consider that all or any part of a procedure or instruction requires to be amended, he should notify the same to the head of airport operations and/or his respective superior.

The Operations Manual has been divided into the sections to cover the scope of functions which NAS Afghanistan carry's out at KBL, KDH & HEA airports and as per the ground

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handling agreement with the customer airlines. The specific sections describe the detailed procedures to be followed by employees while performing the ground handling functions for customer airlines.

1.2 Standard Operating Procedures

Standard Operating Procedures (SOP) serves as a basis for disseminating knowledge on the procedures among employees dealing with the relevant business functions.

Standard Operating Procedures provide a set of instructions covering those features of operations to a definite or standardized procedure without loss of effectiveness. The procedure is applicable unless ordered otherwise. Standard Operating Procedures have been issued for various functions within the operations activities.

All revisions amendments to standard operating procedures shall be approved by Airport Manager before being communicated to sections and departments concerned.

Standard Operating procedure is uploaded in the share point and controlled copies are maintained as per the distribution list.

1.3 Policies

The policies are communicated and made visible throughout the organization and include all stations, by disseminating through posters, banners and other forms of information in a form and language which can be easily understood. The policies aim at enhancing effectiveness in creating the desired culture.

The purpose of any NAS policies is to define and describe

- Systems, programs, processes, procedures and/or plans of NAS are administered and/or implemented throughout the organization;
- Ground operations at all locations are supervised and controlled;
- All operations are conducted in accordance with applicable regulations and requirements of the customer airline(s).
- To defines lines of accountability for operational safety and security throughout the organization, including direct accountability on the part of senior management;
- Assigns responsibilities for ensuring ground operations at all stations are provided with the necessary resources and conducted in accordance with standards of NAS, applicable regulations and requirements of the customer airline(s).
- To define authorities and responsibilities of the management personnel involved in the operation of the system, and to provide a general description of all processes and activities.

To ensure continuing relevance, the corporate risk management policy is normally reviewed

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for possible update a minimum of every two years.

By laying down the below mentioned policies NAS ensures all personnel are aware of the systems, programs, processes, plans and procedures laid down by the company are administered implemented throughout the organization where ground handling operations are supervised and controlled;

- Quality Policy
- Safety Policy
- Health Safety and environmental policy
- Non punitive hazard reporting policy
- Training policy
- Security Policy

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1.4.1 Health Safety and environmental policy



National Aviation Services

HEALTH, SAFETY And ENVIRONMENTAL POLICY

To ensure that all aviation and related activities are carried out in a safe manner in compliance with all applicable codes, standards, rules and regulations as well as to protect our employees, the environment, equipment, property, third parties, and the communities in which we work and live.

NAS is committed to:

- Pursue the goal of no harm to people.
- Protect the environment.
- Monitor, evaluate and continually improve HSE performance through trainings, periodic assessment and audits.
- Publicly report on our performance to set the target for improvement and measurement.
- Provide a framework for setting of HSE goals and performance objectives and the use of effective management systems.
- Educate our employees, customers and contractors on health, safety and environmental issues.
- Promote a culture in which our employees share this commitment.

In this way, we aim to have an HSE performance we will be proud of, earn confidence of our customers and society at large, and be good neighbors, and to contribute to sustainable development in a constructive and safe manner.

Signed: 

Hassan B. El-Houry
Chief Executive Officer

Issue: 1
Date: 1 June 08

Rev. No. 2
Date: 3.3.2011



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1.4.2 Non punitive hazard reporting policy



National Aviation Services

NAS COMPANY POLICY ON NON-PUNITIVE HAZARD REPORTING

NAS - NON-PUNITIVE REPORTING POLICY

1. NAS is committed to the highest safety standards possible. To achieve this, NAS encourages all employees of uninhibited reporting of all incidents, near misses and occurrences which may compromise the safe conduct of our operations. To this end, every employee is responsible for communicating any information that may affect the integrity of safety. Such communication must be completely free of any form of reprisal.

2. NAS will not take disciplinary action against any employee who discloses an incident or occurrence involving safety.

This policy will not apply to criminal regulatory infractions as well as in the following circumstances:

- Willful negligence
- Criminal intent; or
- Use of illicit substances

3. Safety remains the primary concern and responsibility of each and everyone while carrying out their duties. Management is responsible at all times to ensure the overall implementation of the "Safety Policy and Procedures" within the workplace.

4. Our method of collecting, recording and disseminating information obtained from safety reports has been developed to protect, to the extent permissible by law and the identity of any employee who provides flight safety information.

We urge all staff to use our safety programme to help NAS become a leader in providing our customers and employees with the highest levels of a safe operating environment.

Signed: 

Hassan B. El-Houry
Chief Executive Officer

Issue: 1
Date: 1 June 08

Rev. No. 2
Date: 3.3.2011

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OM-KBL

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1.4.3 Safety policy



National Aviation Services

SAFETY POLICY

Safety is the first priority in all our activities. We are committed to implementing, developing and improving strategies, management systems and processes to ensure that all our activities uphold the highest level of safety performance and meet national and international standards.

Our commitment is to:

- a) Develop and embed a safety culture in all our aviation activities that recognizes the importance and value of effective safety management and acknowledges at all times that safety is paramount;
- b) Clearly define for all staff their accountabilities and responsibilities for the development and delivery of the safety strategy and performance;
- c) Minimize the risks associated with aircraft operations and associated activities to a point that is as low as reasonably practicable/achievable;
- d) Ensure that externally supplied systems and services that impact the safety of our operations meet appropriate safety standards;
- e) Actively develop and improve our safety processes to conform to world-class standards;
- f) Comply with and, wherever possible, exceed legislative and regulatory requirements and standards;
- g) Ensure that all staff are provided with adequate and appropriate aviation safety information and training, are competent in safety matters and are only allocated tasks commensurate with their skills;
- h) Ensure that sufficient skilled and trained resources are available to implement safety strategy and policy;
- i) Establish and measure our safety performance against realistic objectives and/or targets;
- j) Achieve the highest levels of safety standards and performance in all our aviation activities;
- k) Continually improve our safety performance;
- l) Conduct safety and management reviews and ensure that relevant action is taken;
- m) Ensure that the application of effective aviation safety management systems is integral to all our aviation activities, with the objective of achieving the highest levels of safety standards and performance.

Signed: 

Hassan B. El-Houry
Chief Executive Officer

Issue: 1
Date: 1 June 08

Rev. No. 2
Date: 3.3.2011

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1.4.4 Quality policy



National Aviation Services

Quality Policy

QUALITY POLICY

To achieve sustained and profitable growth by providing services that consistently satisfy the needs and expectations of our internal and external customers.

QAS OBJECTIVES

- Achieve and maintain a level of quality which enhances the NAS reputation and brand with customers.
- To ensure compliance with relevant statutory and safety bodies.
- To endeavor at all times to maximize the NAS market share in all geographies.

Signed: 

Hassan B. El-Houry
Chief Executive Officer

Issue: 1
Date: 1 May 06

Rev. No. 2
Date: 3.3.2011



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1.4.5 Training policy



National Aviation Services

TRAINING POLICY

To support NAS' business strategic plan with competent workforce, NAS will enhance staff knowledge and skills by providing training to work safely and effectively to meet company and customer requirements, to keep pace with the International Rules, Regulations and Procedures.

NAS will also support continuous education to increase skills, competencies, productivity, loyalty and profit for the employee and company.

TRAINING OBJECTIVES

To ensure technical competence through in-house and external training, competency based assessment & testing and regularly reviewing effectiveness of training programme.

To foster and maintain an atmosphere of confidence within the organization and a reputation for expertise and professionalism to exceed the customer satisfaction.

Signed: _____

Hassan B. El-Houry
Chief Executive Officer

Issue: 1
Date: 1 June 08

Rev. No. 2
Date: 3.3.2011



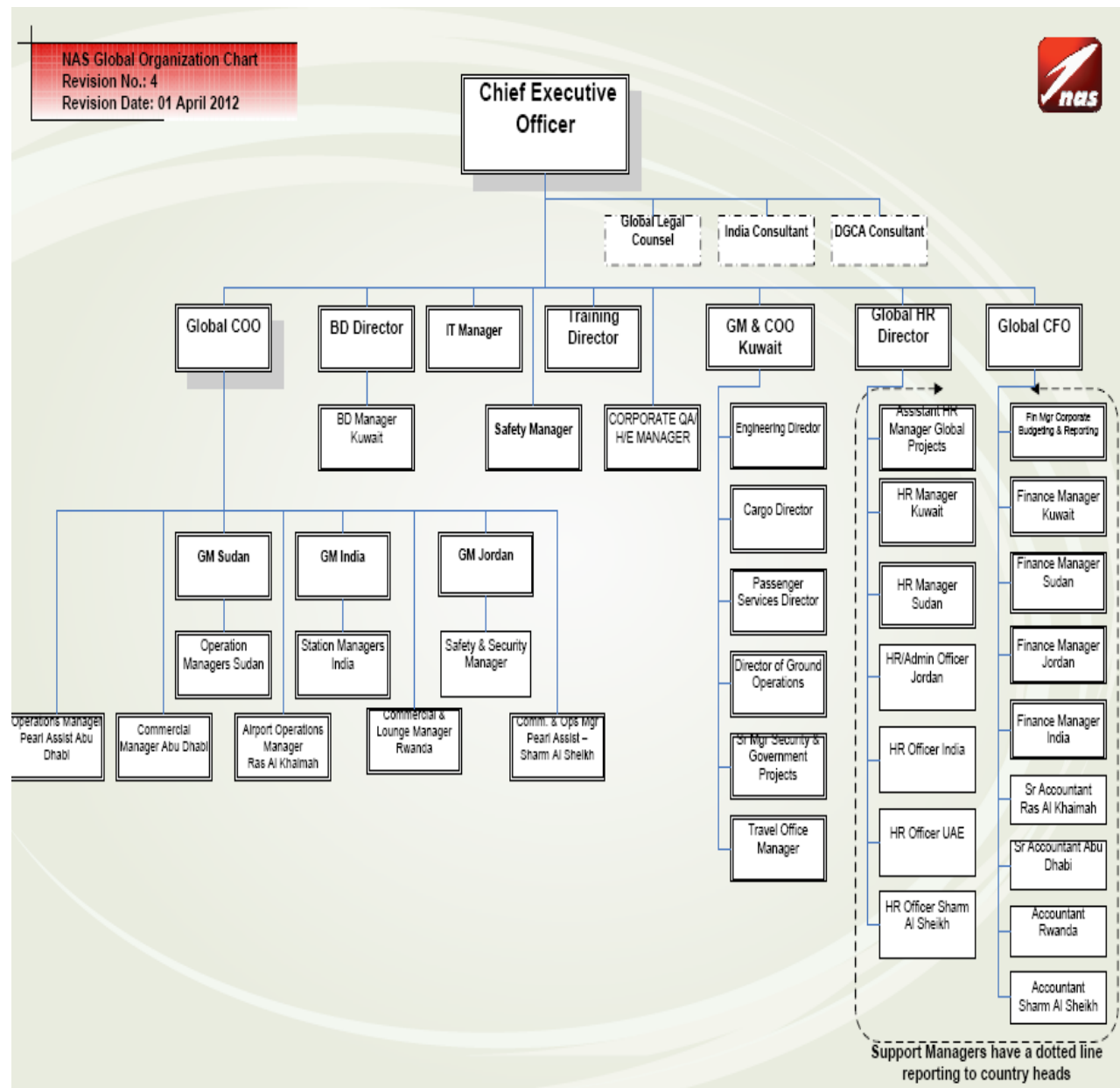
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1.5 Organization Chart

The managerial hierarchy in the National Aviation Services which is responsible to perform the specified tasks as mentioned in the scope of operation is designed in the form of organization chart and shown below.

1.5.1 NAS Global Organization Chart

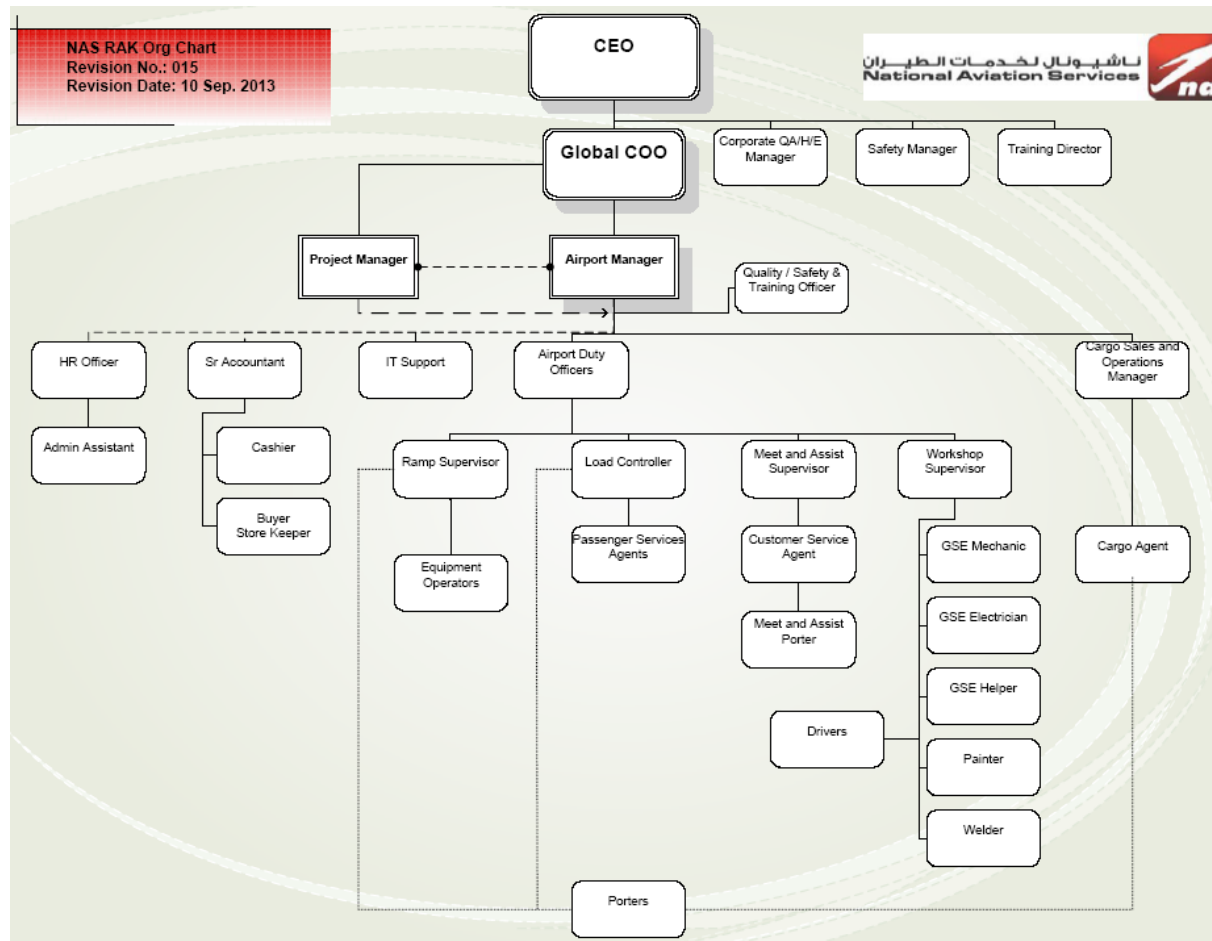




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1.5.2 NAS - KBL Organization Chart



1.6 Delegation of Powers

The proper delegation of responsibilities/authority is a mandatory requirement to ensure business continuity as well as to avoid lapses in the functional responsibilities of the post holder during his/her absence.

Delegation describes the act of giving another person the responsibility of carrying out the performance.

During his/her absence the post holder shall delegate the responsibilities in writing / email with proper notification to all authorities, business partners, superiors and subordinates.

The following delegation of duties and responsibilities automatically comes into effect in the absence of the below mentioned post holders.

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1.6.1 Chief Executive Officer

In the absence of CEO, all functional responsibilities pertaining to Ground Handling Services shall be reverted to the immediate subordinate as shown in the NAS Global Organization Chart.

1.6.2 Global CFO

In the absence of CFO, all administrative matters shall be reverted to the CEO. All the day today functional matters would be delegated to the Managers/post holders for each country.

1.6.3 Global COO

In the absence of Global COO, all administrative matters shall be reverted to the CEO. All the day today and functional matters would be delegated to GM for each country.

1.6.4 BD Director

In the absence of BD Director, all administrative matters shall be reverted to the CEO. All the day today and functional matters would be delegated to BD Managers for specific station.

1.6.5 Global HR Director

In the absence of **Global HR Director**, all administrative matters shall be reverted to the CEO. All the day today and functional matters would be delegated to Managers/Officers for each specific country /section.

1.6.6 Director Training

In the absence of Training Director all administrative and functional matters shall be reverted to CEO. All the day today operational matters would be delegated to the Training Superintendent.

1.6.7 Corporate QA/H/E Manager

In the absence of Corporate QA/H/E Manager, all administrative matters shall be reverted to the CEO. All the day today functional matters would be delegated to Corporate QA H&E Auditor.

1.6.8 Safety Manager

In the absence of Safety Manager, all administrative matters shall be reverted to the CEO. All the day today operational matters would be delegated to Safety engineer.

1.6.9 General Manager – AFG

In the absence of the General Manager, all administrative matters shall be reverted to the Assistant General Manager. All the day today operational matters would be delegated to the Station Manager.

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1.6.10 Assistant General Manager – AFG

In the absence of the Assistant General Manager, all administrative matters shall be reverted to the General Manager. All the day today operational matters would be delegated to the Station Manager.

1.6.11 Airport Manager

In the absence of Airport Manager, all administrative matters shall be reverted to the General Manager - AFG. All the day today and operational matters would be delegated to the Assistant Station Manager.

1.6.12 Cargo Sales & Operations Manager

In the absence of Cargo Sales & Operations Manager all administrative and functional matters shall be reverted to the Airport Manager. All the day today operational matters would be delegated to the Assistant Station Manager.

1.6.13 Assistant Station Manager

In the absence of Assistant Station Manager, all administrative matters shall be reverted to the Airport Manager. All the day today and operational matters would be delegated to Managers for each specific section.

1.6.14 Ramp Manager

Finance Manager – AFG

In the absence of Finance Manager - AFG all administrative and functional matters shall be reverted to the Finance Manager - KWI. All the day to day operational matters would be delegated to the Station Duty Finance Supervisor.

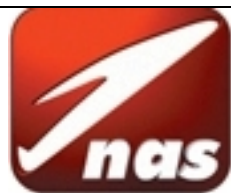
1.6.15 HR Manager – AFG

In the absence of HR Manager, all administrative matters shall be reverted to the Airport Managers. All the day to day and operational matters would be delegated to Station Administration Assistant.

1.7 Communication

Exchange of information is of vital importance in operation it is critical to achieving the overall coordination necessary for ensuring safe and secure operation. An effective communication system ensures relevant operational information and data between Operational Managers and front line personnel and includes customer airlines and other providers relevant to operation. Operational staff shall communicate effectively and within the agreed standard time to ensure no information vital to operation is missed out or delayed. An effective communication shall be

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carried through by writing, e-mail, telex, telephone, and other means of communications and abbreviations approved as per industrial standard. IATA coding and formats shall be used in all official telex messages.

NAS Afghanistan has established communication system that enables and ensure an exchange of operationally relevant information throughout the management system for ground handling operations and all areas where ground handling operations are conducted.

Operations communication system ensures an exchange of all relevant operational information and data between various departments, operational managers and front line personnel, and includes customer airlines and other providers relevant to operations.

Operations communication includes the conveying of any information relevant to operational duties (e.g., changes to regulatory requirements, procedural changes from customer airlines).

Effective communication is very important in achieving safe operation. Quality of work needs good communication skills and special technique. Efficient and reliable communication is more critical to operational performance.

Industry standards and practices shall be followed in all operational communication. The standard abbreviations, phrases and format shall be used at all time. IATA standards IATA coding and formats shall be used in all telexes and other official communication.

All the operational responsible staff shall ensure continuity in communication of operational relevant information with the staff in the shift and from the previous shift by maintaining log book entries.

1.8 Customer airlines manual updating and procedural compliance.

Revisions and updates to the manuals and procedures received from customer airline shall be carried out by the office of the Airport Manager, all enhancements /change in procedures shall be immediately disseminated to all staffs who are engaged in the handling and supervision of aircraft handling and support services.

The dissemination of information and procedures shall be done through briefing session read understand and sign of documents and or e-mail communication with acknowledgment.

1.9 Job Descriptions

Job descriptions are prepared for each job title to specify the list of the general tasks, or functions, and responsibilities of a position. It also includes to whom the position reports, qualification and experience required for the position. Job Descriptions describe the minimum job requirements for each position shown in the Ground operations Organization chart. Job descriptions of all managerial and supervisory level staff are mentioned herein. Job descriptions for general staff are made available in the NAS share point. Refer to TNA – Training Needs Analysis for all the training requirements for the post.

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The department head is responsible to ensure, each post holder is provided with a copy of the job description. The department head shall also ensure that the post holder is aware of his duties and responsibilities and shows enough competencies in performing his duties independently. Job descriptions of all managerial and supervisory level staff are mentioned herein.

1.9.1 Airport Manager Job Description

Job Location- KBL International Airport- **Reports To** – General Manager AFG

1.9.1.1 Job Summary

Responsible to manage the overall operation at the airport which includes but is not limited to, terminal activities, ramp progress, planning, budgets, staffing and supplies.

1.9.1.2 Duties and Essential Job Functions

- Manage the overall airport operation for Kabul (KBL) airport.
- Create annual budgets and plans for the operation and follow up on the implementation.
- Work closely with the operational team to create effective forecasting of rosters, budgets... and ensure successful implementation of these forecasts.
- Create an overall training plan for the staff and coordinate the implementation and follow up on the training.
- Prepare monthly operational reports to highlight achievements and points of improvement specific to the operation and in relation to commercial activities.
- Set the policies and procedures for the operation as per the standard NAS SOP format and ensure sharing these with the team.
- Establish strong working relations with various authorities in and outside the airport to ensure smooth operation for the staff.
- Work with suppliers to ensure any requirements for the operation are delivered as per the specification and time it is required.
- Follow up with the duty managers and supervisors on the details of the day to day operation and resolve any pending matters immediately.
- Any task required for the operation and not specified above that is assigned by the direct manager.
- Follow up on the performance appraisal for the staff and conduct appraisal for direct reports while ensuring fairness and accuracy.
- Work with the HR team on various HR related matters that require direct attention from operations such as recruitment, HR policies and procedures implementation, and others.
- Communicate the sales targets with the team and advise on strategies to meet the target.
- Responsible to comply with the applicable laws, regulations and procedures of NAS and their customers.
- Responsible for exercising due diligence towards Health & Safety of self & others in the organization as well as environmental protection issues.
- Responsible for Safety & Quality of the function/Task performed.
- Responsible for reporting to his superiors' occurrences, events violations and acts that may affect safety, security and company reputation.

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1.9.2 Assistant Station Manager Job Description

Job Location- KBL International Airport- **Reports To** - Airport Manager

1.9.2.1 Job Summary

The ASM will be responsible to ensure a smooth transition of workflow from terminal activities all the way through the ramp. This will be done through proper monitoring of staff and equipment levels to meet operational requirements as well as delivering Total Quality Service, which meets the services level agreements set by the company.

1.9.2.2 Duties and Essential Job Functions

Responsible for key airport functions which include:

Ramp:

- Provide overall supervision of the activities of assigned personnel in Load Control, Passenger Services, Ramp and aircraft ground handling operations, and GSE Workshop in coordination with respective line managers and supervisors; perform management duties as established by management for the position
- Lead and manage front-line staff through adequate motivation, by synergising with a customer focused environment, to reflect the service oriented image of NAS and the customer airlines
- Control delivery of baggage and cargo on a shift basis, ensuring that the Service Levels agreed with the customers are achieved
- Monitor and direct all relevant departments, to ensure punctual and professional handling is supplied to all customer airlines
- Maintain comprehensive, accurate Station data comprising of performance statistics, all operational incidents - terminal, ramp, aircraft and cargo including any discrepancies in ground handling
- Liaise with departmental teams and suppliers to inhibit discrepancies in activity, sequence or task performance
- Review the flight status and recommend appropriate action and manage any disruptions to turnaround activities without obstructing the process as deemed necessary
- Ensure the observance of the safety rules during all operations activities by all staff and act as central point of contact
- Enforce disciplinary codes laid down by the airport authorities and company senior management and maintain control of a large, multi-ethnic workforce to ensure high productivity whilst maintaining the highest standards of customer service within an ever-changing operational environment
- Provide service to all ADHOC operations, meeting their special requirements, maintain cost-effectiveness by cross-utilisations of resources, coupled with innovative staff management

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- Investigate all operational irregularities and prepare reports and recommendations for Airport Manager
- Initiate all internal investigations into accidents/incidents/injuries, liaise closely with the Airport Manager and recommend any remedial action
- Monitor all arrival and departure flights, to ensure all Ground Operations functions are carried out within the agreed time scales depending on individual customer needs and services delivery agreements
- Facilitate, monitor and evaluate development of staff while carrying out the development of assigned employees, to up keep the performance and morale levels of the staff
- Responsible to comply with the applicable laws, regulations and procedures of NAS and its customers
- Responsible for exercising due diligence towards Health & Safety of self & others in the organisation and also environmental protection
- Responsible for Safety & Quality of the function/task performed
- Responsible for reporting to his superiors' occurrences, events, violations and acts that may affect safety, security and company reputation
- Comprehensively plan and organise the handling flight disruption situation, liaising with customer airlines representatives and airport authorities in order to minimise inconvenience to passengers, which ensures that customers' trust is retained
- Control and co-ordinate all passenger handling activities, in order to ensure services are delivered as per stipulated international/local standards within the established precision timings.
- Operational handovers to be communicated effectively to ensure smooth operation and work continuity
- Conduct regular briefing/debriefing sessions with staff in order to update staff on applicable standards and procedures of customer airlines as well corporate policies
- Use sound judgment, disaster planning skills and past results to plan and implement actions in the event of major flight disruption or DCS failure, to choose the most adequate options meeting customer interests
- Maximise the available resources by developing well balanced teams (right person for the right task at the right time)
- Ensure effective communication exists to ensure exchange of relevant operational information and data between ASM, supervisor, front line staff/all departments/sections and include NAS operational related departments/sections, customer airline, regulatory authorities for achieving overall coordination necessary to ensure safe operation
- Ensure that safety rules and regulations are strictly observed within the sections under his supervision

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- Liaise with NAS departments, customer airlines and local authority in case of emergency occurrence and work as an Emergency Response coordinator

1.10 Station Contact details

1.10.1 Emergency contact details - NAS Afghanistan KBL

POSITION	NAME	TEL NO.	MOBILE NO	EMAIL
Airport Manager	Vasileios Esmoui	*	07-9030-0114	VEsmoui@nascorporate.com
Assistant Station Manager	M. Nader Pirzad	*	07-0022-8138	Mpirzad@NASCorporate.com
Human Resources Manager	Bashir Mehraban	0202-231-964	07-0800-0100	BMehraban@nascorporate.com
GROUND OPERATIONS				
POSITION	NAME	TEL NO.	MOBILE NO	POSITION
Ramp Manager	M. Daud Shirbaz	*	07-8226-8085	DShirbaz@nascorporate.com
PASSENGER SERVICES				
POSITION	NAME	TEL NO	MOBILE NO	EMAIL
Passenger Services Manager	Mahtabuddin Marzi	*	07-0020-2553	MMarzi@nascorporate.com
POSITION	NAME	TEL NO	MOBILE NO	EMAIL
Cargo Ops & Sales Manager	Milan Ponweera	0202-231-964	07-8980-9627	MPonweera@nascorporate.com
GSE Workshop	Masjedi	*	07-9943-8366	naskgworkshop@nascorporate.com



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1.10.2 Airport Services

ATC / MET / Fire Service contact details

Section	AFTN	PHONE	EMAIL
Met office	NIL	+93 (0) 799513999 or 68831117	kiameteoflight@apod-kaia.isaf.nato.int
Fire	NIL	+93 (0) 799217893/894	NIL
ATC		+93 (0) 787969036	oakbtwr@gmail.com

1.11 NAS Facilities

1.11.1 NAS KBL- GSE WORKSHOP FACILITIES

MAINTENANCE

- Ground service equipment's maintenance.
- GSE Pre maintenance service program according the manuals.

PROVIDING

- Fuel supply for GSE.
- Fabrication and welding.
- Auto and GSE painting
- Auto and GSE electrical repairing.
- Nitrogen and oxygen cylinders
- Tyre changing and balancing
- Load testing bank
- Hydraulic press
- Torque wrench's
- Transportation

Others

- Storekeeping
- Purchasing
- Preparing Maintenance service schedule
- Service record keeping

Workshop

- Area: 500sqft

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SECTION 2

SAFETY RULES DURING AIRCRAFT HANDLING



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2. RAMP PROCEDURES

The safety and security are the first priority in all activities. It overrides every other operational requirement. All handling personnel shall understand and implement the safety and security procedures / instructions implemented by the airport authority customer airline as well as NAS Afghanistan.

A large number of people and vehicles work at the Airport every day. Ensuring Safety in every activity is very important due to the existence of hazards and unsafe -conditions. Regulations and procedures are implemented by regulators and operators with a view to minimize or eliminate the risk and there is no excuse for not observing them.

All employees engaged in the ground handling activities at airside must carry out their duties mindful of the need for safety and security. Vigilance, safety and security are matters of priority. Individuals at all levels within the departments have a duty to be familiar with and to apply safety and security measures relevant to their specific duties. They also have an obligation to develop awareness among others the sense of responsibility towards safety and security.

NAS Safety Management System and Customer airlines procedures in compliance with CAA regulations shall be followed to streamline the operational activities and to prevent accidents.

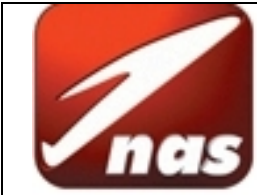
2.1 SAFETY on the ramp

2.1.1 Introduction

This section is designed by the Operations Department to ensure that the staffs who work in the operational areas, such as Loading Agents, Loaders, Drivers, Equipment Operators, Load controllers, baggage make up area staff etc., follow the necessary safety procedures while conducting aircraft handling operations and to ensure safety in all the activity.

To be SAFE means "Out of harm or danger". For staff to be safe they must first be aware of the ramp environment and its inherent dangers. The significant hazard arises from ramp environment is

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usually noise level, inadequate ramp facilities like congestion, extreme weather condition and varying levels of light noisy, congested and subject to extreme weather condition and varying levels of light. The vehicles and equipment moving around the aircraft also increases the potential risks of occurrence of an accident.

An **ACCIDENT** is defined as 'unplanned or uncontrolled event' that result in damage the Aircraft, Equipment or personal injury or both An event happening by chance". Safety cannot be left to chance. Everyone involved in Ramp activities must be extra vigilant to ensure accidents do not happen, so that the flights we handle are punctual, safe and comfortable and that staff work in a safe environment.

This section does not replace any local or Government Instruction or any type of regulation which may be in force at our Station or in the Country.

2.1.2 Management of safety and Security

In conformity with the state regulations, regulatory authorities and other applicable regulations of IATA, Airline requirements, safety management system was developed and established to manage the safety or minimize /mitigate the risk as low as reasonably practicable, including the necessary organizational structures, Accountabilities, Policies and Procedures.

New systems procedures and policy shall be developed to manage risk, improve safety and security.

2.1.3 Airport Manager/ Department Head Responsibility

Safety Accountability:

- Accountable for ensuring the application of an explicit Safety Management system i.e. Management policies, Processes & Procedures in accordance with NAS Safety Management System.

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Safety Responsibilities:

- Ensuring acceptance and overview of any residual risk or hazard, and their associated control that are identified within the department functions/activities, in accordance with the provisions mentioned in NAS Safety Management Manual.
- Overseeing the safety and Operational performance of Daily operations at NAS Afghanistan;
- Ensuring that safety issues are reported in a timely manner to the Safety Department;
- Ensuring that all staff are aware of and held accountable for their safety performance;
- Ensuring that all Supervisors and staff reporting to them are trained, qualified and competent to discharge their safety related obligations;
- Ensuring that fitness for service including any necessary safety assessment has been declared and accepted by the responsible authority, in relation the development of all plans, procedures, policies, processes and systems at NAS Afghanistan;
- Ensuring that proper management of human resources as appropriate to facilitate safe operations.

2.1.4 Responsibility of all NAS Afghanistan personnel

All NAS Afghanistan personnel have the following safety responsibilities:

- To comply with relevant safety requirements and procedures outlined in NAS Safety Management Manual and other NAS Corporate Manuals;
- To comply with department manuals, standard operating procedures, circulars, directives, bulletins, instructions and notices;
- To apply system safety measures as required by safety management procedures and instructions;
- To provide valuable inputs to the Safety Department of any safety occurrence or system failure and to identify and report any situation of potential risk or concern affecting system safety via one of the following means:

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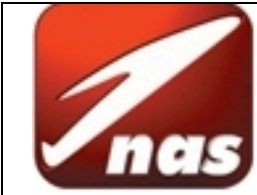
- Report directly to Corporate Safety Manager / Safety officer or their supervisor;
- Via team meetings;
- Submitting either an occurrence report or a confidential report;
- Supporting as and when the safety audits occur;
- Supporting safety investigations as and when they occur.

2.1.5 NAS Afghanistan Safety Program

The NAS Afghanistan safety program complies with requirements of relevant statutory authorities and/or customer airlines to prevent the operational accidents and incidents as a minimum include the following, but not limited to:

- NAS Afghanistan Personnel to report operational hazards, deficiencies and areas of concern;
- Reporting of accident and incidents;
- Investigation of accidents and incidents, near misses, irregularities or other non-routine operational occurrences that may be precursors of accidents or incident;
- Identification and analysis of operational hazards and potentially hazardous conditions;
- The production of analytical information for use by department managers in the prevention of accidents and incidents;
- Conducting Safety audits/ surveillance activities;
- Safety promotion;
- Safety communication;
- Whenever contingency diseases are declared or alerted by the relevant authorities (Ministry of Health (MOH), Safety Department coordinates & implements the relevant Authority's contingency plan to fight communicable diseases;
- Ensuring significant issues arising from safety program are subjected to regular review by the Senior Management;

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- The dissemination of Safety program information to appropriate personnel.

At NAS, Corporate Safety Manager is responsible for managing the performance of NAS Afghanistan safety program and he is also responsible for communication and coordination with the regulatory authorities, customer airlines and NAS Afghanistan department managers for effective implementation.

2.1.6 Emergency Response Procedure

In case of any emergency, NAS Afghanistan emergency procedures shall be activated in accordance with KBL Airport emergency procedures as well as the emergency procedures of the relevant customer airline which is affected by the emergency.

2.2. Definitions

2.2.1 Safety

Safety in aviation is a permanent requirement and its first commandment, in the air and on the ground, safety first is the rule.

The word safety means freedom from danger or risk OR The state in which the possibility of harm to persons or of property damage is reduced to, and maintained at or below, an acceptable level through a continuing process of hazard identification and safety risk management.

But freedom from risk does not exist in aviation operation. Perhaps what we really mean when we use the term “safety” is management of risk.

Depending on the perspective, the concept of safety in aviation may have different connotations, such as:

- zero accidents or serious incidents — a view widely held by the traveling public;
- freedom from hazards, i.e. those factors which cause or are likely to cause harm;
- Reduce risk to an acceptable level
- attitudes of employees of aviation organizations towards unsafe acts and conditions;

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- error avoidance; and
- Regulatory compliance.

2.2.2 Hazard

Hazard is a condition, object or activity with the potential of causing injuries to personnel, damage to equipment or structures, loss of material, or reduction of ability to perform a prescribed function.

2.2.3 Risk

Risk is the assessed potential for adverse consequences resulting from a hazard. It is the chance of a loss or injury, measured in terms of severity and probability.

(The likelihood of injury to personnel, damage to equipment or structures, loss of material, or reduction of ability to perform a prescribed function, measured in terms of probability and severity)

2.2.4 Risk Management

Risk Management is the identification, analysis and elimination (and/or mitigation to an acceptable or tolerable level) of those hazards, as well as the subsequent risks, that threaten the viability of an organization. It comprises of three essential elements: hazard identification, risk assessment and risk mitigation.

2.2.5 Risk Index- Combined value of risk probability and severity.

2.2.6 Mitigation - Measures to eliminate a hazard or to reduce the probability/ severity of a risk.

2.2.7 Probability - Likelihood that a situation of danger might occur.

2.2.8 Severity- The possible consequences of a situation of danger, taking as reference the worst foreseeable situation.

2.3. Ramp safety procedures

Apron and Airside safety rules and procedures ensure safe handling and hence safety regulations must be understood and always applied in the apron and around the aircraft. Utmost caution is

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required to avoid any situation, which might result in hazard to personnel or load or damage to an aircraft while on ground.

2.3.1 General Safety Precautions

2.3.1.1 Safety circles

The circle of safety is a concept accepted worldwide to minimize damage to aircraft caused by ground equipment impact. This concept involves a designated distance (7.5 meters or 25 feet) away from the aircraft where all motorized ramp vehicles will be required to come to a complete stop before proceeding. This point will be known as the 'Brake Test Point'. The GSE operator shall stop the equipment fully as break check when driven towards an aircraft at the below mentioned points.

1. Before entering the equipment restraint area;
2. Again, before reaching the aircraft side (this should be made approximately 7.5 meters or 25 feet from the aircraft).

This procedure will eliminate the potential for any brake failure and to ensure that the vehicle approaches the aircraft at a safe speed.

Each parked aircraft has this unmarked protection zones called the "circle of safety" that are designed to prevent damage from GSE. All non-essential vehicles and equipment shall be parked outside this circle.

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2.3.1.2 GSE Movement within circle of safety

- Vehicles shall approach or move away from the aircraft at crawl pace (Walking speed) in vehicle's lowest gear to ensure that there is little or no likelihood of risk.
- GSE (motorized/non-motorized) movement around the aircraft, to the extent possible, shall be in a clock wise flow.
- Marshalling shall be conducted for all GSE movement at airside a using standard guide man's hand signals as specified in Sec 2.7 of this manual.
- No GSE allowed be driving or parking under the aircraft fuselage or wings except for the authorized vehicles/equipment subject to conditions and functional specifications such as maintenance platforms, aircraft fueling vehicles etc.
- While towing GSE especially trains of carts or dollies, the drivers shall take extra care. Non-motorized GSEs trend to "drift in" or reduce the turn radius during cornering or turning. Drivers while towing GSE at or near the aircraft should avoid sharp turns while towing train of non-motorized equipment especially around an obstacle immediately after passing it. This is to prevent damage to the aircraft, vehicles, other equipment, or injury to personnel. While approaching to the aircraft the movement should be on a path which is parallel to the aircraft fuselage. These GSEs should be parked in parallel position to the aircraft.

Circles of Safety



Not to scale

- Test brakes
- - - Stop before proceeding slowly

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2.3.1.3 Speed limits: GSE and vehicles operated near aircraft shall be driven within a speed limit of not more than walking speed within the circle of safety. On all other areas and service roads, the speed limits mentioned on the sign boards by airport authority of Kabul shall be followed.

2.3.1.4 Aircraft coning

Safety cones are a caution sign for drivers not to drive inside the protected area. They demarcate a safe working area and a safety buffer around specific parts and of an aircraft for preventing damage to the aircraft by the movement of vehicles GSE or any other means.

Positioning of marker cones shall be in accordance with requirements of customer airline and NAS standards. Additional cones should also be placed to protect aircraft at areas whose proximity to the normal flow of equipment makes them sensitive.

Loading agents shall ensure that number of the marker cones required for the aircraft type and customer airline requirements are available before the arrival of the aircraft.

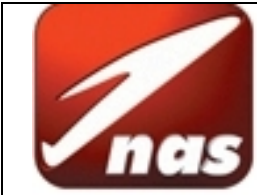
The safety cones shall be positioned in the specific areas around the aircraft as mentioned below.

When the engines have been shut down, the anti-collision beacons have been turned off, the aircraft has been chocked and clearance to approach the aircraft has been given by the technician / headset mechanic, the marker cones shall be positioned.

- At a distance of between 1 to 2 meters out of each wing tip.
- At a distance of between 1 to 2 meters in front of, each engine.
- In front of other areas of an aircraft that are in conflict with the normal flow of equipment during handling operations.
- At other areas as required by the Customer Airlines.
- Cones shall be placed at a distance from the “protected” area such that the intended purpose of the cone is not diminished.

Cones shall remain in place for the duration of the turnaround and shall be removed just prior to aircraft departure to ensure maximum protection of the aircraft. After use cones shall be kept at the designated storage area on the stand or parking gate.

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2.3.1.5 Specification - marker cones

Marker cones should be conical in shape, orange in color with reflective striping, a minimum height of 750mm and minimum base weight of 4.53 kg

2.3.1.6 Handling of Marker cones

Loading agents shall ensure that Marker cones are handled properly. Porters should be advised not to drag the cones on the floor.

2.3.1.7 For aircraft coning the number of cones and position of cones the standards for airlines handled by NAS Afghanistan at Kabul should be followed.

2.3.2 Personal Safety

2.3.2.1 Lifting safety

The majority of personal injuries that occur in industry are caused through the lifting of objects during the lifting operation the body can easily be forced off balance. Remember there are several principles, which should be applied to prevent straining the muscles.

Fully utilize the strong leg muscle for lifting rather than the weak back muscles. Use the body weight to initiate the movement in the desired direction. Maintain the natural shape of the spine. If the object to be lifted proves too large or too heavy then seek help. Do not over-strain yourself. It might lead to serious injury.

2.3.2.2 Working at Height and falling objects

In order to avoid injury to personnel by falling from height or from a falling object necessary care shall be taken by the personnel working in and areas around aircraft and on GSE. All ground support equipment is fitted with safety rails and guides. Safety rails protect the personnel while working at height. Guides direct the ULD and other load into the desired position. All these devices shall be properly deployed during loading and unloading operations.

In order to avoid damage to aircraft safety rails shall be kept in retracted position before positioning the equipment and during door opening.

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2.3.2.3 Personal Protective Equipment (PPE)

Appropriate and consistent usage of Personal Protection Equipment (PPE) is the responsibility of all staff working or visiting ramp and airside.

A. Protective clothing

1. Technicians are required to wear proper clothing when performing maintenance on aircraft, vehicles and machinery.
- 2 loose clothing such as a tie should be avoided as this may get caught up in the moving parts of machinery.
3. All personnel are required to wear supplied uniform at all times when working on the airside.

B. High Visibility Safety Vests

Part of remaining safe on the apron is to be visible, especially in darkness or low light situations. To accomplish this, all staff is required to wear supplied/appropriate reflective safety vests whenever they are on the apron.

C. Hearing Protection

Prolonged exposure to high noise levels on the apron is common while working in the ramp. High noise from engine, ground power unit, air starters etc. can cause permanent damages to your hearing. Use of hearing protection highly recommended for preventing such permanent injuries. Aircraft engines produce a noise level far in excess of that normally encountered by the human ear. Serious damage to hearing could result unless you are wearing some form of approved ear defenders.

D. Safety Shoes

All personnel working on the airside are required to wear safety shoes to protect feet from possible injury.

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The footwear shall not have exposed metal parts, for instance spikes. It's strictly prohibited to wear slippers, sandals or any type of open shoes on the apron.

E. Hand Gloves

It is advisable for baggage handlers and loaders to wear gloves to protect their hands, when loading or unloading of an aircraft.

Also advisable for aircraft cleaners to wear disposable cleaning gloves to protect their hands during their duties.

F. Respirators

It is advisable for the staffs who work in the open area of the ramp to use respirator (masks) as a protection from sand storm.

G Safety Glasses

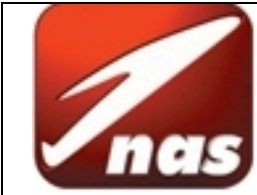
Whenever there is a risk to eye during the performance of job it is advisable to use appropriate eye protective devises such as glasses. Safety glasses are usually made with shatter-resistant plastic lenses to protect the eye from flying debris.

2.3.3 Precaution against Hazards

Generic airport hazard includes but not limited to the following.

- Propeller engines
- Jet suction
- Jet blast
- Aircraft antennae and protrusions
- Noise
- Dangerous goods
- Ground Support Equipment

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Whenever an aircraft has its engines running or about to start, red anti-collision beacon lights located underneath and on top of the fuselage will be ON. Whenever these lights are ON there is a risk of ingestion and blast.

2.3.3.1 Precautions against Hazards of Engines

All aircraft engines pose significant hazards and dangers to staff, operators and passengers. Extra caution should be exercised when passengers and staff are exposed to these hazards. Passengers shall always be under the supervision of staff if they are on the ground in the apron area for any reason

2.3.3.2 Propeller engines

Most aircraft today are powered by jet engines but there are still quite a lot of smaller aircraft with propellers. A spinning propeller is a killer. No staff except who are the authorized shall approach in such hazardous areas of the aircraft and near spinning propellers. Staff authorized shall take necessary care while approaching. To ensure visibility of the propeller arc of rotation always approach spinning propellers from the rear of the engine, when removing wheel chocks always move away from the propeller. Turbine engine propellers will keep spinning long after the engines have shut down.

2.3.3.3 Jet suction

All personnel should be aware of the potential hazards of 'suction' to both personnel and equipment when working in close proximity of aircraft engines, be they propeller driven or jet engines. Staff or equipment should maintain a safe distance before it starts or while it is running.

2.3.3.4 Jet blast

Jet engine blast from the rear of the aircraft while it is on ground with engines running is powerful enough to blow personnel and equipment. Staff and operators should exercise maximum caution while working in the apron areas.

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2.3.3.5 Aircraft antennae and protrusions

Enough care shall be taken while positioning GSE at the aircraft to avoid any damage to such aircraft components. The personnel working around shall take sufficient care and passengers shall be kept away from such components to avoid any injury. Staff and passengers shall be refrained from crossing such areas around and underneath the aircraft.

2.3.3.6 Noise

Use of hearing protection is highly recommended for preventing such permanent injuries to hearing ability.

2.3.3.7 Dangerous goods

Whenever Dangerous Goods are handled the procedures mentioned in IATA DGR shall be followed.

2.3.3.8 Ground Support Equipment

Personnel working around the aircraft shall take necessary care to be away from the hazardous areas of the GSE.

2.3.4 Care of Passengers on the Ramp

In case of off-bridge (remote gates) operations and when passengers need to be moved for the purpose of embarkation and disembarkation between the aircraft and the terminal building or when using ground transportation vehicle for this purpose and when passengers are embarked or disembarked by walking across the ramp, passengers shall be protected from being exposed to any hazards.

Passengers must be clearly directed as to the route to follow between aircraft and passengers buses/terminal. This clearly visible route shall be in a direction which will keep passengers away from;

- Aircraft protrusions
- Ground Support equipment

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- Fueling Zones
- Jet blast or propeller wash
- Spillage of oil or water on the ramp

Ground Support Equipment shall always be kept clear of the passenger's path. The coaches and the passenger boarding equipment shall be kept clean and surface free of any contamination. In order to ensure safety, passengers must be closely supervised at all times. Use of mobile telephones should be discouraged; passengers should be advised to refrain from smoking in the ramp. Good communication should be maintained between staff at aircraft side, arrival gate or at the boarding gate to ensure smooth movement of passengers.

Passenger service staff shall ensure the busses are moving to the right places where aircraft parked by maintaining good communication as well as by controlling the busses.

Staff shall ensure that the coaches are not over loaded. It is not allowed to hold passengers in the coaches or on the passenger boarding equipment.

Coaches used for transportation shall be securely closed to ensure passenger safety before being moved. Drivers should ensure doors are closed safely without any danger to passengers and advise passengers near the door to move in to the bus before attempting to close doors. Above procedure shall be followed at all times whenever passengers are transported from/to aircraft.

Bus drivers or the passenger service staff shall conduct an inspection for any type of left behind item whenever the coaches are being used for passengers' transportation. Any item found shall be reported and handed over to security.

Passengers with Reduced Mobility (RM's) shall be boarded separately by using the medical high-lift.

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2.3.5 Foreign Object Debris control

FOD is any object that does not belong in or near airplane and as a result can injure airport or airline personnel and damage airplanes. Foreign Objects and Debris (FOD) pose a hazard to aircraft operations and can cause considerable damage if ingested by aircraft engines.

FOD includes a wide range of material including loose hardware, pavement fragments, catering supplies, building materials, rocks, sand, and piece of luggage etc.

How is it Generated

- Infrastructure
- Physical Degradation of the Airport Surfaces and Facilities
- Airside Maintenance/Construction Activities
- Operational Activities
- Servicing & Maintenance of Aircraft
- Windborne Debris from Adjacent Areas
- Operation of Aircraft (Jet Blast)
- Personnel
- Weather Phenomena

FOD control

- All employees responsible for the identification, collection and safe disposal of FOD.
- Clean as you go is the first step in FOD prevention.
- Ensure that the ramp & apron surfaces on which aircraft and ground support equipment are operated and maintained are free of objects that could cause damage due to ingestion of foreign objects through propeller exhaust, jet exhaust etc.
- Ground Support Equipment shall be kept clean and free of FOD.

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- FOD Seen in restricted areas such as aircraft taxiways shall be reported to arrange for safe removal.
- On the GSE for easy the collection and disposal of FOD during turnaround.
- Baggage /cargo loading staff shall ensure the cleanliness of the ramp area on completion of loading operation.

Standard FOD Check

- Pre arrival
- During Turnaround
- Post departure

2.3.6 Airside Cleanliness

AI staff working at airside operations shall ensure that the airside areas are kept clean and shall minimize the occurrence of spillages as they have a negative impact on safety.

Spillages include any fluids leaking from vehicles or equipment.

The staff shall attempt to contain the spillage until the arrival of members of the Airport Fire Service and concerned agencies.

It is necessary to ensure that passengers are kept clear of the spillage until Airport Fire Service and concerned agencies arrive on the scene.

Staff shall ensure

- Prevention of ignition of the substance;
- effect fast clean-up;
- prevent entry to surface water drains;

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2.3.6.1 Types of spillages

- Fuel spillages
- Toilet waste spillages
- Water spillages
- Chemical / hazardous / dangerous substances spillages
- Hydraulic / engine & other oil spillage

2.3.6.2 Fuel Spillages

Fuel Spillage during refueling/de-fueling procedures must be avoided at all times due to the risk of fire and the environmental problem created.

In the event of a fuel spillage the following actions shall be taken;

- Aircraft attending Engineer/Aircraft Mechanic shall stop the refueling operation and also advise the captain.
- The loading agent shall inform the Duty officer to ensure that local airport authorities are informed for the immediate follow up action and cleaning/neutralizing the fuel spill.
- Take action for the evacuation of all persons from the immediate area.
- Mobilize all available firefighting equipment as standby protection until the arrival of the airport emergency services.
- Control the movement of unauthorized personnel and equipment into the area.
- As far as possible, restrict all activities inside and outside the spill area to reduce the risk of ignition.
- All electrical equipment during the fuelling operation must be switched off immediately.
- Aircraft mechanic or the engineer shall unload the APU and shut it down. DO NOT start the APU until the spilled fuel is removed and there is no further risk of spilled fuel or vapors.

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- Normal operations must 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.
- If fuel is spilled on any load, then such items are NOT TO BE LOADED into the aircraft.
- The cause of the spillage must be determined before further refueling is attempted.
- The specific aircraft type maintenance manual procedures detail the precaution to be observed to prevent fuel spillage by the attending engineer and the mechanic.

2.3.6.3 Toilet Waste Spills

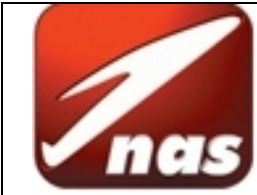
- In the event of toilet waste spillage, staff shall inform the Duty officer and Duty officer shall inform airport authority to take necessary action for the cleaning of the same.

2.3.6.4 Water Spillage

During the winter period, extra care should be taken to avoid water contamination of apron surfaces. The following procedures shall be followed:

- Aircraft water tanks shall be drained into portable water containers or tanker vehicles.
- Catering ice-cubes shall not be emptied onto the pavement.
- Accidental spillages must be reported immediately to Duty officer.

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2.3.6.5 Chemical Spills, Hazardous Materials & Dangerous Substances

In case of any spillage of chemicals, hazardous materials and Dangerous substances, the same shall be cleaned up immediately and not allowed to remain on the apron surface. If a spillage occurs, the following procedures shall be followed:

- Notify immediate supervisor first, who in turn will inform the Ramp Manager;
- Identify the substance (if safe to do so)
- Where safe to do so, isolate the package by removing other packages or property;
- Avoid contact with the contents of the package;
- If the contents come in contact with your body; thoroughly wash off body with plenty of water remove contaminated clothing;
- Do not eat or smoke;
- Keep hands away from eyes, mouth and nose, seek medical assistance;
- prevent ignition of the substance;
- effect fast clean-up;
- prevent entry to surface water drains;

2.3.6.6 Hydraulic / Engine & Other Oil Spillage

In the event that there is a hydraulic / engine / other oil fluid leak from an aircraft, the incident should be reported to Duty officer who will in turn contact the relevant authority to charge of spillage cleaning.

2.3.6.7 Incidence Response Plan for Fluid Leaks from NAS Equipment

In the event of a leak originating from NAS Afghanistan Ground Equipment, the spillage should be properly cleaned in a satisfactory manner. Airport authority should be informed immediately.

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2.4 Use of Vehicles and equipment

2.4.1 Equipment Operation

Functional areas include the following.

- Operation of aircraft access doors and other access points
- Operation of ground support equipment associated with aircraft handling and loading
- Operation of passenger boarding equipment

Ground Support Equipment (GSE) Services involve the provision of the following equipment used or associated with the following functions. Training on GSE operation includes the type of equipment to be used on each aircraft type based on the manufacturer recommendation.

- Loading and unloading of Baggage cargo and mail
- Transportation of Baggage, Cargo / Mail,
- Disembarkation, transportation and boarding of passengers and Crew.

Types of ground service equipment used for the above functions.

- Main Deck Loaders (MDL)
- Lower Deck Loaders (LDL)
- Passenger steps and Coaches
- Medical High-Loaders
- Transporters
- Conveyor Belts
- Forklifts
- Tractors
- ULD conveyance equipment & trolleys
- Pick-ups and cars

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2.4.2 Aircraft Equipment Applicability (GSE Functional Specifications)

Refer Appendix II of this manual (attached)

2.4.3 GSE Engagement standards

Engagement standards (precision timings) for each type of service are decided as per the requirement of customer airline and service delivery targets. These are monitored as a parameter for service delivery. These standards define the number of equipment to be allotted for service and the period when the service is to be engaged and disengaged.

2.4.4 Operator qualification and evaluation

Operators who operate any of the GSE in the operation shall be qualified and shall have undergone the corporate training and evaluation standards for the specific type of equipment operation.

All those who drive or operate an equipment or vehicle shall always be in possession of a current and valid Airport Driving Permit (ADP) duly endorsed with the type of Equipment or vehicle authorized to operate/drive.

Only qualified operators shall be assigned in GSE operations. The operators shall follow the standard operating procedures for the operation of each type of equipment operated. Operators shall ensure that the equipment is operated in a safe and controlled environment to prevent damage to the aircraft or injury to personnel.

Standard operating procedure for each type of equipment is specified in the equipment manufacturer operating manuals as well as in NAS training modules.

The standard operating procedure includes the following procedures for the type of equipment operated.

(A) Pre-operation

(B) Operation

(C) Post-operation

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2.4.5 Service Allocation

The functional specification for ground support equipment is considered at the time of procurement of any GSE. The requirements are based on the type of aircraft operated by customer airline and the procurement department ensures that the equipment is meeting the functional specifications for each aircraft type operated by the customer airline.

Operations department shall ensure that the required type of equipment is available at the allocated parking bay before the arrival time of the aircraft to ensure the services are carried out safely within the given time.

Operators while arranging the equipment for the service at airside shall ensure that the correct type of equipment is positioned for the aircraft type especially operators shall ensure that when positioning GSE that interfaces with aircraft cabin access doors have platforms of sufficient width to allow the aircraft door to open and close when the safety rails are deployed.

Equipment supervisors shall monitor the arrival/departure of flights using FIDS (Flight information display system) located in the office or other airport premises and shall inform Equipment operators, drivers and other staff required of the allocated aircraft parking location, estimated Time of Arrival (ETA) and type of Equipment required to provide services for the aircraft based on the aircraft type, the incoming and joining load.

2.4.6 GSE, Pre-use inspection and brake check.

Maintenance of GSE shall be in accordance with the instructions and or guidance from the GSE manufacturer.

GSE shall be in good mechanical condition prior to being used in ground operation.

GSE brake check

Operators shall conduct brake checks of the equipment before entering the Equipment Restraint Area (ERA) and before reaching the aircraft side.

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2.4.6.1 Pre use inspection

Operators shall carry out a "walk-around "inspection of the equipment to ensure its serviceability before use. The operator shall use the pre-movement inspection checklist for reference.

The pre- movement inspection shall include but not limited to the following,

- Check for any cables or hoses are stowed
- Check for fuel and battery water levels
- Check for tyres and brakes
- Check for lights, signals
- Check for safety rails
- Check for stabilizers.
- Check for visible damages or abnormality
- Check for any oil and/or water leakage from the equipment.
- Check the serviceability of all protective padding or buffering. (not torn or damaged)
- Check for any sharp pieces protruding from the equipment which could potentially damage the aircraft.
- Check the brakes (hand-brake) condition, before operating the equipment.
- Check the serviceability of tow-hitch and pin (if fitted).
- Check the start up and running conditions of equipment well before the arrival of aircraft.
- If the equipment is carrying a load check and ensure all locks, stops rails or straps are fastened and it is securing the load properly.
- Check to ensure walking surfaces of passenger steps or stairs are in clean condition.

In order to prevent conditions that could cause injury to passengers or ground handling personnel, walking surfaces of passenger steps shall be kept clean of undesired substances. This is to prevent conditions that could lead to slipping, tripping or falling, and the resulting injuries. Substances like standing water, catering trash, oil, hydraulic fluid or de-icing fluid that can contribute to unsafe walking conditions shall be cleared immediately to avoid injury to passengers and personnel.

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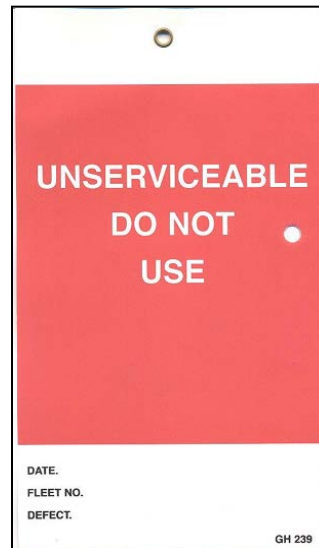
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Sample Unserviceable tag

2.4.7 Unserviceable GSE

Any ground support equipment when found to be defective shall be reported to the GSE maintenance section for evaluation of its serviceability. Any GSE found to be unserviceable shall be removed from service.

Unserviceable GSEs shall never be used for the operation. Any GSE found unserviceable shall be clearly tagged as “Out of Service” or “UNSERVICEABLE”. Unserviceable equipment shall be removed from operational areas immediately. All unserviceable equipment shall be send to maintenance department for repair or maintenance.



2.5 Aircraft Damage inspection and Reporting

No matter how minor, the slightest damage to an Aircraft must be promptly reported. The aircraft will be allowed to depart only after getting clearance from the Engineering and Operations Departments soon following such an Occurrence. Failure to report any such damage can jeopardize the safety of the aircraft and the lives of its passengers.

2.5.1 On aircraft arrival

The captain and the airline staff shall be informed of any type of aircraft damages noticed on arrival and any damage happened during the time of operation. An aircraft damage inspection shall be conducted in accordance with the requirements of customer airlines before commencing the offloading activities.

Any aircraft damages found during the check shall be reported with 15 minutes of actual time arrival (ATA). Checklists provide by the customer airline if any shall be filled appropriately and handed over to the airline staff.

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The aircraft damage inspection shall be carried out by the operator at the below mentioned stages of operation.

- At the door area before opening the aircraft doors.
- At the aircraft door and hold area before commencing of any offloading or loading activity.
- Inside the aircraft hold after the completion of offloading.

Any damages noticed shall be informed to the Ground Engineer, Captain, airline representative and Duty officer immediately.

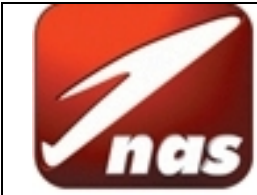
2.5.2 Damages to in- plane loading system and technical malfunctions

Hold damage inspection include, the inspection of damages to the in-plane loading system including locks nets etc. Technical malfunctions, missing locks and nets can cause limitations to the carriage of load on an aircraft and must be considered an important safety factor. Staff must ensure that whenever observed, are brought to the immediate attention of the ground engineer, Duty officer, load controller and airline staff.

The following procedure shall to be adopted whenever technical malfunctions such as Missing/damaged items of the aircraft restraint system, nets, unserviceable doors etc. which could limit the load on aircraft are discovered.

- Report the technical malfunction to the Pilot and/or Station Engineer and airline staff for further action.
- Load controllers shall adhere to any resulting load limitations in accordance with Captain's, Engineering or other appropriate authority's instructions and incorporate the same in the load plan.
- Inform the onward stations of the load limitations in accordance with the above instructions if the defect cannot be rectified before departure.

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2.5.3 Pre departure –Checks

During the time of activities and upon completion of loading activities, GSE operator or the loading agent shall check for any damages to the aircraft hold. Where applicable loading agent or the equipment operator shall inform the Ground Engineer/mechanic or airline staff to check for any damage to the aircraft holds before closing the doors. Inspection for aircraft door shall be conducted after closing the door by the equipment operator. If the operator is not available the loading agent shall conduct this inspection.

Any damages noticed shall be informed to the Ground Engineer, Captain and Customer airline representative by the loading agent.

2.6 Airside Equipment Positioning and parking

GSE operators shall ensure that while positioning or removing the duly authorized Ground Servicing Equipment operate GSE in a safe and controlled environment to prevent damage to the aircraft or injury to personnel around the aircraft. GSE operators shall follow standard operating procedures of specific equipment. When the equipment is in position at the aircraft the safety rails shall be deployed.

No vehicle or equipment shall cross the 'Apron safety border line' except during the time of service. Operators and ramp staff shall ensure that no GSE is positioned under emergency exits and evacuation routes. While operating, operators shall maintain at least a safe distance of two meters from aircraft engines and fuselage.

Operators and drivers while towing dolly /trolleys and other GSE to a position at or near the aircraft, where possible should be driven along a path that does not require sharp turns to avoid drifting and reduction in turn radius. Approach to the aircraft should be through a path parallel to the side of the aircraft fuselage. GSE parking where possible should be in parallel to aircraft.

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2.6.1 Equipment restraint line (ERL)

Equipment must be positioned and remains behind ramp safety lines during aircraft departure and arrival movement operations. (Except equipment necessary for aircraft ground movement for departure)

GSE shall never be positioned at the aircraft or airside in a manner which will obstruct the evacuation of persons from the aircraft in an emergency or prevent or obstruct the movement of a fueling vehicle away from the aircraft or unnecessarily impede the accomplishment of other aircraft handling operations in progress.



Unattended vehicles or motorized GSE when positioned at or near the aircraft, except electrical or motorized GSE that is positioned at or near the aircraft, and is being utilized in the operating mode, the gear lever shall be in "neutral" transmission with "parking brake" applied.

Wheel chocks shall be applied for all equipment that requires. To ensure a safe working area, all non-essential GSEs and vehicles should be removed and parked away from operational areas. When parked in airside areas, make sure that the vehicle does not in way obstruct the free movement or exit path of any servicing equipment.

Other equipment and vehicles not in service should be parked with the front wheels of the car, pointing away from the aircraft (nose out) in order to ensure easy removal when required. Parking lights must be left 'ON' at all times.

2.6.2 Emergency controls

Electrical or motorized GSE when positioned at or near the aircraft, and is being utilized in the operating mode the operator shall always be in easy reach of emergency controls. If the equipment

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is not fitted with external emergency controls, operator shall remain in the operating position and in control of the equipment.

2.6.3 Approaching an aircraft

Ground Service Equipment including or Step Ladder shall never be moved towards the aircraft unless.

- The aircraft has come to a complete stop.
- Chocks and cones are positioned.
- Engines are shut down.
- Anti-collision beacons are off.
- Ground-to-flight deck communication is established.

An exception to this rule applies only in the case of ground equipment like GPU; when the aircraft need external power due failure of inbuilt power units and the engines need to be running until external power sources are connected.

After the aircraft engines have been shut off, the chocks in place and communication established with the pilot by the head set man and okay to approach signal received, the operators shall drive the ground support equipment towards the aircraft with a speed not exceeding walking speed to approach the service point.

2.6.4 Aircraft Access

Passenger boarding bridges, passenger steps (stairs), medical high lifts or galley servicing vehicles shall be positioned outside cabin access door before cabin access door is opened from inside.

Once the equipment is positioned at the aircraft access door and when it is safe to open the door the operator or ground personnel shall establish communication with the cabin crew to indicate equipment is in position and it is safe to open the door. The communication shall be established with the cabin crew using the non – verbal signals (The standardized hand signals-ref **2.6.4.2**).

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2.6.4.1 Operation of aircraft access doors and in plane loading system.

Aircraft access doors and in plane loading system shall be used in accordance with applicable instructions and the standard procedures of each customer airline. Aircraft access doors includes cabin access doors, cargo doors and lower compartment doors and the procedures e differs accordance with the type of aircraft operated by the customer airlines.

Appendix I of this manual (attached) contain detailed procedures on each aircraft type on the operation of aircraft access doors and in plane loading system.

Cabin Doors - Cabin access door operation shall be performed for those specific airlines requiring the service as per SLA. The staff performing the activity shall be the person, who is trained and authorized to operate the cabin doors.

Cabin doors shall be operated only by personnel who are trained and authorized by the customer airline. While operating aircraft cabin access doors, the customer airline procedures applicable to each type of door operated, shall be followed. The operators shall ensure that the doors are operated in accordance with the technical specifications of the aircraft original equipment manufacturer and/or the customer airline; In order to ensure this the operator shall follow the procedures mentioned in the training material applicable to each type of aircraft utilized by customer airlines.

2.6.4.2 Communications with personnel on board

Whenever a door is to be opened from inside the aircraft, The GSE operator after positioning the equipment shall communicate with the personnel onboard by using non verbal signals.

The standardized hand signals

The following standardized hand signals shall be used to communicate with the personnel on board.

- Two knocks on the outside of the door

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- Thumbs up signal.

This is to confirm that the ground service equipment (GSE) outside the aircraft is correctly positioned, the integral air stairs and the area for deployment is free of obstruction.

If there has been no response from the cabin crew after giving the hand signal, ground handling personnel shall normally wait for a short period of time (e.g., slowly count to ten) before repeating the signal. If, after two attempts, personnel onboard the aircraft have not responded appropriately, then ground handling personnel should attempt to establish contact with the flight crew using the aircraft intercommunication system or other means.

If communication with personnel onboard the aircraft still has not been established, the aircraft ground engineer shall be informed to open the door from the exterior in accordance with standard procedures.

When the door is ready to open from inside the ground handling personnel shall retreat to a safe distance from the aircraft door opening area to prevent injury in the event of an inadvertent deployment of the emergency escape slide.

2.6.4.3 Closing of cabin doors & Securing of ramp

Before closing the cabin door, ground personnel shall conduct an exterior inspection for any obstructions that could hinder door closure, any obstruction found shall be communicated without any delay to personnel onboard the aircraft to prevent damage to the door.

Ground personnel shall assist the cabin crew member, as necessary in initiating the door closing movement to prevent possible injuries to the cabin crew member.

To determine a door is fully enclosed, ground handling personnel should observe and ensure that the door seated in the fuselage recess and the exterior door handle is in the stowed position.

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Once aircraft loading operations have been completed, and on confirmation from loading agent operators shall move the GSE to a safe position well clear of the aircraft.

2.6.4.4 Safety Requirements-Ground Support Equipment positioned at aircraft access points

Once in position no equipment shall be removed from the aircraft cabin access door unless the door is fully closed

If the equipment needs to be removed for any reason when the door is open, the operator or the responsible ground staff shall then get the necessary authority form the personnel onboard aircraft.

In such cases before the GSE is removed from the aircraft the operator shall make sure the following

1. Make sure that an effective restraint device (e.g. safety strap/restraint device) is in place across the door opening or trained engineering or ground handling personnel are on board or accessing the aircraft, and are using special harnesses that will prevent a person from falling from the opening.
2. Ensure the door is under supervision of ground personnel to ensure service personnel do not fall of inadvertently.
3. Make sure a guide man is available to guide the GSE movement to avoid incorrect judgments.
4. Make sure the GSE have enough clearance with the aircraft door and other aircraft components to avoid any damage while removing.

Operators while removing passenger step from the aircraft shall take utmost care. Operator shall ensure that before removal, the cabin access door has been closed by an authorized person.

If it is discovered that ground equipment has been incorrectly removed from the aircraft with the cabin access door still open, ensure personnel are designated to guard the area to prevent persons from falling. No attempt should be made to close the door until appropriate GSE has been moved

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into position at the door. Such incident should be reported in accordance with procedures of the customer airline.

In the case of all-cargo aircraft, where the GSE is required to be removed to allow the aircraft access door to be opened or closed, the equipment shall be removed after securing the door area by necessary safety devices and the door shall be operated in a manner that ensures the safety of personnel involved.

A single strap device across the door opening would not be sufficient to prevent a person from falling through the opening. An effective restraint device should be used to prevent personnel from inadvertently falling from an open cabin access door. A full-width door net attached to multiple fuselage anchor points inside the door opening would satisfy the basic fall prevention criterion.

1. When positioning GSE that interfaces with aircraft cabin access doors, GSE operators shall ensure that the GSE have platforms of sufficient width to allow the aircraft door to open and close. When the equipment is in position at the aircraft the safety rails shall be deployed.
2. The GSE attachment fittings, transfer bridges or platforms shall be correctly deployed when the equipment is in position at the aircraft access door.
3. Operators while positioning the passenger boarding equipment shall ensure that there is enough gap between the platform and the aircraft door to ensure clearance. This is to avoid any damage to the aircraft door in case the aircraft settles during loading or fueling. The operators and or the ground personnel shall monitor the gap between the platform and the door and if it is found to be less then equipment shall be re-positioned.
4. If stairs are positioned at the aircraft for the purpose of passenger boarding or deplaning, cabin access doors should not be opened until the stairway stabilizers are deployed.
5. During passenger disembarkation ground handling personnel shall advise the cabin crew of the existence of any gaps. The cabin crew should then be able to alert the passengers and provide assistance as needed.

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6. Stabilizers shall be fully released before removing the equipment. Passenger steps shall only be removed or adjusted when confirmed by loading agent or other responsible staff. The stabilizers shall remain deployed until the door is closed.
7. Passenger step serviceability shall be checked before use.
8. GSE shall never be moved to the aircraft unless the aircraft has come to a complete stop, anti-collision beacons are off, wheel chocks in place, communication established with the crew by headset man and signal for safe to approach received.
9. Passenger step shall be driven in extended position only during final approach.
10. Marshalling of the Passenger step to/from the Aircraft by one guide person is a mandatory requirement.
11. While positioning the passenger steps the operators shall minimize or eliminate gap between the walking surfaces of the aircraft and equipment .The positioning of the GSE shall be in such a manner to preclude any gap that would allow a person or large piece of equipment to fall to the ramp surface below.
12. While positioning the equipment, fore and aft contour of the aircraft fuselage shall take be taken into account. With certain types of platforms or stairs, a perfect match will not be possible; however, gaps should be minimized to a safe level. Required height for the equipment should be adjusted in relation to the aircraft before positioning.
13. When the equipment is in position at the aircraft the safety rails shall be deployed.
14. Stabilizers shall be deployed before the door is open.
15. Make sure the safety indication light (Red) is on when the stabilizers are fully extended and the Green light is on when the stabilizers are fully retracted.

Standard hand signals

- a. Two knocks on the outside of the door

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- b. Thumbs up signal.
16. Once the equipment is positioned at the aircraft access door and when it is safe to open the door the operator or ground personnel shall establish communication with the cabin crew to indicate equipment is in position and it is safe to open the door. The communication shall be established with the cabin crew using the following non –verbal signals. This is to confirm that the ground service equipment (GSE) outside the aircraft is correctly positioned, the integral air stairs and the area for deployment is free of obstruction.
17. If there has been no response from the cabin crew after giving the hand signal, ground handling personnel should normally wait for a short period of time (e.g., slowly count to ten) before repeating the signal. If, after two attempts, personnel onboard the aircraft have not responded appropriately, then ground handling personnel should attempt to establish contact with the flight crew through head set man.
18. Operators while positioning the passenger boarding equipment shall ensure that there is enough gap between the GSE platform and the aircraft door to ensure clearance. This is to avoid any damage to the aircraft door in case the aircraft settles during loading, fueling or passenger boarding.
19. For originating flights Passenger step should only be positioned maximum one hour before departure.
20. Before commencement of boarding, operator shall check the pax step condition and ensure stabilizers are deployed fully.
21. At the time of removal of passenger step from the cabin access door operator should make sure that either the aircraft door is fully closed or a safety device is placed across the door. The safety device prevents personnel from inadvertently falling from the aircraft door.
22. Stabilizers shall be fully released before removing the equipment. Passenger steps shall only be removed or adjusted when confirmed by loading agent or other responsible staff. The stabilizers shall remain deployed until the door is closed.

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23. Operators shall confirm that side extension is retracted before removing the steps also ensure same in full-locked position.

24. In order to inhibit unauthorized access when an aircraft is parked unattended with no one on board for layover or overnight parking and the aircraft doors are closed, the passenger steps shall be removed upon the instruction of airline staff, ground engineer or mechanic.

2.6.4.5 Re-opening of aircraft cabin door

When it is required to re-open any of the aircraft cabin access doors either by the flight crew or ground handling personnel, effective coordination between the personnel onboard and exterior personnel is necessary, this is to prevent injury to personnel and damage to the aircraft and/or ground support equipment.

Re-opening an aircraft cabin access door after it has been closed can be conducted only after getting authorization by the pilot-in-command (PIC) of the aircraft.

In order to get the authorization for re-opening ground handling personnel shall coordinate with head set mechanic to communicate with captain. Ground personnel shall refrain from opening of door unless specifically authorized by the pilot-in-command (PIC) of the aircraft.

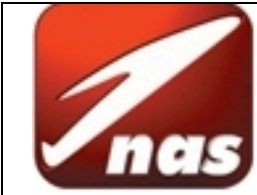
Once authorized by the PIC, and if exterior equipment has been removed, reposition such equipment to the door and then the door can be re-opened by the crew or an authorized person. The procedure mentioned in this manual Sec **2.6.4.2** regarding Communications with personnel on board shall be followed.

2.6.4.6 Cargo and lower compartment doors

Operation of the Cargo/lower compartment doors shall be done by trained personnel fully in accordance with the carrier's operating procedures/instructions and as mentioned in NAS training manuals.

For the operation of cargo doors, operators shall follow the standard procedures NAS Training Modules and airline manuals as applicable.

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Electrically, hydraulically or pneumatically actuated aircraft access doors shall be performed only by authorized personnel who have completed training and qualified in accordance with NAS training program.

2.6.4.7 Closing of aircraft cargo doors

For high loaders retract the side guide rail from its extended position and lower the guide to lie flat onto the main platform

Lower the high loader platform completely and close the Cargo door fully in accordance with the Carrier's operating instructions contained within the Training Manuals.

GSE from the aircraft should be moved in a manner that prevents injury to personnel and damage to the aircraft and/or equipment.

2.6.4.8 Operation of in plane loading system

The in plane loading system shall be used in accordance with requirements of the customer airline. For this the operators shall follow the procedures mentioned the airline manual. Detailed procedures for different aircraft type are mentioned in Appendix I of this manual (attached).

When there is a load master provided by the airline the operator or the loading agent shall follow the instruction given by him in loading and offloading and while using the in plane loading system.

Before start loading, loading agents and operators shall ensure that components of the in-plane loading system found to be missing or unserviceable (e.g. locks, nets) the same shall be reported to the customer airline immediately.

2.6.5 GSE movement and positioning

Aircrafts always have the right of way and GSE shall never be moved into or driven across the path of a Taxiing aircraft. Airport sign traffic sign boards and signals shall be followed at all time.

While moving GSE at ramp sufficient care must be taken not to obstruct or move across the path of embarking or disembarking passengers.

The direction of GSE while movement around an aircraft, which to the extent possible, shall typically be in a clock wise flow.

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Equipment must be positioned or parked behind the equipment restraint line with the parking brakes in engaged position. Equipment in the apron shall have parking brakes applied with gear in neutral when parked away from or positioned at the aircraft.

Vehicle engine must not be switched off when the vehicle is within the aircraft maneuvering area. However, any equipment without stabilizer must have chocks on.

Equipment must not move towards the aircraft until the aircraft has come to a complete stop; the chocks are positioned; engines shut down and anti-collision lights are switched off and ground to deck communication is established.

2.6.5.1 Operation of elevated GSE

No GSE shall be driven in elevated position (E.g. High Loader, Medical High-Lift, passenger step conveyor belt etc.); except during final positioning of the equipment at the aircraft. Sufficient care shall be taken by the operators while moving such type of equipment in the airside areas. Operators shall ensure the extended/elevated parts of the equipment are fully retracted while movement and maneuvering around the aircraft. Elevation of the equipment shall be increased and adjusted during final positioning in accordance with the aircraft type requirements.

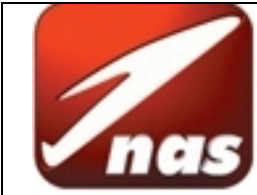
Elevating equipment while driving in other areas, height limits and service road restrictions shall be followed.

2.6.5.2 GSE extensions, attachment fittings and side rails.

All GSE when in movement and while positioning, the hand rails shall be kept fully in retracted position.

Hand rails shall be extended when the GSE is positioned to aircraft. Once in position GSE operators shall ensure guides and safety rails (especially on loading equipment) shall be properly deployed to enable loading and unloading operations and to ensure safety of personnel working on

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it. If the GSE is not fitted with hand rails or hand rails are not deployed for any reason necessary fall protection shall be utilized in accordance with local airport requirements. In the absence of any such local requirements, the following procedures shall be followed for ensuring fall protection which includes but not limited to the following.

- Controlling the speed of loading/offloading cargo process to a minimum possible by adjusting available controls on GSE (conveyor, LDL/MDL).Guiding/controlling the movement of cargo as necessary (if required lashing the cargo with slings and controlling their safe movement)
- Personnel on either side of the loading/off-loading equipment should maintain a safe distance to avoid any personal injuries
- In case of overhanging cargo, special care should be exercised. If required, necessary adjustments should be made by off-loading certain baggage/cargo.
- Close supervision shall be exercised by the loading agent or whosoever is responsible, during the entire process.

2.6.5.3 Stabilizers

For GSE, fitted with stabilizers, GSE shall be positioned at the aircraft with the stabilizers deployed. Stabilizers shall remain deployed during the turnaround until the aircraft access door is closed for departure. If GSE fitted with an auto-leveling system, auto-leveling shall be engaged.

If stairs are positioned at the aircraft for the purpose of passenger boarding or deplaning, cabin access doors should not be opened until the stairway stabilizers are deployed. Stabilizers shall remain deployed until the aircraft access door is closed.

2.6.5.4 Clearance between aircraft and GSE

Positioning /removal equipment should be done with adequate clearance to the aircraft door at the appropriate point as per instructions outlined guidelines in the relevant training manuals. For high-

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loaders, retract the extension of the side guide rail if it is extended, then lower the whole guardrail and place it flat on the main platform.

Raise the main LDL platform and align it approximately 2 – 4 inches away from the door sill to avoid the LDL from touching the aircraft fuselage.

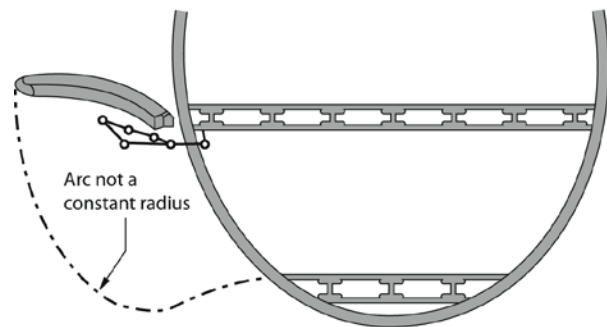
Once the main platform has been aligned with the door, raise the side guide rail in an upright position and extend the arm not too close to the fuselage to avoid any contact with the aircraft during offloading and loading.

While positioning GSE, and during the operation the operators shall ensure that adequate clearance is maintained between equipment and aircraft fuselage to allow clearance during vertical movement of aircraft. During fueling and loading it is likely that aircraft will move vertically which if not monitored could result aircraft in contact with GSE there by damaging the aircraft.

GSE operators shall also monitor the aircraft movement during servicing to avoid equipment in contact with the aircraft and to eliminate the risk of damage to the aircraft.

GSE operators shall ensure that rubber protective bumpers for equipment that are directly in contact with aircraft fuselage skin are not compressed against aircraft fuselage. This is to allow for settling or movement during servicing .The hand rails or any other extendable parts on the GSE shall be positioned in such a way that will allow enough clearance between aircraft and equipment even if the aircraft settles during fueling or loading.

Cargo Door



To prevent injury and damage, caution is required when opening/closing cargo doors.

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The clearance between the aircraft and GSE shall allow sufficient space between the aircraft during settling or movement during servicing and decreasing the risk of damage to the aircraft.

Operators to ensure that all attachment fittings, transfer bridges and platforms are deployed correctly when the equipment is in position at the aircraft access door.

2.7 Guide Persons Hand signals

The movement of Ground Support Equipment operated in close proximity to the aircraft shall always be guided by a guide person(s). This is to direct the GSE operator in moving the equipment safely when the vision of the operator is or might be restricted. The movement of GSE shall be directed in a controlled manner to avoid any damage to the aircraft or injury to personnel. GSE movement to/from the aircraft shall be guided by one or more guide person using standard hand signals as shown in this section. Guide persons shall be visible and distinguishable from other ground personnel.

Guide person(s) shall position himself/themselves, so that clearance from the aircraft, other equipment, vehicles or facilities can be accurately judged and signals can be visually communicated to the GSE Operator. Operator shall stop the GSE immediately if visual contact with guide person is lost and should resume when visual contact has been-re-established.

Guidance shall be given to the operator using the below mentioned standard signals in all GSE movement operations which are in close proximity to the aircraft including movement up to and away from the aircraft.

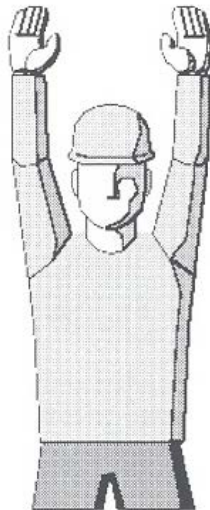
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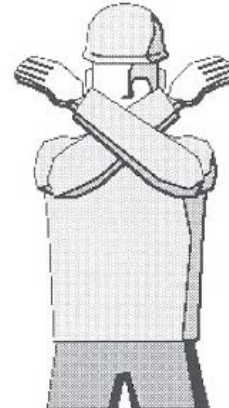
To Attract Operator's Attention and Take Command:



Arms held above head in vertical position with palms, facing forward.

Meaning:
I am in charge of this manoeuvre. You will take orders only from me

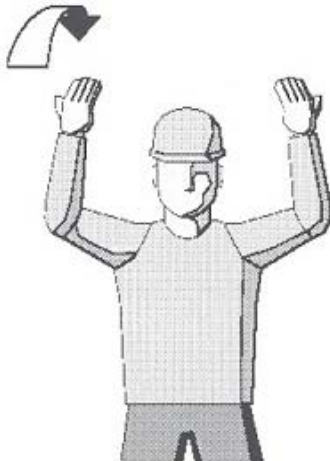
To End Command:



Arms crossed on chest.

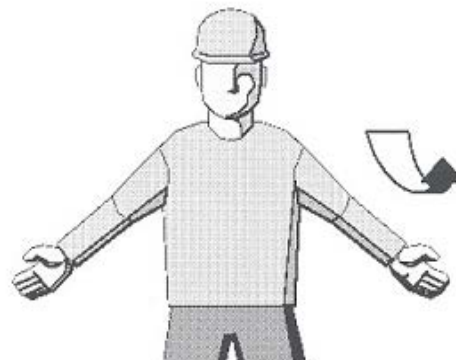
Meaning:
I am no longer giving you orders

Forward Movement (Toward man):



Arms a little aside and repeatedly moving upwards, backwards, beckoning onwards.

Backward Movement:



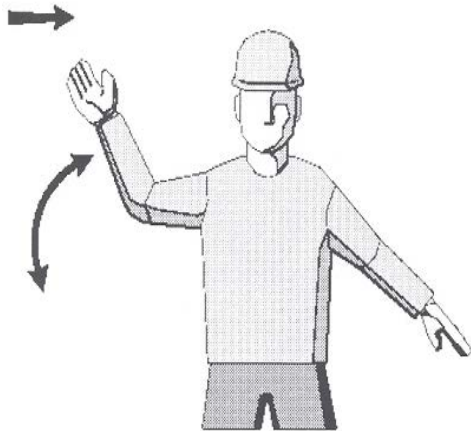
Arms by sides, palms facing forward, swept forward and upward repeatedly.



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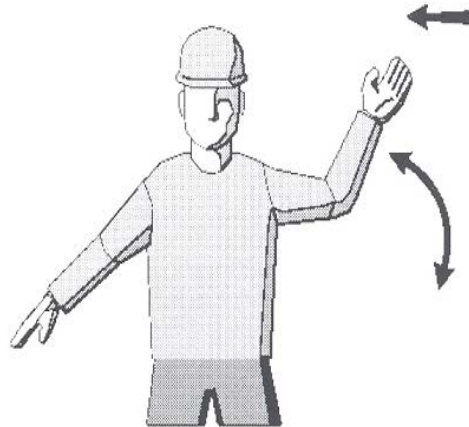
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Turn Right:



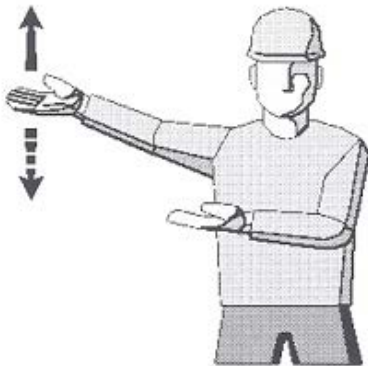
Left arm downward, hand extended, right arm repeatedly moved upward backward. Speed of arm movement indicating rate of turn.

Turn Left:



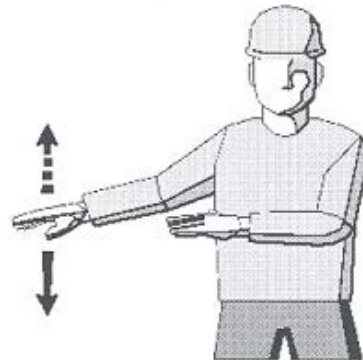
Right arm downward, hand extended, left arm repeatedly moved upward backward. Speed of arm movement indicating rate of turn.

Lift:



Stretch both arms toward load or equipment, palm up, hand movement in upward direction.

Lower:



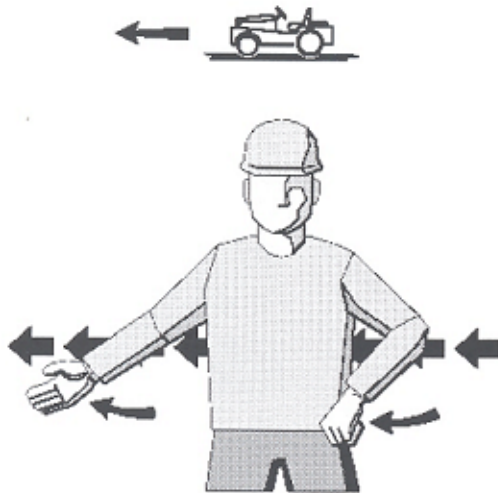
Stretch both arms toward load or equipment, palm down, hand movement in downward direction.



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Accompanied Movement:



Come with Load or equipment. Maintain eye to eye contact with operator or driver. Swing down opposite arm.

Stop:



Arm repeatedly crossed above head (the rapidity of the arm movement must be related to the urgency of the stop).

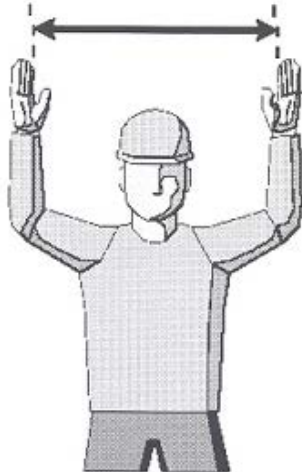
Immediate stop: Hands cross over head with clenched fists



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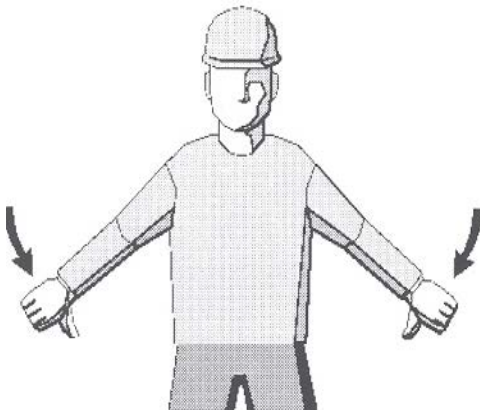
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Indicate Distance:



Distance shown between hands must correspond exactly with existing margin.

Chocks Stabilisers Inserted/on:



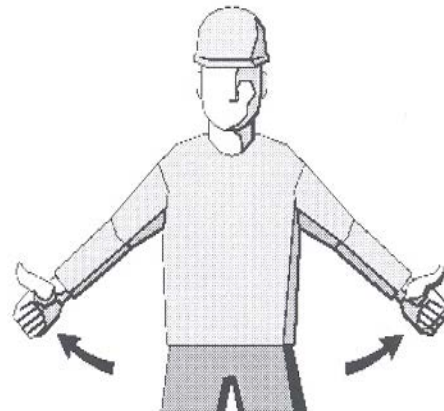
Arms down, hand closed facing inward, thumbs extended, move arms inwards.

O.K. All is Clear
or Continue by Your Own
or Drive away:



Lift stretched right arm, hand closed, thumb raised.

Chocks/ Stabilisers Removed/off:



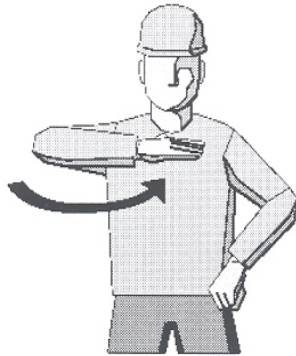
Arms down, hands closed facing outward, thumbs extended, move arms outward.



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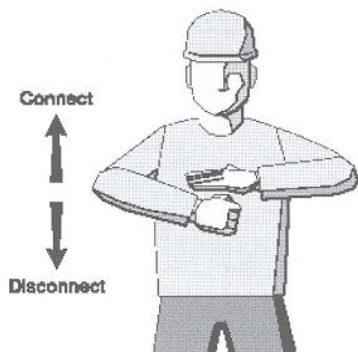
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To Interrupt Power Source
(Electricity, Fuel, Air):



Right arm and hand level with shoulder, palm downward horizontally swinging from extended arm to throat.

To Connect or Disconnect:

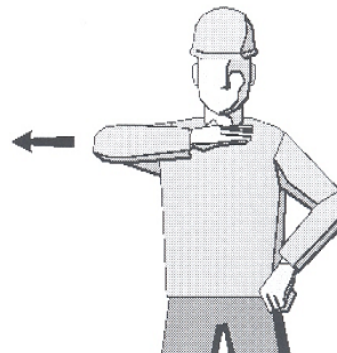


Raise left arm and hand, with fingers extended horizontally.

Connect:
Right hand with clenched fist moving upward to contact left palm.

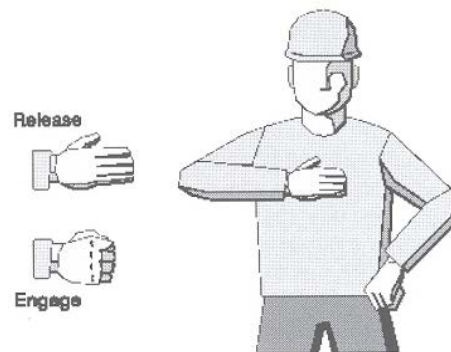
Disconnect:
Right hand with clenched fist leaving left palm downward

Stop Engine:



Right arm and hand level with shoulder, palm downward, hand on throat making horizontal move to the right, passing hand across throat.

Brakes on/off:

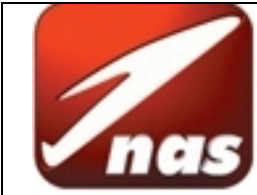


Right arm and hand raise horizontally in front of body.

Release brakes:
With fist clenched, then extend fingers, palm inward.

Engage brakes:
With extended fingers, palm inward, then clench fist

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2.8 Intentionally open

2.9 GSE Parking

GSE must be parked only at the designated airside equipment parking areas when not in use. It is prohibited to park vehicles or equipment in 'No Parking' areas. GSE shall never be parked in a manner which will obstruct the access to the firefighting equipment. GSE shall never be parked in a manner obstructing access to fuel hydrant emergency stop switch. Vehicle or equipment performing aircraft servicing shall not be positioned within a 3 m (10 ft.) radius of aircraft fuel system vent openings.

Servicing equipment must be positioned in such a way so that the fueling vehicle has a clear exit route and can be moved away from the aircraft in a forward direction.

GSE parking in airside areas

Whenever any GSE is parked in airside areas, operators shall ensure that parking brake is applied, with the gear lever in “park” or “neutral,”

Vehicles must give way to moving aircraft at all times, even when they are on tow.

Vehicles or equipment shall use service roads for safe movement and observe the prescribed speed limits and signs.

2.10 Securing of load on GSE

In the case of equipment like transporters, dollies, trolleys and other conveyance vehicles carrying load or ULD, driver or the operator shall ensure that the load is secured from movement by the use of locks, stops, rails, or straps at all times, except when the load is being transferred onto or off the equipment.

Baggage/cargo must not be transported on equipment not specially designed for that purpose.

Cargo should be stowed evenly in cargo trolleys with heavy pieces at the bottom and at the centre to ensure stability. Doors, curtains and nets shall be secured to prevent cargo from falling out.

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Additional care must be taken by all personnel to ensure that the movement of hand-operated equipment, carts and dollies do not cause injuries. Locks and guide rails shall be checked every time before use. Trains of carts/dollies should avoid sharp turns.

Unserviceable equipment must be clearly tagged 'Unserviceable' 'Out of service' and sent to the Maintenance department.

Not more than four container dollies or pallet dollies are allowed to be towed at a time with a tractor.

2.11 Aircraft Loading

Operators shall operate the equipment to load the aircraft in accordance with the Loading instructions given by Loading Agent. The in plane loading system shall be used in accordance with requirements of the customer airline. For this the operators shall follow the procedures mentioned in the airline manuals and training materials. Refer Appendix I of this manual (attached). When there is a load master provided by the airline the operator or the loading agent shall follow the instruction given by him in loading and offloading and while using the in plane loading system.

When ULDs being loaded into an aircraft, adequate care shall be taken to ensure ULD's moved in an unobstructed path to the desired position without causing any damage to the aircraft door, floor or ceiling. Appropriate side rails, locks, stops, or guides shall be raised to guide the ULD. While loading ULDs to the position, prevent the high speed impact with mechanical locks or stops to avoid damage to the aircraft. Adequate clearance shall be maintained for vertical ULD height to ensure that ULD when in movement is not damaging the aircraft door opening or ceiling. The width and height of the ULD which is loaded into the aircraft shall be checked by the loading agent and operator to ensure clearance with door opening or the aircraft ceiling and side. This is to avoid damage to the aircraft door opening or the interior of the aircraft (hold or cargo compartment) while loading ULDs. In case of ULDs to be moved into position manually, full control shall be maintained for the movement to prevent high-speed impact with locks or stops.

GSE operator shall ensure that aircraft floor locks for pallets and containers are secured in accordance with the instruction from loading agent. Loading agents shall check and confirm that ULDs secured in the respective loading positions as per the loading instruction.

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For bulk compartments and bulk loading in narrow body air aircrafts, loading agents shall ensure that all nets and locks secured before the door is closed.

Any deviation to the loading instruction due any reason like unserviceable locks or ULD (Unit load Device) shall be brought to the attention of the load controller by the loading agent. When large or heavy items are maneuvered inside an aircraft that has no mechanized loading system, a moveable roller track system shall be used in order to minimize the potential for aircraft damage. A crowbar or similar type of implement should not be used.

During aircraft loading/unloading operations, special precaution must be taken to prevent damages that may result from:

- Exceeding floor limitations
- Inadequate tie-down and failure to fasten separation nets and door nets.
- Failure to use tail-jack or tail-strut where provided.
- Loading of cargo on seats in the passenger cabin.

Care must be exercised during loading and unloading operations to avoid damage to the doors or their openings. When loading pallets or containers, edges should be guided by the side rails or must fit under the stops/locks/guides. Height of the pallet must allow for sufficient clearance in the door opening.

When containers and pallets are handled manually, full control of them should be maintained as their impact against locks and stops could cause damage. Spillage of dangerous goods or damaged packages containing dangerous goods must be reported immediately to Duty officer and action must be taken as directed. Spillage of wet cargo shipments or live animal waste must be reported immediately. Visual inspection must be conducted to ensure that all cargo doors are closed and locked. Maximum floor loads and maximum weights for pallets and containers should never be exceeded. Hand rails on conveyor belts. Loaders and other elevated devices shall be raised when the unit is in use.

2.12 Fueling with passengers on board

During fueling with passenger's onboard, embarking or disembarking, provision for the safe evacuation of passengers shall be applied in accordance with the requirements of each customer

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airline. Provision for the safe evacuation of passengers in the event of an emergency shall be made via at least two of the main passenger doors, and preferably at opposing ends of the aircraft. These doors shall be constantly manned by a cabin crew member throughout the fuelling operation. Ground handling staff must be advised if fuelling is to take place when passengers are remaining onboard, or are being embarked / disembarked. When a loading bridge is in use, no additional sets of aircraft passenger steps need be provided; however either the left or right rear door will be prepared for use as an emergency escape route using the automatic inflatable slide. When a loading bridge is NOT available for use, aircraft passenger steps shall be positioned at two of the main passenger doors (i.e. preferably one forward and one aft) which are to be open. Where aircraft are fitted with integral stairways and these are deployed, each may count as one means of egress. The aircraft head set man/mechanic shall communicate with cabin crew and identify the aircraft exits that have been designated for emergency evacuation. Loading agent and aircraft mechanic shall communicate and ensure that the ground personnel are aware of the aircraft exit routes that have been designated for emergency evacuation. The area below exit or the emergency slide deployment area shall always be kept clear of GSE or other obstruction. This is to prevent obstruction in the case of use of automatic inflatable slides during an emergency evacuation.

A Flight Crew member will normally be on the flight deck to co-ordinate the necessary precautions and procedures to be observed. However when Flight Crew are not in attendance, the Senior Cabin Crew member, who will be positioned in the vicinity of the main door used for passenger embarkation, may undertake these duties.

A Senior Cabin Crew Member, who shall be stationed at the main cabin door, during fuelling, shall be responsible for notifying the Refueller immediately, should either the presence of any fuel vapour be detected or any other hazard arises in the aircraft interior. Fuelling operations and all cleaning activities using electrical equipment within the aircraft shall be stopped until conditions permit resumption. When passengers are boarding during fuelling operations, they shall be under the supervision of Customer Services' staff and their route shall avoid the fuelling zone. The use of personal hand held telephones by passengers shall not be permitted. Passenger baggage reclamation on the ramp shall be carried out away from the fuelling zone. Fuelling shall cease if this requirement cannot be complied with. 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 exits. All personnel

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involved with the operation shall be aware of the fire protection emergency procedures, including the alerting of any personnel on board, the procedure for summoning the Airport Fire Service and action to be taken in the event of a fuel spillage or kerosene contamination.

2.13 Intentionally Open

2.14 Ramp vehicles and equipment

2.14.1 GSE Maintenance

Equipment shall be maintained in good mechanical condition and serviceable prior to being used in operation. Maintenance of ground service equipment shall be in accordance with instructions and/or guidance from the GSE manufacturer.

Equipment when found to be defective, shall be tagged as 'unserviceable' reported and evaluated for removal from service.

2.15 Safety of personnel

Appropriate PPE shall always be worn by the staff who are engaged the airside duties. Manual handling of baggage and cargo has been a major factor causing injuries to personnel. Personnel should assess the weight and never attempt to lift or move more than their physical capabilities. Recognized lifting techniques shall be utilized at all times to reduce the risk of injury to personnel.

Personnel shall not walk or stand on a moving conveyor belt

Personnel should not attempt to jump- "off" or "on" on a moving vehicle

Personnel should not be transported on equipment unless there is a seat in them

Personnel should not walk on rollers or castors

Jewelers such as rings and identification bracelets should not be worn

Appropriate gloves should be worn to prevent hand injuries

Safety shoes or boots should be worn to prevent foot injuries.

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To ensure maximum visibility, personnel should wear hi-visibility jackets. Personnel working in noise-intensity areas should wear appropriate hearing protection.

When loading or moving pallets, containers, hands and feet should be kept clear of stops/locks/guides so that they do not get caught between the pallet/container and floor hardware.

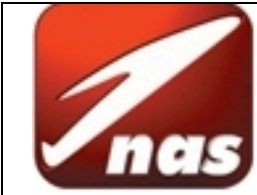
To prevent fingers and hands becoming jammed between objects, all loads should be slide into place rather than lifted. Handling load by holding the metal strapping should be avoided.

All loads should be set down easily and not dropped down in order to prevent injuries to feet and toes as well as aircraft floor and shipments. Caution should be exercised when a poorly packaged shipment is noticed. Contents should be prevented from spilling out and causing injuries. Holds and compartments shall be entered and exited by using the appropriate elevating device which has been positioned and secured. When handling live animals, fingers and hands should be kept clear of the interior of the containers to avoid being bitten.

2.16 Fire prevention and protection

Fire prevention is more important than firefighting. Any suspected or known fire must be reported immediately. Smoking is strictly prohibited on apron areas. The wearing of boots with steel tips steel heels or nails in soles is not permitted. Access to firefighting equipment, fire alarms, and emergency shutoffs shall not be obstructed in any manner. Equipment should not be operated near fuel spill. If fire is noticed in an equipment or vehicle, it should be controlled by utilizing the fire extinguishers in the equipment or the apron extinguishers. Personnel working in operations shall be trained in firefighting. All personnel involved with the operation shall be aware of the fire protection and emergency procedures including alerting of any personnel on board, the procedure for summoning the airport fire service and action to be taken in the event of a fuel spillage. All staff must be aware of the location of emergency exits and RVP/Assembly point in the terminal building if need arises to evacuate the building. In offices, emergency exits and access to fire protection systems should be kept clear. More details refer to KBL airport emergency procedures.

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2.17 Airside Severe Weather Plan

Severe weather is a constant danger airport operations especially to the activities carried out in outdoors because of the open areas of airports that are part of the work area. In case of severe weather, Airport Severe weather Plan shall be followed.

2.17.1 Severe Weather Forecasting

Severe weather forecasting is a key element in prevention of injuries or damage. Severe weather alerts / warnings notified by KBL Meteorological Office. The KBL Meteorological Office is operated under the auspices of the Afghan Civil Aviation Authority. The overall objective of the Met Office is to provide 24-hours meteorological forecast services for aviation purposes for the KBL International Airport. The office also prepares terminal and area forecasts at regular intervals

2.17.2 Severe Weather Notification Phases

2.17.2.1 High Winds

As the measures to be taken in the event of high winds require a lot of preparation the earlier the “Warning” is given the better.

2.17.2.2 Lightning

For lightning activity the notification process may be broken down into 3 phases:

Alert— Lightning activity is detected at a distance in excess of 8km (5 miles) from your operation.

Stop/Suspend activities— Lightning activity is detected within 5km (3 miles) of your operation.

All Clear— Lightning activity has moved beyond 5km (3 miles) and is heading away from your operation. The distances referred to above may vary dependent upon local climatic parameters and the direction of metrological department at Kabul Airport.

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2.17.2.3 Low Visibility

As low visibility conditions can be associated with various types of weather events the notification phase will need to be coordinated with the specifics of the weather patterns.

2.17.3 Notification Methods

Getting the word out to all personnel that severe weather is on the way or imminent is a challenge. In case of severe weather being notified by KBL Meteorological Department, NAS Afghanistan operations department will receive an alert / warning to notify of impending weather by any of the communication channels i.e. Radio/Telephone/E-mail. The department operational head and supervisors shall communicate this to all operational areas.

2.17.4 Severe Weather Action- When Severe Weather is Imminent

General precautions

- Upon receipt of information, act according to the airport Severe Weather Plan of Kabul Airport, get instructions from Airport authority. The duty officers and supervisors shall take necessary precautions and alert all personnel.
- Department head and the supervisors shall appraise all operational areas to outline the forecast and review resources.
- Notify all operational and planning areas that the operations may be interrupted.
- Continue to monitor and communicate the weather situation.

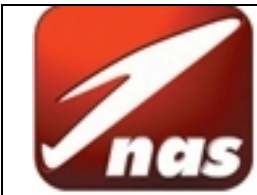
High winds

- Before the high winds arrive determine how long it will take to do all the items below.
- Ensure all personnel know of the impending weather event

Protecting the aircraft

In the event of an imminent severe weather, it is very important to take all precautions for the protection of aircrafts for which handling services are in progress as well parked for a long term.

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Securing aircraft

Aircraft should be appropriately secured, as per airframe manufacturer's/customer airlines' procedures by using additional chocks, and/or setting aircraft park brakes, and/or tie-down, and/or the ballasting of the aircraft.

Secure all cargo nets and close all cargo doors on aircraft. Secure all aircraft cabin doors, close cockpit windows and close all service doors /panels.

Ground support equipment

Remove non-essential ground support equipment from aircraft. Position equipment away from the aircraft and outside the path of possible aircraft movement areas. If possible, stow equipment indoors. All equipment left outside must be secured with brakes set, disconnect strings of carts or dollies so each conveyance is held by its own brake or attach a vehicle to them to help hold them in place. Ensure all containers are locked on dollies or transporters with doors or curtains secured. Remove all empty loose containers from areas around aircraft. If possible tie them together and/or to a firm structure or store them indoors.

Secure work stands by chain to hitching rails where available or to fences or other secure equipment. Put jack screws down if so equipped.

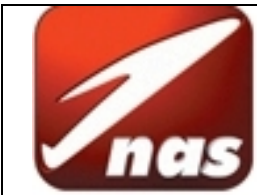
Lower all high-reach equipment, e.g. loaders, steps, catering trucks etc. and deploy stabilizers. Remove any loose equipment, e.g. chocks, cones, ladders etc.

Baggage and Cargo

Ensure all baggage room and cargo personnel are aware of conditions and do not continue to bring load to aircraft or outside to be stored. Use baggage rooms to stow luggage if possible. Secure all cargo equipment the same as above.

Contact mail and freight facilities and return unloaded freight and mail if required.

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Facilities

Ensure facilities personnel are aware of impending weather. Put facilities personnel on standby for possible shut down of power or possible need to do facility repairs. Close all doors that lead to the outside. Secure all dumpsters and trash bins.

Passenger Safety

Ensure all passenger service personnel have up to date information on weather event. Be prepared to move passengers to safe areas in terminal. Passenger enplaning/deplaning may need to be suspended during the weather alert phases.

Flight crew

Ensure that pilots are advised that because of anticipated high winds, brakes shall be set on all parked aircraft.

Shift change

Ensure all personnel coming on duty know that your severe weather plan is in effect.

Lightning

On receipt of an ALERT

Make preparations for the STOP phase. Suspend non-essential activities in open areas. Reduce fuelling pressures to prevent accumulation of static charges.

Avoid using highly conductive equipment. Discontinue aircraft communication by head set.

Stop all ramp activity and clear ramp.

Personnel should seek shelter inside buildings or inside metal bodied vehicles. No one should seek shelter under any part of the aircraft, loading bridge, near light poles, fences, or under trees.

Ensure all passenger service personnel have up to date information on weather event.

If passengers have not started boarding hold the passengers in gate lounges. If boarding has started, stop process and leave passengers already boarded on the aircraft. If an aircraft has just

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arrived it should be held off the gate until the lightning alert is terminated.

Lightning Safety

General

Generally if an individual can see lightning and/or hear thunder they are already at risk. High winds, rainfall, and cloud cover often act as precursors to actual cloud-to-ground strikes notifying individuals to take action.

Many lightning casualties Occur in the beginning, as the storm approaches, because people ignore these precursors. Also, many lightning casualties occur after the perceived threat has passed.

The lightning threat generally diminishes with time after the last sound of thunder, but may persist for more than 30 minutes.

When thunderstorms are in the area but not overhead, the lightning threat can exist even when it is sunny, not raining, or when clear sky is visible.

Remember that lightning is always generated and connected to a thundercloud but may strike many miles from the edge of the thunderstorm cell. Acceptable downtime has to be balanced with the risk posed by lightning.

Lightning Protection

The purpose of lightning protection is to protect persons, buildings and their contents, or structures in general, from the effects of lightning, to a certain acceptable level. There is no 100% protection level seen within technical and economical constraints. Lightning protection is not aimed to prevent the formation of the lightning discharge, instead it is intended to prevent the object from being directly hit or affected by a remote lightning discharge.

No place is absolutely safe from lightning threat, however, some places are safer than others, e.g. Inside terminal buildings, fully enclosed metallic vehicles or safety shelters

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Personal Safety

During lightning activity personnel should not:

- Get out of enclosed vehicles
- Use a head set connected to aircraft
- Use portable electronic devices, e.g. mobile phones, pagers, two-way radios in open areas or in front of windows. Stay in open areas or under aircraft
- Seek shelter under a tall tree
- Load or unload explosive or flammable material.

Low visibility

All non-essential equipment should leave the Maneuvering Area.

- Only the minimum required equipment should be permitted airside during low visibility operations.
- Equipment operating speeds must be considerably reduced.
- Motorized equipment should have all running lights on during low visibility operations.
- Equipment operators must take extra caution at all intersections and vehicle/apron taxi-lane crossings.
- Crossing of taxiways, where permitted, should only be undertaken with ATC clearance.
- When visibility is low, operators must take additional care to ensure that vehicle windshields are clean.

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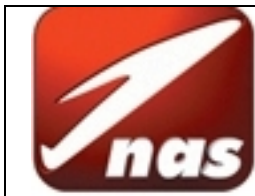
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SECTION 3

TRAINING AND STAFF QUALIFICATIONS

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3. Staff Training and Qualification

NAS Afghanistan is committed to ensure all employees undergo the specific training and qualification process before being assigned on the operational and support services. NAS Afghanistan management ensures the operational competency of staff prior to being appointed to any function and continual competency through periodic training programs

3.1 Responsibilities of Airport Manager - KBL

Airport Manager - KBL shall ensure that all ground handling and operational and relevant support staff undergo initial and job specific functional training in respect of individual job functions as specified in the NAS corporate training programme and Training Needs Analysis (TNA) applicable to the each section and department. Subsequently the staff shall undergo recurrent training as specified in NAS corporate training manual.

Airport Manager - KBL shall ensure that the station personnel selected for supervision or oversight of operational activities and managerial function undergoes necessary training and development programmes and ensure they are qualified to conduct and supervise ground operational activities.

3.2 Training Need Analysis

Training Needs Analysis (TNA) shall be prepared for each functional area and job title to define and identify training requirements based on the corporate training programme.

Training Department initiates Training Needs Analysis exercise for operational departments to identify Training Needs of each specific job designations / job functions.

TNA shall be updated at least once a year or whenever a major or new development in policy, equipment acquisition or procedures is deemed to have potential impact upon the current training programme or syllabus.

The training need analysis shall be conducted and documented which will reflect all the training requirements for the staff in the department. Training need analysis shall focus on the following aspects.

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- Develop the performance of staff
- Anticipated introduction of new system, task or technology.
- Added customer airlines and their requirements.

Training analysis as a process shall cover

- Review of current training
- Task analysis (of new or modified system)
- Identification of training gap
- Statement of training requirement
- Assessment of training options
- Cost benefit analysis of training options

3.3 NAS Training Programmes

LIST OF COURSES			
Dep't		Course	Refresher / Remarks
Cargo	1	Basic Air Cargo Skills & Procedures	Not applicable but a must to attend advanced courses
	2	Advanced Cargo	3 yrs
	4	IATA Live Animals & Perishable Cargo	
	5	Cargo ULD Build-Up	
GOPs	6	Basic Ramp Handling Duties and Airside Safety	Not applicable but a must to attend advanced courses and Airside Safety refresher course
	7	Advanced Ramp Handling Duties & Airside Supervision	3 yrs
	8	Basic Load Control	no refresher but has to attend advanced courses
	9	Intermediate Load Control	refresher is provided by the airlines licensing (2 yrs)
	10	Advanced Load Control	Not Applicable
	11	Baggage Handling Procedures	3 years
	12	Baggage Handling - Awareness (for outsource personnel)	
	13	Aircraft Access Door Operation	

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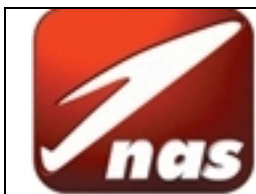
	14	Freighter Handling	1 year
	15	Flight Dispatch Coordination	
	16	GSE Operation Training	
	17	Basic Load Control Briefing	
PSD/Hala/ Pearl/ Security	18	Basic Passenger Check-In Training	no refresher but a must to attend advanced courses
	19	Basic Airport Operations	3 yrs
	20	Boarding Procedures	
Eng'g	21	Airside Safety and Cabin Cleaning	2 yrs
	22	GSE Operation Training	1 yr
	23	Air Radio Communication Skills	Not Applicable
	24	Headset Procedures Arrival/Departure	2 years
	25	Fuel Tank Safety Awareness – Level I & II	
	26	Part 145 & PIM	
	27	Initial Human Factors	
Dangerous Goods Regulations (DGR) Courses	28	IATA DGR licensing for Category 6	2 years
	39	IATA DGR licensing for Category 7-8	
	30	IATA DGR licensing for Category 8	
	31	IATA DGR licensing for Category 9	
	32	IATA DGR licensing for Category 10	
	33	IATA DGR for "No Carry" Operators	
	34	DGR Awareness	

LIST OF COURSES			
Dep't		Course	Refresher / Remarks
Other Courses	36	Safety Awareness	3 years
	37	Airport Security Awareness	
	38	Safety Management System (SMS) – Level 2 and 3	3 yrs
	39	Airside Safety	3 yrs
	40	New Employee Orientation	Not Applicable except for the corporate courses

3.4 Training and Qualification of staff that completes weight and balance calculation

Since the load control function is carried out by Operations staff on behalf of the customer airlines, the Airport Manager - KBL (or delegated staff responsible for load control standards) shall ensure the following.

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1. Only staff holding a valid Load Control License for the aircraft type complete weight and balance documentation for customer aircrafts.
2. These qualified staff is made aware of any changes to procedures or regulations related to load control or aircraft loading.
3. All the necessary airline manuals and documentation are made available and kept up-to-date.
4. The working conditions in the areas used by load control staff are suitable and that any equipment used, such as calculators, is appropriate (e.g. key size) and in working condition.
5. All the requirements relating to recency and monitoring are met and recorded.
- 6 A record of all qualified load control staff is maintained at the station, with details of:
 - Valid aircraft types (manual and DCS)
 - Expiry dates
 - Where applicable and in accordance with the requirements of customer airline, a manual load sheet shall be prepared within the frequency as specified by customer airline or NAS operations manager with the details of flight numbers/dates of checked Loadsheets for monitoring competency of staff and ensuring staff familiarity with manual load sheets.
 - This record must be available for inspection during audits

Where the Loadsheets is produced in a particular airline's computer system, the staff producing the Loadsheets shall attend all necessary training for that system, and shall reach suitable level of competency before being allocated in an unsupervised environment.

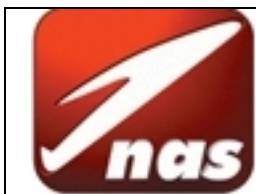
Since KBL station is using systems check-in and load control, a documented manual fallback procedure must be in place, with all of the necessary documents readily available. Staff should be trained in these procedures, and regular exercises should be conducted.

3.5 Responsibility of staff completing the Load Control Documentation

Staff completing the load control documentation, must ensure the following:

1. They shall be in possession of all necessary qualifications
2. They are satisfied that the load planning has been done correctly.

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3. They are satisfied that the Loading Instruction Report Form (LIRF) has been correctly issued, that changes from the planned load have been noted on the LIRF and it has been signed by the person supervising the aircraft loading, prior to aircraft departure.
4. They are satisfied that the Loadsheel correctly records the way that deadload and passengers are distributed on the aircraft, including any last minute changes.
5. All other data on the Loadsheel is correct and has been verified against an accurate source. For example, the aircraft basic weight and index must be verified against the weight schedule.
6. All arithmetic calculations on a manual Loadsheel are correct and that, based on the data recorded on the Loadsheel, all relevant aircraft and Unit Load Device (ULD) weights are within approved limits.
7. The aircraft centre of gravity is within approved limits for all relevant conditions.

3.6 Signatures on DCS Loadsheel

When a Loadsheel has been completed in DCS by a person holding a valid manual and DCS license, and that Loadsheel is signed as checked by a second person, the person signing as having checked the Loadsheel may be needed to hold either a manual or DCS license. In this case, the name of the person completing the Loadsheel must appear in the .SI section of the Loadsheel. The person signing the Loadsheel as checked and before presenting it to the Captain, must ensure that the following details are correct:

- Flight Number
- Registration
- Date
- Routing

However, NO amendments to the Loadsheel by unqualified persons are permitted.

3.7 TRAINING AND LICENSING

All new aircraft weight and balance training and licensing is undertaken by the customer airlines in the initial stages in cordination with NAS Training department. These airline licenses are issued after successful completion of the appropriate weight and balance course or courses. Before the

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license expires, the holder must successfully complete an appropriate recertification course in order to be re-licensed.

3.8 MONITORING

Upon beginning load control duties immediately after qualification, the staff member must work under the supervision of an experienced qualified Load Controller for a minimum number of flights as mentioned in the customer airline requirements but a not less than 3 flights.

In order to ensure that standards are maintained, a regular procedure of on-station checking must be carried out by either the Operations Manager or delegated staff responsible for load control standards.

This procedure must ensure that:

- For the first six months, the newly qualified staff member should be checked every month
- Thereafter, a similar check should be made at least once every six months.

The checks must include all aspects of weight and balance documentation for the flight being checked. The checks should be made by the Operations Manager or delegated staff responsible for load control standards. Unsatisfactory results should be referred immediately to the NAS Training center, with an appropriate commentary.

If the delegated staff does not possess an appropriate current load control license and is, therefore, unqualified to carry out these checks on station, copies of the documents should be sent to the NAS Training center for checking by a certified trainer.

3.9 RECENCY

For any manual or DCS Load Control License to remain valid, the holder must meet the requirements of customer airlines for the completion of manual or DCS load documents.

If a license has lapsed because this requirement has not been met, it can be revalidated only as per the procedures of customer airlines.

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Checked.

Meaning that the Loadsheets are checked by a staff member, who is experienced and qualified as a load controller, prior to being submitted for examination by the Commander of the aircraft.

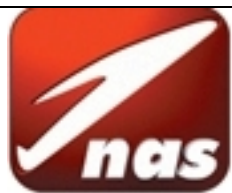
Supervised.

Means that the load control process, from the preparation of the Loading Instruction Report Form to production of the final Loadsheet, is checked and the Loadsheet countersigned by a staff member who is experienced and qualified in load control, prior to submitting the Loadsheet for examination by the Commander of the aircraft.

In addition to the overall minimum requirements of manual and DCS Loadsheet to be completed, qualified staff will be required to complete a minimum number of manual and DCS Loadsheet every specified number of months for each aircraft type held as required by each customer airline and in accordance with NAS load control training requirements. For the purposes of this requirement, the following aircraft may be considered the same type:

- B737 (all versions) & A319 / A320 (Bulk load only)
- B767
- A310
- A330 / A340 (all versions)
- B777 (all versions)

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Section 4

AHM 810

STANDARD GROUND HANDLING AGREEMENT

EFFECTIVE 1 January 2013

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STANDARD GROUND HANDLING AGREEMENT (SGHA)

between:

and:

The agreement consists of:

MAIN AGREEMENT, and, as required,

ANNEX A (description of services)

ANNEX(ES) B (location(s), agreed services and charges)

CONTENTS OF MAIN AGREEMENT

	DEFINITIONS AND TERMINOLOGY
ARTICLE 1	PROVISION OF SERVICES
ARTICLE 2	FAIR PRACTICES
ARTICLE 3	SUBCONTRACTING OF SERVICES
ARTICLE 4	CARRIER'S REPRESENTATION
ARTICLE 5	STANDARD OF WORK
ARTICLE 6	REMUNERATION
ARTICLE 7	ACCOUNTING AND PAYMENT
ARTICLE 8	LIABILITY AND INDEMNITY
ARTICLE 9	ARBITRATION
ARTICLE 10	STAMP DUTIES, REGISTRATION FEES
ARTICLE 11	DURATION, MODIFICATION AND TERMINATION
ARTICLE 12	AUTHORIZATION TO CONTRACT

DEFINITIONS AND TERMINOLOGY

For the sake of clarity, the following definitions and terminology apply to the SGHA;

AIRPORT TERMINAL means all buildings used for arrival and departure handling of aircraft.

ARRANGE (or **MAKE ARRANGEMENTS FOR**) implies that the Handling Company will request an outside agency to perform the service required. The charge of the outside agency shall be paid by the Carrier. The Handling Company assumes no liability toward the Carrier for such arrangements.

CARGO means revenue cargo, and non-revenue cargo such as service cargo and company materials.

CARRIER'S REPRESENTATIVE means the individual or organization authorized by the Carrier to act on the Carrier's behalf in matters concerning Article 4.

CO-ORDINATE means to collect and communicate operational information to the respective parties at the direction of the Carrier, or the Carrier's Representative, as required to perform the services as contracted by the Carrier with Third Parties in the respective Annex(es) B.

CARRIER'S AIRCRAFT means any aircraft owned, leased, chartered, hired or operated or otherwise utilised by or on behalf of the Carrier and in respect of which the Carrier has either expressly or implicitly contracted, instructed or otherwise requested the Handling Company to perform or carry out any ground handling service(s).
DEPARTURE CONTROL SYSTEM (DCS) means an automated method of performing check-in, capacity control, load control and dispatch of flights.

DIRECT LOSS means a loss arising naturally or directly from an occurrence and which excludes remote, indirect, consequential, or special losses or damages, such as loss of revenue or loss of profit.

ELECTRONIC DATA INTERCHANGE (EDI) means the computer-to-computer (application-to-application program processing) transmission of business data in a standard format.

ICAO means International Civil Aviation Organisation.

IATA means International Air Transport Association.

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LIAISE means to communicate and maintain contact.

LOAD means any item carried in an aircraft other than is included in the basic operating weight.

LOADS means baggage, cargo, mail and any aircraft supplies including ballast.

PASSENGER(S) means any person(s) both revenue and non-revenue, except members of the crew, carried or to be carried in an aircraft with the consent of the Carrier.

PROVIDE implies that the Handling Company itself assumes responsibility for the provision of the service required.

RECEIVING CARRIER means a carrier who receives Loads from a transferring carrier at a transfer point.

SPECIAL SHIPMENTS includes, but not limited to, perishables, live animals, valuables, vulnerable cargo, news material and dangerous goods.

SPECIALISED CARGO PRODUCTS includes but not limited to, express cargo, courier shipments and same day delivery.

STATION MANAGEMENT means management of Carriers' administrative and/or operational functions(s) within the scope defined in the Annex B.

SUPERVISION means to oversee and direct the performance of the Services contracted by the Carrier with third parties, i.e. companies who have a separate Annex B (or similar contract with the Carrier). The term Supervision shall not apply to the Handling Company self-management of its own services or overseeing of the Handling Company's subcontractors (as referenced to in Article 5 of the Main Agreement).

TECHNICAL LANDING is a landing for other than commercial reasons where no physical change of Loads, Passenger and/or crew occurs.

TICKET means the document entitled "Passenger Ticket and Baggage Check" issued by or on behalf of the carrier and includes Notice of Contract Terms incorporated by reference and notices and the flight and passenger coupons contained therein.

TRANSIT FLIGHT is an aircraft making an intermediate landing for commercial reasons where a change of Loads, Passenger and/or crew occurs.

TRUCK SERVICE means a service operated by truck on behalf of an airline carrying Loads documented in accordance with the applicable IATA and/or ICAO rules, regulations and procedures. In the Main Agreement and in Annex A, the word "aircraft" will read "truck" and "flight" will read "truck service" when it concerns the handling of a truck as meant under the above definitions.

TURNROUND FLIGHT is an aircraft terminating a flight and subsequently originating another flight following a complete change of Loads, Passenger and/or crew.

UNIT LOAD DEVICES (ULDs) Aircraft unit load device (ULD) is an assembly of components comprising either of the following:

- aircraft pallet and pallet net
- aircraft pallet and pallet net over an igloo
- aircraft container

The purpose of the unit is to enable individual pieces of cargo, baggage or mail to be assembled into a standard-sized unit to facilitate rapid loading onto and offloading from aircraft having compatible handling and restraint systems which interface directly with the unit.

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MAIN AGREEMENT

An Agreement made between:
having its principal office at:
hereinafter referred to as 'the Carrier' or 'the Handling Company' as the case may be,
and:
having its principal office at:
hereinafter referred to as 'the Handling Company' or 'the Carrier', as the case may be,
the Carrier and/or the Handling Company may hereinafter be referred to as "the Party(ies)"
WHEREBY THE PARTIES AGREE AS FOLLOWS:

ARTICLE 1. PROVISION OF SERVICES

1.1 General

The Carrier and the Handling Company agree to give the highest importance to the compliance to all applicable laws and regulations governing their activities and expects its agents and contractors to do the same.

Of particular concern are laws related to anti-bribery, anti-trust and labor relations (including but not limited to the prohibition of child labor).

The Services shall be made available within the limits of the capabilities of the Handling Company and the Handling Company will comply at all times with and will deploy best efforts to make sure its employees and subagents comply with:

- All laws and regulations applicable in its country of establishment and all other countries in which Services are provided under this Agreement
 - Applicable IATA and/or ICAO and/or other governing rules, regulation and procedures
 - All international treaties and regulations that apply in general to commerce and in particular to the operation of aircraft, transportation of passengers and air freight or mail
- The Carrier and the Handling Company shall ensure that their respective personnel assigned to the performance of this agreement are aware of all relevant legislation applicable to commerce in general, aircraft operation; passenger transport and air freight.
- Further, the Carrier and the Handling Company shall ensure that all their respective employees assigned to the performance of this Agreement where applicable, shall be aware of the essentials of:
- Competition and antitrust regulations in its country of residence, establishment as well as such regulations with extraterritorial application.
 - The rules governing bribery, kick-backs, secret commissions and payments to government officials in its country of residence, establishment as well as such regulations with extraterritorial application.
 - Any other applicable law or regulation, whose breach or violation by a Party or its employees could cause damage to the other Party or its employees.

It is not considered necessary or possible to specify every detail of the services it being generally understood what such services comprise and the standards to be attained in their performance.

1.2 Documents for Ground Handling

Documents used for ground handling shall be the Handling Company's own documents, where applicable, provided these documents comply with standardised formats that may apply under IATA and/or ICAO and/or other governing rules, regulations and procedures.

1.3 Scheduled Flights

The Handling Company agrees to provide for the Carrier's Aircraft for flights operating on an agreed schedule at the location(s) stated in the Annex (es) B, those services of Annex A as are listed in the Annex B for the respective locations. The Carrier, in turn, agrees to inform the Handling Company as soon as possible about any changes of schedule and/or frequencies and/or types of aircraft.

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1.4 Extra Flights

The Handling Company will also provide the services to the Carrier's Aircraft for flights in addition to the agreed schedule at the same locations, provided that reasonable prior notice is given and the provision of such additional services will not prejudice commitments already undertaken.

1.5 Priority

The Handling Company shall, as far as possible, give priority to aircraft operating on schedule.

1.6 Emergency Assistance

It is the responsibility of the Handling Company to participate in local emergency response plan(s) in order to provide support to the Carrier in the event of an emergency including but not limited to, forced landings, accidents or acts of violence.

Carrier will contact the Handling Company to establish the carrier's needs in an emergency and provide the Handling Company its current emergency procedures.

In the absence of Carrier instructions, in part or whole, the Handling Company shall follow its own emergency response plan(s).

In case of an emergency, the Handling Company shall without delay activate its local emergency plan(s) which includes the immediate notification to the Carrier and establish open-line communications with the Carrier.

The Handling Company shall take all reasonable measures to assist passengers, crew and family members and to safeguard and protect baggage, cargo and mail carried in the aircraft from loss or damage in co-operation with the relevant local authorities.

All documentation and information pertaining to the emergency is the property of the Carrier and shall be held confidential by the Handling Company, unless such documentation and information is specifically required by applicable law or by governmental or local authorities' regulations.

The Carrier shall reimburse the Handling Company for expenses and disbursements incurred in rendering such assistance.

1.7 Additional Services

As far as possible, the Handling Company will, upon request, provide to the Carrier additional services not set forth in the present Agreement. Such services may be governed by special conditions to be agreed between the Parties.

1.8 Other Locations

In case of occasional flights of the Carrier's Aircraft at locations which are not designated in the present Agreement, where the Handling Company maintains a ground handling organisation, the Handling Company shall, on request, make every effort, subject to the means locally available, to provide necessary services.

ARTICLE 2. FAIR PRACTICES

2.1 The Handling Company shall use its best efforts to protect the Carrier's confidential information and make it available for the purposes of the Carrier only.

2.2 Neither Party to this Agreement shall disclose any information contained in Annex(es) B to outside parties without the prior consent of the other Party, unless such information is specifically required by applicable law or by governmental or authorities' regulations, in which case the other Party will be notified accordingly.

ARTICLE 3. SUBCONTRACTING OF SERVICES

3.1 The Handling Company is entitled to delegate any of the agreed services to subcontractors with the Carrier's prior written consent. It is understood that, in this case, the Handling Company shall be responsible to the Carrier for the proper rendering of such services as if they had been performed by the Handling Company itself. Any subcontracting of services and the provider(s) thereof, shall be recorded in the Annex(es) B.

3.2 The Carrier shall not appoint any other person, company or organisation to provide the services which the Handling Company has agreed to provide by virtue of this Agreement, except in such special cases as shall be agreed between the Parties.



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ARTICLE 4. CARRIER'S REPRESENTATION

4.1 The Carrier may maintain at its own cost, its own representative(s) at the location(s) designated in the Annex(es) B. Such representative(s) and representative(s) of the Carrier's Head Office may inspect the services provided to the Carrier by the Handling Company pursuant to this Agreement, advise and assist the Handling Company and render to the Carrier's clients such assistance as shall not interfere with the provision of services by the Handling Company.

4.2 The Carrier may, by prior written notice to the Handling Company and at its own cost, engage an organisation (hereinafter referred to as 'the Supervisor') to supervise the services of the Handling Company at the location(s) designated in Annex(es) B. Such notice shall contain a description of the services to be supervised.

The Supervisor shall have the same authority as defined above in Sub-Article 4.1 for the Carrier's own representative.

4.3 Such assistance, when performed by the Carrier's representative(s) and/or Supervisor(s) will be the sole responsibility of the Carrier, unless requested by the Handling Company.

ARTICLE 5. STANDARD OF WORK

5.1 The Handling Company shall carry out all technical and flight operations services as well as other services also having a safety aspect, for example, load control, loading of aircraft and handling of dangerous goods, in accordance with the Carrier's instructions, receipt of which must be confirmed in writing or by electronic confirmation to the Carrier by the Handling Company.

In the case of absence of instructions by the Carrier, the Handling Company shall follow its own standard practices and procedures provided they comply with the applicable IATA and/or ICAO and/or other governing rules, regulations and procedures.

5.2 The Handling Company shall carry out all other services in accordance with the Carrier's procedures and instructions. In the case of absence of instructions by the Carrier, the Handling Company shall follow its own standard practices and procedures.

5.3. The Handling Company agrees to take all possible steps to ensure that, with regard to contracted services, the Carrier's Aircraft, crews, Passengers and Loads receive treatment not less favourable than that given by the Handling Company to other carriers or its own comparable operation at the same location.

5.4 The Handling Company agrees to ensure that the authorisation of specialised personnel performing services for the Carrier is valid and current. If at any time the Handling Company is unable to provide authorised personnel as requested by the Carrier, the Handling Company shall inform the Carrier immediately.

5.5 The Carrier shall supply the Handling Company with sufficient information and instructions to enable the Handling Company to perform its handling properly.

5.6 In the provision of the services as a whole, due regard shall be paid to safety, security, local and international regulations, applicable IATA and/or ICAO and/or other governing rules, regulations and procedures in such a manner that delays and damage to the Carrier's Aircraft and Load are avoided and the general public is given the best impression of air transport.

5.7 The Handling Company must report to the Carrier's Representative immediately all loss or damage, threatened or actual, to the Carrier's Aircraft, crew, Passengers and Loads noticed in the course of the handling or which in any other way comes to the knowledge of the Handling Company.

5.8 The Parties shall agree on the quality standards for any service provided, including those covered by Sub-Article 5.1 above. Such quality standards for a specific location may form part of the applicable Annex B. The Handling Company agrees to take all possible steps to ensure that, with regard to contracted services, the agreed upon quality standards will be met.

5.9 The Carrier or a regulatory authority governing the Carrier's operations may, at its own cost, and with reasonable prior notice, audit the designated services in the applicable Annex(es) B. Such notice shall contain a description of the area(s) to be audited. The Handling Company shall cooperate with the Carrier and will undertake any corrective action(s) required.

5.10 In the provision of the services, the Parties agree to comply with any applicable data protection laws.

5.11 The Handling Company shall supervise and manage its own activities and/or those subcontracted as agreed within the scope of services specified in Annex(es) B.

5.12 The Handling Company shall be able to demonstrate a Safety Management System in use following IATA AHM 610 and/or ICAO, local and international regulations, or other governing rules.

5.13 The Handling Company shall promote awareness and strive to achieve best practices in Environmental



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and Social Responsibility.

ARTICLE 6. REMUNERATION

6.1 In consideration of the Handling Company providing the services, the Carrier agrees to pay to the Handling Company the charges set out in the respective Annex(es) B, within the terms specified. The Carrier further agrees to pay the proper charges of the Handling Company and to discharge all additional expenditure incurred for providing the services referred to in Sub-Articles 1.4, 1.6, 1.7 and 1.8.

6.2 The charges set out in Annex(es) B do not include:

—any charges, fees or taxes imposed or levied by the Airport, Customs or other authorities against the Carrier or the Handling Company in connection with the provision of services herein by the Handling Company or in connection with the Carrier's flights.

—expenses incurred in connection with stopover and transfer passengers and with the handling of passengers for interrupted, delayed or cancelled flights.

Such charges, fees, taxes or other expenses as outlined above shall be borne ultimately by the Carrier.

ARTICLE 7. ACCOUNTING AND PAYMENT

7.1 The Handling Company shall invoice the Carrier monthly, unless otherwise agreed in Annex(es) B, with the charges arising from the provision of the handling services of Annex A as listed in Annex(es) B at the rates of charges set out in Annex(es) B.

7.2 Payment shall be effected through the IATA Clearing House unless otherwise agreed in Annex(es) B.

7.3 The Parties shall reach agreement on the payment terms at each location. Such payment terms will form part of the applicable Annex(es) B.

ARTICLE 8. LIABILITY AND INDEMNITY

In this Article, all references to:

(a) "the Carrier" or "the Handling Company" shall include their employees, servants, agents and subcontractors;

(b) "ground support equipment" shall mean all equipment used in the performance of ground handling services included in Annex A, whether fixed or mobile, and

(c) "act or omission" shall include negligence.

8.1 Except as stated in Sub-Articles 8.5 and 8.6, the Carrier shall not make any claim against the Handling Company and shall indemnify it (subject as hereinafter provided) against any legal liability for claims or suits, including costs and expenses incidental thereto, in respect of:

(a) delay, injury or death of persons carried or to be carried by the Carrier;

(b) injury or death of any employee of the Carrier;

(c) damage to or delay or loss of baggage, cargo or mail carried or to be carried by the Carrier, and

(d) damage to or loss of property owned or operated by, or on behalf of, the Carrier and any consequential loss or damage;

arising from an act or omission of the Handling Company in the performance of this Agreement unless done with intent to cause damage, death, delay, injury or loss or recklessly and with the knowledge that damage, death, delay, injury or loss would probably result.

PROVIDED THAT all claims or suits arising hereunder shall be dealt with by the Carrier; and

PROVIDED ALSO THAT the Handling Company shall notify the Carrier of any claims or suits without undue delay and shall furnish such assistance as the Carrier may reasonably require.

PROVIDED ALSO THAT where any of the services performed by the Handling Company hereunder relate to the carriage by the Carrier of passengers, baggage or cargo, then if the limitations of liability imposed by the Warsaw Convention and/or the Montreal Convention (1999) as applicable and as amended from time to time would have applied if any such act or omission had been committed by the Carrier but are held by a Court not to be applicable to such act or omission committed by the Handling Company in performing this Agreement then upon such decision of the Court the indemnity of the Carrier to the Handling Company hereunder shall be limited to an amount not exceeding the amount for which the Carrier would have been liable if it had committed such act or omission.

8.2 The Carrier shall not make any claim against the Handling Company in respect of damage, death, delay, injury or loss to third parties caused by the operation of the Carrier's Aircraft arising from an act or omission of the Handling Company in the performance of this Agreement unless done with intent to cause



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damage, death, delay, injury or loss or recklessly and with knowledge that damage, death, delay, injury or loss would probably result.

8.3

(a) Notwithstanding the provisions of Sub-Article 8.1, in the case of claims arising out of surface transportation which is provided on behalf of the Carrier and is part of the operation of loading/embarking or unloading/disembarking and/or is covered by the Carrier's Contract of Carriage the indemnity shall not exceed the limits specified in the said Contract of Carriage.

(b) In the case of claims arising out of surface transportation which is not provided on behalf of the Carrier and/or is not part of the operation of loading/embarking or unloading/disembarking and/or is not covered by the Carrier's Contract of Carriage the waiver and indemnity herein contained shall not apply.

8.4 The Handling Company shall not make any claim against the Carrier and shall indemnify it (subject as hereinafter provided) against any legal liability for claims or suits, including costs and expenses incidental thereto, in respect of:

(a) injury to or death of any employees of the Handling Company, its servants, agents or subcontractors; and

(b) damage to or loss of property owned or operated by, or on behalf of, the Handling Company and any consequential loss or damage;

arising from an act or omission of the Carrier in the performance of this Agreement unless done with intent to cause damage, death, delay, injury or loss or recklessly and with knowledge that damage, death, delay, injury or loss would probably result.

8.5 Notwithstanding Sub-Article 8.1(d), the Handling Company shall indemnify the Carrier against any physical loss of or damage to the Carrier's Aircraft caused by the Handling Company's negligent act or omission PROVIDED ALWAYS THAT the Handling Company's liability shall be limited to any such loss of or damage to the Carrier's Aircraft in an amount not exceeding the level of deductible under the Carrier's Hull All Risk Policy which shall not, in any event, exceed USD 1,500,000 except that loss or damage in respect of any incident below USD 3,000 shall not be indemnified.

For the avoidance of doubt, save as expressly stated, this Sub-Article 8.5 does not affect or prejudice the generality of the provisions of Sub-Article 8.1 including the principle that the Carrier shall not make any claim against the Handling Company and shall indemnify it against any liability in respect of any and all consequential loss or damage howsoever arising.

8.6. Furthermore, notwithstanding Sub-Article 8.1.(c), the Handling Company shall indemnify the Carrier against direct loss of or damage to the Carrier's cargo (excluding Mail) caused by the negligent act or omission by or on behalf of the Handling Company in the provision of the services and/or the supply of goods under this Agreement PROVIDED ALWAYS THAT the Handling Company's liability shall be limited to as set out in article 22.3 of the Montreal Convention 1999 or any amendment to that Convention in force at the time of the loss or damage or to the actual compensation paid out by the Carrier, whichever is less. In any event, the total amount of the claim shall not exceed USD 1,000,000, except that loss or damage in respect of any claim below USD 500 shall not be indemnified. Any claim shall be submitted within the time limits set out in article 31.2 of the Montreal Convention 1999. For the avoidance of doubt, the liability of the Handling Company shall never exceed the liability of the Carrier.

ARTICLE 9. ARBITRATION

In the event of any dispute or claim concerning the scope, meaning, construction or effect of this Agreement, the parties shall make all reasonable efforts to resolve disputes amongst themselves. Failing mutual resolution of the dispute, the parties may elect to resolve the dispute through arbitration (either by a single arbitrator or a panel of arbitrators). In the event that the parties fail to agree to an arbitration process, the dispute shall be settled in accordance with the laws of the state or jurisdiction set out in Annex(es) B, by the courts set out in Annex(es) B without regard to principles of conflict of laws.

ARTICLE 10. STAMP DUTIES, REGISTRATION FEES

10.1 All stamp duties and registration fees in connection with this Agreement, which may be prescribed under the national law of either Party to this Agreement, are payable by that Party.

10.2 All stamp duties and registration fees in connection with this Agreement, which may be prescribed under the national law of the location(s), as mentioned in the Annex(es) B and not being a location situated in the country of either Party to this Agreement will be shared equally between the Parties.

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ARTICLE 11. DURATION, MODIFICATION AND TERMINATION

11.1 This Agreement shall be effective from the date specified in the respective Annex(es) B. It shall supersede any previous arrangements between the Parties governing the provision of services at locations for which there are valid Annex(es) B to this Agreement.

11.2 Modification of, or additions to this Agreement shall be recorded in Annex(es) B.

11.3 Any notice referred to under this Article 11 given by one Party under this Agreement shall be deemed properly given if sent by registered letter, or by other means where proof of receipt or acknowledgement is obtained, to the respective office of the other Party as recorded in the Annex(es) B. In the case of a registered letter notice shall be considered to be served on the date of receipt.

11.4 This Main Agreement shall continue in force until terminated by either Party giving sixty days prior notice to the other Party.

11.5 Termination by either Party of any Annex(es) B to this Agreement of all or any part of the services provided at a specific location requires sixty days prior notice to the other Party. In the event of part termination of services, consideration shall be given to an adjustment of charges.

11.6 Any Annex(es) B to this Agreement exceeding a defined period of validity, shall continue in effect until terminated by either party providing sixty days prior notice to the other Party.

11.7 In the event of either Parties permit(s) or other authorisation(s) to operate in the agreed location(s), wholly or in part, being revoked, cancelled, or suspended, that Party shall notify the other Party without delay. Thereafter either Party may terminate the Agreement or the relevant Annex(es) B at the effective date of such revocation, cancellation or suspension by giving to the other Party notice within twenty-four hours after such event.

11.8 Either Party may terminate this Agreement and its Annexes at any time if the other Party becomes insolvent, makes a general assignment for the benefit of creditors, or commits an act of bankruptcy or if a petition in bankruptcy or for its reorganisation or the readjustment of its indebtedness be filed by or against it, provided the petition is found justified by the appropriate authority, or if a receiver, trustee or liquidator of all or substantially all of its property be appointed or applied for.

11.9 Both Parties shall be exempt from obligation if prompt notification is given by either Party in respect of any failure to perform its obligations under this Agreement arising from any of the following causes:—
—labour disputes involving complete or partial stoppage of work or delay in the performance of work;
—force majeure or any other cause beyond the control of either Party.

11.10 In the event of the Agreement or part thereof being terminated by notice or otherwise, such termination shall be without prejudice to the accrued rights and liabilities of either Party prior to termination.

11.11 The Handling Company shall have the right at any time to vary the charges set out in the Annex(es) B provided, however, that the Handling Company has given notice in writing to the Carrier not less than sixty days prior to the revised charges becoming effective. The notice shall specify the revised charges which the Handling Company proposes to introduce, together with the date on which they are to be brought into effect.

11.12 Notwithstanding Article 11.11, when changes occur in the schedule, and/or frequencies and/or types of aircraft, other than those set out in Annex(es) B, which affect the handling costs, either Party shall have the right to request an adjustment to the handling charges as from the date of the change provided that the Party informs the other Party within thirty days of the change.

ARTICLE 12. AUTHORIZATION TO CONTRACT

Each party warrants that it has the right to enter into this Agreement and that execution of this Agreement has been signed by authorized representative(s) of each party.

Signed the

Signed the

at

at

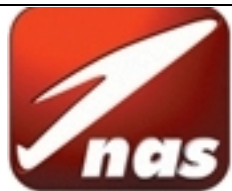
for and on behalf of

for and on behalf of

by

by

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IATA STANDARD GROUND HANDLING AGREEMENT

STANDARD GROUND HANDLING AGREEMENT Annex A—Ground Handling Services

to the Standard Ground Handling Agreement
effective from:

between:

hereinafter referred to as 'the Carrier' or 'the Handling Company', as the case may be,
and:

hereinafter referred to as 'the Handling Company' or 'the Carrier', as the case may be.

This Annex A

is valid from:

and replaces:

SECTION 1. MANAGEMENT FUNCTIONS

1.1 Representation

1.1.1

- (a) provide
- (b) arrange for
 - 1. guarantee
 - 2. bond

to facilitate the Carrier's activities.

1.1.2 Liaise with local authorities.

1.1.3 Indicate that the Handling Company is acting as handling agent for the Carrier.

1.1.4 Inform all interested Parties concerning schedules of the Carrier's aircraft.

1.2 Administrative Functions

1.2.1 Establish and maintain local procedures.

1.2.2 Take action on communications addressed to the Carrier.

1.2.3 Prepare, forward, file and retain for a period specified in the Annex B, messages/reports/statistics/documents and perform other administrative duties in the following areas.

(a) station administration

(b) passenger services

(c) ramp services

(d) load control

(e) flight operations

(f) cargo services

(g) mail services

(h) support services

(i) security

(j) aircraft maintenance

(k) other, as specified in Annex B

1.2.4 Maintain the Carrier's manuals, circulars, and other operational documents connected with the performance of the services.

1.2.5

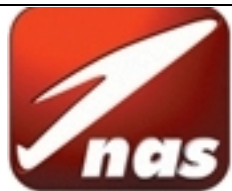
(a) Check

(b) Sign

(c) Forward

on behalf of the Carrier items including, but not limited to, invoices, supply orders, handling charge notes, work orders

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- 1.2.6** Effect payment, on behalf of the Carrier, including but not limited to:
- (a)** airport, customs, police and other charges relating to the services performed.
 - (b)** out-of-pocket expenses, accommodation, transport.

1.3 Supervision and/or Co-ordination

1.3.1

- (a)** Supervise
- (b)** Co-ordinate

services contracted by the Carrier with third party(ies)

1.3.2 Provide Turnaround coordinator (TRC)

1.3.3 Ensure that the third party(ies) is(are) informed about operational data and Carrier's requirements in a timely manner.

1.3.4 Liaise with the Carrier's designated representative

1.3.5 Verify availability and preparedness of personnel, equipment, Loads, documentation of third party(ies).

1.3.6 Meet aircraft upon arrival and liaise with crew.

1.3.7 Decide on non-routine matters.

1.3.8 Verify dispatch of operational messages.

1.3.9 Note irregularities and inform the Carrier.

1.4 Station Management

1.4.1 Provide representative on behalf of the Carrier to act

- (a)** exclusively
- (b)** non-exclusively

1.4.2 The Handling Company is authorised to represent the Carrier's interest with regard to resolving governmental and local authorities matters

1.4.3 Attend local airport meetings on behalf of the Carrier

- (a)** report to the Carrier results/contents of the meetings
- (b)** Act, vote and commit on behalf of the Carrier

1.4.4 The Handling Company will be authorised to

- (a)** solicit
- (b)** negotiate
- (c)** commit

services on behalf of the Carrier, with expenditure/commitment limit to be specified in Annex B

1. airport lounges
2. baggage delivery services
3. janitorial
4. newspapers delivery
5. laundry services
6. porters
7. other

1.4.5 Negotiate and secure slot(s) and airport facilities, as available, on behalf of the Carrier

1.4.6 Liaise with local and Government authorities to ensure that all necessary permits and licenses are applied for, negotiated and secured in advance of each seasonal/operational change.

1.4.7 Perform and report quality/performance measurements

1.4.8 Handle the contents of Carrier's company mail pouches



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SECTION 2. PASSENGER SERVICES

2.1 General

2.1.1 Inform passengers and/or public about time of arrival and/or departure of Carrier's aircraft and surface transport.

2.1.2 Make arrangements for, transfer and transit passengers and their baggage and inform them about services available at the airport.

2.1.3 When requested by the Carrier,

(a) Provide

(b) Arrange for

special equipment, facilities and specially trained personnel, for assistance to

1. unaccompanied minors.
2. persons with reduced mobility (PRMs)
3. VIPs.
4. transit without visa passengers (TWOVs).
5. deportees.
6. special medical transport
7. others, as specified in Annex B.

2.1.4 .

(a) Provide

(b) Arrange for

passenger assistance when flights are interrupted, delayed or cancelled. Such assistance shall include:

1. Meal vouchers
2. Rebooking
3. Transportation
4. Hotel accommodation
5. Personnel

2.1.5 Arrange storage of baggage in the bonded store

2.1.6

(a) Notify the Carrier of complaints and claims made by the Carrier's passengers.

(b) Process such claims, as specified in Annex B.

2.1.7 Report to the Carrier any irregularities discovered in passenger and baggage handling.

2.1.8

(a) Provide

(b) Arrange for

1. check-in counter(s)
2. service counter(s)
3. transfer counter(s)
4. lounge facilities
5. set up of Carrier specific items, such as but not limited to carpets, mobile signage, queuing control stanchions
6. other facilities as specified in Annex B

2.1.9 Perform the following ticketing/sales functions

(a) reservations

(b) issuance of transportation documents

(c) ancillary services

(d) e-ticketing

(e) other as specified in Annex B

2.2 Departure

2.2.1 Perform pre-flight editing

2.2.2 Check and ensure

(a) that tickets are valid for the flight(s). The check shall not include the fare.

At the following locations:

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1. check-in area
2. lounge
3. transfer counter
4. gate
5. off airport
6. other as specified in Annex B

2.2.3

(a) Check travel documents for the flight(s) concerned. In the event that the Handling Company does not have access to information that verifies visa validities the Handling Company will not have liability. The Handling Company shall not be liable for immigration fines in the event of non-bona fide travel documents or other events which are outside of their control.

(b) Enter passenger and/or travel document information into Carrier's and/or government system.

At the following locations:

1. check-in area
2. lounge
3. transfer counter
4. gate
5. off airport
6. other as specified in Annex B

2.2.4

(a) Weigh and/or measure checked and/or cabin baggage,

(b) Record baggage figures

for

1. initial flight.
2. subsequent flight(s). At following locations:

- (a) check-in area
- (b) lounge
- (c) transfer counter
- (d) gate
- (e) off airport
- (f) other as specified in Annex B

2.2.5 Excess baggage

(a) determine excess baggage

(b) issue excess baggage ticket

(c) collect excess baggage charges

(d) detach applicable excess baggage coupons

At the following locations:

1. check-in area
2. lounge
3. transfer counter
4. gate
5. off airport
6. other as specified in Annex B

2.2.6 Tag

(a) checked baggage

(b) cabin baggage

for

1. initial flight.
2. subsequent flight(s).

At the following locations:

- (a) check-in area
- (b) lounge
- (c) transfer counter



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- (d) gate
 - (e) off airport
 - (f) other as specified in Annex B
- 2.2.7** Effect conveyance of checked baggage to the baggage sorting area

At the following locations:

- (a) check-in area
- (b) lounge
- (c) transfer counter
- (d) gate
- (e) other as specified in Annex B

2.2.8 Effect conveyance of Out of Gauge (OOG) checked baggage to the baggage sorting area

At the following locations:

- (a) check-in area
- (b) lounge
- (c) transfer counter
- (d) gate
- (e) other as specified in Annex B

2.2.9 Collect airport and/or any other service charges from departing passengers

At the following locations:

- (a) check-in area
- (b) lounge
- (c) transfer counter
- (d) gate
- (e) other as specified in Annex B

2.2.10

- (a) Carry out the Carrier's seat allocation or selection system
- (b) Issue boarding pass(es)
- (c) Detach applicable flight coupons for
 - 1. initial flight.
 - 2. subsequent flight(s)

At the following locations:

- (a) check-in area
- (b) lounge
- (c) transfer counter
- (d) gate
- (e) off airport
- (f) other as specified in Annex B

2.2.11 Handle

- (a) Denied Boarding process
- (b) Denied Boarding Compensation

At the following locations:

- 1. check-in area
- 2. lounge
- 3. transfer counter
- 4. gate
- 5. other as specified in Annex B

2.2.12 Direct passengers

- (a) through controls to departure gate
- (b) to connecting transport to the airport, in case of off airport services.

2.2.13 Handle upgrade/downgrade functions At the following locations:

- (a) check-in area
- (b) lounge



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- (c) transfer counter
 - (d) gate
 - (e) other as specified in Annex B
- 2.2.14** Handle standby list

At the following locations:

- (a) check-in area
 - (b) lounge
 - (c) transfer counter
 - (d) gate
 - (e) other as specified in Annex B
- 2.2.15** At the gate perform
- (a) verification of cabin baggage
 - (b) boarding process
 - (c) reconciliation of passenger numbers with aircraft documents prior to departure
 - (d) other gate functions as specified in Annex B

2.2.16

- (a) collect
 - (b) reconcile
 - (c) handle and forward to Carrier transportation documents (flight coupons, or other flight related documents) uplifted from departing passengers
- 2.2.17** Perform post-flight editing

2.3 Arrival

2.3.1

- (a) Perform
- (b) Arrange for

opening/closing aircraft passenger doors

2.3.2 Direct passengers

- (a) from aircraft through controls
- (b) arriving from the airport, in case of off airport services.

2.3.3

- (a) Provide
- (b) Arrange for
 1. Transfer counter
 2. Connection services
 3. Baggage recheck

2.3.4 Handle lost, found and damaged property matters.

- (a) Provide
- (b) Arrange for
 1. acceptance of baggage irregularity reports
 2. entering of data into baggage tracing system
 3. maintaining baggage tracing system files for period specified in Annex B
 4. making payments for incidental expenses
 5. delivery of delayed baggage to passengers
 6. handling of communications with passengers
 7. repair or replacement of damaged baggage

2.4 Inter-modal Transportation by Rail, Road or Sea

2.4.1 Carry out passenger and baggage handling as described in Sub-Sections 2.1, 2.2 and 2.3, as stipulated in Annex B, substituting "rail, road or sea transportation" for "aircraft", and "flight(s)", and "terminal" for "airport".

2.4.2 Direct departing passengers to connecting transport.

2.4.3 Load baggage on connecting transport, as directed by the rail, road or sea transport operator.

2.4.4 Handle arriving passengers and baggage from the rail, road or sea transport operator.

2.4.5 Direct arriving passengers through controls to the Carrier's flight departure services.

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2.4.6 Offload baggage from connecting transport, as directed by the rail, road or sea transport operator and transfer it to the Carrier's airport services.

SECTION 3. RAMP SERVICES

3.1 Baggage Handling

3.1.1 Handle baggage in

1. baggage sorting area.
2. other location(s) as specified in Annex B

3.1.2 Prepare for delivery onto flights

- (a) bulk baggage
- (b) ULDs
- (c) baggage accepted at a location as specified in Annex B

3.1.3 Establish the number and/or weight of

- (a) bulk baggage
- (b) built-up ULDs

and provide the load control unit with the information

3.1.4 Offload

- (a) bulk baggage
- (b) ULDs.

3.1.5 Prioritise baggage delivery to claim area.

3.1.6 Deliver to claim area

- (a) baggage
- (b) Out of Gauge (OGG)

3.1.7 Transfer baggage

- (a) Provide
- (b) Arrange for
 1. Sortation of transfer baggage.
 2. Storage of transfer baggage prior to dispatch (storage time limits to be specified in Annex B).
 3. Transport of transfer baggage to the sorting area of the receiving carrier.

3.1.8 Handle crew baggage.

3.2 Marshaling

3.2.1

- (a) Provide
- (b) Arrange for

marshaling at arrival and/or departure.

3.2.2 Operate automated guidance systems

3.3 Parking

3.3.1

- (a) Provide
- (b) Position and/or remove

wheel-chocks.

3.3.2

- (a) Provide
- (b) Position and/or remove
 1. Landing gear locks.
 2. Engine blanking covers.
 3. Pitot covers.
 4. Surface control locks.
 5. Tailstands and/or aircraft tethering.



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- 6. Safety cones.
- 7. Other items as specified in Annex B.

3.4 Ancillary Items

3.4.1

- (a) Provide
- (b) Arrange for
- (c) Operate
 - 1. Ground power unit
 - 2. Fixed ground power
 - 3. Cooling unit
 - 4. Heating unit
 - 5. Air start unit

3.5 Ramp to Flight Deck Communication

3.5.1 Provide headsets.

3.5.2 Perform ramp to flight deck communication

- (a) during push-back.
- (b) during tow-in.
- (c) during engine starting.
- (d) for other purposes.

3.6 Loading and Unloading

3.6.1

- (a) Provide
- (b) Arrange for
- (c) Operate
 - 1. passenger steps.
 - 2. flight deck steps.
 - 3. loading bridges

3.6.2

- (a) Provide or
- (b) Arrange for
 - 1. passenger
 - 2. crew transport between aircraft and airport terminal(s).

3.6.3

- (a) Provide
- (b) Arrange for
- (c) Operate

Equipment for loading and/or unloading.

3.6.4

- (a) Provide
- (b) Arrange for

delivery and pick-up of

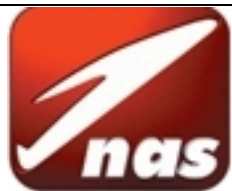
- 1. Baggage
- 2. Mobility devices at aircraft doors or other agreed points

3.6.5

- (a) Provide
- (b) Arrange for

assembly and transport of

- 1. Baggage
- 2. General cargo
- 3. Special shipments
- 4. Mail



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5. Documents

6. Company mail between agreed points on the airport

3.6.6

(a) Unload aircraft, returning lashing materials to the Carrier.

(b) Load and secure Loads in the aircraft

(c) Redistribute Loads in aircraft.

(d) Operate in-plane loading system.

(e) Report final load distribution to the Load Control unit.

3.6.7 Open, close and secure aircraft hold doors.

(a) aircraft lower deck

(b) aircraft main deck

3.6.8

(a) Provide

(b) Arrange for ballast

3.6.9

(a) Provide

(b) Arrange for

safeguarding of all Loads requiring special handling during

1. loading/unloading

2. transport between aircraft and designated point on the airport

3.7 Safety Measures

3.7.1

(a) Provide

1. portable fire extinguisher on motorized/self-propelled ramp equipment

2. ramp fire extinguisher, if not provided by airport authority

(b) arrange for

1. attendance of airport fire services at aircraft

3.7.2 Perform visual external safety/ground damage inspection of

(a) doors and panels and immediate surroundings

(b) Other inspection items as specified in Annex B

1. immediately upon arrival

2. immediately prior departure and communicate the results to flight crew or Carrier's representative

3.7.3 Check that all doors and access panels are properly closed and locked.

3.8 Moving of Aircraft

3.8.1

(a) Provide

(b) Arrange for

1. Tow-in and/or push-back of aircraft

2. Towing of aircraft between other points

3. Cockpit brake operator in connection with towing

4. Wing-walker(s)

3.8.2

(a) Towbar to be provided by the Carrier.

(b) Towbar to be provided by the Handling Company

(c) Store and maintain towbar(s) provided by the Carrier

3.9 Exterior Cleaning

3.9.1 Perform cleaning in accordance with Carriers written instructions of

(a) flight deck windows

(b) cabin windows

(c) aircraft integral steps



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(d) slats and leading edges

(e) wings

1. upper surface
2. lower surface

(f) flaps (extended)

1. upper surface
2. lower surface

(g) ailerons

1. upper surface
2. lower surface

(h) engine nacelles and pylons

(i) fuselage

1. upper surface
2. lower surface

(j) horizontal stabiliser

(k) vertical stabiliser

(l) landing gear

(m) wheel well

3.10 Interior Cleaning

3.10.1 Clean

(a) flight deck, if specified, under the control of a person authorised by the Carrier

(b) passenger and crew compartments (other than flight deck)

1. empty ash trays.
2. dispose of litter.
3. clear waste from overhead stowage
4. wipe tables
5. seats, seat back pockets and passenger service units
6. floors
7. empty refuse bins
8. surfaces in pantries, galleys (sinks, working surfaces, ovens and surrounds) and toilets (wash basins, bowls, seats, mirrors and surrounds)
9. remove, as necessary, any contamination caused by airsickness, spilled food or drink and offensive stains
10. telephones, screens and other equipment
11. inside windows.

3.10.2 Remove and dispose of

(a) litter/waste

(b) food and food-related material (galley waste)

3.10.3 Perform cabin dressing

(a) Blankets/duvets (fold/place in designated locations)

(b) Arrange seat belts

(c) Make up berths including crew

(d) Replace head rests

(e) Replace pillow covers

(f) Restock toilet items

(g) Replace/restock seat back pocket items

(h) Other cabin items as specified in Annex B



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1. Materials provided by the Carrier
2. Materials provided by the Handling Company

3.10.4

- (a) Disinfect
- (b) Deodorize

aircraft with

1. materials provided by Carrier
2. materials provided by Handling Company

3.10.5

- (a) Provide
- (b) Arrange for

laundrying of

1. cabin items (blankets/duvets/pillow cases)
2. linen

3.10.6 Clean

- (a) cargo compartments
- (b) ULDs

3.11 Toilet Service

3.11.1

- (a) Provide
- (b) Arrange for
 1. Servicing (empty, clean, flush and replenish fluids).
 2. triturator/disposal service

3.12 Water Service

3.12.1

- (a) Provide
- (b) Arrange for
 1. Draining tanks.
 2. Replenish tanks (water standard as specified in Annex B)
 3. Water quality tests.

3.13 Cabin Equipment

3.13.1 Rearrange cabin by

- (a) removing
- (b) installing
- (c) repositioning

cabin equipment, for example, seats and cabin divider(s)

3.14 Storage of Cabin Material

3.14.1

- (a) Provide
- (b) Arrange

for storage space for the Carrier's cabin material.

3.14.2 Take inventory.

3.14.3

- (a) Provide
- (b) Arrange for

replenishment of stocks.



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3.15 Catering Ramp Handling

3.15.1 Unload/load and stow catering supplies from/on aircraft.

3.15.2 Transfer catering supplies on aircraft.

(a) between lower holds and galleys and vice versa

(b) between galleys

3.15.3 Transport catering supplies between aircraft and designated points.

3.16 De-Icing/Anti-Icing Services and Snow/Ice Removal

3.16.1 Remove snow from aircraft without using de-icing fluid.

3.16.2 Perform "pre" de/anti-icing inspection and advise flight crew or Carrier representative of results.

3.16.3 Perform clear ice check

3.16.4

(a) Provide

(b) Arrange for

1. anti-icing units.

2. de-icing units.

3.16.5 Provide de-icing/anti-icing fluids

3.16.6 Remove frost, ice and snow from aircraft using de-icing fluid. Fluids to receive purity and contamination inspection prior to use.

3.16.7 Apply anti-icing fluid to aircraft.

3.16.8 Supervise performance of de-icing/anti-icing operations.

3.16.9 Perform final inspection after de-icing/anti-icing operations and inform flight crew of results.

3.16.10 Complete documentation as per Carrier's instructions

SECTION 4. LOAD CONTROL AND FLIGHT OPERATIONS

4.1 Load Control

4.1.1 Deliver load control related documents between aircraft and airport buildings and vice versa.

4.1.2

(a) Process

(b) Sign

documents and information, including but not limited to, loading instructions, load and trim sheets, Captain's load information and manifests where:

1. Load Control is performed by the Handling Company

2. Handling Company is performing inputs/updates when Load Control is performed by the Carrier or third party

4.2 Communications

4.2.1 Inform all interested Parties concerning movements of the Carrier's aircraft.

4.2.2

(a) Compile, receive, process and send all messages in connection with the services performed by the Handling Company. The Handling Company is authorized to use Carrier's originator code or double signature procedure

(b) Inform the Carrier's representative of the contents of such messages

4.2.3

(a) Provide

(b) Operate

means of communication between the ground station and the Carrier's aircraft.

4.3 Flight Operations

4.3.1 Inform the Carrier of any known project affecting the operational services and facilities made available to its aircraft in the areas of responsibility as specified in Annex B.



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4.3.2

- (a) Provide
- (b) Arrange for

meteorological documentation and aeronautical information

1. at the airport location as defined in Annex B
2. at different airport location(s)

4.3.3

- (a) Provide
- (b) Arrange for

delivery of flight operations related documentation to the aircraft and obtain signature of the pilot-in-command, where applicable

1. at the airport location as defined in Annex B
2. at different airport location(s)

4.3.4

- (a) Analyse the operational conditions and prepare
- (b) request
- (c) sign

make available the operational flight plan according to the instructions and data provided by the Carrier

1. at the airport location as defined in Annex B
2. at different airport location(s)
3. en-route

4.3.5

- (a) Prepare
- (b) Request
- (c) Sign
- (d) File

the Air Traffic Services ("ATS") Flight Plan.

1. at the airport location as defined in Annex B
2. at different airport location(s)

4.3.6

- (a) Request
- (b) Manage

the Carrier's slot time allocation with the ATS

1. at the airport location as defined in Annex B
2. at different airport location(s)

4.3.7 Provide the crew with a briefing

4.3.8

- (a) Prepare
- (b) Sign
- (c) Deliver

1. the fuel order
2. the fuel distribution form

4.3.9 Provide ground handling party(ies) with weight and fuel data

4.3.10 Obtain a debriefing from incoming crews, distributing reports or completed forms to offices concerned.

4.4 Crew Administration

4.4.1 Distribute crew schedule information provided by the Carrier to all parties concerned.

4.4.2 Arrange hotel accommodation for crew layover

- (a) scheduled
- (b) non-scheduled



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4.4.3

(a) Provide

(b) Arrange for crew transportation to/from off airport locations

4.4.4 Direct crews through airport facilities

4.4.5 Liaise with

1. crew layover hotel(s)

2. crew transportation company

3. on crew call and pick-up timings

4.4.6

(a) Prepare crew allowance forms.

(b) Pay crew allowances.

4.9.7 Inform the Carrier representative of any crew indisposition or potential absence.

SECTION 5. CARGO AND MAIL WAREHOUSE SERVICES

5.1 Cargo and Mail Handling—General

5.1.1

(a) Provide

(b) Arrange

1. warehouse and storage facility(ies)

2. warehouse handling equipment

3. warehouse handling services

4. General cargo

5. Special shipments

6. Specialised cargo products

7. Post office mail

8. Diplomatic mail

9. Diplomatic cargo

10. Company cargo/material

5.1.2

(a) Issue

(b) Obtain

(c) Make available to Carrier

Receipt upon delivery of cargo

5.1.3 Take action to

(a) prevent theft or damage to the Carrier's cargo and mail in custody of the Handling Company

(b) prevent theft or unauthorised use of, or damage to the Carrier's pallets, containers, nets, straps, tie-down rings and other material in the custody of the Handling Company. Notify the Carrier immediately of any damage to or loss of such items.

5.2 Customs Control

5.2.1

(a) Prepare Customs documentation

(b) obtain Customs clearance

(c) place cargo under Customs control

(d) present to Customs cargo for physical examination for

1. Inbound cargo

2. Outbound cargo

3. Transfer cargo

5.3 Documentation Handling

5.3.1

(a) Prepare airwaybill

(b) Check all documentation to ensure shipment may be carried. The check shall not include the rates charged.



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- (c) Check security status for the shipment(s) concerned and take action as per Carrier's instructions.
- (d) Obtain capacity/booking information for the Carrier's flights.
- (e) Split airwaybill. Forward copies of manifests and air waybills to the Carrier.
- (f) Prepare cargo manifest(s).
- (g) Provide the load control unit with Special Load Notification.
- (h) Return copy of airwaybill to shipper, endorsed with flight details.
- (i) Check and/or enter data into Carrier's and/or government/customs system, as specified in Annex B

5.3.2

- (a) Notify consignee or agent of arrival of shipments
- (b) Make available cargo documents available to consignee or agent.

5.3.3

- (a) Provide
- (b) Arrange for
 - 1. collection of "Charges Collect" as shown on the air waybill
 - 2. collection of other charges and fees as shown on the air waybill
 - 3. credit to consignees or agents

5.3.4

- (a) Provide
- (b) Arrange for
 - 1. delivery of Cargo/Mail related documentation from/to agreed points and the aircraft

5.4 Physical Handling Outbound/Inbound

5.4.1 Accept cargo, ensuring that

- (a) machine-readable cargo labels are affixed and processed
- (b) manual labels are affixed and processed
- (c) shipments are "ready for carriage"
- (d) the weight and volume and number of pieces of the shipments are checked
- (e) the regulations for the carriage of special cargo, particularly the IATA Dangerous Goods Regulations (DGR), IATA Live Animals Regulations (LAR), and others have been complied with.

5.4.2 Tally and assemble cargo for dispatch

5.4.3 Prepare

- (a) Bulk cargo
- (b) ULDs using
- (c) build up materials provided by Carrier
- (d) build up materials provided by Handling Company and establish
 - 1. gross weight
 - 2. volume
 - 3. ULD contour

and provide the load control unit with the information

5.4.4 Perform acceptance check on pre-built ULDs and establish, if accepted

- (a) gross weight
- (b) volume
- (c) ULD contour

and provide the load control unit with the information.

5.4.5

- (a) Load outbound cargo on vehicles
- (b) Assemble cargo for delivery to the aircraft.

5.4.6

- 1. Offload bulk cargo from vehicles
- 2. Break down ULDs
- 3. Check incoming cargo against air waybills and manifests
- 4. Release cargo to the consignee or agent

5.4.7 Truck service loading/off-loading

- (a) Check seals are intact on inbound trucks
- (b) Offload truck prior to acceptance into warehouse
- (c) Load truck after formal release from warehouse

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(d) Place seals

Truck operated by/or on behalf of the Carrier

5.5 Transfer/Transit Cargo

5.5.1 Identify transfer/transit cargo.

5.5.2 Prepare transfer manifests for cargo to be transported by another carrier.

5.5.3

(a) Provide

(b) Arrange for transport to the receiving carrier's warehouse

1. on airport,

2. off airport

5.5.4 Accept/prepare

(a) transfer cargo

(b) transit cargo for onward carriage.

5.6 Post Office Mail

5.6.1 Check

(a) incoming

(b) outgoing

mail against Post Office mail documents.

5.6.2 In case of missing documentation, issue substitutes

5.6.3 Transport mail from

(a) cargo warehouse to postal facility

(b) postal facility to cargo warehouse

1. on airport

2. off airport

together with documents, against receipt from postal authorities.

5.6.4 Handle and check transfer mail against accompanying mail documents.

5.6.5 Prepare

(a) Bulk mail

(b) ULDs and establish

(a) gross weight

(b) volume

(c) ULD contour

and provide the load control unit with the information

5.6.6 Distribute incoming and/or outgoing post office mail documents

SECTION 6. SUPPORT SERVICES

6.1 Accommodation

6.1.1 Provide the Carrier with

(a) office space

(b) storage space

(c) other facilities, as specified in Annex B

6.2 Automation/Computer Systems

6.2.1

(a) Provide

(b) Arrange for

(c) Operate

computer hardware and other equipment (as specified in Annex B) to enable access to

1. Carrier's system

2. Handling Company's system



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- 3. other system
- 6.2.2 Perform the following functions in
 - (a) Carrier's system
 - (b) Handling Company's system
 - (c) other system for
 - 1. Training.
 - 2. Passenger reservations and sales
 - 3. Passenger service
 - 4. Baggage reconciliation.
 - 5. Baggage tracing.
 - 6. Operations, load control.
 - 7. Cargo reservations and sales
 - 8. Cargo handling
 - 9. Post office mail handling
 - 10. Maintenance reporting
 - 11. Other functions
- 6.2.3 Manage Automated Self Check-in device(s) and
 - (a) Provide
 - (b) Arrange for
 - 1. Stock control
 - 2. Stock replenishment
 - 3. Hosting
 - 4. Routine maintenance
 - 5. Servicing and repair
 - 6. Other, as specified in Annex B

6.3 Unit Load Device (ULD) Control

- 6.3.1
 - (a) Provide
 - (b) Arrange for storage space for
 - 1. passenger ULDs
 - 2. cargo ULDs
 - 3. post office mail ULDs
 - 4. other ULDs
- 6.3.2 Take action to prevent damage, theft or unauthorised use of the Carrier's ULDs in the custody of the Handling Company. Notify the Carrier immediately of any damage or loss.
- 6.3.3
 - (a) Take physical inventory of ULD stock and maintain records.
 - (b) Compile and despatch ULD control messages
- 6.3.4 Prepare ULD exchange control documentation for all transfers of ULDs and obtain signature(s) of the transferring and receiving carrier(s) or approved third parties and distribute copies.
- 6.3.5 Handle lost, found and damaged ULDs and notify the Carrier of such irregularities.

6.4 Fuel Farm (Depot)

- 6.4.1 Liaise with fuel farm suppliers.
- 6.4.2
 - (a) Inspect the Carrier's fuel farm product deliveries for contamination, prior to storage. Notify the Carrier of results.
 - (b) Inspect fuel farm storage and/or appliances. Notify the Carrier of results.

6.5 Ramp Fuelling/Defuelling Operations

- 6.5.1 Liaise with ramp fuel suppliers.
- 6.5.2 Inspect fuel vehicles and/or appliances for contamination. Perform water detection checks
- 6.5.3 Supervise fuelling/defuelling operations.
- 6.5.4 Prepare aircraft for fueling/Defuelling.
- 6.5.5 Drain water from aircraft fuel tanks.
- 6.5.6

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- (a) Provide
- (b) Arrange approved fuelling/defuelling equipment.
- 6.5.7 Fuel/defuel aircraft with quantities of products requested by the Carrier's designated representative
- 6.5.8 Check and verify the delivered fuel quantity
- 6.5.9 Deliver the completed fuel order to the Carrier's designated representative.

6.6 Surface Transport

6.6.1

- (a) Provide
- (b) Arrange for the transport of
 - 1. passengers
 - 2. baggage
 - 3. cargo
 - 4. Post office mail
 - 5. empty ULDs
 - 6. other between
- (a) airport and town terminal
- (b) airport and other agreed points
- (c) separate terminals at the same airport

6.7 Catering Services—Liaison and Administration

- 6.7.1 Liaise with the Carrier's catering supplier.
- 6.7.2 Handle requisitions made by the Carrier's authorised representative.

SECTION 7. SECURITY

7.1 Passenger and Baggage Screening and Reconciliation

7.1.1

- (a) Provide
- (b) Arrange for
 - 1. matching of passengers against established data
 - 2. security questioning

7.1.2

- (a) Provide
- (b) Arrange for
 - 1. screening of checked baggage.
 - 2. screening of transfer baggage.
 - 3. screening of mishandled baggage.
 - 4. physical examination of checked, transfer and mishandled baggage.
 - 5. identification of security cleared baggage.

7.1.3

- (a) Provide
- (b) Arrange for
 - 1. screening of passengers.
 - 2. screening of cabin/unchecked baggage.
 - 3. physical examination of passengers and cabin/unchecked baggage.

7.1.4

- (a) Provide
- (b) Arrange for
 - 1. identification of passengers prior to boarding.
 - 2. reconciliation of boarded passengers with their baggage.
 - 3. positive baggage identification by passengers.
 - 4. offloading of baggage for passengers who fail to board the aircraft.



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7.2 Cargo and Post Office Mail

7.2.1

(a) Provide

(b) Arrange for

1. control of access to the cargo facilities.
2. screening of cargo and/or mail.
3. physical examination of cargo.
4. holding of cargo and/or mail for variable periods.
5. secure storage of cargo and/or mail.
6. decompression/pressure chamber.

7.3 Catering

7.3.1

(a) Provide

(b) Arrange for

1. control of access to the catering unit.
2. security supervision during food preparation.
3. security check of catering uplifts.
4. sealing of food and/or bar trolleys/containers.
5. physical examination of catering vehicles prior to loading.
6. sealing of catering vehicles

7.4 Ramp

7.4.1

(a) Provide

(b) Arrange for control of access to

1. aircraft.
2. designated areas.

7.4.2

(a) Provide

(b) Arrange for

1. searching of
2. guarding of
3. sealing of

(a) aircraft

(b) designated areas

(c) baggage in the baggage make-up area.

7.4.3

(a) Provide

(b) Arrange for

security personnel

1. to safeguard all Loads during the transport between aircraft and designated locations.
2. during offloading and loading of aircraft.

7.5 Additional Security Services

7.5.1

(a) Provide or

(b) Arrange for additional security services

SECTION 8. AIRCRAFT MAINTENANCE

8.1 Routine Services

8.1.1 Maintain the Carrier's technical manuals, handbooks, catalogues, and other operational documents connected with performance of the services as specified in Annex B.

8.1.2 Perform line inspection in accordance with Carrier's current instructions.

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- 8.1.3 Enter in the aircraft log(s) and sign for the performance of line inspection.
- 8.1.4 Enter remarks in aircraft log(s) regarding defects observed during the inspection.
- 8.1.5 Provide personnel to assist the flight crew or ground staff in the performance of their tasks.

8.2 Replenishing of Oils and Fluids

8.2.1

- (a) Perform.
- (b) Supervise

replenishing operations

8.2.2

- (a) Provide
- (b) Arrange for
- (c) Operate

replenishing equipment.

- 8.2.3 Wipe excess oil from engine nacelles
- 8.2.4 Engine Oil to be provided by the Carrier.
- 8.2.5 Engine Oil to be provided by the Handling Company.
- 8.2.6 Hydraulic fluid to be provided by the Carrier.
- 8.2.7 Hydraulic fluid to be provided by the Handling Company.

8.3 Non-routine Services

- 8.3.1 Rectify defects entered in the aircraft log as reported by the crew or revealed during the inspection, to the extent requested by the Carrier. However, major repairs must be separately agreed upon between the Parties.
- 8.3.2 Enter in aircraft log(s) and sign for the action taken.
- 8.3.3 Report technical irregularities and actions taken to the Carrier's maintenance base.
- 8.3.4
 - (a) Provide
 - (b) Arrange for

maintenance facilities, tools and special equipment to the extent available.

- 8.3.5 Move aircraft under its own power

8.4 Material Handling

8.4.1

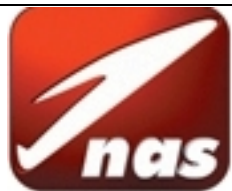
- (a) Obtain Customs clearance for
- (b) Administer the Carrier's spare parts and/or equipment.
- 8.4.2 Provide periodic inspection of the Carrier's spare parts equipment.
- 8.4.3 Provide storage space for the Carrier's spare parts and/or equipment.

8.5 Parking and Hangar Space

8.5.1

- (a) Provide
- (b) Arrange for
 - 1. parking space.
 - 2. hangar space.

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IATA STANDARD GROUND HANDLING AGREEMENT

STANDARD GROUND HANDLING AGREEMENT Annex B—Location(s), Agreed Services and Charges

to the Standard Ground Handling Agreement (SGHA) of January 2013

between:

having its principal office at:

and hereinafter referred to as 'the Carrier'

and:

having its principal office at:

and hereinafter referred to as 'the Handling Company'.

the Carrier and/or the Handling Company may hereinafter be referred to as "the Party(ies)"

effective from:

This Annex B for

the location(s):

is valid from:

and replaces:

PARAGRAPH 1. HANDLING SERVICES AND CHARGES

1.1 For a single ground handling consisting of the arrival and the subsequent departure at agreed timings of the same aircraft, the Handling Company shall provide the following services of Annex A at the following rates.

1.1.1 Section(s)priceper (aircraft type, etc.).

1.1.2 Section(s)priceper.....

The number of these clauses can be extended as far as necessary.

1.2 Handling in case of technical landing for other than commercial purposes will be charged at% of the above rates, provided that a physical change of load is not involved.

1.3 Handling in case of return to ramp will not be charged extra, provided that a physical change of load is not involved.

1.4 Handling in case of return to ramp involving a physical change of load will be charged as for handling in case of technical landing in accordance with Sub-Paragraph 1.2 of this Annex.

PARAGRAPH 2. ADDITIONAL SERVICES AND CHARGES

2.1 All services not included in Paragraph 1 of this Annex will be charged for as follows:

PARAGRAPH 3. DISBURSEMENTS

3.1 Any disbursements made by the Handling Company on behalf of the Carrier will be reimbursed by the Carrier at cost price plus an accounting surcharge of %.

PARAGRAPH 4. LIMIT OF LIABILITY

4.1 The limit of liability referred to in Sub-Article 8.5 of the Main Agreement shall be as follows:

Aircraft Type	Limit (per incident)



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PARAGRAPH 5. AREA OF RESPONSIBILITY

5.1 The area of responsibility as mentioned in Sub-Sections 4.3 and 4.6 of Annex A is.....

PARAGRAPH 6. TRANSFER OF SERVICES

6.1 In accordance with Sub-Article 3.1 of the Main Agreement, the Handling Company subcontracts the services of Annex A Section(s)..... to
The number of these clauses can be extended as far as necessary.

PARAGRAPH 7. PAYMENT

7.1 Notwithstanding Sub-Article 7.2 of the Main Agreement, payment of account shall be effected

With reference to Sub-Article 7.3, the Parties establish the following payment terms:
Handling Company will send invoices to (insert email/physical address). Notwithstanding Sub-Article 7.1 of the Main Agreement, the Handling Company shall submit invoices to the Carrier and the Carrier shall pay the Handling Company withindays of the invoice.

In the event the Carrier disputes any charge or fee set forth in any invoice, Carrier shall pay the undisputed portion and notify the Handling Company of the discrepancy in billing. Both parties shall then seek in good faith to resolve the disputed amount(s). Upon the resolution of any disputed amount the Carrier shall promptly pay the balance due to the Handling Company.

PARAGRAPH 8. SUPERVISION AND ADMINISTRATION

8.1 The services of Annex A, Section 1, Sub-Section 1.3 covered by Sub-Paragraph 1.1 of this Annex B, refer only to the following services of Annex A which are performed for the Carrier by other organisation(s) under cover of separate agreement(s):

Section(s)

Section(s)

PARAGRAPH 9. DURATION, MODIFICATION AND TERMINATION

Any change to Article 11 of the Main Agreement, in particular to the duration of the Main Agreement, validity of rates or rights of termination shall be recorded below, notwithstanding the corresponding Sub-Articles of the Main Agreement.

For example:

9.1 Duration

9.1.1 Notwithstanding Sub-Article 11.4 and 11.5 of the Main Agreement

9.1.2 Notwithstanding Sub-Article 11.11 of the Main Agreement the rates contained in Paragraph 1 shall be.....

9.2 Modification

9.2.1 Any modification to this Annex B shall be made by a written amendment signed by both Parties.

9.3 Termination

9.3.1 Notwithstanding Sub-Paragraph 9.1.1 of this Annex B, this Annex B may be terminated on the following terms.....

The number of these clauses can be extended as far as necessary.

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PARAGRAPH 10. NOTIFICATION

10.1 In accordance Sub-article 11.3 of the Main Agreement, any notice or communication to be given hereunder shall be addressed to the respective parties as follows:

To Carrier:	Carrier
	Street
	City, Country
	Telephone
	Fax:
	E-mail:
	Attn:
To Handling Company:	The Handling Company
	Street
	City, Country
	Telephone
	Fax:
	E-mail:
	Attn:

PARAGRAPH 11. GOVERNING LAW

11.1 In accordance with Article 9 of the Main Agreement, this Annex B shall be governed by and interpreted in accordance with the laws of:.....

11.2 In accordance with Article 9 of the Main Agreement, courts for the resolution of disputes shall be the Courts of:.....

Signed the	Signed the
at	at
for and on behalf of	for and on behalf of
by	by



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IATA STANDARD GROUND HANDLING AGREEMENT

STANDARD GROUND HANDLING AGREEMENT—SIMPLIFIED PROCEDURE Annex B—Location(s), Agreed Services and Charges

to the Standard Ground Handling Agreement (SGHA) of January 2013

between:

having its principal office at:

and hereinafter referred to as 'the Carrier'

and:

having its principal office at:

and hereinafter referred to as 'the Handling Company'

the Carrier and/or the Handling Company may hereinafter be referred to as "the Party(ies)"

effective from:

This Annex B for

the location(s):

is valid from:

and replaces:

PREAMBLE:

This Annex B is prepared in accordance with the simplified procedure whereby the Parties agree that the terms of the Main Agreement and Annex A of the SGHA of January 2013 as published by the International Air Transport Association shall apply to this Annex B as if such terms were repeated here in full. By signing this Annex B, the Parties confirm that they are familiar with the aforementioned Main Agreement and Annex A.

PARAGRAPH 1. HANDLING SERVICES AND CHARGES

1.1 For a single ground handling consisting of the arrival and the subsequent departure at agreed timings of the same aircraft, the Handling Company shall provide the following services of Annex A at the following rates.

1.1.1 Section(s)..... price..... per (aircraft type, etc.).

1.1.2 Section(s)..... price..... per.....

The number of these clauses can be extended as far as necessary.

1.2 Handling in case of technical landing for other than commercial purposes will be charged at% of the above rates, provided that a physical change of load is not involved.

1.3 Handling in case of return to ramp will not be charged extra, provided that a physical change of load is not involved.

1.4 Handling in case of return to ramp involving a physical change of load will be charged as for handling in case of technical landing in accordance with Sub-Paragraph 1.2 of this Annex.

PARAGRAPH 2. ADDITIONAL SERVICES AND CHARGES

2.1 All services not included in Paragraph 1 of this Annex will be charged for as follows:

PARAGRAPH 3. DISBURSEMENTS

3.1 Any disbursements made by the Handling Company on behalf of the Carrier will be reimbursed by the Carrier at cost price plus an accounting surcharge of%.

PARAGRAPH 4. LIMIT OF LIABILITY

4.1 The limit of liability referred to in Sub-Article 8.5(a) of the Main Agreement shall be as follows:

Aircraft Type

Limit (per incident)

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PARAGRAPH 5. AREA OF RESPONSIBILITY

5.1 The area of responsibility as mentioned in Sub-Sections 4.3 and 4.6 of Annex A is

PARAGRAPH 6. TRANSFER OF SERVICES

6.1 In accordance with Sub-Article 3.1 of the Main Agreement, the Handling Company subcontracts the services of Annex A Section(s)to.....
The number of these clauses can be extended as far as necessary.

PARAGRAPH 7. PAYMENT

7.1 Notwithstanding Sub-Article 7.2 of the Main Agreement, payment of account shall be effected

With reference to Sub-Article 7.3, the Parties establish the following payment terms:

Handling Company will send invoices to (insert email/physical address). Notwithstanding Sub-Article 7.1 of the Main Agreement, the Handling Company shall submit invoices to the Carrier and the Carrier shall pay the Handling Company withindays of the invoice.

In the event the Carrier disputes any charge or fee set forth in any invoice, Carrier shall pay the undisputed portion and notify the Handling Company of the discrepancy in billing. Both parties shall then seek in good faith to resolve the disputed amount(s). Upon the resolution of any disputed amount the Carrier shall promptly pay the balance due to the Handling Company.

PARAGRAPH 8. SUPERVISION AND ADMINISTRATION

8.1 The services of Annex A, Section 1, Sub-Section 1.3 covered by Sub-Paragraph 1.1 of this Annex B, refer only to the following services of Annex A which are performed for the Carrier by other organisation(s) under cover of separate agreement(s):

Section(s).....

Section(s)

PARAGRAPH 9. DURATION, MODIFICATION AND TERMINATION

Any change to Article 11 of the Main Agreement, in particular to the duration of the Main Agreement, validity of rates or rights of termination shall be recorded below, notwithstanding the corresponding Sub-Articles of the Main Agreement.

For example:

9.1 Duration

9.1.1 Notwithstanding Sub-Article 11.4 and 11.5 of the Main Agreement

9.1.2 Notwithstanding Sub-Article 11.11 of the Main Agreement the rates contained in Paragraph 1 shall be.....

9.2 Modification

9.2.1 Any modification to this Annex B shall be made by a written amendment signed by both Parties.

9.3 Termination

9.3.1 Notwithstanding Sub-Paragraph 9.1.1 of this Annex B, this Annex B may be terminated on the following terms.....

The number of these clauses can be extended as far as necessary.

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PARAGRAPH 10. NOTIFICATION

10.1 In accordance Sub-article 11.3 of the Main Agreement, any notice or communication to be given hereunder shall be addressed to the respective parties as follows:

To Carrier:

Carrier
Street
City, Country
Telephone
Fax:
E-mail:
Attn:

To Handling Company:

The Handling Company
Street
City, Country
Telephone
Fax:
E-mail:
Attn:

PARAGRAPH 11. GOVERNING LAW

11.1 In accordance with Article 9 of the Main Agreement, this Annex B shall be governed by and interpreted in accordance with the laws of:.....

11.2 In accordance with Article 9 of the Main Agreement, courts for the resolution of disputes shall be the Courts of:.....

Signed the	Signed the
at	at
for and on behalf of	for and on behalf of
by	by



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YELLOW PAGES

RECOMMENDED OPTIONAL TEXT FOR ANNEX B

The Standard Ground Handling Agreement (SGHA) is not revised on a yearly basis. The 'Yellow Pages' of the Airport Handling Manual are therefore used to publish text, which was developed between two versions of the Standard Ground Handling Agreement.

The following text was endorsed by the IATA Ground Handling Council (IGHC) and approved by the Airport Services Committee (ASC) in 2013 for publication in the Yellow Pages.

This text can be used in the SGHA Annex B at any time.

PROCEDURE—FOR LINE MAINTENANCE

Note:

*** Please note that the Line Maintenance contract Standard is limited up to and included Weekly Check.**

Annex B—Location(s), Agreed Services and Charges

To the Standard Ground Handling Agreement (SGHA) of January 2013

Between:

having its principal office at:

and hereinafter referred to as "the Carrier"

and:

having its principal office at:

and hereinafter referred to as "the Handling Company"

holding EASA Part 145 or FAR 145 approval no.....

or any other National Airworthiness Authority as the case may be

the Carrier and/or the Handling Company may hereinafter be referred to as "the Party(ies)"

Effective from:

This Annex B for the location(s):

is valid from:

and replaces:

PREAMBLE:

This Annex B is prepared in accordance with the simplified procedure whereby the Parties agree that the terms of the Main Agreement and Annex A of the SGHA of January 2013 as published by the International Air Transport Association shall apply to this Annex B as if such terms were repeated here in full. By signing this Annex B, the Parties confirm that they are familiar with the aforementioned Main Agreement and Annex A.

PARAGRAPH 1. SCOPE OF WORK

1.1 For a single ground handling consisting of the arrival and the subsequent departure at agreed timings of the same aircraft, the Handling Company shall provide the following services of Annex A at the following rates.

1.1.1 Pre Flight Check

Section 1:	1.2.3(j) (retaining period of three years at station in question), 1.3.6
Section 3:	3.5.1, 3.5.2(a,c), 3.7.2(a1,a2), 3.7.3, 3.16.2
Section 4:	4.2.2(a,b)
Section 6:	6.5.1, 6.5.2, 6.5.3, 6.5.4, 6.5.7, 6.5.8, 6.5.9



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Section 8:	8.1.1, 8.1.2, 8.1.3, 8.1.4, 8.2.1, 8.2.2(a), 8.2.3(a,c), 8.2.4, 8.3.1 (include rectification up to one man-hour), 8.3.2, 8.3.3, 8.4.1(b), 8.4.2, 8.4.3
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Aircraft/Engine Type	Price	Currency

1.1.2 Daily Check

Section 1:	1.2.3(j) (retaining period of three years at station in question), 1.3.6
Section 3:	3.5.1, 3.5.2(a,c), 3.7.2(a1,a2), 3.7.3, 3.12.1(b1) (check for water draining during winter period only), 3.16.2
Section 4:	4.2.2(a,b)
Section 6:	6.5.1, 6.5.2, 6.5.3, 6.5.4, 6.5.7, 6.5.8, 6.5.9
Section 8:	8.1.1, 8.1.2, 8.1.3, 8.1.4, 8.2.1, 8.2.2(a), 8.2.3(a,c), 8.2.4, 8.3.1 (include rectification up to one man-hour), 8.3.2, 8.3.3, 8.4.1(b), 8.4.2, 8.4.3

Aircraft/Engine Type	Price	Currency

1.1.3 Weekly Check

Section 1:	1.2.3(j) (retaining period of three years at station in question), 1.3.6
Section 3:	3.5.1, 3.5.2(a,c), 3.8.2(a1,a2), 3.7.3, 3.12.1(a1) (check for water draining during winter period only), 3.16.2
Section 4:	4.2.2(a,b)
Section 6:	6.5.1, 6.5.2, 6.5.3, 6.5.4, 6.5.5, 6.5.7, 6.5.8, 6.5.9
Section 8:	8.1.1, 8.1.2, 8.1.3, 8.1.4, 8.2.1, 8.2.2(a), 8.2.3(a,c), 8.2.4, 8.3.1 (include rectification up to one man-hour), 8.3.2, 8.3.3, 8.4.1(b), 8.4.2, 8.4.3

Aircraft/Engine Type	Price	Currency

1.1.4 On Call Maintenance on request and availability

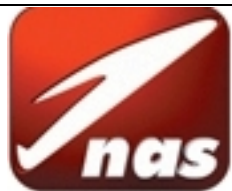
Section 1:	1.2.3(j) (retaining period of three years at station in question)
Section 8:	8.3.1, 8.3.2, 8.3.3

Aircraft/Engine Type	Price	Currency

1.1.5 Additional Man-hours

Section 8:	8.3.1, 8.3.2, 8.3.3
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Aircraft/Engine Type	Price	Currency



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Note:

The number of these clauses can be extended or deleted as the case may be.

1.2 No extra charge will be made for providing the services at night or on legal holidays.

1.3 Aircraft registration number(s), to Aircraft Type(s) stated in Paragraph 1 of this Annex, which are part of this Agreement, are stated in Mentioned Manual/List is placed in hands of the Handling Company.

PARAGRAPH 2. ADDITIONAL CHARGES

2.1 All services not included in Paragraph 1 of this Annex will be charged according to local standard price list.

It is recommended to define local as the location and a copy of the local price list attached to the annex as an annex in Annex B.

PARAGRAPH 3. DISBURSEMENTS

3.1 Any Disbursements made by the Handling Company on behalf of the Carrier will be reimbursed by the Carrier at cost price plus an accounting surcharge of.....%.

PARAGRAPH 4. TRANSFER OF SERVICES

4.1 In accordance with Sub-Article 3.1 of the Main Agreement, the Handling Company subcontracts the services of Annex A.

Service	to Company using approval certificate no.

PARAGRAPH 5. LIMIT OF LIABILITY

5.1 The limit of liability referred to in Sub-Article 8.5 of the Main Agreement shall be as follows:

Aircraft	Limit (per incident)	Currency

PARAGRAPH 6. SETTLEMENT

6.1 Notwithstanding Sub-Article 7.2 of the main Agreement, settlement of account shall be effected monthly with copy to following address:

PARAGRAPH 7. DURATION, MODIFICATION AND TERMINATION

Any change to Article 11 of the Main Agreement, in particular to the duration of the Main Agreement, validity of rates or rights of termination shall be recorded below, notwithstanding the corresponding Sub-Articles of the Main Agreement.

For example:

7.1 Duration

7.1.1 Notwithstanding Sub-Article 11.4 and 11.5 of the Main Agreement

7.1.2 Notwithstanding Sub-Article 11.11 of the Main Agreement the rates contained in Paragraph 1 shall be.....

7.2 Modification

7.2.1 Any modification to this Annex B shall be made by a written amendment signed by both Parties.

7.3 Termination

7.3.1 Notwithstanding Sub-Paragraph 7.1.1 of this Annex B, this Annex B may be terminated on the following terms.....

The number of these clauses can be extended as far as necessary.



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PARAGRAPH 8. AIRCRAFT MAINTENANCE SERVICES

8.1 Notwithstanding the second sentence of Sub-Article 5.1. of the Main Agreement insofar as it refers to Services of Section 8 of Annex A. In the absence of Technical instructions from the Carrier, the Handling Company shall promptly seek Technical Instructions from the Carrier but shall take no action pending receipt of such Technical Instructions. The Handling Company will not be held responsible for any flight delay resulting from lack of Technical Instructions from the Carrier.

8.2 It is the Carrier's responsibility to ensure that the conditions of this agreement are acceptable to its appropriate authorities.

8.3 It is understood that the signature of the Handling Companies ground engineer in the technical log of the Carrier's aircraft only certifies the correct performance of routine checks and rectification of flight and/or ground discrepancies related to the checks performed. The Handling Company assumes no responsibility for the Airworthiness of the Carrier's aircraft.

8.4 The Handling Company is usingapproval certificate no..... EASA.145 or FAR 145..... as the case must be.

PARAGRAPH 9. AIRWORTHINESS DATA

9.1 The airworthiness data supplied by the Carrier deemed necessary to fulfill the Handling Companies responsibility at agreed aircraft type(s) are stated in the documentation stated below. Mentioned documentation is placed in hand of the Handling Company at location(s) in question.

Aircraft	Airworthiness data

9.2 It is the responsibility of the Carrier to ensure that the latest and valid revisions of technical documentation and/or check sheets are available to the Handling Company in order to fulfill the technical services agreed in the contract at the location(s) concerned.

PARAGRAPH 10. SPARE AND POOL PARTS ADMINISTRATION

10.1 The Handling Company is responsible for checking that all spare parts or pool parts, which are to be fitted on the Carrier's aircraft, at location in question, are in compliance with the applicable EASA Part 145 or FAR 145 requirements. This requires the Handling Company to ensure that all parts are in satisfactory condition and provided with appropriate documentation. Accordingly, the Handling Company reserves the right to reject a part provided by the Carrier or its pool partner, if compliance with the above cannot be assured.

10.2 It is the Carrier's responsibility to specify which spare parts/pool parts, the Handling Company shall administer and store. Subject parts are described in which are placed at location(s) in question.

PARAGRAPH 11. AUDITING

11.1 Notwithstanding Sub-Article 5.9 of the Main Agreement, the Carrier or its competent authority may, by prior written notice to the Handling Company at its own cost, engage the Handling Company for the purpose of auditing at the location(s) designated in Annex(es) B. Such notice shall contain a description of area(s) to be audited. The total cost of the audit performed by the Carrier or its competent authority shall be born ultimately by the Carrier.

PARAGRAPH 12. GOVERNING LAW

12.1 In accordance with Article 9 of the Main Agreement, this Annex B shall be governed by and interpreted in accordance with the laws of:

12.2 In accordance with Article 9 of the Main Agreement, courts for the resolution of disputes shall be the Courts of:

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PARAGRAPH 13. NOTIFICATION

13.1 In accordance Sub-article 11.3 of the Main Agreement, any notice or communication to be given hereunder shall be addressed to the respective parties as follows:

To Carrier:

Carrier
Street
City, Country
Telephone
Fax:
E-mail:
Attn:

To Handling Company:

The Handling Company
Street
City, Country
Telephone
Fax:
E-mail:
Attn:

Signed date:	Signed date:
at	at
for and behalf of	for and behalf of
by	by



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Section 5

RAMP SERVICES

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5.0 Ramp Services

Ramp services provided include the following activities

1. Load control process (Weight and Balance)
2. Loading and offloading
3. Ground Support equipment service
4. Ground Transportation
5. Baggage services
6. Other services as mentioned in SLA for each airline (or as deemed necessary to accomplish the above).

The detailed processes on the above services are mentioned in each section.

(a) Planning and preparation

The Duty Manager shall ensure that all the equipment used in the operation such as radio, telex systems, printers, DCS are in working condition. If any of the above found faulty then they should co-ordinate with the airport IT section to rectify the problem.

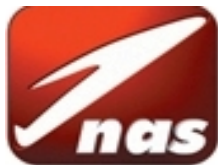
In case of staff absence of any staff for duty due to any reason such as sick –leave, personal emergency etc, the supervisory staff shall ensure the replacement by calling staff from off duty or adjusting the daily staff allocation of other staff or extending the duty hours of the staff on duty.

(b) Communication-General requirements

The operational staff shall ensure to be specific and clear during communication. Staff shall always confirm understanding by repeating back the message especially in radio communication.

All the operational responsible staff shall ensure continuity in communication of operational relevant information with the staff in the shift and from other shift by maintaining log book entries, work instructions briefings e-mail telephone and other modes of communication approved using standard phrases and terminology when ever required.

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Upon reporting duty staff shall read the log book and other e-mail communication and follow up on any issues that require completion.

(c) Individual staff responsibility – (Including supervisory staff)

Immediately upon reporting for duty and before taking over the operational responsibilities, staff shall go through the read and sign/staff briefing file maintained with each section superior. All documents issued should be read and understand. Signature sheets should be completed as an acknowledgement for records. Any difficulty in understanding the subject should be referred to the immediate supervisor for clarification.

5.1 Load control process (Weight and Balance)

5.1.1 Purpose

The purpose of load control function includes by not limited to plan issue, verify and submit weight and balance documents of an aircraft for the purpose of optimizing the Load and Balance of the aircraft, by monitoring, controlling and applying the rules of weight and balance as per the laid down procedures within the allocated ground time of the respective carriers.

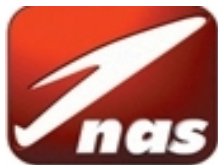
The aircraft weight and balance process and documentation shall be carried out only by staff qualified and authorized/licensed by the respective carriers. These licenses shall be renewed before the expiry dates after a successful completion of a refresher course.

During the shift, the Duty Manager shall allocate flights to the Load Controllers based on their current Weight and Balance Licenses who:

1. Are authorized to produce, sign and certify loading and Off-loading Instructions/report, Load sheets, Special Load Notifications.
2. Will ensure and verify NOTOC / UWS issued by cargo are duly authentic ,ULD tags and related information from BMA
3. Galley module and CSU information shall be collected from the concerned airline staff.

Published processes of the respective customer airline shall be followed for the above process and standard IATA codes and formats shall be used to issue the above documents.

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5.1.2 Customer airline aircraft weight documents

Whenever updated weight documents are received from the customer airline, same shall be updated in the DCS system as well as in the load control records. It is the responsibility of the duty officer to disseminate the information to Load control staff as soon as the documents are received. Duty Manager shall ensure that all updated weight documents are available in the load control office which includes the following.

- Weight & Index forms
- AHM 560
- Load sheet
- Trim sheet
- LIR

All weight and balance (W&B) calculations shall be based on the current weight and balance data issued by the airline. Load control staff shall ensure all the data (weight/indices) are correct in system (DCS) and ensure updated weight data are used while preparing manual load sheets.

5.1.2.1 Currency of data and staff dissemination

In order to ensure currency of data, the Airport Manager shall provide the airline with updated communication address and contact details of staff responsible for updating records. Whenever an updation is received from airline same shall be updated in NAS records and shall be disseminated to all applicable staffs through appropriate communication methods like read understand and sign.

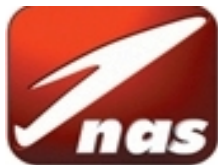
Any information that requires to be disseminated to the operational level staff shall be properly communicated through, staff briefings, read understand and sign, e-mail and other approved methods.

5.1.2.2 Weight and balance records

All the operational weight and balance records shall be maintained as per the station process including records of weight and balance licenses of load controllers issued by different carriers. The record of weight and balance licenses of load controllers shall reflect the license expiry dates.

Load control staff shall ensure that the weight and Index schedule of aircrafts pertaining to each customer airline is current by updating the manuals and weight indexes as and when such updates are received from customer airline.

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All the airline manuals and reference documents shall be retained as per airline and NAS documentation policy in their respective places either in soft copy or hard copy as applicable.

A current updated version of IATA DGR manual shall be maintained in the load control or the ramp Operations office in a usable format and the same shall be accessible to all load control staff and all staff shall be notified when the latest edition is made available in the section.

5.1.2.3 DCS –Departure Control System

When automated (DCS) Departure Control system is used for the purpose of weight and balance, the Duty Officer shall ensure that the DCS used is approved by that particular airline. All the RCCA /DCS documents shall be maintained (for applicable carriers) updated by maintaining communication with the airline and /or the relevant vendor.

5.1.3 Load control process and communication

Industry standards and codes shall be followed in all operational communication. The standard abbreviations, phrases and formats shall be used at all the time.

IATA standard IATA coding and formats shall be used in all the telexes and other official communication.

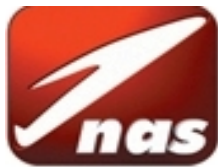
5.1.3.1 Aircraft movement messages

The aircraft movement messages shall be produced and transmitted to the given address by the customer airlines and other company required addresses in accordance with the airline requirements and in the IATA standard format.

Standard time for aircraft movement messages –Unless specific standards time is given by airline aircraft movement messages shall be dispatched with the below given time.

- Arrival movement message : + 05 minutes ATA
- Departure MVT message (awaiting airborne): + 05 minutes ATD
- Departure MVT message : Immediately after airborne

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5.1.3.2 Load information codes

Load information codes shall be included in documents, reports and messages for every flight. These codes shall identify load categories and provide information in connection with load handling.

The coding scheme used for presenting load information in load documents, reports and messages for each flight in the load control process shall be in accordance with requirements of the customer airlines.

IATA codes mentioned below shall be used unless otherwise specified by airline.

5.1.3.3 Standard IATA coding and formats

B-baggage not otherwise specified.

C-general cargo or mixed units.

D-crew baggage (when not included with “E” or “S”).

E-equipment, e.g.unmanifested flight spares, in compartment.

F-first class baggage and/or priority handled baggage.

H-ULD and/or its load to be transshipped to a connecting flight (onward destination and/or flight to be shown in SI element on CPM).

M-mail.

N-no ULD at position.

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.

U-unserviceable ULD.

W-cargo in security controlled ULD.

X-empty ULD

Z-load deliberately mixed by destination when these destinations are known to be beyond a planned reloading station.

5.1.3.4 Load Messages

The load message is sent primarily to provide the transit station with advance information about the part of a load that will continue beyond that station on the same aircraft customer

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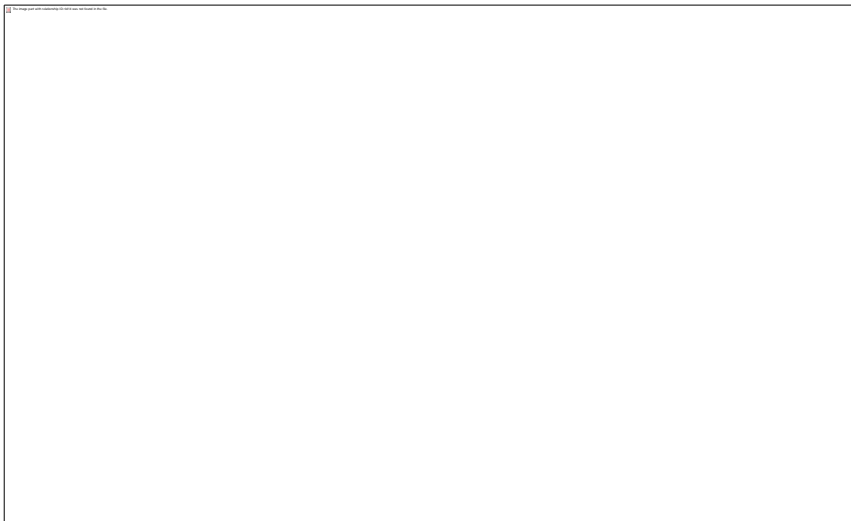


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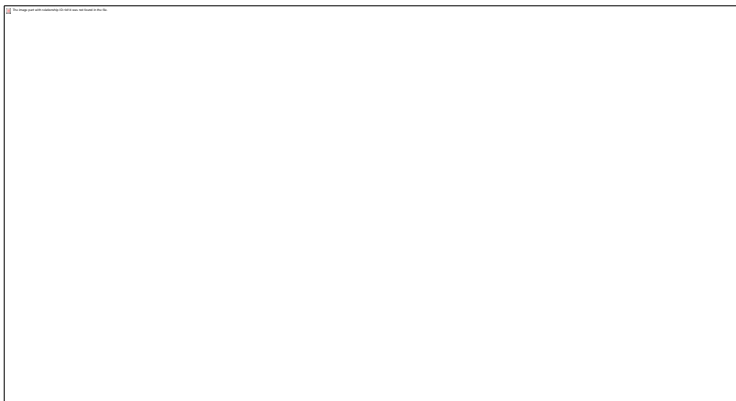
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airlines might also require production of an LDM for flights without transit stops. Staff shall dispatch the load messages such as Container Pallet Message (CPM), Load Distribution Message (LDM) using standard IATA coding and formats to addresses given by airlines immediately after the Actual Time of Departure (Airborne).

5.1.3.4.1 Example- load message for passenger and passenger cargo flights.



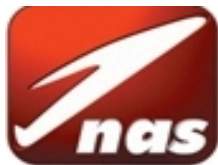
5.1.3.4.2 Example —load message for cargo flights



All the load messages (CPM/ LDM) shall be dispatched in the standard format and shall reflect the following.

- LIR (loading instruction report)
- Contents in each ULD or loading positions
- Station of unloading incase of transit flights.
- Final destination
- Gross weights

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- Special loads with remarks
- Break up of load in the bulk

5.1.3.4.3 Other related messages

Other messages shall be produced and transmitted to the given address by the customer airlines in accordance with the airline requirements in IATA standard format:

- Aircraft Diversion Message (DIV);
- Unit control Messages (UCM):
- ULD Stock Check Message (SCM).
- Statistical Load summary (SLS)

For details of formats refer to Appendix III

5.1.4.1 Carrier traffic rights

The acceptance or loading of cargo, mail and stores for consumption shall be done only for those customer airlines that are permitted to carry the same.

5.1.4.2 Stores for Consumption – Goods, whether or not sold, intended for consumption by the passengers and/or crew on board an aircraft, or goods necessary for the operation and maintenance of aircraft. Stores for consumption include COMAT, which are goods necessary for the operation and maintenance of aircraft.

The load controllers while planning the flight shall verify the above requirement to ensure that the carrier by agreement has traffic rights to accept cargo, mail, company stores. The loading instruction report (LIR) shall be issued after verifying this requirement.

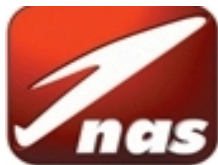
Whenever manual loading instructions are issued accuracy in calculations shall be verified by the load controller before presenting the manual load sheet to the Pilot in Command (PIC).

5.1.4.3 Flight data & load information

Based on the flights allocated, the load controller shall ensure all the following relevant information is identified and collected for each flight and addressed as per airline procedures.

- Aircraft Type and Registration
- Seating Configuration

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- Booked Passenger figures
- Estimated joining Courier, Cargo, Mail and ULDs to be loaded
- Crew complement
- Special Loads that do not comply with conventional aircraft loading weight allowances
- Other Special Loads
- Flight Plan, Fuel Docket
- Load Distribution Message (LDM)/ Container Pallet Message (CPM) where necessary
- LIR Forms

Load controller shall ensure that the correct registration is reflected on all weight and balance documents.

5.1.4.3 .1 Dry Operating Weights

Load controller shall check to ensure that the DOW (Dry Operating Weights) is correct in accordance with the latest weight schedule of the respective airline. Load controller shall confirm the pantry code used for the flight is as per, aircraft registration, passenger version and the flight sector.

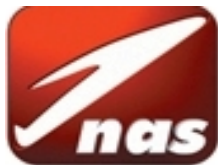
5.1.4.3 .2 Estimated Zero Fuel Weight (EZFW)

Load controller shall calculate the Estimated Zero Fuel Weight (EZFW), with the aim of efficient fuel planning, by adding the total transit load (if applicable), the estimated weight of joining passengers and other dead load to the Dry Operating Weight (DOW). Ensure all the steps of calculating the EZFW are followed. Load controller shall double check the EZFW figures at minus 02 hours of STD.

Load control supervisors shall ensure that the Estimated Zero Fuel Weight (EZFW) or the Estimated Payload (whichever is applicable) is sent to the respective Carrier's Operations Center (if required) within the time limit required by the respective carrier.

Load controller shall provide the flight captains with EZFW on arrival or when it is required by the airline operations control centre. Fuel figures shall be collected . A Fuel Docket shall be used be used for this purpose.

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Load control staff shall check for the planned fuel figures and other restrictions.

5.1.4.3.3 Cargo details & UWS

Load controller shall ensure cargo details for the allocated flights are received on time from the cargo. Load controller shall refer to the UWS released from cargo department. Load controller shall co-ordinate with these sections in case the details are not received at the agreed timings.

5.1.4.3.4 Baggage segregation

Baggage segregation and ULD (if applicable) requirements shall be advised to baggage make up area staff in accordance with the requirements of customer airlines before check-in commences. Load controllers shall ensure the Priority and Transfer Baggage requirements as specified by the individual airlines are followed and positioned as required.

5.1.4.3.5 Resource requirements

Upon completion of panning, all information for the inbound flight and joining load shall be given to the concerned section such as equipment, loading team and ULD section for the pre-flight preparation and stand preparation.

5.1.4.4 Standard scheme for loading positions

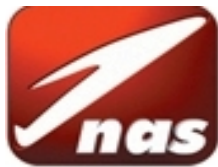
The work of aircraft handling and load control staff is made easier when the airlines adopted the standard system for identifying compartments bays and cabins. The risk of placing load in the wrong compartment is reduced by the adoption of this recommendation.

To ensure loading accuracy and prevent errors, procedures and documentation as mentioned in the customer airline manuals shall be followed in load control process.

The standard scheme in accordance with requirements of the customer airlines to identify specific loading positions within each aircraft type shall be followed in the load control process. This shall be applied for the purpose of planning and positioning the load in the aircraft.

This process is structured as per industry practice and airline manual specified standard alphanumeric identification scheme based on each aircraft type for the customer.

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This requirement is to ensure the load for each flight is planned and the aircraft loaded in reference to designated positions applicable to aircraft type, decks, holds, cabin(s), cabin section, compartments, bays, or Compartment sections.

For planning load and designating loading positions within the aircraft the customer airline designated coding for each type of aircraft shall be used.

5.1.4.4.1 Bulk loading Aircraft –compartments

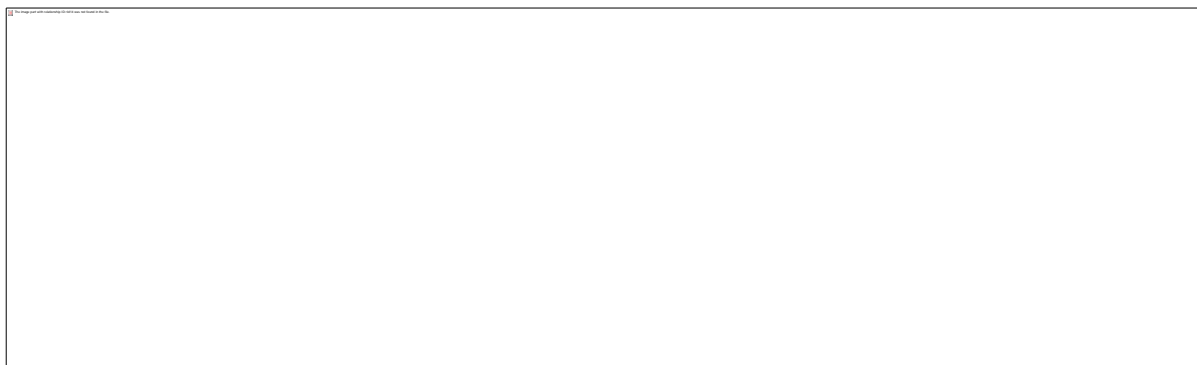
Example



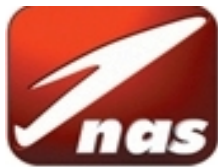
5.1.4.4.2 ULD aircraft- bays

Lower Deck

Example



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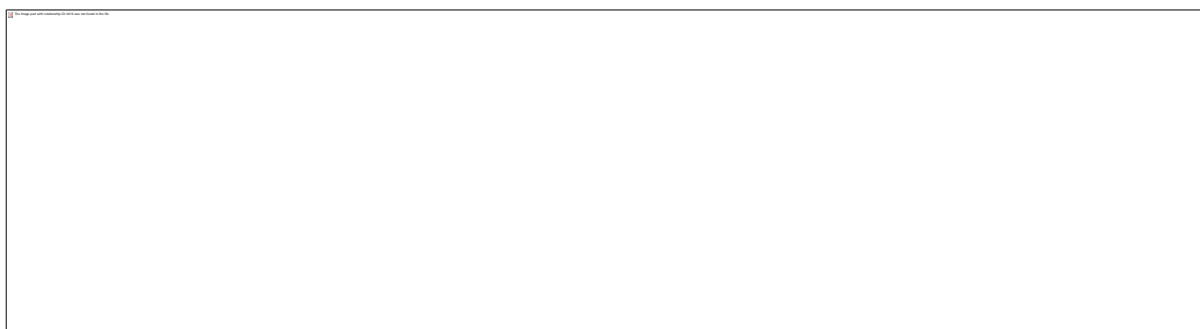
Main Deck

One ULD in a row



Two ULDs in one row

An alpha character to indicate the position of the row followed by the letters “l” for left or “r” for right to indicate left or right hand side ULD position.

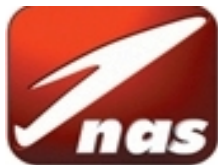


5.1.5 Issuing of loading instruction (LIR)

Loading instructions shall be issued showing the estimated number of joining pieces and weight of baggage (varies according to the airline route), cargo and Mail to be loaded in each aircraft hold.

The load planning staff shall ensure that the aircraft are loaded in accordance with all applicable requirements. The following requirements shall be taken into consideration while preparing load plan, as applicable for each flight in accordance with the requirements of customer airlines;

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Aircraft preparation for service-APS

Load controller shall ensure that the DCS system is updated with aircraft weight data issued by the customer airline. In case of DCS unavailable manual preparations shall be based on the updated weight documents.

Fuel load and distribution

If DCS system is available load controller shall plan the fuel load distribution to ensure an the balance condition if no DCS available a trial trim shall be prepared to ensure the center of gravity is within the fore and aft limits .

Aircraft equipment, crew, catering

Load controller shall identify the aircraft type, crew code, and pantry code applicable before start planning the flight. Load planning shall be in done based on the aircraft type, crew and pantry codes in accordance with the data provided from the customer airline. Any deviation shall be verified at the time of collection of fuel figures from the captain or airline operation.

Equipment in compartment (EIC) shipments

Details of equipment in compartment (EIC) shipments shall be identified from the airline source and endorsed in the load plan. Loading agents shall be advised of the details of EIC.

Planned dead load;

Details of dead load shall be collected from its source such as cargo (UWS), baggage (baggage planning) number of ULDs.

Expected passenger load Booked passenger figure shall be collected from the DCS or in case of manual check-in load control shall coordinate with check-in counter/airline operation to get the details of total booked passengers for the flight.

Aircraft limitations

Aircraft manufacturer limitation including the limitation imposed by the airline as well as further restrictions (e.g. RTOW) due other reasons such as NOTAM shall be considered at the load planning stage and further cross verified at the time of collection of fuel figures from captain or airline operation.

Specific requirements of the customer airline (e.g. productivity, fuel efficiency);

Customer airline business objectives for the optimization of productivity and fuel efficacy should be considered to the maximum possible extent. The load planning shall consider the maximum utilization of space and uplift of maximum load considering revenue for the customer airline. The load distribution shall achieve the best trim condition which will maximize the fuel efficiency.

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Special load requirements.

Details of special loads joining on the flight shall be identified and the requirements such as segregation /restraining requirements shall be considered at the load planning stage.

Special loads includes but not limited to the following AVI, DGR, HUM, HEA, BIG, COU,COM, DIP,EAT,EIC,FIL,LHO,ICE,MAG,PER,SOC,VAL,WET.

For details refer to RAK/OPS/SOP 06.

Loading Instruction shall be issued not later than 3 hrs prior to the Scheduled Time of Departure (STD).

5.1.5.1 LIR- signature certification

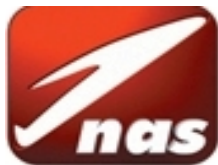
The loading instructions shall be prepared and issued in accordance with requirements of the customer airline(s) in electronic or manual form. The loading instruction report (LIRF) shall contain space to record deviations from instructions. The loading report shall be completed by the Loading agent (loading supervisor) with a signature certification on the specific area on the LIR before being handed over to the load controller.

Sample –signature certification

The loading instruction and report form or the LIR shall contain the following;

- Loading instructions;
- Transit load, off-load, re-load and on load instructions;
- Summary of special loads;
- Loading positions for specific holds.
- Signature certification

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If there are any Dangerous Goods (DGR) joining, checks and ensure that the following requirements are adhered to:

1. Compatibility
2. Special Handling
3. IATA dangerous goods regulations
4. Temperature requirements

When using departure control system, the load controller shall check the DI and IC screen in the departure control system (DCS) to ensure the aircraft type is approved for full system weight and balance documents. If the aircraft registration indicates "Trim not approved – Use balance chart" or IC screen shows /-NOK followed by registrations, load controller shall prepare manual load and trim sheets.

Loading Instructions shall be prepared, following the loading sequence, en-route requirements and taking ULD versions for the optimum utilization of aircraft space. The final Load Sheet submitted must accurately reflect the load distribution.

Load controller shall fill in the estimated weight/volume of bags planned in each Unit Loading Device (ULD) on the loading Instruction. The joining Cargo and Mail ULDs and their respective gross weights are to be mentioned on the Loading Instructions.

Loading Instructions shall include transit, offload, reload and on-load; special loads, loading positions for specific holds and also shall reflect deviations.

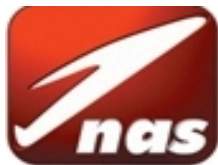
For loading and build up of special cargo /mail, live animals (AVI) special stowage and segregation requirements of the respective carrier shall be followed. Load controller shall refer to the airlines Weight and Balance Manual.

While issuing loading instructions, ensure all the safety aspects are followed and optimum load factor is considered.

Loading agents shall be briefed on all details pertaining to the load plan, standby cargo, and notification to Captain (NOTOC) with loading position.

Load controller shall check for any variations to the estimated zero fuel weight "EZFW".

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Whenever manual LIR is issued the accuracy of manual calculations shall be verified by load controller prior to issuing final load sheets, and prior flight departure.

Whenever an aircraft change or a change in the registration takes place, a revised loading instruction shall be issued immediately and the previous editions or copies shall be properly marked as "VOID" by the issuer.

Upon completion of the loading activities the Load controller shall accept the Final Loading Instructions Report after obtaining signature on it by Loading agent.

The Loading Instructions Report, Load sheet and Trim Sheet are legal documents and therefore ensure they are correctly and clearly completed avoiding any over writing.

5.1.6 Offloading instructions

Offloading instruction shall be issued in accordance with the requirements of the customer airlines, when required in the case of transit flights in electronic or manual form.

The offloading instruction shall contain space for off-loading report and space to record items in transit or for off-load;

The offloading instructions shall be certified by the Loading agent with the signature.

The offloading instruction shall contain the following.

1. Instructions for transit load and off-load;
2. Summary of special loads;
3. A representation of all loading positions for that specific hold version.

The instruction in the form of CPM or LDM could be used by the Loading agent with instructions by the load controller, and the same shall reflect load discrepancies /summary of special loads- for transit & incoming flights for airlines that require the same. Upon completion the same shall be certified by the Loading agent with a signature.

The Loading agent shall be advised or briefed of the above and shall be advised to refer LDM/CPM and record all load discrepancies and special load details.

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The offloading reports/instructions shall be signed by the Loading agent upon completion of the offloading mentioning reports of discrepancies if any and shall be informed to load controller.

5.1.7 Preparation of load sheets (Weight & Balance calculation)

The aircraft weight and balance calculation shall be in accordance with requirements of the customer airline(s).

The weight and balance calculation shall ensure, for each flight, production of;

- A weight and balance pre-calculation (when applicable)
- The weight calculation that does not exceed the structural limits of the aircraft type;
- An accurate balance calculation that results in a centre of gravity within fore and aft balance limits for the aircraft type.

5.1.7.1 Weight and balance pre-calculation

Weight and balance pre-calculation shall be normally produced when a manual load sheet is issued or when the aircraft weight and/or balance condition is expected to be close the operational limits.

Exceeding maximum structural limits, which includes the structural limits associated with sections, total compartments and a combination of different compartments for each aircraft type, could result in permanent damage to the aircraft.

Aircraft trim shall be determined from the balance calculation; the balance calculation may be accomplished manually or electronically based on the airline requirements and aircraft operated at the station.

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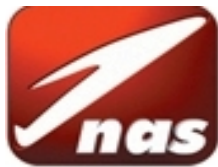


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Load planning work sheet

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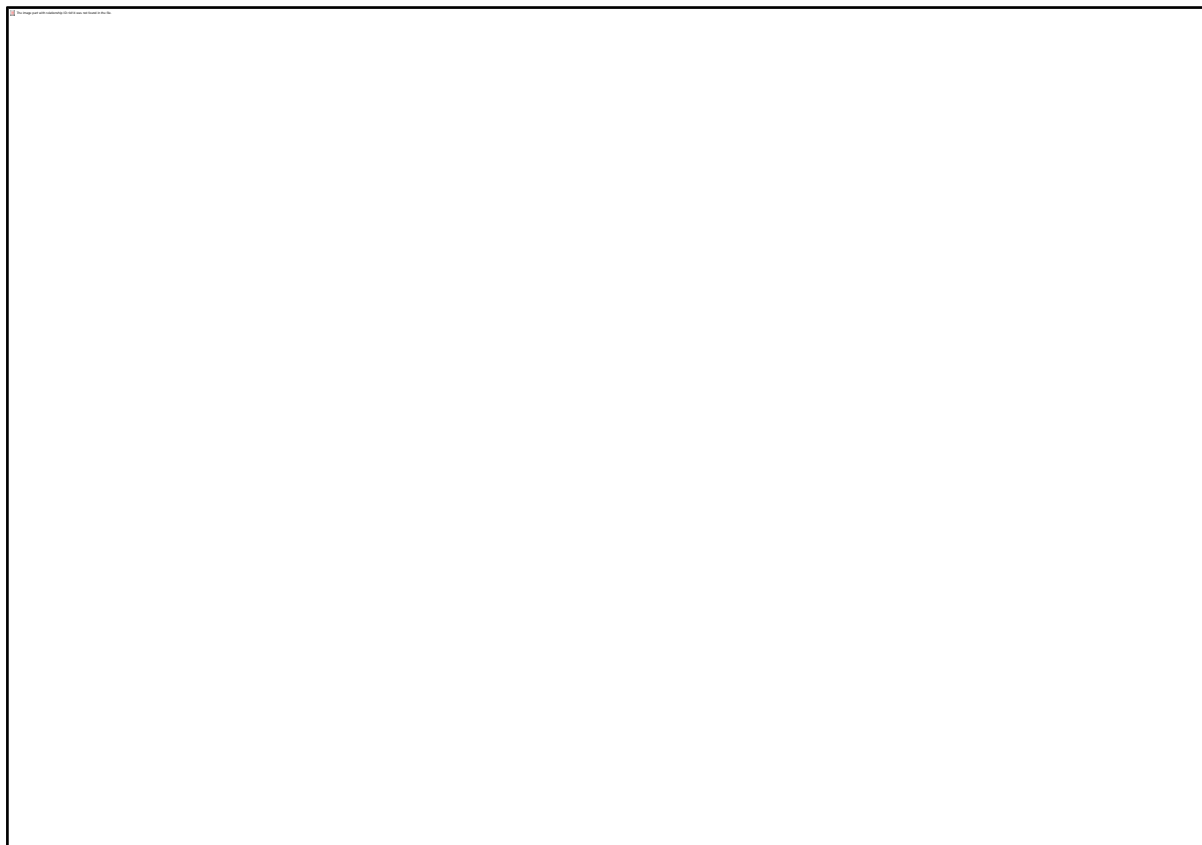


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5.1.7.2 Collection of fuel figure

Load controller shall obtain the fuel figures using a written fuel docket from the operating Captain or other communication means from the Carrier's Operations Control. The figures shall be entered in the airline the -DCS. In cases of airlines that communicate fuel figures through e-mails, then a copy of the mail has to be retained in the trip file for reference.



5.1.7.3 Aircraft structural limits

Exceeding maximum structural limits, which includes the structural limits associated with sections, total compartments and a combination of different compartments for each aircraft type, could result in permanent damage to the aircraft.

With reference to the respective carrier's weight and balance data for the particular aircraft, load controller shall ensure that the prescribed Structural Load Limitations indicated on the Loading Instructions are not exceeded & ensure that the prescribed ULD weight and volumetric limitations are adhered.

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Load controller shall ensure that weight and balance calculations for each type of aircraft of the customer airline consider the limitations defined by the manufacturer and/or imposed by the customer airline.

Any previously planned load including transit load shall be also be taken into consideration while doing weight and balance calculations.

Load controllers shall check the weight and volume limitations of the individual aircraft compartments to ensure that the aircraft balance is within the limits before finalizing the loading instructions. A trial trim is must for manually trimmed flights. A manual trim check can be done for all system flights to avoid last minute balance problems.

5.1.7.4 Centre of gravity

Load controllers while doing the weight and balance calculation shall ensure an accurate balance calculation that results in a centre of gravity within fore and aft balance limits for the aircraft type is achieved.

5.1.7.4.1 Dangerous Goods (DGR)

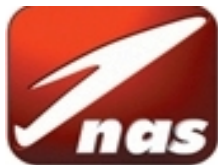
In case of any special load or Dangerous Goods (DGR) joining, ensure that the respective Special Stowage and Segregation requirements in accordance with IATA DGR are followed. The loading instructions shall reflect the same and the loading staff shall follow the stowage and segregation requirements in accordance with the instructions. IATA DGR manual copies are maintained at load control office for staff reference.

Load controllers shall checks and ensure that the following requirements are adhered to:

- Compatibility
- Special Handling
- IATA dangerous goods regulations
- Temperature requirements

Load controller shall monitor the progress of checked-in passengers and baggage including the transit loads (if applicable) in the Departure Control System (DCS), and also check the baggage reconciliation process to monitor if the baggage ULD usage is as per given plan.

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5.1.7.5 Actual Zero Fuel Weight (AZFW)

After ensuring the input of all dead load, the Actual Zero Fuel Weight (AZFW) shall be calculated and the Captain shall be advised not later than thirty minutes of STD. Check the Actual Zero Fuel Weight (AZFW) against the EZW and justify the variations with reasons.

Load controller shall check and do a preliminary weight and balance calculation to ensure that the actual load does not exceed aircraft's Structural Load Limitations and the centre of gravity at Zero Fuel Weight, Take off and Landing is within the allowed forward and aft limits.

The above shall be reflected on the final Load/Trim sheets accurately in accordance with the airline requirements.

5.1.7.6 Weight considerations

5.1.7.6.1 Passenger and baggage weights

Load control process shall utilize passenger and baggage weights for weight and balance calculations in accordance with requirements of the customer airline(s).

1. Standard passenger weights, unless otherwise authorized by the customer airline;
2. Actual or standard baggage weights specified by customer airlines.

Jump Seats

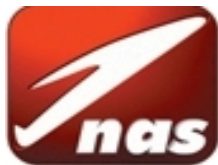
- **Passenger Aircraft** - Passengers travelling on crew seats shall be treated as passengers for weight and balance purposes. They shall be included in that class of service for which they have been accepted. Passengers travelling on crew seats shall be accounted for in the balance calculation according to the actual seat location. An explanation shall be given by an appropriate remark, including destination on multi-sector flights, in the S1 box of the load sheet.

Example:

- 1 pax on fwd crew seat;
- 1 pax in cockpit.

- **All Cargo aircraft** - Passengers travelling on crew seats on all cargo aircraft shall be treated as crew members for weight and balance purposes and consequently be

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included in the crew figures. The load category code as mentioned in sec **5.1.4 .3** of this manual shall be used to identify such passengers.

Aircraft weight and balance calculations for each flight shall account for persons traveling on crew seats. Persons traveling on crew seats include all additional crew.

5.1.7.6.2 Bulk load, ULDs, transfer load, EIC

Aircraft weight and balance calculations for each flight shall be based on an accurate weight of the load. Load controllers shall ensure that Weight and balance (W&B) calculations for each flight include:

- Bulk load, ULDs, transfer load, EIC,

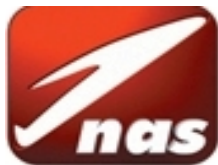
Calculations for bulk load, ULDs, transfer load and EIC shall be in accordance with procedural requirements of the customer airline.

5.1.7.6.3 Consideration of previously planned load

Any previously planned load shall be taken in to consideration while conducting weight and balance calculations. Previously planned load includes but not limited to the following.

- a) Any transit load** – transit load includes the load on an aircraft which is transiting through the station which may either remain on board or offloaded and re-loaded considering the changes in the offloading/ loading instructions. Load controller shall consider all special load items and their handling and loading requirements while planning the transit load.
- b) Revision to loading instruction** - Any revision to the loading instruction and the load changes and the status of loading shall be considered while conducting weight and balance calculations. A major deviation from the previous load plan could result in delaying of aircraft especially in case of freighters.
- c) Any pre-planned load-** Any load items requiring priority , previously planned and left behind load shall be considered while conduction weight and balance calculations.

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5.1.7.6.4 Items exceeding normal allowances & other non-normal items

It is very important that whenever baggage or other on normal items exceeding normal allowance accepted for check-in or any items that exceed normal allowances collected at boarding gate, it should be accounted in the weight and balance calculation for each passenger flight.

Load controller shall ensure that weight and balance calculations are conducted in accordance with requirements of customer airlines and account for the individual or cumulative weights of:

- Hold baggage that exceeds normal allowances;
- Gate delivery items that exceed normal allowances;
- Other non-normal load items.

Whenever the above mentioned types of load are accepted the information of the same shall be communicated to the load controller for inclusion in the weight and balance calculations.

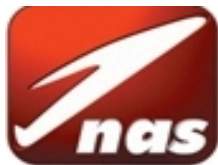
The information on these shall be communicated to the load control by the staff responsible at check-in and boarding gate.

Load controllers shall identify these items from their source i.e. (cargo UWS /information from BMA) and the same shall be addressed as special loading.

5.1.7.6.5 Details of baggage weight and number

After the Check-in Counters are closed and all other weights are finalized, load controller shall check the baggage reconciliation and ascertain the baggage position, ULD list, missing baggage, rush bags and ensure it conforms to the plan. If there is any change, co-ordinate with BMA. Check the payload availability and decide if the standby cargo can be loaded or not. For the verification of baggage reconciliation and number of pieces, the load controller shall check the Baggage Reconciliation Statement (BRS). If applicable a ULD list of all the baggage ULDs prepared for the flight shall be hand over to the Loading agent and the same shall be verified against the final loading instruction before issuing the load sheet.

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5.1.7.6.6 LMC Cargo

Load controller shall check for the Last Minute Change (LMC) of Unit/Weight Statement (UWS) from the Cargo Department if any and in case of any changes required the same shall be informed to the Loading agent accordingly.

5.1.7.7 Ballast load

When an aircraft is trim critical and there is a necessity to bring the centre of gravity of an aircraft within operational limits, ballast load shall be used in accordance with the customer airline requirements. In the absence of an airline standard the standards mentioned in Appendix IV shall be applied.

5.1.7.8 Confirmation of final load and figures

Any deviations in the planning shall be informed to the Loading agent to take necessary action to avoid delays prior to submitting the load sheet to Captain.

Load controller shall make a final check to ensure that the aircraft is loaded as per the Loading Instructions. Complete and generate the Load Sheet.

5.1.7.8.1 Mandatory checks before printing load sheet.

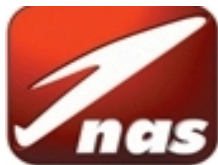
Before printing the Load sheet, load controller shall ensure the following checks are carried out:-

1. Reconfirmation of aircraft registration (actual aircraft registration with loading agent).
2. DOW (Dry Operating Weight) SL (tally with the UWS cargo weights)
3. Fuel Figures
4. NOTOC has correct inputs
5. Verify final trim with final fuel figures LD screen
6. Final Zero Fuel is checked against EZFW (any variations shall be conveyed to the captain with reason).

Other requirements

- a) Issuing and presenting of load sheet, manual or electronic (varies from airline to airline) shall be done after crosschecking against LIR and accuracy of weight data and distribution of the load within the aircraft and other information relative to actual aircraft load.

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- b) The load sheet shall contain all information essential for flight operation, and shall not exceed -maximum gross weights, capacity in each compartment, aircraft center of gravity limits. Load sheet shall have fuel figures corresponding to fuel order.
- c) Load controllers shall ensure that multiple load sheets are not presented on any flight to avoid the possibility of wrong load sheet being signed or collected from the aircraft.
- d) Load controller shall co-ordinate with baggage make up area, loading agent for the final loading position of all dead load.
- e) Load sheets shall be completed for each flight as per the plan and incase the plan changes, so will the load sheet and the cause of delay should be attributed correctly.
- f) Before presenting the final load sheet to the flight deck crew a verification of final loading instruction and the load distribution and total passengers on board shall be done.
- g) This verification shall be done by physically verifying the LIR and by confirming with loading agent about the final figures,
- h) If any cargo need to be offloaded due any reason (including stand -by cargo) same shall be intimated to the airline staff.
- i) The signature from the Loading agent on the NOTOC, Loading Instruction Report (LIRF) shall be obtained after ensuring that it tallies with the actual Load Sheet.

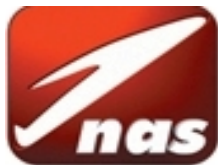
5.1.8 NOTOC (Notification to Captain)

While loading dangerous goods and some special loads in an aircraft it is required to give a notification to the caption due to the nature of the item.

The NOTOC or the notification to the captain shall be given to the Pilot in Command (PIC), as soon as practicable prior to departure of the aircraft,

The NOTOC shall contain with a notification in accurate and legible written or printed information concerning dangerous goods onboard the aircraft.

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The notification shall also include information on dangerous goods that have been loaded on the aircraft at a previous departure point and that are to be carried on a subsequent flight.

It is mandatory to issue a NOTOC to the captain in the prescribed format after loading the item and after getting the signature from the Loading agent.

NOTOC for all type a Dangerous goods and Special loads will be issued from cargo except for those special loads like AVI accepted at check-in.

A NOTOC shall contain information about all dangerous goods loaded on the aircraft.

The NOTOC also contains information:

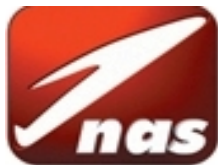
- For use in emergency response to an accident or incident involving dangerous goods onboard;
- To provide to air traffic services in the event of an in-flight emergency.

In the event the NOTOC is of such a size as to make in-flight radiotelephony transmission impracticable in an emergency situation, staff responsible shall prepare a summary of the information and same shall be provided to the PIC (NOTOC Summary), which contains at least the quantities, and class or division of dangerous goods in each cargo compartment.

Specimen NOTOC

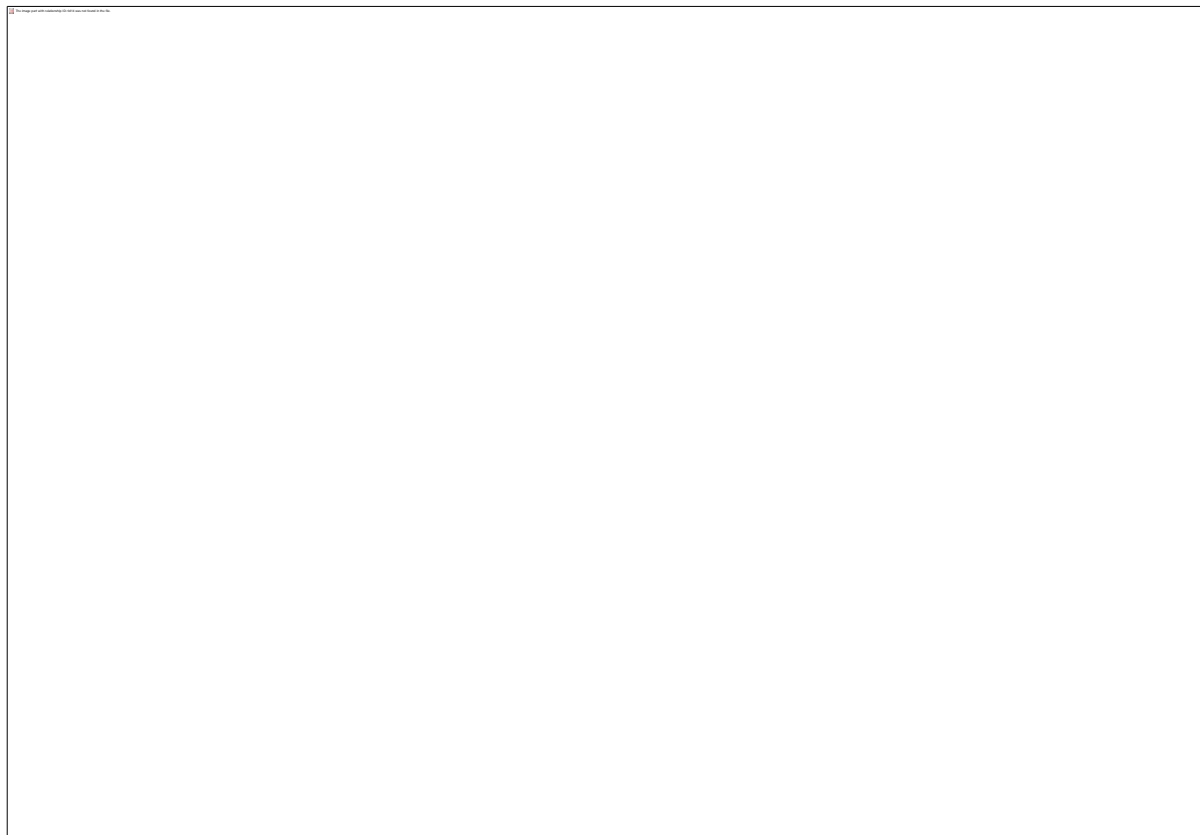
In the absence of an airline specified standard, the format shown below shall be used.

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In case of AVI and any other items like any approved DG item acceptable on board received at the check-in-counter and a NOTOC is required to be issued, a NOTOC shall be prepared by the load controller upon advice of the same from passenger service staff, in the specified format issued by airline and if no format provided by airline, NOTOC shall be presented in the IATA approved format (Refer Appendix III).

As per the requirements of some customer airline a nil NOTOC shall be required to be presented in some cases (varies from airline to airline), and presented even if there are no Joining Dangerous goods or Special Loads.

NOTOC shall be submitted to captain only after getting the signature of the Loading agent indicating the position where the NOTOC item is loaded.

A copy of the signed /approved NOTOC shall be handed over to the cargo staff if applicable.

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5.1.9 Transit Flights

Load controller shall collect the incoming messages required for the planning of transit flight. Ensure reconciliation of messages such as Load Distribution Message (LDM) and Container Pallet Message (CPM) for the correct information of incoming and transit load.

Ensure transit load on loading instructions is correct as per the CPM.

Reminder messages may be required to be sent to route stations if inbound flight information not received, the airline shall be contacted to follow up.

Any abnormality on distribution of load and structural limitations shall be clarified with the down line station/s concerned and corrective action shall be taken immediately for safe departure.

5.1.10 LMC –Last Minute Changes

The Load sheet would be produced in a preliminary version, and then in a final version that would contain all corrections and represent the actual load on the aircraft as per the requirements of the customer airline.

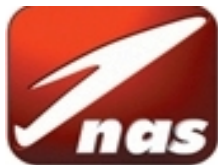
Last minute changes (LMC) could be presented to the pilot-in-command in the form of a final Load sheet, or the same shall be communicated in the form of corrections to a preliminary Load sheet.

When there is a last minute change the Load sheet shall be adjusted to account for last minute changes (LMC) to the weight of the load or distribution of the load on the aircraft.

LMC procedures as detailed below shall be followed in compliance with airlines requirement for- acceptance LMC, offloading LMC – (at the gate, Check-in or at Immigration).

- Prior to giving consent for the LMC, ensure that the under load figure permits the acceptance.
- Ensure the LMCs are within all operating limits for that aircraft type and are as specified by the airline manuals.

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- Ensure the last LMC's are correctly/legibly indicated as per the LMC procedure for each type of aircraft laid down by the particular airline manuals.
- Ensure both copies of the Load sheet held by the Captain and the Chief Cabin Crew / Purser is amended.

5.1.11 Production of load sheet and other documents to the captain or PIC

The final load sheet shall be submitted for the Captain's approval and signature after incorporating all the Last Minute Changes by not later than -10 minutes to the Scheduled Time of Departure (STD).

Load sheet shall be presented in accordance with the requirements of the customer airline in manual or electronic form. Load sheet would be presented in preliminary version, and then in a final version in accordance with customer airline procedures. Load sheet shall be issued and presented after crosschecking against LIR, fuel docket (fueling order) and other relevant load documents. Load sheet shall contain accurate load information, to include weight data and distribution of the load within the aircraft. The accuracy of weight data and distribution of the load within the aircraft and other information related to actual aircraft load shall be verified before presenting the load sheet.

Load sheet, prior to issuance to the pilot-in-command, shall be checked to verify information on the Load sheet corresponds with the actual load on the aircraft.

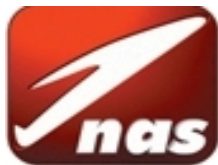
Before presenting the final load sheet to the Pilot in Command a verification of final loading report, the load distribution and total passengers on board shall be done by the load controller.

This verification shall be done by physically verifying the LIR and by confirming with Loading agent.

The passenger figures shall be confirmed after confirming the figures with the TOB (total on board).

Whenever there is a Last minute changes (LMC) same should be reflected on the load sheet and presented to the pilot-in-command in the form of a final Load sheet, or communicated in the form of corrections to a preliminary Load sheet.

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5.1.11.1 Confirmation of verbal information

Airside operations are conducted in very noisy environment and verbal, especially radio communication is vital in communication at ramp and terminal. The highest risk in ramp communication is that it is exposed to distraction and noise, due to these; there is high possibility of errors in information. In order to reduce the errors, staff shall ensure re-confirmation and documentations.

All the verbal exchange of load information or data that could affect aircraft weight and balance calculations shall be confirmed prior to flight departure. The verbal messages include the data and information passed through radio by the ramp handling staff. All verbal exchange of load information or data shall be manually or electronically documented.

All the verbal communication shall be verified with documents before producing final load sheet to captain. Presenting of load sheet, manual or electronic shall be done after crosschecking against LIR.

A copy of the signed Load Sheet and the relevant departure documents shall be handed over to the Purser or Chief Cabin Crew as per the airline requirement.

Load controllers shall ensure to collect all the signed copies of Load sheet from the captain.

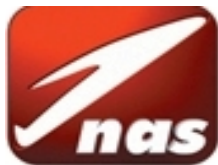
In case of customer airline specific requirement the LIR which is a UWS equivalent shall be signed /with name put on board along with other shipping docs.

Copies of these documents shall be retained for a period as required by the airline but not less than three months. This is to ensure availability of data in case of requirement for subsequent investigation/ audit trail. Flight trip file shall be prepared in accordance with the requirements of the customer airline and following the checklist provided by NAS RAK..

5.1.11.2 Accuracy of weight and balance figures

The Load Control staff shall carryout out load planning and weight and balance calculations for each customer airline with utmost care. While preparing computer and manual load sheets, they shall gather all accurate information in order to ensure 100% load sheet accuracy.

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Possible safety risk of wrong load sheet figure

- Loss of aircraft controllability caused by:
- Incorrect take-off speed / thrust,
- Different center of gravity,
- Overloaded aircraft,
- Shortage of fuel in flight.

In the event of a potential discrepancy associated with the accuracy of weight and balance figures for a flight, relevant or requested information shall be provided to the pilot-in-command (PIC) without any delay.

The discrepancy shall be reported to customer airline immediately.

If discrepancy is observed post departure, same shall be brought to the notice of customer airline and the pilot in command shall be informed immediately through air traffic control.

5.1.11.3 ACARS Load sheets

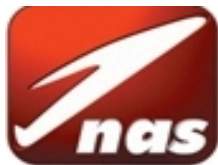
In the case ACARS load sheets service is provided by NAS to customer airline and when ever load sheets need to be transmitted to the aircraft via ACARS, the same shall be in a standard format and in accordance with requirements of the customer airline(s).

5.1.12 Post Departure functions

Load controller or any other qualified staff shall produce and transmit the Container Pallet Message (CPM), Load Distribution Message (LDM), ULD Control Message (UCM), Statistical Load summary (SLS) and other related messages using standard IATA coding and formats (Ref Appendix III of this manual) as applicable and required by customer airline to addresses given by them not later than 30 minutes after the Actual Time of Departure (ATD).

The CPM/ LDM shall reflect the LIR and other information such as contents in each ULD , ULD loading positions , station of unloading incase of transit flights, final destination ,Gross weights ,special loads with remarks , break up of load in the bulk in the approved format.

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Load message (LDM) shall be produced and transmitted in the standard format for each applicable flight. LDM would normally be produced for departing flights with a transit stop to provide the transit station with advance information about the part of a load that will continue beyond that station on the same aircraft. Based on the requirements of customer airline an LDM might also be required to produce on flights without transit stops.

The flight file shall be completed as per the prescribed trip file check sheet including the signed copies of the loading Instruction.

The following messages shall be produced and transmitted to the given address by the customer airlines in accordance with their requirements in the standard format:

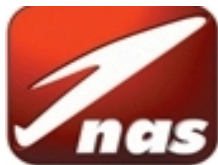
- Aircraft Movement Message (MVT);
- Aircraft Diversion Message (DIV);
- ULD Stock Check Message (SCM).

5.1.13 Flight files and Operational Records

All the operational load control records shall be prepared and retained in accordance with applicable regulations and/ requirements of the customer airline. The records include but not limited to the following.

1. Training and qualification records for personnel that perform load control functions shall be kept with updated copied of licenses and training certificate. The records shall include the date of expiry of licenses and due date for training. The above requirements shall be monitored by the department head and proper communication shall be maintained with customer airline to ensure refresher trainings are conducted before the due dates.
2. Load files for each flight -Inbound and outbound Flight files or load files for each flight shall be prepared and maintained in accordance with requirements of customer airlines. The flight files shall include the weight and balance records. These records

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shall be retained for a period in accordance with applicable regulations and/or requirements of the customer airlines, but no less than a period of three months.

The operational records shall be made available upon request of the customer airline or the regulatory authority as and when required.

5.1.14 Reports & Monitoring

Duty Officers shall prepare a daily operational report is sent to the Airport Manager.

The quality of output of the Load Control process shall be constantly monitored and checked with respect to on time performance and as per Carrier's requirements.

Any delay attributed to the department shall be reviewed and any follow up action deemed necessary is taken and the same shall be intimated to customer airline if required.

The Duty Officer shall directly interact with Customer Airlines to initiate service recovery for significant service failures.

The Airport Manager shall analyses performance trends and initiates remedial measures as per the reports received from the Duty Officers

5.2 Airside Supervision

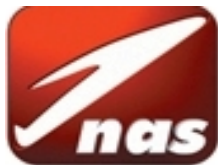
All station operational activities shall be conducted under the direct oversight of supervisory personnel.

Airport Manager shall also ensure that the station personnel selected for supervision or oversight of operational activities and managerial function undergoes necessary training and development programmes and ensure they are qualified to conduct and supervise ground operational activities.

5.3 Operational Communication.

Proper communication and exchange of information is of vital importance in ramp operations. Staff engaged in operational activates should makes sure that no vital information is missed out.

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Quality of work needs good communication skills and special technique. Efficient and reliable communications is more critical to operational performance.

All communication shall be according to the industry standards and practices. The industry standard abbreviations, phrases and formats shall be used all the time. IATA standard IATA coding and formats shall be used in all the telexes and other relevant official communication.

5.3.1 Types of communication

Communication can be verbal and written, verbal communication includes use of radio, telephones and mobile phones which are approved to be used as per company, airline and local authority regulations. Verbal communication includes radio communication, telephone and VHF and other verbal exchange of information.

Written communication include telexes, e-mail etc. Loading Instruction Report (LIRF), CPM, LDM and special messages itself records all the information about loading and offloading and is medium of communication between load control and ramp staff. Written communication includes telexes, documents, e-mail, flash messages etc.

When ever written communication is required it should be clear, precise and short .

The operational staff shall ensure to be specific and clear during communication. Always identify each other and confirm understanding by repeating back the message. Ensure to mention the unit number/s and the position/s while passing the loading or offloading information.

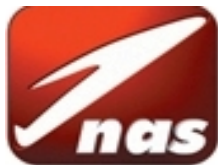
All the verbal information shall be verified with supporting documents in case the procedure requires.

The communication devices should be properly handled and maintained to ensure clarity and accuracy in information.

5.3.2 Communication with Load control

Communication with load control is one of the most important functions of ramp handling staff. Adequate communication is a prerequisite to ensure correct data are used to prepare an accurate load sheet which give essential information to the pilot for a safe flight.

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Transfer of aircraft loading information and data accurately to the load control office is very important in preparing the weight and balance documents and this includes transmitting of information on Load Instruction/Report (LIR).

Aircraft loading information and data including loading instruction/report (LIR) shall be accurately transferred to load control office by the aircraft loading agent.

Possible safety risk of wrong load sheet figure

Loss of aircraft controllability caused by:

- Incorrect take-off speed / thrust,
- Different center of gravity,
- Overloaded aircraft,
- Shortage of fuel in flight.

5.3.3 Phases of communication during aircraft ramp handling

It is the Loading agent responsible to transmitting of information to the load control. The person responsible for transmitting data and information shall certify this by signature verification on the LIR. (As applicable or required by the airline).

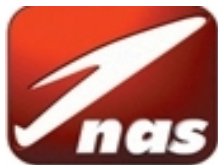
A. Before loading -The load control staff shall conduct a briefing to the loading agent while issuing the loading /offloading instructions.

The briefing shall include but not limited to the following.

- Ramp Safety requirements
- Loading offloading sequence
- Special load details inbound/outbound
- NOTOC and temperature setting if applicable.
- Information on DG load.

B. During loading- Loading agent shall communicate to load control an update of what is loaded and where it is loaded. Any loading difficulties and deviation from the LIR shall be communicated immediately. Information about loading process and baggage reconciliation details must be communicated to the concerned load control staff. Loading agents shall give

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interim and final information of the loading process, including deviations if any from the initial loading instruction to the load control staff.

C. After completion of loading, before departure, load controller shall be informed of actual load and shall collect the LIR/NOTOC signed by the loading agent. Upon completion, the loading instructions shall be certified by the loading agent with signature on the specified area on LIR. The completed loading instruction shall be handed over to the load controller. Loading instructions shall be completed with all aircraft loading information and data as per the requirements of the customer airline.

Load controller shall send load sheet by ACARS to the captain. In case of non-CLC stations, the load sheet will be delivered to the captain by hand.

Baggage reconciliation staff shall also follow communication procedures. The total number of bags received, missing bags, tag less bags, rush bags, courier bags, transfer bags etc, must be communicated to load control. Any discrepancy related to baggage reconciliation must be communicated immediately.

5.3.4 Radio communication

In case of verbally reporting loading figures to the load controller verbal communication protocol must be used to minimize communication errors.

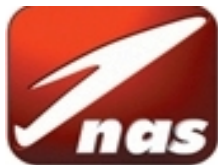
5.3.4.1 Mandatory actions:

- Always mention flight number, LIR edition number,
- Numbers must be pronounced as single figures,
- Repeat figures,
- Stick to the correct sequence of reporting.

While using radio communication staff shall ensure to be specific and clear. Always identify each other and confirm understanding by repeating back the message. To avoid communication failure, basic principles have to be complied with.

- Clear articulation and pronunciation,
- Ensure that the receiver can hear you properly,

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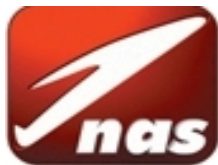
- Ensure the receiver is the right person, to whom the message has to be delivered,
- Rephrase messages to check if you have understood the message properly,
- Do not allow any room for doubt.

Except in the case of an emergency, employees shall refrain from using a radio transmission on a channel that is known to be in use.

5.3.4.2 Standard phonetic alphabet used in radio communications

Letter	Pronunciation
A	Alpha (AL fah)
B	Bravo (BRAH VOH)
C	Charlie (CHAR lee)
D	Delta (DELL tah)
E	Echo (ECK oh)
F	Foxtrot (FOKS trot)
G	Golf (GOLF)
H	Hotel (ho TELL)
I	India (IN dee ah)
J	Juliet (JEW lee ETT)
K	Kilo (KEY loh)
L	Lima (LEE mah)
M	Mike (MIKE)
N	November (NO VEM ber)
O	Oscar (OSS cah)
P	Papa (PAH PAH)
Q	Quebec (KEH BECK)
R	Romeo (ROW me oh)
S	Sierra (SEE AIR rah)
T	Tango (TANG go)
U	Uniform (YOU nee form)
V	Victor (VIK tah)
W	Whiskey (WISS key)
X	X RAY (ECKS RAY)
Y	Yankee (YANG key)
Z	Zulu (ZOO loo)

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5.3.4.3 Standard pronunciation methods while using numbers

0	ZEE-RO
1	WUN
2	TOO
3	TREE
4	FOW-ER
5	FIFE
6	SIX
7	SEV-EN
8	AIT
9	NIN-ER

5.3.4.4 Standard Phrases

The following phrases and words with their corresponding meanings must be used whenever applicable.

Words/Phrases	Explanation
Acknowledge	Let me know you have received and understood this message
Affirmative	Yes.
Confirm	My version is Is that correct?
Correction	I have made an error. The correct version is!
Do you read?	I have called you more than once, if you are receiving, Reply
Go ahead	Proceed with your message.
I say again	I will repeat
Negative	NO
Over	My transmission is ended. I do not expect a reply from you
Read back	Repeat this message back to me
Roger	Okay. I have received your message.
Say again	Repeat.
Stand by	I must pause for a few seconds.
Verify	Check with the originator
Ignore	Disregard



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5.3.4.5 Emergency Radio Transmission

Emergency radio transmissions shall have priority over all other transmission.

Emergency radio transmissions shall be initiated by repeating the word “**emergency**” three times.

Employees shall ensure they do not interfere with emergency radio transmissions.

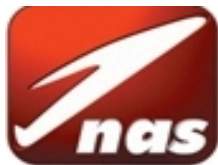
5.3.4.6 Good Radio Habits

- Always select right channel
- Be alert (pay attention to the message)
- Use phonetic alphabet
- Listen to channel before use
- Confirm message
- English only
- Use 24 hour system
- Check your radio before use
- Listen to radio all time
- Identify yourself

5.3.4.7 Bad Radio Habits

- Use of offensive language
- Do not blow over the radio
- Do not speak fast
- Do not interrupt
- Do not speak slow
- Do not shout
- Do not use channel during emergency call
- Do not ignore any messages concerning you
- Do not give confidential information over the radio

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5.4 Ramp Handling - Loading Supervision

A loading supervisor is required for all aircraft loading operations. Only qualified and trained staff shall be allocated to supervise aircraft loading and unloading operations. The loading supervisors shall have basic knowledge of weight and balance principles. To qualify as a loading supervisor, the staff shall be able to act in such capacity to complete part or all of the load control training curriculum. Loading supervisors are responsible for ensuring the aircraft is loaded or off-loaded in accordance with applicable loading procedures and instructions. The loading supervisor is responsible for the following.

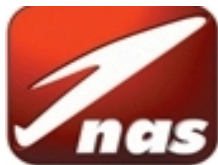
1. Off-loading and loading information /instructions including any special load
2. Ensure compliance between loading instructions and load presented
3. Check condition of locks and restraints that could affect the load capacity of the aircraft prior to loading;
4. Ensure ULDs are serviceable correctly tagged and properly secured;
5. Ensure bulk load is correctly secured;
6. Ensure lashing load spreading is correct e.g. overhangs special loads etc.;
7. Check condition of dangerous goods packages presented for bulk loading;
8. Ensure that special loads including dangerous goods are stowed according to regulations and carrier procedures
9. Upon completion of loading confirm or advise deviations according to the procedure defined by the carrier;

Loading staff assigned for the flight shall acquire a thorough understanding on all loading aspects and types of aircraft handled along with different procedures for the airlines. For some airlines loading supervisors are provided by airline, in such cases NAS Afghanistan loading supervisors shall follow the instructions of airline assigned loading supervisor.

It is the responsibility of load controller to give briefing to the Loading agent in case of any deviation to normal procedures or on special loads and loading procedures.

Loading agents are responsible for the loading and unloading of aircrafts in accordance with loading and unloading instruction (LIR) or to follow the inbound CPM or the LDM.

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The airline safety procedures shall be followed to ensure that the aircraft is loaded and unloaded according to the Weight & Balance requirements.

5.4.1 Pre arrival preparation

It is the responsibility of the Loading agent and the Equipment Supervisor that pre-flight preparation is completed before the arrival of the aircraft. In order to ensure the availability of resources based on the type of aircraft and the inbound load necessary preparation shall be completed. The relevant information and details shall be obtained for the respective flight from the load controller or the airline staff.

5.4.2 Personnel Protective Equipments (PPE)

Personnel Protective Equipments shall be used by all staff engaged in ramp operation. PPE provides a defense against operational hazards that could threaten the personal safety or health of ground handling personnel.

Loading agents shall ensure that all staff is in possession of high visibility vests, hearing protection, gloves and safety shoes. For detailed procedure refer Chapter 2 of this manual.

5.4.3 Safety Cones

Safety Cones shall be positioned in accordance with requirements of customer airline to create a safety buffer around specific areas on an aircraft that are susceptible to ground damage.

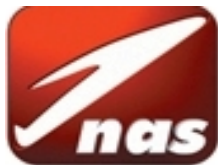
5.4.4 FOD Check

Loading agent shall ensure that an FOD check is carried out on and around the aircraft parking stand or gate, before the arrival of the flight during operation and immediately after the flight is pushed back and ensure the disposal off the FOD from the bin on the conveyor belt. For detailed procedure refer Chapter 2 of this manual.

5.4.5 Resource preparation

Proper coordination shall be completed with the Ground Support Equipments section for timely and adequate provision Ground Support Equipments. The staff responsible shall

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make sure that the Ground Support Equipments are positioned at the parking stand prior to the arrival of the aircraft. The flight movements shall be monitored and bay allocations/changes to ensure timely availability of staff and equipment.

The loading agent shall make sure that a Safety Briefing is conducted to the entire loading team prior to the commencement of aircraft handling activities to ensure all staff handling the aircraft is aware of their specific responsibilities and hazard areas .

All the offloading/Loading Instructions including all the incoming messages shall be compiled and kept ready at the office for the staff collection.

Load controllers shall give a briefing to the Loading agents about special load, transit load and any activities require special attention.

Loading agents shall collect copies of the offloading/Loading Instruction, Load Distribution Message (LDM) / Container Pallet Message (CPM), and any other documents pertaining to the allocated flight.

Ensure joining cargo, mail and baggage is brought to the designated parking position of the bay prior to arrival.

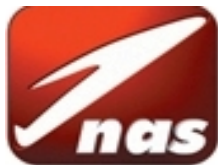
Loading agent shall supervise all handling activities and maintain an uninterrupted communication with Load control and BMA staff to ensure.

1. All joining bags received at shipside on time along with BRS (Baggage Reconciliation Statement).
2. All close out figures in ULDs / bulk trolleys are received from BMA and communicated to Load control including the total number of bags received, missing bags, tag less bags, rush bags, courier bags, company mail, transfer bags etc,
3. Any discrepancy related to loading/offloading activity is informed to airline staff without delay.
4. All messages regarding baggage offload is taken care of and completed.

5.4.6 Offloading

Offload the dead load (i.e. passenger and crew baggage, courier, cargo and mail) in accordance with the information derived from the Offloading Instruction or LDM /CPM.

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5.4.6.1 Aircraft ground stability

Aircraft ground stability during loading and unloading requires the centre of gravity to remain in a range that does not permit the aircraft from tilting aft and resting on the underside of the aft fuselage.

Loading agents shall follow the offloading sequence procedure to ensure ground stability of the aircraft.

1. Ensure tail struts or nose wheel weights for (aircraft types that require it) are positioned by the engineer before any offloading starts.
2. Considering the incoming load, start offloading from the rear holds first and subsequently from forward maintaining balance to avoid tail tipping.

5.4.6.2 Load details

Loading agents shall record all inbound ULD / pallet numbers while offloading the aircraft. The contents of cargo should be checked against the import cargo manifest. Loading agent shall obtain a copy of the inbound cargo manifest on arrival of the aircraft.

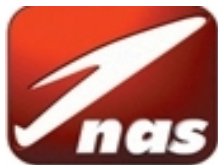
The dead load shall be offloaded onto dollies, trolleys or ULD conveyance vehicles. Upon completion of offloading, loading agents shall check the aircraft hold to ensure all inbound load for the station is offloaded.

In case of any disparity (ULD Identify codes / contents) between the offloading Instruction (CPM / LDM) and the ULD label, the Loading agent shall physically check and verify the inbound units for their contents before dispatching the units to their relevant areas.

Loading agents shall dispatch of the inbound baggage, courier, cargo and mail to their respective areas according to the laid down delivery standards.

Appropriate restraint locks shall be applied immediately after unloading ULDs onto dollies. For baggage and cargo offloaded from the bulk, ensure that they have been properly restrained before releasing them from the flight.

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Equipment Operator shall physically check and ensure that the appropriate trolley/ dolly restraint locks have been applied before transporting the inbound dead load to their respective areas.

In case of any incoming special load, concerned section shall be advised to expedite transportation of the load to the cargo Terminal.

Incoming Live Animals (AVI) from the bulk holds shall be taken special care.

In cases of wide bodied flights handled, the Loading agents shall record the inbound and outbound ULD numbers on the loading instruction report of the particular flight and prepare a ULD statement. The report or the statement shall include details of stacked ULDs and damages to inbound ULD. The statement shall be transmitted to the ULD control immediately after the arrival or/and departure of each flight. ULD control shall report all ULD damages shall be reported to the airline within the standard time.

5.4.7 Inbound Baggage

Priority of dispatching baggage to arrival terminal shall be according to the airline policy requirements and the segregation and sequence shall be followed all time requirements further governed by class of travel business/ economy.

If customer airline policy requires procedure of customer airlines in retrieving baby strollers from the bulk hold and deliver them at the aircraft gate or at the arrival concourse.

Incoming baby strollers are to be delivered by the loaders at the entrance of the baggage belt to be picked up by their owners.

Service delivery standard timing for the specific airline shall be met always for dispatching baggage to the arrival.

Any unloading difficulties caused due to malfunction of loading system should be brought to the attention of the airline staff duly and any anticipated delays should be advised to arrival baggage section. This is in order to advise passengers accordingly.

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5.4.8 Out bound load –Loading procedure

Loading of the aircraft shall be in accordance with the written loading instructions. Loading of aircraft shall be conducted in a manner that satisfies weight and balance requirements, and prevents damage to the aircraft and injuries to personnel. Loading and securing shall be in a manner that prevents movement or spillage during flight.

Loading agents shall conduct a safety briefing to the entire loading team (Drivers, Loaders and Equipment Operators) and the same shall be recorded on the Loading agent's checklist as "Safety Briefing given" which should include name and the staff numbers.

Loading agent shall ensure that all staff in possession of personal protective equipments (gloves, safety shoes, tabards etc.)

Operators shall be advised to organize for the loading equipments and outbound dead load and ensure that it is available at the gate prior to commencement of the loading activities.

Loading agents shall be in possession of master and slave copies of the Loading Instructions, the Piece and Weight Statement (PWS) and other relevant paperwork pertaining to the departure flight.

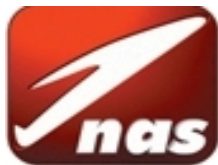
Loading agent shall check the joining load to ensure that all the built up cargo/baggage ULDS or trolleys for the particular flight have identifiable exterior tags /markings that display information relevant to the ULD and its contents, destination and weight.

Loading agents shall check and verify the outbound dead load prior to loading of the aircraft against LIR / cargo manifest and or Piece and Weight Statement (PWS).

All baggage cargo, other items or ULDs before being loaded into an aircraft shall be inspected for damage or leakage by the Loading agents. If any items found damaged or leaking must be stopped from being loaded into the aircraft.

Loading of the aircraft shall be done as per the written LIR only. ULDs to be loaded into an aircraft shall be cross checked by unit number with the Loading Instructions.

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In the case of bulk loading aircrafts, identifications numbers for the bulk trolleys received from BMA should be recorded on the checklist (not on LIR) and ensure same is matching with the actual number of trolleys built up at BMA.

Loading agent shall consult with the respective Load Controller in case any deviations from the loading instruction are necessary.

Any deviations to the instruction shall be recorded on the Load Instruction Report (LIR). The final LIR shall be handed over to the Load controller.

The joining load shall be physically checked by the Loading agent against the loading instruction report and cargo manifest. The shipment should be verified with the airway bill numbers and ULD numbers from the cargo manifest and ramp sheet. The dangerous goods shall be checked with hazard labels and handling labels and the porters shall be briefed about the loading positions, safe handling and securing.

ULDs and bulk cargo received from cargo W/H shall be reconciled against the LIRF/Cargo statement/ Manifest and ULD list received from the Load Controller. For baggage loading, loading agents shall confirm with the Baggage Makeup Area the Final number of processed bags or the total number of baggage ULD'S built up and ensures that all have been duly received at the aircraft.

All the bags loaded into the holds must be counted and/or reconciled with BRS (Baggage Reconciliation Statement) to tally with the total number of bags processed for the flight at Baggage Make up Area.

Loading agent shall cross check unit number and reconcile the number of ULDs and bulk bags received from Baggage Makeup Area with loading instruction and BRS.

Check and load the carry-on baggage collected at the gate (as applicable). Security removed items which are acceptable for loading shall be loaded upon confirmation from the boarding gate staff as per airline procedure.

Loading agent should ensure incoming baggage / cargo / mail are dispatched to the respective areas as soon as it is offloaded.

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Any unloading / loading difficulties experienced should be notified immediately to the engineer for rectification.

Destination tags of ULD's to be checked in order to avoid offloading ULD's which are wrongly loaded contradicting loading positions mentioned in loading instruction report.

Bulk holds should be checked thoroughly to avoid any mix loading.

Details of any offloading of baggage / cargo / mail that takes place due to space or trim should be advised to the concerned Load Controller and sections accordingly.

5.4.8.1 Signature Certification of Loading Instruction Report

Loading agents shall sign and certify the master copy of the Loading Instructions Report Form (LIRF) in accordance with the airline requirements upon completion of the loading activities. The loading instruction report shall then be handed over to the respective Load Controller. Any changes to the Loading instruction shall be clearly mentioned on the LIR and the same shall be communicated to the load controller.

In case of CLC (Centralized load control) the coordinator shall update CLC office of the progress of the turnaround activities. The final LIR shall be collected from the loading agent and the same shall be transmitted to the airline's CLC office for the purpose of preparing the load sheet.

5.4.8.2 Airside Ramp securing- before departure

Upon completion of the loading activities the equipment operator shall be informed to by the loading agent to disengage and remove the Ground Servicing Equipment from the aircraft. On confirmation from loading agent operators shall move the GSE to a safe position well clear of the aircraft.

Loading agents shall instruct the loaders to remove all the safety cones and store them at the appropriate designated storage place at the head of the parking bay.

Loading agents shall inform the Load Controller on completion of the Loading activities.

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5.4.8.3 Step loading/offloading procedure- Aircraft Ground stability.

Aircraft ground stability during loading and unloading requires the centre of gravity to remain in a range that does not permit the aircraft from tilting aft and resting on the underside of the aircraft aft fuselage.

Precautions shall be taken from the stage of load planning. When planning the load distribution, sufficient load should be allocated in the compartment forward of the centre of gravity to ensure ground stability. Particular attention must be paid to the distribution of transit load on multi sector flights. The distribution of load remaining in the compartments in the next station must be such that it meets the above condition.

Loading sequence procedure is mandatory to maintain ground stability and to protect the structure of the aircraft.

Loading agents and equipment operators shall follow the loading sequence procedure or the step loading procedure to ensure ground stability of the aircraft.

The step loading procedure includes but not limited to the following to maintain the aircraft balance and there by avoid tail tipping

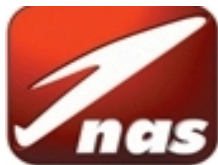
- Ensuring and maintaining nose weight.
- Start offloading from the rear hold first and subsequently to forward.
- Start loading from forward hold first and subsequently to rear.
- Use of tail struts or nose wheel weights (for aircraft types that require it).
- Positioning of tail struts or nose wheel weights by the engineer before any loading starts.

Loading agents shall study the LDM and brief the loading team to ensure loading and offloading of ULDs and bulk load from and to the aircraft is carried out considering the aircraft load and balance condition.

Loading agent shall ensure the following safe operating practices during the loading unloading operation.

1. Ensure all staff wears personal protective equipments (PPE).
2. Loading agent shall ensure that the "Safety Cones" are in the designated places around the aircraft as per the airline requirement.

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3. Check to ensure, aircraft separation nets, latches and other load securing devices and materials are available and make sure to fasten separation nets and door nets inside the aircraft hold, the given load shall be secured in their positions using adequate tie down accessories.
4. Ensure tail strut if provided by the airline is used by the load master or engineer as precaution in case of aircraft instability during loading offloading activity. Aircraft nose wheel weight shall be maintained to ensure stability.
5. Start with loading from the forward compartments and subsequently to the rear maintaining the balance of the aircraft.
6. Ensure the floor load limitations are complied and use standard tie down methods for loads in their particular loading positions to ensure loads do not shift during aircraft movement.
7. While loading bulky pieces, which are heavy, make sure spreaders are used, the sharp edges do not damage aircraft structure. Do not use crow bar or similar tools to maneuver such pieces within the aircraft hold.
8. Loading cargo on seats in the passenger cabin shall be as per airline requirements.
9. Equipments shall be handled properly by trained operators following the standard operating procedure for the equipment.
10. Make sure cargo doors are securely closed during strong or gusty winds.

5.4.9 Dangerous Goods Handling

A. Loading and securing

The joining load shall be physically checked by the loading agent against the loading instruction report and cargo manifest. The shipment should be verified with the airway bill numbers and ULD numbers from the cargo manifest and ramp sheet.

Loading agent shall check the labels on the joining cargo to verify each item to be loaded into the aircraft. The dangerous goods shall be checked with hazard labels and handling labels to verify and identify the item, these verifications shall ensure that any restricted dangerous goods are not loaded into an aircraft inadvertently.

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Loading agents shall ensure that shipments with “CAO” labels are loaded only on cargo aircrafts and shipments with “CAO” labels are not loaded into the passenger aircraft inadvertently.

Loading agents or passengers handling staff as applicable and responsible for the functional area shall ensure that dangerous goods are not loaded onto an aircraft for transport on the flight deck or in the cabin occupied by passengers, except for those permitted to be carried by passengers or crew as carry on or checked baggage (Ref: DGR Manual Section 2.3 A).

Load controllers, while planning the flight shall consider all restriction in dangerous goods handling. Dangerous goods may be carried on main deck of a passenger aircraft provided, that the compartment meets all the certification requirements for a class B or a class C aircraft cargo compartment (Ref: DGR Manual Section 9.3). Load controllers shall refer to the airline manuals/notifications from customer airlines to understand the applicable restrictions.

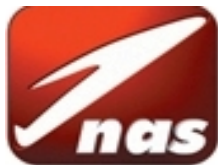
All Dangerous Goods shipments shall be physically checked to ensure that there is no leakage or damage. The staff handling shall be briefed about the loading positions, safe handling and securing. When a poorly packaged shipment is observed, it should be handled carefully to prevent the contents from spilling.

Loading agents shall load and secure Dangerous Goods shipments properly secured in their advised loading positions as mentioned in the LIR. Loading agents shall ensure dangerous goods packages or ULDs are handled secured and stowed carefully to prevent damage during loading and unloading.

Loading agents shall ensure Dangerous Goods consignments are loaded secured and offloaded by following their orientation marks, and ensure hazard labels are visible from all sides.

Dangerous Goods packages and ULDs shall be loaded according to the segregation requirements, in a manner and as per LIR which does not allow interaction in the event of a leakage. Dangerous Goods shipments shall be stowed and secured properly to prevent shifting during movement and also not to change the orientation markings.

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While loading CAO (Cargo Aircraft Only) shipments (packages or over packs) Loading agents shall ensure that they are loaded and secured inside the aircraft in such a way that hazard labels and “Cargo Aircraft Only” label are visible. Loading shall be in a position where the crew members and authorized personnel are able to access and handle them in case of any emergency.

B. Damaged dangerous Goods

Loading agents shall conduct an inspection for leakage or damage for all shipments before being loaded into the aircraft. Any damage or leakage noticed shall be brought to the attention of Duty Manager. Duty Manager shall inform customer airline and airport authority for appropriate action.

Any damaged or leaking shipment must be stopped from being loaded into an aircraft.

Any Dangerous Goods shipment found to have damaged after loading into the aircraft shall be removed from the aircraft immediately.

If the aircraft is found to have contaminated by any damaged or leaking dangerous goods, the hazardous contamination shall be removed immediately from the aircraft.

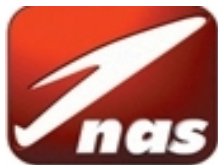
Loading agent shall notify the duty officer of such incident and then duty officer shall inform the airport authorities to take necessary action for the removal of the contamination immediately.

Customer airline and relevant authority shall be immediately notified by duty officer or airport manager.

Necessary precaution shall be taken and staff working around shall be advised about the precaution to be taken. If safe to do, the damaged shipment shall be isolated from other cargo and baggage. The documents pertaining to the shipment shall be provided to the authorities if required in coordination with cargo department. No personnel shall be allowed to handle such shipments unless the nature and hazard is identified.

In the event of any leakage an evaluation shall be conducted to identify any cargo, baggage that have become contaminated by this leakage and if any baggage or cargo found to have contaminated then it shall be removed and to be isolated. These shipments shall then be

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stopped from loading into an aircraft until the nature is determined and found to be safe for loading.

The transport devices that have become contaminated shall be removed and not to be used for transport of any other cargo, baggage or mail.

If any equipment used for transporting Dangerous Goods is found to have contaminated by the leakage or damage of any damaged Dangerous Goods shipment it shall removed from service and to be isolated and not to be used till further advice for transport of any other cargo, baggage or mail.

5.4.10 Securing of load

All special stowage items are to be loaded in the appropriate compartment / area marked in the loading instruction. No deviations in loading positions are allowed unless authorized by Load Controller.

Utmost care shall be taken when offloading / loading to prevent damage. ULD'S and loose cargo shall be secured properly to avoid movement and spillage during flight.

Any outbound ULD with visible damage shall never be loaded into the aircraft and shall be removed from service. ULD damages shall be reported to the ULD section. ULD damage Checklist shall be used for that purpose.

Loading agents shall Load and record the outbound dead load according to the Loading Instruction (unless instructed otherwise by the Load Controller) and give an interim update of loading progress to load controller denoting variations if any on the LIR through proper communication devises or by personally meeting.

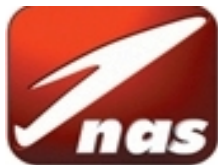
5.4.10.1 Exterior tags and markings

Before loading, loading agents shall ensure that all the built up baggage ULDs or trolleys for the particular flight have identifiable exterior tags /markings (varies from airline to airline) that display information relevant to the ULD and its contents.

While loading cargo/baggage care shall be taken to ensure floor loading limitations for each aircraft type is not exceeded, to prevent damage to aircraft structure.

Load shall be properly stowed and secured to avoid blockage of cargo doors and shifting during flight.

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It is the responsibility of the Loading agent to ensure all loads are secured and holds nets are in position and secured. ULD's and pallets are secured well with locks and hold doors are closed properly.

Load on ULDs shall be checked to ensure it secure. It is important that each package comprising the load is secured by nets and prevented from breaking loosing in any way.

For wide body aircraft bulk hold shall be kept opened with a conveyor belt for any last minute loading of baggage or security item. Once boarding is completed the hold shall be closed. However, a conveyor belt shall be kept on standby.

For narrow body aircraft holds will remain open and a conveyor belt will be on standby until boarding is over.

5.4.11 Building up of pallets & Other ULDs

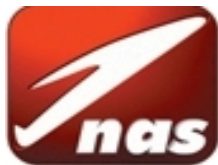
Each fitting for attaching the nets to the pallet is to take certain loads. There for all fittings must be secured to their corresponding seat-track position on the pallet edge rail.

After the nets have been placed over the load and fitted to their corresponding seat-track position on the pallet edge rail, it must be tensioned firmly in all directions. However tensioning should not bend the pallet which will affect the ULD centre of gravity (CG) offset limits .Special consideration should be given to securing low profile loads.

Nets must always be used to secure a non structural igloo to the pallet. Contents in the igloo or containers shall be properly secured prevent load shifting High density items shall be individually secured with appropriate tie downs.

A load build up that exceeds the envelope dimensions of the pallet or standard contour for a specific pallet size or prevents all the net attachment fittings from being attached to the pallet must be restrained by additional approved tie-down equipment. Straps, rope or other approved restraint devises may be used to prevent the load from shifting.

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Pallet loads must conform to the contour of the aircraft fuselage. The load shall therefore be either built up within a loading gauge or passed through it before netting down. The gauge will allow only narrowest clearance of the aircraft structure; therefore no tolerance on the contour can be permitted.

Floor loading limitation of pallets and containers bases vary considerably .When the established maximum floor loading is exceeded, the items of cargo concerned must be loaded onto wooden boards (spreaders) to distribute the weight over the greater area and to ensure ULD centre of gravity (CG) offset limits are not exceeded. Floor loading must be checked a follows.

For containers maximum gross weight per container is inscribed on the container marking plate .This must not be exceeded. Maximum loading density for the floor loading must not be exceeded.

Divide the weight of article by total area of contact between article and floor (pallet or container base).

Segregation requirements of baggage, cargo, courier all special loads including DGR, AVI, HUM, EIC, and OCS shall be met as per LIR and as per specific airline requirements.

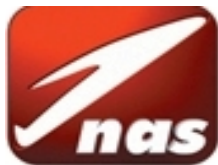
5.4.12 Securing of SOC (Seat Occupied by Cargo/baggage) Shipment

If the airline requires baggage, cargo, mail or stores (supplies) to be loaded onto a passenger aircraft for transport in cabin passenger seats, the specific airline procedure shall be followed, but the following requirements shall be met.

The Loading agent shall make sure such cargo:

1. Is properly 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;
2. Is packaged or covered in a manner to avoid possible injury to passengers and cabin crew members;
3. Does not impose any load on the seats that exceeds the load limitation for the seats;

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4. Does not restrict access to or use of any required emergency or regular exit, or aisle(s) in the cabin;
5. Does not obscure any passenger's view of the seat belt sign, no smoking sign or required exit sign.

5.4.13 Company Mail

In case of Company mail specific airline procedure to be followed, also ensure that the item has undergone security screening.

Company mail shall not be left unattended from the point of acceptance to loading onto aircraft.

5.4.14 Firearms

All joining firearms received under advice from passenger service and or the airline shall be handled as per customer airline policy for loading on the specific positions. Information of the position loaded shall be given to the customer airline and the pilot in command (PIC) if applicable. Firearms shall never be kept unattended under any circumstances.

5.4.15 Damaged or pilfered items

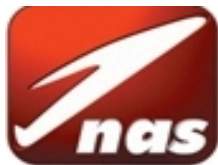
If any inbound or outbound cargo or baggage is found damaged or pilfered same shall be immediately informed to the duty officer. The duty office shall inform the concerned airline as well airport authority as applicable after conducting an assessment of the nature of the shipment and extent of damage. Duty officer or his delegate shall record the details and prepare reports in accordance with the requirements (specific forms).

For cargo and mail, cargo import / export section must be advised. When ever in receipt of any cargo which is found inadequately packed or causing spillage shall be advised to cargo department.

5.4.16 Special Handling Labels

Special handling instructions such as "This Way Up" fragile and keep away from heat shall be strictly observed.

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5.4.17 Perishable Cargo Handling

Perishable goods are those items whose conditions or suitability for original purpose may deteriorate if exposed to undue changes in temperature or humidity or delay in carriage.

Inbound perishable cargo must be sent / delivered to cargo warehouse immediately after offloading.

All perishable items received as bulk load especially PEM and PES shall be offloaded only on closed ULDs such as containers or closed trolleys with the curtains doors and nets properly closed and secured. Perishable cargo shall always be prevented being exposed in open condition.

When stacking perishable items enough care shall be taken so that the lower layers of the stack are not damaged by the weight of the upper layers. Joining perishable cargo shall be considered as high priority and not be offloaded (due space, pay load, trim) without prior permission from airline staff.

5.4.18 Live Animals

Ground transportation and loading / unloading should be performed smoothly in order not to startle the animals. Animal shipments should not be left standing unnecessarily in the open or near the aircraft when the departure is delayed. Containers shall be loaded in such a way that there is enough space between cages and other load to guarantee sufficient ventilation.

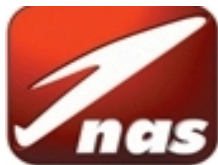
5.4.19 Valuable Cargo

Joining

Cargo export staff will bring the valuable shipment and will hand-over to crew for locker stowage where there is availability of locker stowage facility and depending on the prevailing instructions. On such occasions a duly signed receipt will be taken by cargo staff.

For hold loading, VAL items shall be loaded as last in the presence of Cargo and Ramp Staff and the hold will be closed. Necessary telex action for transit stations for safe guarding and proper offloading will be dispatched by cargo staff.

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Transit

Transit VAL shipments which need safeguard in transit will be notified by a telex. If no on / off loads are there in the hold where there is a valuable shipment, it need not be opened.

Load Controller and Loading agent's should ensure to do so and a remark should be made ramp checklist and loading instructions.

Inbound

Inbound VAL shipments to be offloaded and handover over to cargo import staff immediately upon arrival with an acknowledgment of receipt. If any shipment is reported as not located, the Duty Officer and the Airline Station Manager must be notified immediately.

5.4.20 Staff and Equipment

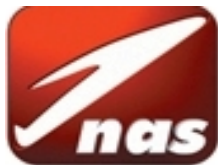
Loading agents shall ensure that all staff assigned to the flights is in possession of valid airport permits. Equipments used in operations shall be serviceable with fire extinguishers attached. Equipment Operators and Drivers shall be in possession of valid licenses to operate the specific equipment. Name and numbers should be recorded on the Loading agent's checklist.

5.4.21 Passenger and baggage offloads/stand-by

5.4.21.1 Communication- General Procedure

- Staff shall be specific and clear during communication. Only company approved communication devices are allowed to be used in the airside.
- Industry approved codes/phrases shall only be used in official communication.
- Staff shall identify each other and confirm understanding by repeating back the message.
- All verbal communication shall be followed by a documentary support for re-confirmation.
- Verification and re-confirmation of previously relayed message shall be completed and any discrepancies identified shall be rectified before flight departure.

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5.4.21.2 Confirm offloads

In case of any passenger “missing” or “no show” at the boarding gate or a passenger need to be offloaded for any other reason, the baggage accompanied by such passenger need to be offloaded from the aircraft immediately. The following procedures shall be followed during communication between passenger service staff and ramp staff.

1. A verbal advice by the check-in/ boarding staff to the ramp staff.
2. Confirmation by reading back the message by ramp staff.
3. Acknowledgement by check-in/ boarding staff.
4. The print copy showing the details of passenger baggage to be offloaded with sequence number or tag number should be handed over to the Loading agent by boarding gate staff immediately.
5. Boarding gate staff shall **re-confirm** the offloaded bags before departure.

Note: - Reconfirmation of the bags offloaded shall be completed by physically verifying the tag numbers /sequence numbers OR after verifying the bingo-portion removed from the bags against the missing sequence or tag numbers.

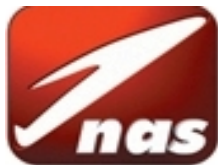
In order to ensure a quick offloading, the BMA staff shall provide the Loading agent with ULD numbers of the location of the bags after checking the BAGGAGE RECONCILIATION, where possible.

Loading agent shall initiate offloading of the bag(s) based on the tag number or the sequence numbers immediately upon receipt of the message.

Once the bags have been located loading agent shall inform the same to the Load controller. The located bags shall be verified against the printouts by the Loading agent —the **confirmed offload**” bags shall then be placed at the head of the parking bay in an area visible to the cockpit crew.

The Load Controller or Boarding Loading agent shall collect the (bingo) portion of the bag bearing the tag number from the Loading agent and verify against the offload print out and show both bags and the tags to captain before the flight departure.

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No offloaded bags shall be 're-loaded by the Loading agent on an aircraft unless it is re-confirmed by the load controller or the boarding gate loading agent.

The offloaded bags should be released from the parking bay after the departure of the flight only. The offloaded bags should then be forwarded to baggage services through BMA after preparing necessary log entries for records.

5.4.21.3 Stand by bags

Common reasons for keeping the bags on standby

When the passenger not shown up at the boarding gate for any reason and it is not sure that passenger will report, in such cases the bags accompanied by the passengers need to be kept on standby to avoid any delay in departure.

- Airline may require the some of the bags to be kept on standby until the passenger is boarded. (E.g. Positive Passenger Bag Matching-PPBM).
- The airline needs the bags to be kept on standby for any other reason.

In such above cases the passenger service staff at the counter or boarding gate will advice baggage sorting staff or the Loading agent as applicable with the sequence number or the tag numbers to be kept on standby.

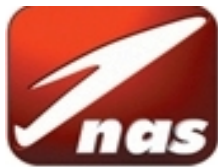
If by procedure the airline attaches a stand by tag, such baggage should be identified by stand by bag label.

The following procedure shall be followed during communication.

1. A verbal advice by the check-in/boarding staff to the ramp staff.
2. Acknowledgement by reading back the message by ramp staff
3. A re-confirmation by check-in/boarding staff to ensure that the bags are on standby.
4. Confirmation by ramp staff.
5. The print copy showing the details of passenger baggage to be on standby along with sequence number or tag number should be handed over to the Loading agent by passenger service boarding gate staff immediately.

No "stand by bags" should be re-loaded by the Loading agent unless confirmed by load controller or passenger service staff.

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5.4.21.4 Confirm offloads at BMA

In case of confirm offloads during the time of check-in before boarding, the message shall be passed by check-in staff to BMA staff.

The following procedures shall be followed during communication between check-in staff and BMA staff.

1. A verbal advice by the check-in staff to the BMA staff.
2. Confirmation by reading back the message by BMA staff.
3. Acknowledgement by check-in staff.
4. A re-confirmation by check-in staff after the completion of offloading before departure.

Note: - Reconfirmation of the bags offloaded at BMA should be completed by check-in staff by physically verifying the tag numbers /sequence numbers OR after verifying the bingo-portion removed from the bags against the offloaded sequence or tag numbers. In order to ensure this, the check-in staff shall either visit BMA or collect the bingo through special handling staff. All equipments shall be removed to a safer distance so as to clear the path of the aircraft once all the activities been completed.

5.5 Intentionally open

5.6 Ground Support Equipment

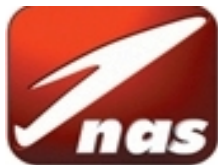
The main objective of this section is to provide the necessary guidelines and regulations to ensure safe and efficient operation of vehicle and equipment while on air-side of the airport. (For detailed procedure refer to Sec 2 of this manual).

5.7 Ramp Transportation

This section mentions the provision of ground transport for passengers and crew from terminal to aircraft and return and the procedures to be followed to ensure safety, security and service delivery.

All transport drivers leaving the departure gate shall do so only when released by departure gate staff with clear instruction of bay number and flight number.

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All transport drivers leaving the aircraft should do so only when released by the Passenger Service Loading agent or Loading agent with clear instructions if normal arrival terminal transit terminal.

Drivers shall ensure doors are closed safely without any danger to passengers and advise passengers near the door to move in to the bus before attempting to close doors. Above procedure shall be followed at all times whenever passengers are transported from/to aircraft.

Smoking is not allowed in the buses or on the Apron. Drivers shall ensure that their buses/coaches are properly cleaned.

Drivers shall remain with the vehicle at all times when parked near boarding gates, or at any operational areas in the ramp until operations are over and returned to allocated parking area.

For the benefit of first and business class passengers, exclusive first class coaches should be provided as per the requirements of customer airline. Economy passengers are transported separately.

On certain occasions, when a few passengers are to be boarded, buses may be used depending on the situation.

Drivers shall ensure the buses approach the correct class of service entry door at the aircraft steps.

Equipment Supervisors should ensure to plan the operations requirements during a shift period by considering the VIP movement, crew changes and passenger flow.

The Supervisor will allocate and brief all drivers of the operations. Any un-serviceability of buses shall be brought to the attention of GSE Supervisor and Duty Manager. After each trip, driver will ensure there is no left-behind item inside the bus/coach. In case of findings the matter shall be reported to Duty Manager / Boarding Gate Staff / Loading agent as applicable.

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5.8 Airside Security control

The safety and security are the most important factors to be considered in all handling activities. It overrides all other operational requirements. Therefore, all handling personals must be able to understand and implement the safety and security procedures / instructions implemented by airport authority, airlines and NAS Afghanistan.

Security is an important factor contributing to improved safety. All employees shall observe and implement the security procedures as mentioned in the local authority regulations and related NAS Afghanistan manuals. Access to the airport areas are restricted by airport authority in accordance with functional requirements for each category of employee and same is authorized and controlled through entry passes issued by airport authority. Staff are permitted to access only the areas they are authorized for entry and are personally responsible for any unauthorized to entry to restricted areas.

Normal as well as supervisory as well as staff shall maintain discipline in their designated working areas and maintain full awareness for any unauthorized interference. Staff shall request a verification of identity from any potentially unauthorized persons and report any forceful entry into unauthorized areas and facilities.

Aircraft Access

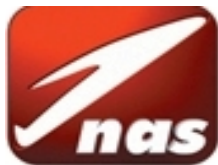
Access to any aircraft is controlled; it is not permitted to enter any aircraft even though staff airport ID permits access to airside areas unless the staff is authorized for entry due to the nature of the job. Staff is responsible for the observance of airport regulations in terms of security of aircraft parked for handling as well as for layover or overnight parking. For aircraft parked with no one on board, and the access door are closed by the engineer the operator shall remove steps to inhibit any unauthorized access to the aircraft.

5.9 Baggage Handling and Reconciliation

Baggage handling operations include the handling of originating, transfer and expedited baggage, as well as consignments shipped as baggage by a courier.

The baggage handling functions include, as per the requirements of customer airline, but not limited to the following.

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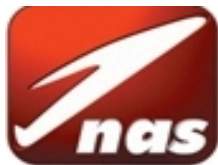
- Application of dangerous goods measures;
- Application of security measures;
- Baggage identification, sorting;
- ULD handling and loading;
- Baggage transportation;

The safety and security are the most important key areas concerned in baggage handling at the airport. It overrides every other operational requirement. Therefore, all handling personals must be able to understand and implement the set safety and security procedures / instructions.

The following general baggage handling requirements shall be properly fulfilled during the handling process.

1. Each items of originating hold baggage accepted at check-in counter on a specific flight for departure and received at BMA for reconciliation shall be individually identified as accompanied or unaccompanied before it is released for loading into the aircraft.
2. Only reconciled baggage shall be loaded into ULD and trolleys.
3. All joining ULDs / trolleys shall be inspected to ensure serviceability before loading.
4. ULD shall be properly are properly closed and secured prior to dispatch.
5. Bags shall be inspected for leakage prior to release for loading.
6. Transfer bags, unaccompanied bags and other special bags shall be separately reconciled and screened as per the airport requirements and in accordance with the procedures of customer airline.
7. All built up baggage trolleys/ULDs shall be dispatched to the correct aircraft having communicated with the Loading agent well in time.
8. Ensure bags are segregated by class/destination and on transfer requirements as specified by Load controller and respective airline.
9. On completion of reconciliation, a report of all baggage trolleys/ULDs should be given to the airline for delivery on board if required by them and copy to be dispatched to the loading agent for information.

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5.9.1 Staff Qualification and Planning

Duty Officers shall ensure that only qualified and trained staff for baggage handling with responsibility and awareness of safety, standard procedures of specific customer airline are allocated on flights.

BMA Staff shall collect baggage plan and special segregation details from Load Controller for a particular flight and understand the work load.

BMA Staff shall plan and organize for adequate manpower, equipment and ULDs at BMA before check-in commences.

BMA staff / Loading agent shall co-ordinate with the Equipment Supervisor for the timely and adequate provision of all GSE, dollies and trolleys for offloading, loading, and segregation of joining and transfer baggage.

BMA Staff shall monitor all flight departures and maintain an uninterrupted communication with Load control and Loading agent to ensure.

1. All joining bags are forwarded to the particular aircrafts on time along with BRS (Baggage Reconciliation Statement).
2. All closing figures in ULDs / bulk trolleys are transmitted to Loading agent /Load control and the total number of bags received, missing bags, tag less bags, rush bags, courier bags, transfer bags etc,
3. Any discrepancy related to baggage reconciliation is informed to Loading staff / Load Controller.
4. All messages regarding baggage offload is passed to Load controller / Loading agent to action.

5.9.2 Communication (BMA)

Baggage reconciliation staff shall maintain an uninterrupted communication to the load control office and Loading agent. Staff shall ensure the transfer of information and data to the load control office to ensure all baggage loaded onto the aircraft is accounted for in the

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load control process. Always ensure to mention the unit number/s and the position/s while passing the loading or offloading information.

All communication shall be according to the industry standards and practices. The industry standard abbreviations, phrases and formats shall be used all the time. IATA standard IATA coding and formats shall be used in all the telexes and other relevant official communication.

Any information that requires to be disseminated to the operational level staff shall be properly communicated through, staff briefing, e-mail and other approved methods.

Communication can be verbal and written, verbal communication includes use of radio, telephones and mobile phones which are approved to be used as per company, airline and local authority regulations. Written communication include telexes, e-mail etc.

BMA staff shall ensure that manual or system reconciled baggage statements are being provided to the airline as record of hold baggage as applicable and a signed copy of the same maintained in flight file.

Ensure all joining ULDs are serviceable and in conformity with airworthiness requirement before loading bags into them and also verify if they are of the correct type. If ULD found unserviceable isolate the same and report to ULD department.

5.9.3 Baggage Reconciliation

Baggage Reconciliation is a security process that matches a passenger with his or her checked baggage, and ensures the passenger and baggage travel together on the same aircraft.

Requirements for baggage reconciliation shall be carried out according to regulations of the relevant state(s) and/or requirements of each customer airline.

Each items of originating hold baggage accepted at check-in counter on a specific flight for departure and received at BMA for reconciliation shall be individually identified as accompanied or unaccompanied before it is released for loading into the aircraft. The items of originating hold baggage accepted at check in counter shall be subjected to appropriate

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security controls as enforced by the local authority until it is loaded or transferred to another entity for handling.

Each Baggage received at baggage make up area shall be physically checked to ensure security stickers available on each tag.

Baggage shall be protected from unauthorized interference from the point at which it is accepted or screened, whichever is earlier, until either baggage is loaded into the aircraft, for departure or when the baggage needs to be transferred to and accepted by another entity for further handling.

5.9.3.1 Accompanied Baggage

Accompanied bags are normal check in bags which are accepted at the counter and loaded on the flight in which the passenger traveled.

5.9.3.2 Unaccompanied Baggage

Baggage that has been loaded into an aircraft and that does not have the owner/passenger also on board. Unaccompanied bag include courier, company mail bag expedite (Rush) bag etc. All unaccompanied bag shall undergo specific security process as enforced by the local authority in accordance with customer airline procedures. All unaccompanied bags shall be authorized by the customer airline.

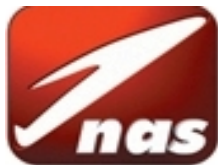
5.9.3.3 Internationally Open

5.9.3.4 Manual Baggage Reconciliation

Whenever an automated reconciliation of baggage is found to be not possible a manual reconciliation shall be completed as per the requirements of customer airline and local requirements. All requirements of reconciliation process shall be followed in case of manual reconciliation also. Bag tags shall be identified as accompanied or unaccompanied.

Container/ Bulk Hold Baggage Record Form (Manual Baggage Reconciliation Sheet/ Bingo Card) as specified by the airline shall be used for this purpose.

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This is used to record the tag numbers of the baggage loaded in a particular ULD or a trolley.

The Container / Bulk Hold Baggage Record Form issued by the airline for Manual Baggage Reconciliation Sheet / Bingo Card shall be used whenever the Automated Baggage Reconciliation System is not in use.

The tags could be either bar-coded and automated or manually written; the reconciliation staff shall peel and paste the portions of the bag or manually write the tag numbers on the Manual Baggage Reconciliation Sheet / Bingo Card baggage as per the requirements of the customer airlines.

Once reconciliation is over on a particular flight, the originals of these cards pasted with bar-coded stubs should be handed over to the Loading agent.

The copies should be retained and filed at the station for any future reference.

Separate Bingo Cards shall be used to record all accompanied & unaccompanied bags loaded on each flight. One bingo (removable portion on the bag tag) shall be removed from each bag tag and to be pasted on the given space (boxes) on the bingo sheet. If no removable stubs available the tag number shall be manually written on the bingo sheet.

Bingo card must be completed with all joining bag tag and reconciled with the total number joining bags on the flight.

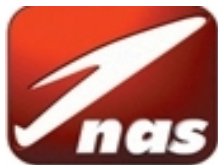
The number of bags checked shall be reconciled with the bingo cards prior to push back, and this shall not exceed the number of bags checked in on this flight.

Complete bingo card update for profile flights, parallel reconciliation .Crosscheck if the peel off extracted matches the tag number on the bag.

5.9.3.5 Record of hold baggage

On completion of reconciliation, a record of total hold baggage that is identified as accompanied or unaccompanied shall be submitted in the report form mentioning total number of baggage including trolleys and ULDs should be given to the airline or regulatory authority if required. A copy shall be delivered on board if required by them airline. Copy shall be given to loading agent for their information.

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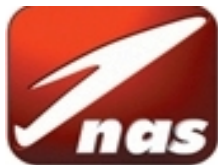
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5.9.3.6 Hold Baggage Manifest & Declaration

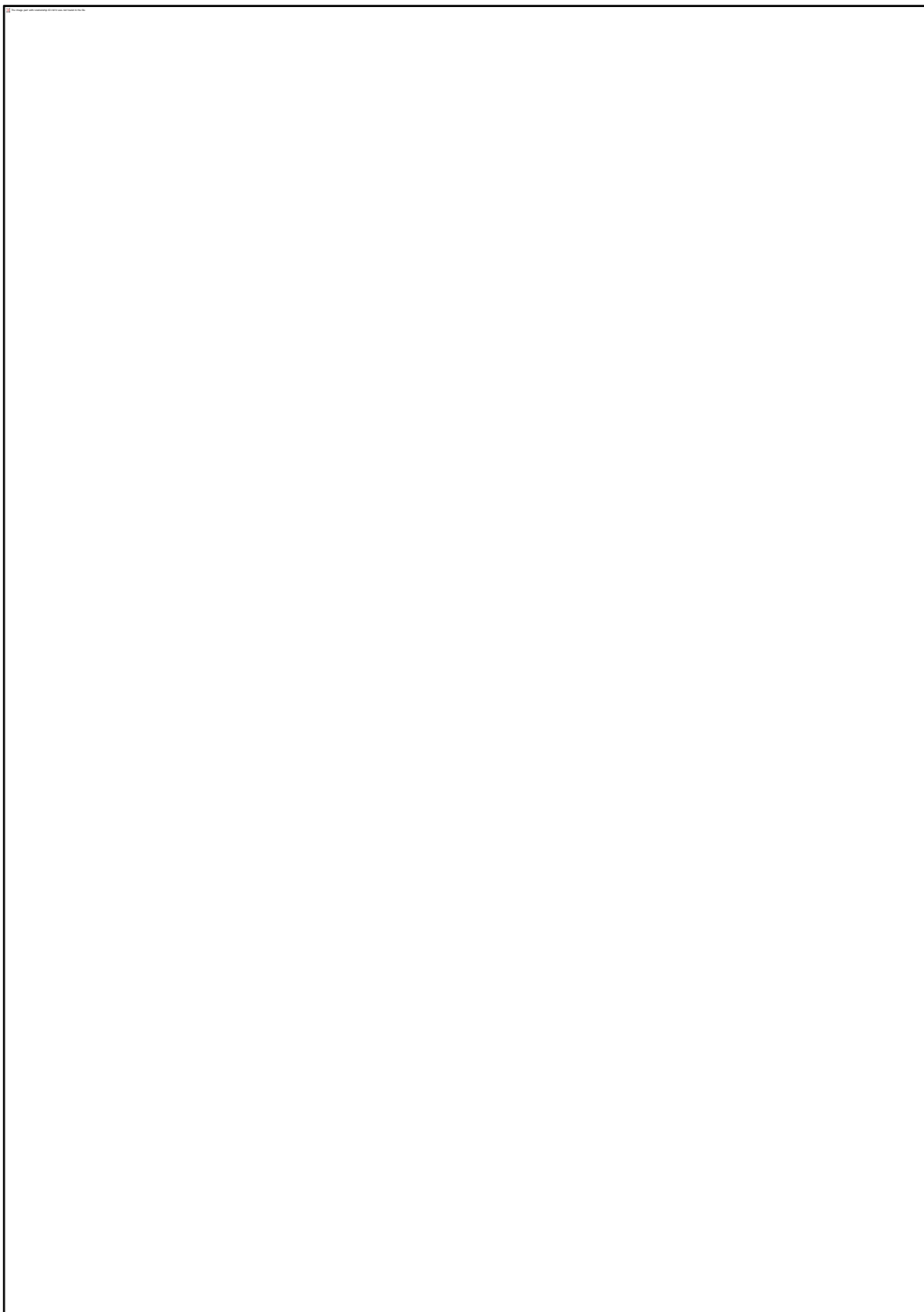
Hold baggage manifest shall be prepared for each departure flight upon completion of baggage reconciliation along with the declaration which should be signed by all the responsible staff prior to flight push back.

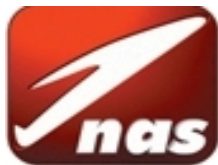
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5.9.4 Baggage security

Baggage shall be protected from unauthorized interference from the point at which it is accepted or screened, whichever is earlier, until either baggage is loaded into the aircraft, for departure or when the baggage needs to be transferred to and accepted by another entity for further handling.

5.9.4.1 Unauthorized Interference

Unauthorized Interference Is the interference that occurs when any item for transport on an aircraft (e.g. baggage, cargo, mail, stores, catering equipment) that has been accepted for transport by an operator and subjected to security controls subsequently is in contact with a person who has not been screened and/or does not have authorized access to security restricted/sterile areas where such items are stored and handled.

Also, interference related to unauthorized access to passengers, the aircraft and/or property of the operator that are in security restricted/sterile areas by a person who has not been screened and/or does not have authorized access to such restricted/sterile areas.

Baggage make up area and other airport areas are controlled and monitored by airport security by applying the following security measures.

- Supervision;
- Controlled access;
- Adequate illumination;
- Video monitoring.

Brightness level is essential for effective visual or video surveillance. Inadequacy or poor lighting in baggage handling areas shall be reported to authorities.

Staff working at these areas shall identify themselves by displaying their airport access permits along with company identity card. Staff shall report any unauthorized interference noticed immediately to their supervisors for necessary notification to authorities.

The protection and security measures are applicable to all secure baggage that is transported to the aircraft, to another provider, or over any part of the airport.

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Where possible reconciled baggage shall be loaded into containers and, hence transported to the aircraft for loading. When this is not possible bags shall be retained at the make-up area and ensure these bags are not moved to aircraft side not earlier than necessary.

5.9.4.2 Increased security conditions

In case of increased security conditions, local authority requirements as deemed for the particular flight and situation shall be followed. If it required to conduct a passenger baggage identification, all the baggage shall be offloaded from the aircraft and line up for passenger identification in the presence of ministry of interior staff and airline representative and ensure that only bags that have been identified shall be loaded.

If the baggage re- screening is required by local authority or the customer airline, necessary man power and other resources shall be provided at the airport re-screening areas and per the requirements of the customer airline. The procedures related to security control and reconciliation shall then be applied as applicable.

Any specific security exigency procedure required by the customer airline shall be additionally followed.

5.9.4.3 Building up of pallets & Other ULDs

Ensure safe loading and securing during baggage build up, by evenly distributing baggage in a manner which maintains balance conditions of the ULDs. Nets and straps shall be used in an appropriate manner to secure the same.

Ensure numbers of pieces planned in containers are limited to the specifications given in the planning and when loaded in pallets ensure the build-up height does not exceed aircraft hold height limitations.

Each fitting for attaching the nets to the pallet is to take certain loads. There for all fittings must be secured to their corresponding seat-track position on the pallet edge rail.

After the nets have been placed over the load and fitted to their corresponding seat-track position on the pallet edge rail, it must be tensioned firmly in all directions. However

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tensioning should not bend the pallet .Special consideration should be given to securing low profile loads.

Nets must always be used to secure a non structural igloo to the pallet. Contents in the igloo or containers shall be properly secured prevent load shifting High density items should be individually secured with appropriate tie downs.

A load build up that exceeds the envelope dimensions of the pallet or standard contour for a specific pallet size or prevents all the net attachment fittings from being attached to the pallet must be restrained by additional approved tie-down equipment. Straps, rope or other approved restraint devices may be used to prevent the load from shifting.

Pallet loads must conform to the contour of the aircraft fuselage. The load should therefore be either built up within a loading gauge or passed through it before netting down. The gauge will allow only narrowest clearance of the aircraft structure; therefore no tolerance on the contour can be permitted.

Floor loading limitation of pallets and containers bases vary considerably .When the established maximum floor loading is exceeded, the items of cargo concerned must be loaded onto wooden boards (spreaders) to distribute the weight over the greater area. Floor loading must be checked a follows.

For containers maximum gross weight per container is inscribed on the container marking plate .This must not be exceeded. Maximum loading density for the floor loading must not be exceeded.

Divide the weight of article by total area of contact between article and floor (pallet or container base).

5.9.4.4 ULD identification tags

Specific ULD identification tags shall be used for the various flights. Insert /affix ULD tags /labels to the ULDs or trolleys and ensure removal of any old or inappropriate ones.

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5.9.4.5 Baggage Damaged or suspected pilferage

On receipt of any baggage in damaged or open condition, inform Duty Officer, who in turn will contact the concerned airline staff and upon investigation of the nature of damage, summon the passenger if required by the airline and verify for any missing content. Take necessary steps for re- packing the bag as per airline requirement and forward the bag for loading assisted by security.

5.9.4.6 Damage or leakage

Prior to releasing baggage for loading baggage reconciliation staff shall inspect for signs of substance leakage, on any bag or any equipment. If any baggage or equipment is found to be in damaged or leaking, he/she shall inspect the nature of damage and if the baggage damaged is suspected to be a dangerous good, the package shall be isolated by removing other bags/packages, if safe to do and avoid contact with the contents.

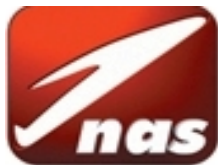
In such cases a notification shall be made to the applicable authority and customer airline. BMA Staff in such above cases will inform the duty officer and the duty officer shall inform the concerned airline staff to initiate further action.

If any baggage or equipment that has become contaminated by such leakage or other conveyance equipment is found to have contaminated the same shall be removed from usage and not to be used for transport until the contamination is removed.

5.9.4.7 Transfer bags and courier bags

Transfer hold baggage, and consignments checked in as baggage by courier services, prior to release for loading into the aircraft, shall be subjected to appropriate security controls as required by the appropriate authority and in accordance with the requirements of customer airline. Any transfer baggage requiring retagging shall be carried out through coordination with airline and to be reconciled. All ramp transfers shall be done in accordance with the requirements of customer airline and in compliance with the airport authority requirements.

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5.9.4.8 Offloaded or cancelled bags

All offloaded baggage shall be sent to the Lost and Found section (unless otherwise advised differently by airline) and same recorded and logged for further references.

5.9.4.9 Tag-missing bags (tag less)

Whenever bag received without any tag the same shall be kept isolated at BMA and information shall be passed to check-in desk. If the counter staff require passenger identification and re-tagging the baggage shall be then be sent boarding gate for passenger identification and re-tagging by passenger service staff after getting proper confirmation from check in supervisor.

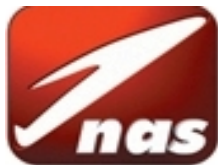
5.9.4.10 Firearms

All joining firearms received upon advice from check-in counter shall be forward to aircraft under supervision of airport police. Firearms shall never be kept unattended in any circumstances.

5.9.4.11 Responsibilities of Baggage handling agent

- Inform the respective load controller and Loading agents about the special loads like AVI, odd shaped/sized pieces of baggage received at BMA.
- Advice any changes to the original ULD requirement for the particular flight.
- After the stipulated check in counter close out time for the particular carrier (varies from carrier to carrier), check the BAGGAGE RECONCILIATION to ensure that all the bags for the respective flight have been received and accounted for.
- If any bags found to be missing or excess the same shall be communicated to the Loading agent and the Load Controller, who shall advice airline staff. All effort shall be taken to locate the missing bag and to identify the discrepancy in the total number including the duplicate tag if any before the departure of the aircraft. **If the total number is found to be excess than the total checked bag for the flight, reconciliation need to be conducted again to identify the extra bag. The aircraft shall be stopped until the extra bag is identified.**

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- Ensure that all the built up baggage ULDS or trolleys for the particular flight have identifiable exterior tags /markings that display information relevant to the ULD and its contents prior to being released for loading.
- Ensure these built up trolleys/ULDs are properly secured and expeditiously dispatched to the aircraft, within the standards of the airline.
- Ensure to relay the count of trolleys/ULDs / trolleys which have been dispatched from BMA to the Loading agent from time to time as conformation of receipt of these baggage.
- Monitor the flow of last minute baggage, limited release and rush bag and ensure that they are expeditiously dispatched to their respective flights.
- Liaise with the respective Loading agent and update them on the final number of built up baggage ULDs or trolleys forwarded to the aircraft from the baggage control.
- Ensure that a copy of the baggage reconciliation sheet for the particular flight is provided to the Loading agent .When ever required by the airline a copy of the baggage reconciliation sheet shall be given to airline staff and or kept on board as required.
- Baggage loading agent shall monitor flow of baggage on the belt to avoid over load and belt stoppage.

5.9.5 Loading of bags or other items collected at boarding gate:

For all bags retrieved at boarding gate for security reasons or cabin restrictions due weight or volume, including duty free items and DAA (delivery at aircraft) appropriate tags must be affixed before forwarding the bags to be loaded in aircraft hold and loading procedure shall be followed as mentioned in the airline procedure.

Information on the total number of pieces collected at the gate shall be passed to load controller for accounting the same in the load control process.

Bags not bearing required tags shall be left-behind. The Loading agent must inform load controller of all these details enabling him/her to include them in the load sheet.

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All items removed from the passenger after the check-in process, and special baggage items including hand baggage, duty free items which are required to be loaded in the hold shall be collected from the boarding gate for loading into the hold. Items which are removed by security from the passenger bag and that are conditionally acceptable and collected by boarding gate staff shall be collected for loading and securing in hold as per airline requirements.

Other items removed from a passenger after the check-in process that require loading into the aircraft hold shall be loaded in accordance with the requirements of customer airline.

Items which require delivery at aircraft on arrival DAA (delivery at aircraft on arrival) shall be loaded as per airline requirements.

5.9.5.1 Hold loading of Items removed from a passenger's possession by security personnel

The IATA Security Advisory Committee forbids the following objects on Board with passenger.

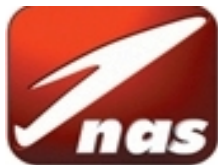
- Firearms and ammunition
- Toys and other items which are realistic of weapons.
- Grenades, explosives, detonator, incendiary devises
- Devices which emit gas or noxious substances
- Dragger, flick knives or switch blades
- Offensive articles such as bicycle chains, blackjacks etc

Some Members governmental legislation, or company policy, prevents the carriage of these items in parts of the aircraft accessible to passengers. Secondly, confiscated items of a bulky nature may be unsuitable for the custody of the crew. Local regulations will come into force in these scenarios.

When such items are required to be loaded in the hold following procedures shall be followed.

1. Shall be placed in a suitable receptacle, e.g. a polythene bag with a destination tag on it.

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2. In the absence of a permanent stowage especially provided in the hold, receptacles should be loaded adjacent to a hold door to provide rapid access.
3. The Captain should be briefed (optional); the load or departure message may include a warning meaning containing items loaded for security reasons, in compartment.

No special action is required on the load sheet or balance chart if the weight of such items is negligible.

This procedure is intended to safeguard these items as they are sometimes of a considerable monetary and/or sentimental value.

5.9.5.2 Hold Loading of duty-free goods.

Customer airlines procedures shall be followed with regard to the loading of duty free goods. When such items are to be hold loaded, it is recommended that the following procedures apply.

Duty-Free items other than liquor, tobacco, perfumery, cosmetics, and similar items of hand baggage variety, shall be treated as checked baggage for all load control purposes.

Duty-Free items comprising liquor, tobacco, perfumery and other goods of hand baggage type, shall be handled as mentioned below.

They should be packaged in suitable containers, according to destination; no action is required on the load sheet or balance chart because the weight of these items is included in normal passenger weight calculations;

Since the actual weights of these items will normally be unknown, they should, for balance purposes, as far as is practicable, be loaded in the compartment or compartments having minimal balance effect.

The loading positions shall be reflected on the LIR including "Special Instructions" box on the Loading Instruction/ Report in accordance with the requirements of customer airlines and aircraft type.

A message indicating the existence of and compartment used for these items shall be sent, to the next station, if required by the customer airlines.

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5.9.6 Handling and loading of battery powered wheelchairs or mobility aids

Whenever battery powered wheelchairs or mobility aids are accepted at check-in and forwarded for loading in the hold the procedures in accordance with requirements of the customer airline(s) shall be followed for handling and transport of such items and ensure that such items are;

1. Subjected to applicable dangerous goods handling and loading requirements;
2. Accounted for in the load control process.

In case battery operated mobility aids are checked in as baggage, necessary precaution shall be taken as recommended in airline procedures and IATA DGR while transporting and loading the same. Necessary information shall be passed to the Loading agent and the load controller, enabling them to account the same in the load control process. While loading inside the aircraft ensure these are stowed away from the avionics/navigation bay in the aircraft hold.

Loading & transportation Guidelines for Battery Operated Mobility Aids

1. Approval of the operator(s) is required
2. Permitted as checked baggage only

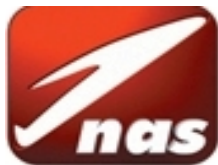
a). Mobility aids with non-spillable batteries

Non-spillable batteries may be left securely attached to the wheelchair. Battery should be disconnected and insulate terminals to prevent short circuit.

b). Mobility aids with gel type batteries

Gel type batteries do not require the battery to be disconnected provided the terminals are insulated to prevent short circuits.

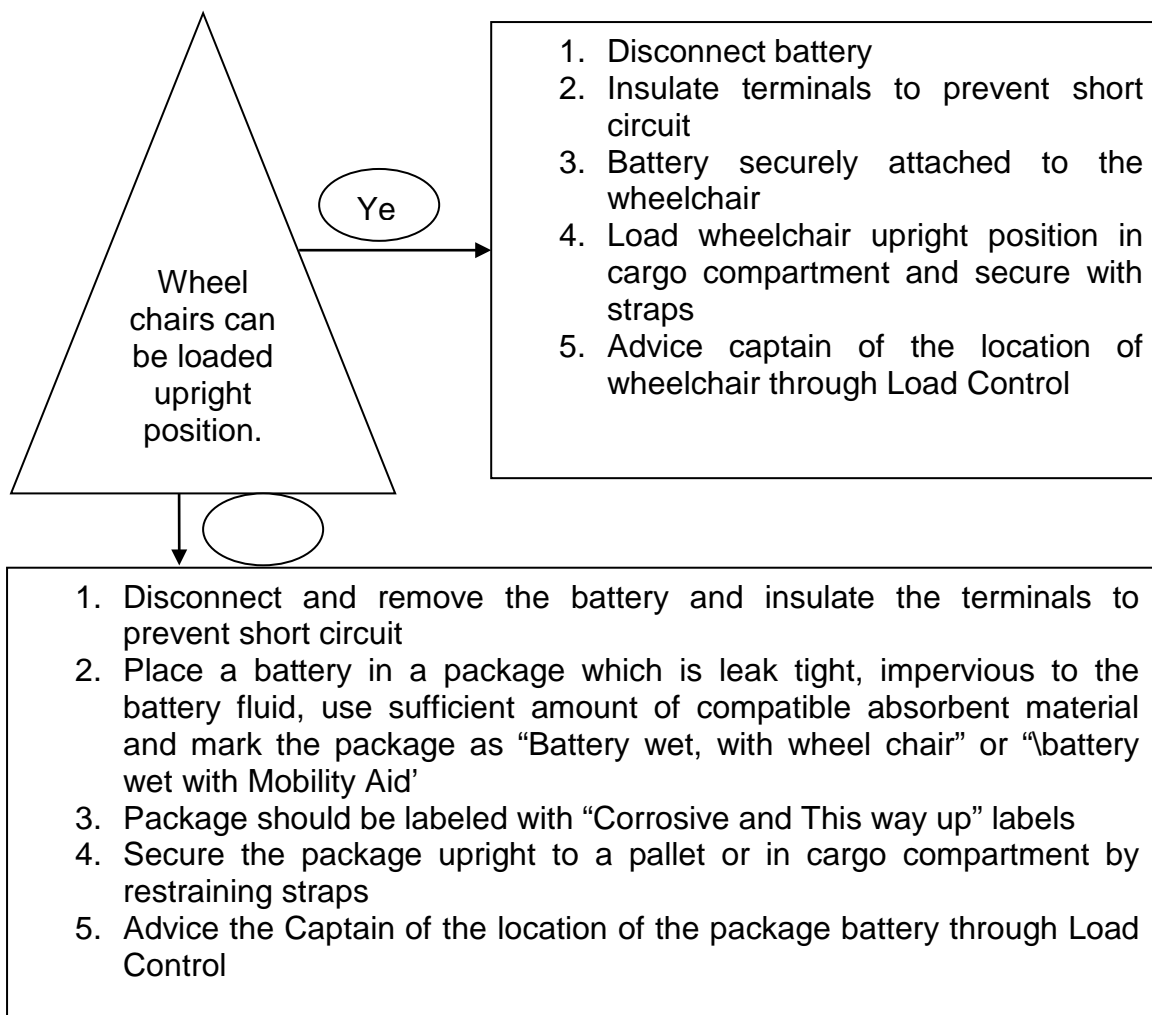
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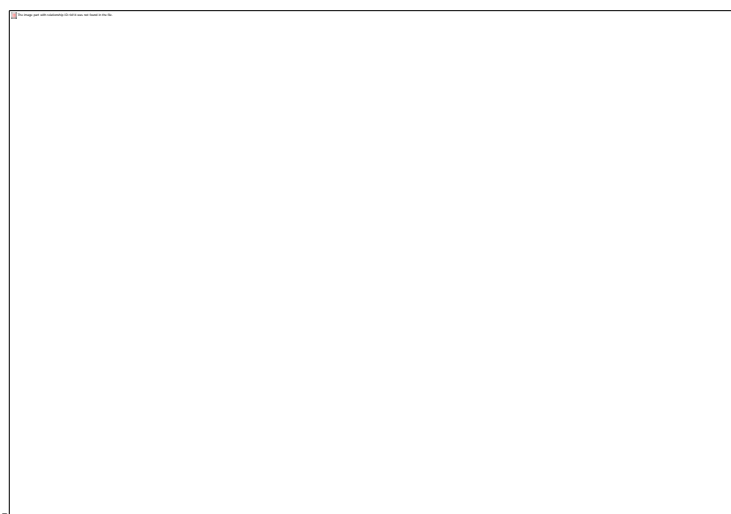
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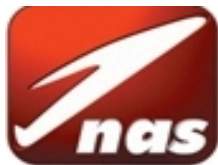
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c). Mobility aids with spillable batteries



Handling label for battery powered wheelchairs or mobility aids





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This label may be attached to the battery-powered wheelchair or mobility aid to assist with the handling of wheelchairs and mobility aids with batteries. The label may be used to assist in identifying whether or not a wheelchair has had the battery removed. This label is in two parts. Part A remains with the wheelchair and indicates whether or not the battery has been removed. In the particular case where the battery is separated from the wheel chair, part B may be used to assist in identifying the battery and its wheelchair. The customer airlines shall provide the required box for accepting and forwarding the separated battery as specified by IATA.

While handling battery operated mobility aids customer airlines procedure and IATA Dangerous Goods Regulations to be followed.

5.9.7 Handling of Passengers and Baggage in the event of an increased security threat

Security Threat is considered as the probability of an act of unlawful interference being committed against civil aviation.

Security threat categories

Base Threat Level – low security threat condition where verifiable intelligence information does not indicate any probability that an operator or airport has been targeted for attack; the possibility exists for unlawful interference by individuals or groups due to civil unrest, labor disputes and/or local antigovernment activities.

Intermediate Threat Level – security threat condition where verifiable intelligence information indicates a probability that one or more operators and/or airports have been targeted for attack.

High Threat Level – security threat condition where verifiable intelligence information indicates one or more operators and/or airports have specifically been targeted for attack.

In the event of an increased security threat condition, the customer airline or the airport authority as the case may be will initiate the additional security procedures. Staff shall act according to the instructions by the customer airline and regulatory authorities in the handling of passengers as well as hold baggage.

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Additional security requirements (e.g. baggage re-screening, passenger additional frisking procedures) applied by the airport security as well as of the customer airline shall be followed in each stage of handling (from check-in till a/c loading).

Notification

In case of any NAS staff receives any information regarding a security threat or emergency, the actions listed below shall be taken immediately.

- Notify duty officer
- Notify aircraft captain and the customer airline
- Duty officer shall notify NAS airport manager and airport authorities.

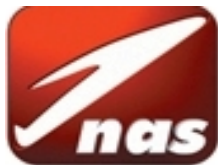
5.9.7.1 Handling of Passengers, Baggage and Cargo in the event of bomb threat

Producers shall be applied whenever a threat is received of any form against the airport or specific carrier which would endanger the safety of an aircraft on the ground or in the airport. Upon being alerted, the MOI (RAK Airport Police) will command and coordinate all necessary action in the event of the warning, supported by other government services as required.

Following are the guidance for the staff in the absence of a specific procedure from the airport authority.

1. Disembark passengers with their cabin baggage.
2. Remove checked baggage, mail and cargo.
3. Return mail to postal authorities.
4. Return cargo to freight terminal for identification, search or isolation.
5. Passengers should identify their baggage and confirm that it
6. The person receiving a telephoned threat should: contains nothing dangerous—thereafter, this baggage may be reloaded without search.
7. Passengers should be asked to surrender for inspection any item in their possession, such as gifts and parcels carried for others, the contents of which are unknown to them.
8. Unaccompanied baggage shall be removed and isolated or searched.
9. Passengers shall be moved to a designated area with their cabin baggage, under strict supervision of the Police and NAS staff, where they will remain until they are cleared by the Police.

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Passenger baggage ID

This is done mainly as a security precaution on following occasions:

- Passenger and baggage count discrepancies – missing passenger for boarding – bomb scare.
- Eliminate errors loading to baggage I.D. due to checking errors.

The passenger baggage I.D. shall be conducted in accordance with airport authority requirements and MOI regulations and in accordance with the procedures of customer airline.

Pilot in command shall be notified and the final decision for passenger baggage ID will be based on his direction. Before the beginning of the process staff shall ensure the availability of necessary resources to carry out baggage I.D.

The necessary permission shall be sought from the authority .When permission is granted by security authority, Passenger services staff and ramp staff shall make necessary arrangements for the disembarkation of passengers and offloading of their baggage from the aircraft.

The passenger baggage identification shall result in the reconfirm total number of pieces and identifying each passenger against their baggage. The total count shall ensure elimination of any error of a wrong count. In case of an extra baggage identified same shall be isolated and should be given in the custody of MOI personnel.

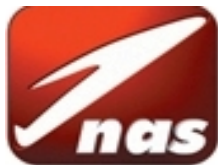
In accordance with the inductions from customer airline and airport authority, passengers may be asked to disembark with their cabin baggage; checked baggage, mail cargo may be required to be removed from the aircraft.

It may require that baggage needs to be lined up on the tarmac or the specific area advised by the authorities.

Passengers shall identify their baggage and confirm that it contains nothing dangerous – thereafter, this baggage may be reloaded without search.

Passengers shall be asked to surrender for inspection any item in their possession, such as gifts and parcels carried for others, the contents of which are unknown to them.

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Unaccompanied baggage shall be removed, isolated, searched or screened. Customer airline and local security are involved in this process. When Security / crew are ready, re-board passengers. Advise passengers to identify baggage under the aircraft.

After completion of baggage I.D., identify if any bags are left behind due to non-identification. From sequence number-name label identify the passengers details. Coordinate with security for further action. Normally the baggage are X-rayed and removed by security to a special area for a cooling period.

Dispatch necessary telex consulting airline as per their procedure .Load controller or Loading agent shall record all details of non-identified baggage and any other relevant details which are of importance for future reference.

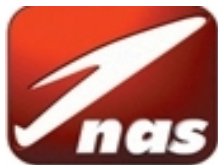
5.9.8 Inbound Baggage Handling

Allocated Arrival staff shall collect all the Offloading Instruction/CPM from Load Control and check to ensure that arrival bags are being offloaded on time and dispatched to arrival or transfer areas as required, and further monitor if the sequence of offloading is followed as per airline requirements.

Baggage has priority over to cargo and mail. Priority of dispatching baggage to arrival terminal is further governed by class of travel business/ economy. Baggage shall be dispatched to the arrival belt within the standard timing given by the airline and in priority order. Any unloading difficulties caused due to malfunction of loading system should be brought to the attention of engineer for immediate rectification. Any anticipated delays should be advised to arrival baggage section. Whenever there are late presentations of baggage containers to the arrival area, loading agent must contact arrival Loading agent and advice of the reason for the late presentation so that information can be filtered to awaiting passengers.

Any baggage over carried or wrongly offloaded should be dispatched to the respective origin station after informing proper intimation is given to the airline and the origin station.

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Any cargo received by error should be advised to import cargo and coordinate for re-forwarding. Any baggage received in open or damaged conditions should be advised to lost and found after recording the "tag numbers".

Security and valuable items in open / damaged conditions should be advised to lost and found section, who will inform security personnel and airline accordingly. Ensure crew bags are sent to arrival. 'VIP Baggage' has priority over all other types of baggage.

5.9.9 Transfer Baggage

All transfer bags shall be subject to screening if required by authorities, any baggage requiring retagging shall be carried out through coordination with transfer desk or the check-in counter and to be reconciled as per the procedure.

Details shall be given to Lost and Found Services who in turn will advise forwarding details and take necessary telex actions and e-mail.

Load Controller to be advised of details of rush tag forwarding to account in.

5.9.10 Monitoring and Review

The Duty Officer shall update on all aspects of handling during the shift.

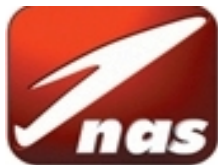
Delays attributed due to discrepancy shall be reviewed and any follow up action deemed necessary shall be taken. Telex/e-mail/telephone/personal visits to customer airlines to initiate service recovery for significant service failures is taken up as required. The documents mentioned in the trip file checklist shall be prepared and maintained for a period as required by the customer airlines but not less than 3 months after which it should be destroyed.

5.9.11 Handling and reporting of left behind Baggage and other items

If any baggage left behind at BMA due error, tag less bag, offloaded from an aircraft due any reasons such as space, pay load, passenger offloaded passenger no show at boarding gate etc shall be handed over to Baggage services for necessary action. Whenever such handing over takes place between BMA / Lost and Found proper communication shall be maintained.-For all these process necessary log entry should be maintained.

Proper communication and coordination shall be maintained to ensure that total numbers of baggage pieces/ containers received on a particular flight by the Loading agent.

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Ramp should be immediately advised of a discrepancy to eliminate errors such as passenger offloaded but baggage still on board and not offloaded, offloaded but still at aircraft side, off-loaded but sent to wrong locations e.g. cargo.

If any item found as left behind by the passengers on the coaches by the bus drivers, the procedures as mentioned below in section 5.9.12 shall be followed. The driver of the bus shall check or advise security to check for any type of left behind item by the passengers on each time the passengers are disembarked from the buses.

5.9.12 Handling and reporting of undeclared weapons discovered in checked baggage

Whenever any type of undeclared weapons discovered in checked baggage during loading, re-conciliation or re-screening. The same shall be reported to customer airline, Local security as well as Duty Manager. The baggage which is found to have or suspicious of having such item shall then be isolated and not to be loaded on the aircraft until an authorized MOI personnel have given authority for the loading of it in the presence of customer airline representative after conducting an assessment on the nature of the item or after taking proper security screening measures in accordance with the requirements of the customer airline and airport regulation to ensure it is safe for loading on an aircraft.

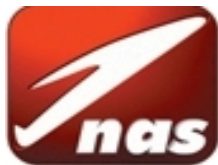
5.9.13 NAS Afghanistan Lost and Found procedure

LOST AND FOUND PROCEDURE (AIRCRAFT)

The following procedures shall be followed in case of any left behind item inside/on board the aircraft.

1. Any lost and found item found by the crew or cleaner will be handed over to the passenger service staff, who in turn will check if there are any claims in the arrivals.
2. If not claimed it is then handed over to the airline representative. In case of any valuables, the same will be handed over to the airline representative with acknowledgement.

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5.9.14 Wheelchair Passengers

Upon receipt from Passenger Service the equipment section shall be advised to arrange for the same in advance of a medical –high lift, requirement, flight number, bay number, type of flight and positioning instructions.

Loading agent to confirm the availability and passenger service staff in coordination with crew shall make arrangements to embark / disembark wheel chair passengers.

If it is a board-by-walking stand, then the Wheel Chair should be taken to the stand where the medical-lift is positioned. If it is a bussing stand, then the passenger will be boarded onto the medical-lift and taken to the aircraft.

In order to avoid delays of boarding, passenger handling staff shall ensure proper coordination with crew and boarding staff. Wheel chair passengers should be boarded first as far as possible according to the situation before normal passengers.

Never leave a passenger unattended once he or she is seated on a Wheel Chair.

Ensure usage of all safety belts. Belts should fit comfortably but be tight enough to secure the passenger on the chair.

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Section 6

ULD MANAGEMENT

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6.1 Introduction

Aircraft ULDs include pallets & nets, pallets, nets & igloos and structural containers. These ULD are an integral part of the aircraft and have been designed and manufactured to very exacting standards.

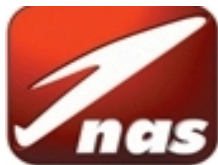
Strict adherence to instruction in using the ULDs is mandatory to enable airlines to make the best use of the volume and weight capabilities of the ULDs and at the same time to maximize their usable life time.

Unit Load Devices are part of the aircraft system and have to conform to specific certification requirements. Any damage to the Unit Load Device could not only cause difficulties during loading/unloading but could also damage the aircraft loading and restraint system. It is therefore essential that great care is taken with the loading and handling of Unit Load Devices and this instruction is designed to give the basic information for cargo/baggage loading and ramp handling staff.

The benefit of using Unit load devices are many and includes the following.

- ULD allow preloading of baggage, cargo, and mail which speeds up loading at aircraft side allowing turnaround and transit times to be reduced.
- Saving in ground time allows for better aircraft and crew utilization and lower operating costs.
- Loads to be conveniently separated by type and destination and this are particularly relevant to multi destination flights.
- Having the facility to readily separate class wise and transfer baggage from other baggage in the hold that allows an improved standard of service to be provided for these categories of passenger.
- Reduce the amount of handling required to load and unload cargo baggage. This in turn reduces the risk of damage or loss, which might otherwise occur.

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6.2 ULD Control

6.2.1 Three Basic Reasons for Good ULD Control:

1. To maintain station's equipment levels in balance to allow achievement of the route's revenue potential.
2. To hold capital investment in equipment to the minimum level necessary to support the operational and marketing requirements and to protect this investment by knowing the exact location of every unit.
3. To minimize our customer's liability for potentially substantial demurrage charges this could be incurred by their membership of the IATA Multilateral ULD Control Agreement.

The efficiency of the control system, and therefore the availability of ULDs relies heavily upon the speed and accuracy with which information is reported.

Control is maintained by just three IATA standard format messages which each station is responsible for sending. These are the UCM, SCM and LUC.

It is most important to be aware that all three of these messages are intended to be read by a computer and that failure to comply with the required format will result in the message being rejected.

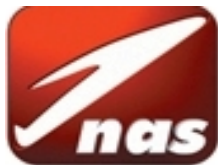
6.3 Methods of control

NAS Afghanistan as the ground handling agent for the airlines served Kabul airport have the responsibility to control the ULD stock for the respective airlines according to their requirements.

6.4 Station Stock

NAS Afghanistan ULD section is therefore required to maintain a stock of units for all the customer airlines. The number and type of units depends on the schedules being flown and the amount of load the station is expected to uplift.

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6.5 Organization & Procedure

- a) Ramp Manager or the department head shall designate a staff to be responsible for the overall administration and control of the customer's ULD stock.
- b) ULD Section will maintain basic records, by ULD identity code, of stocks and movements of all ULDs.
- c) Each customer will produce their local procedures for allocating ULDs to baggage and cargo sections and for documenting off-airport use of ULDs where necessary.
- d) NAS Afghanistan ULD Section will be responsible for the accurate completion of Unit Load Device Control Receipts and for reporting the details of each transfer to their base stations.

6.6 Station Documentation

Customers will produce their own documentation, tailored to meet local needs, to provide the following information to their base stations:

- a) Details of ULDs removed from and dispatched on flights by ULD identity code and contents.
- b) Details of ULDs removed/delivered from/to agencies.
- c) Details of ULDs transferred to and received from other carriers. This should include Control Receipt number.

The reconciliation of these tallies should match the number of units accounted for in the weekly Stock Check and any discrepancies would have to be investigated and accounted for by NAS Afghanistan ULD section.

6.7 ULD Handling

Great care should be taken in the transportation, loading and unloading of ULDs in order to minimize possible damage. Repairs to damaged ULDs represent a significant cost to the airline and lead to ULDs being out of service awaiting repair.

By far the majority of the damage suffered by ULDs is inflicted while the units are on the ground either while they are being loaded / unloaded or transported to or from aircraft side.

Instructions for the proper care, maintenance, storage and cleaning of ULDs may be found in the standard operating procedure.

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6.7.1 Do's & Don'ts for containers

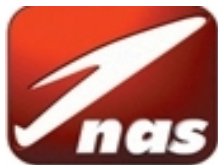
Ensure always

- a) Store under cover whenever possible.
- b) Close and latch doors when stored in the open.
- c) Restrain the container when stored in the open to prevent it being blown over in high winds. Do not use ballast for this purpose. (If any)
- d) Ensure that sand or other foreign object is removed before use giving special attention to the roof area when the containers have been stored in the open.
- e) Ensure that all foreign objects - wood splinters, dirt, etc. have been removed before use paying special attention to the tie-down ring fitments.
- f) Remove all destination labels as soon as a unit has been unloaded.
- g) Ensure that all ground equipment used in conjunction with container loading/unloading has locks and vertical restraints in the 'ON' Position.

Never

- a) Forklift a FULL container unless it is properly supported and secured on a roller-topped slave pallet.
- b) Forklift an EMPTY container unless it is properly supported on a roller-topped slave pallet or on a stillage pallet.
- c) Stack one container on top of another.
- d) Place any load on a container's roof.
- e) Store a container on the ground unless it is on a suitable base support e.g. dolly, stillage pallet battens, etc.
- f) Move a loaded or partly loaded container unless door have been properly closed and latched.
- g) Use crowbars or similar devices to free a container which has jammed on a conveyor system.
- h) Load empty containers onto an aircraft with the container doors open.
- i) Drop containers from dollies etc. onto the ground.

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6.8 Responsibility as handling company

On a Station like Kabul the handling, storage, loading and unloading of customer airline's units is carried out by Handling Agents. The responsibilities of agents contracted to perform these tasks are set out in the IATA Airport Handling under recommended practice 374 a summary of which follows:-

6.8.1 Storage and Handling

Adequate storage facilities and space must be provided for each carrier's ULDs in separate area enabling them for the following.

- Easy Identification
- Inventory tracking
- Easy accessibility
- Separation by customer airline.
- Storing off the ground
- Storing preferably under cover
- Handling by proper ULD handling equipment

Methods of ULD storage and Handling

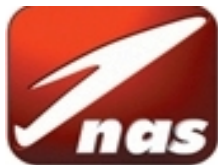
ULDs should be stored only on dolly or roller bed and secured adequately against strong winds. Door of ULDs should be closed properly. Nets must not be removed from pallets. (Unless otherwise specified).

ULD's are to be separately stored for each carrier. ULDs should never be stored on the ground.

ULDs should never be stacked on top of one another, except pallets and air /surface intermodal containers. Pallets of each carrier must be well separated; containers and igloos shall be easily accessible.

ULDs shall be handled as per standard mentioned by the customer airline. Specific ULD conveyance equipment shall be used for the transportation of ULDs.

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Where units are stored in the open they must be adequately secured against strong winds. Doors must be securely closed to avoid damage.

Nets must not be removed from pallets except where the markings on the pallet and net indicate they belong to different owners in which case the net should be returned to the rightful owner.

Units should not be handled with fork-lifts or stacked on top of one another unless designed for this purpose.

ULDs should not be handled with forklifts unless specially designed for this purpose.

ULDs should be handled and stored as per the requirements of the customer airline. The storing and handling of the ULDs should be done in such a way to minimize or eliminate the possibility of damage or loss.

ULD Agent shall inspect the serviceability/airworthiness of empty ULDs received on each flight and from different sections/departments and report abnormalities immediately to the concerned department and owning carrier.

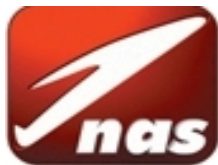
The unserviceable ULDs should be kept in a separate area bearing "Unserviceable tags" to avoid these units being taken for usage by BMA /Cargo department for the buildup of cargo mail or baggage.

6.8.2 Movement & Stock Control

The ID codes of all units whether full or empty should be recorded at aircraft side immediately upon loading/offloading.

Loading Agent shall record the inbound and outbound ULD numbers on the loading instruction report of the particular flight and prepare a ULD statement incorporating details of stacks/damages (if any) and hand over to ULD control immediately after the arrival or/and departure of each flight.

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The condition of arriving ULDs should be checked upon offloading and the carrier should be notified of any damage or irregularity noticed.

ULDs which are not owned by the operating carrier should be transferred locally to the owner provided the owner of the ULD maintains a ULD stock at the station. A Control Receipt should accompany the transfer. If the owner does not maintain a stock at the station the ULD should remain in the control of the operating carrier.

The carrier should be notified of any deviation from its local stock in order to enable the carrier to arrange the necessary corrective measures.

Maintaining Carriers' Station Stock

Ensure the entire various Carriers' respective station allotment is balance by monitoring the station stock daily.

ULD staff shall liaise constantly with the respective Carriers and dispatch messages to clear excess stock of ULDs or replenish shortages to maintain a balanced stock in station.

Ensure that there is an adequate number of ULDs and equipment for the operational requirements of the Carrier. This should be monitored by duty officers and load control supervisors.

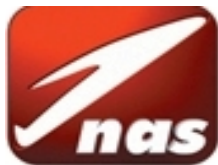
A daily physical check (inventory) shall be carried out throughout all the locations and Stock Control Message (SCM) shall be dispatched in accordance with the individual Carriers' schedule.

Comply with the individual Carrier's requests regarding the Movements and tracking of ULDs.

Duty officers or ULD supervisors shall carries out a daily inspection in all areas of ULD operation. Monitors and checks on a daily basis the entire operation of ULD Control and liaises with the respective Carriers.

Department Head / Ramp Manager shall review operations report and necessary action is taken if required.

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6.9 Multilateral Agreements

A From time to time it is convenient for an airline to interline its ULDs. In order to facilitate this interchange of equipment IATA has drawn up an agreement known as the Multilateral ULD Control Agreement which gives subscribing airlines the freedom to transfer units to/from one another.

The scope of the Agreement is covered fully in the IATA ULD Control Manual.

Briefly the principles of the Agreement are as follows:

- a) To be considered valid, all transfers of equipment must be covered by a Control Receipt
- b) On signing for a unit the receiving carrier becomes financially responsible to the owner for that unit and becomes liable to payment of demurrage charges. Demurrage charges commence five days after the transfer took place and continue for the next 180 days or until the unit is returned to the owner. Charges depend on the type of unit transferred.
- c) If, at the end of the 180 day period the unit has not been returned to the owner carrier it is deemed to be lost rendering the receiving carrier liable to a charge which roughly equates to the replacement cost of the unit.
- d) If a ULD becomes unserviceable whilst on transfer, the Receiving Carrier will cease to be liable for the demurrage charges only from the time the Owner Carrier and the Control Centre are advised. A station's responsibility in such a matter is the immediate notification of their Headquarters.

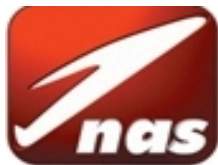
B The simple consequence of all this is that if one carrier's unit is in another's possession for longer than five days having been transferred by means of a Control Receipt it is costing the carrier money. (Demurrage)

Similarly, if a unit belonging to one is in the hands of another carrier for more than five days it should be earning money for this customer.

To give an idea of what these charges amount to, £75,000 in demurrage charges changed hands between BA and other airlines in year 85/86 as a result of which BA made a net loss of about one third of this amount.

C The local station's part in proceedings involving the Multilateral Agreement is fulfilled provided:-

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- a) A ULD Control Receipt is completed and dispatched to their base station for every exchange and the LUC signal sent without delay.
- b) Every effort is made locally to return other carriers units to their owner as soon as it becomes possible to do so.

6.10 Damaged Units

Damaged or unserviceable ULDs have the potential to affect flight safety. Inspection procedures shall be followed in accordance with the requirements of customer airline to identify unserviceable before being loaded into an aircraft and when received.

Differences in damage limitations can occur between ULDs of the same manufacturer, as well as ULDs of different manufacturers. The maximum allowable damage for each specific ULD is typically stated in the applicable Component Maintenance Manual (CMM) issued by the manufacturer.

Certified and non-certified ULDs have different specifications and documentation requirements to this specification should be followed in accordance with the procedures of the customer airline.

In certain cases, ULD damage limits might be displayed on the ULD. Some airlines impose limits that are more stringent than those contained in the CMM.

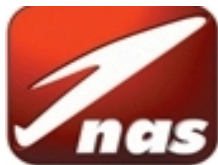
ULDs, to include containers and pallets, as well as nets and straps that do not comply with relevant regulations may not be transported on a commercial flight. An exception may be made for damaged ULDs that require transport to a repair facility, but only after it has been determined through evaluation by appropriately qualified personnel that such ULDs pose no risk of damage to the aircraft.

Non-certified ULDs are not considered removable aircraft holds, and may only be loaded into aircraft holds that are compartment-restraint certified.

All unserviceable ULDs being returned to the carrier's base station for repair must have a container/pallet unserviceable label attached indicating reason for un-serviceability.

Whenever ULDs are received or accepted, or prior to being released for loading into an aircraft, a ULD inspection shall be conducted to identify damage, and to determine airworthiness and serviceability.

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ULD Agent shall inspect the serviceability / airworthiness of empty ULDs received from different flights of customer airlines and report abnormalities immediately to the concerned department and owning carrier.

The inspection for serviceability / airworthiness of empty ULDs includes also units received sections/departments.

Loading agents shall conduct an inspection on the inbound ULD when offloaded from an aircraft and before loading the units into an aircraft.

Baggage sorters shall conduct an inspection of each unit received at BMA for serviceability before start loading of any baggage.

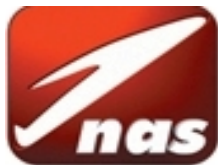
The ULDs that have been identified as being damaged or not airworthy shall be kept in a separate area bearing "Unserviceable tags" to avoid these units being taken for the loading of cargo, mail or baggage.

6.10.1 Unit Load Device (ULD) Damage Limits

Airline limits shall always be adhered if provided.

The following unit load device (ULD) damage limits are advisory, only, and should be used during routine inspection of empty ULD containers and pallets prior to loading and after load breakdown.

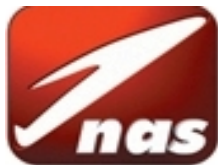
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ULD Part	Type of Damage	Damage Limits
Panel sheet	Holes, punctures, cracks	<ul style="list-style-type: none"> – Maximum 3 holes per panel – Maximum 10 cm (4 in) per hole – Punctures not less than 30 cm (12 in) from other damage – No cracks or holes within 5 cm (2 in) of rivet or fastener – No holes within 15 cm (6 in) of edge extrusion
Panel rivets, fasteners	Loose, missing, damaged	– No missing rivets if distance between good rivets exceeds 12.5 cm (5 in)
Framework extrusion	Cracks	– Maximum length 5 cm (2 in)
Framework rivets, fasteners	Loose, missing, damaged	– Maximum 5 per edge extrusion; minimum distance between damaged rivets 15 cm (6 in)
Corner bracket and gusset rivets and fasteners	Loose, missing, damaged	– Not allowed
ULD loaded base	Warpage	– Should be flat on transporters; top surface of the edge extrusion not more than 3 cm (1.2 in) above conveyor surface
ULD unloaded base	Warpage	– No more than 5 cm (2 in) on any side at edge rail
ULD base sheet	Punctures, cracks, tears, bumps, dents	<ul style="list-style-type: none"> – No punctures, cracks or tears – No bumps or dents within 20 cm (8 in) of edge rail extrusions – Bottom surface should have smooth contour
ULD base extrusions	Cracks	– No more than 2.5 cm (1 in) in length
ULD base corners	Cracks, missing	<ul style="list-style-type: none"> – Cracks should not extend from edge to edge – No missing base corners
Door restraint devices	Damaged or missing parts	– No missing catches, hinge mechanisms or other restraint devices used to secure the door



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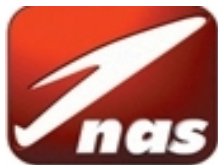
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Door fabric	Tears	– No more than 2 tears 10 cm (4 in) in length
Door bars	Cracks	– Not more than 2.5 cm (1 in) in length
Door wires	Broken, frayed	– Not acceptable
Door Velcro straps	Cuts, chafing, broken stitches	– Cuts not to exceed 1 cm (0.4 in) in length – Chafing not to exceed 20% of length – Broken stitches not to exceed 20% of length
Nets, straps, cords, fittings	Wear, cuts, defective, loose, missing, damaged	<ul style="list-style-type: none"> – Maximum 3 cut or missing horizontal straps on each net half – Maximum 6 sewing patterns defective per net half with no more than 2 defective patterns directly adjacent to another – End straps/cords may be cut or broken provided each break is tied to an undamaged net and an undamaged strap or rope is at each side – Damaged or missing straps not to exceed 50 cm (20 in) in length – No more than 2 defective sewing patterns per strap – A strap may be nicked or chafed provided damage does not exceed 15% of strap width – No missing manufacturer data (TSO) plate – No missing, broken or frayed strap handle – No loose attachment points on strap handle – No damaged/missing pallet attachment fittings

6.11 Lashing Belts and Ropes

It is the responsibility of the customer airline to provide NAS Afghanistan ULD Section with their standard type and sufficient quantities of lashing belts, certified ropes in order to facilitate the preparation of stack of ULD's whenever required.

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6.12 Responsibility of ULD Agent

All the inbound/outbound ULDs from flights operated by customer airlines shall be controlled and records shall be maintained. ULD Agent shall update the records of all the inbound/outbound ULD numbers of a particular flight and Carrier in the SITA Management System or the relevant customer ULD Management System.

ULD Agent shall dispatch the Unit Control Message (UCM) to the respective Carrier's addresses in the agreed format within 2 hours of the Actual of arrival (ATA) for "IN" UCM and the Actual time of Departure (ATD) for "out" UCM.

ULD Agent shall inspect the serviceability/airworthiness of empty ULDs received from different flights of customer airlines and report abnormalities immediately to the concerned department and owning carrier.

ULD Agent shall update the reported damages in the SITA Management System and notify the respective Carrier and the Station of origin by telex or a ULD Damage Report (UDR).

ULD Agent shall facilitate ULD transfers, on written authority from the owning Carrier, when a ULD owned by the Carrier is required to be transferred to another Carrier. A ULD Control Receipt (UCR) should be raised and signed by both the Transferring Carrier and the Receiving Carrier and dispatch the LUC message to both carriers.

ULD Agent shall monitor all telex and fax messages received during the shift operations and promptly acknowledge/reply inquiry messages.

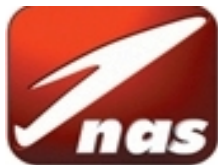
ULD Agent shall promptly respond to all complaints/investigation messages during the shift operation.

ULD Agent shall inform the Duty officer any issues involving other departments for his necessary action.

6.13 Unit Load Device (ULD) Supply

As requested by respective Carriers, Load Control, or the Cargo Department, ensure the timely provision of the empty ULDs to the requested areas at least 4 hours before the Scheduled Time of Departure.

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The following records are maintained for a period of one month in the ULD Office and for a period of three months in ULD Stores after which they are destroyed.

Flight File for Unit Control Messages (UCM)

- Stock Control Message (SCM)
- Unit Control Receipt (UCR)
- Telex files for various Carriers
- Daily ULD shift report

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Section 7

DANGEROUS GOODS HANDLING

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7.0 DANGEROUS GOODS

7.1 Introduction to Dangerous Goods

Dangerous goods are commodities that possess potentially dangerous characteristics. These characteristics will not make their transport by air dangerous, provided that the suitable precautions are taken. Within the definition of dangerous goods, these goods not only consist of obvious substances such as acids, explosives and poisons, but also include less apparent articles like magnets, refrigerants and some everyday household items such as bleaches and aerosols.

Regulations for transporting dangerous goods by air are internationally agreed rules for their safe transportation, published by International Civil Aviation Organization (ICAO) as the Technical Instructions for the Safe Transport of Dangerous Goods by Air. The emphasis is placed firmly on safety. As expected from the title these "Technical Instructions" are very detailed. These requirements are reflected completely in the IATA Dangerous Goods Regulations, which are used and recognized as the "field" document for air transportation. You as the passenger services staff at the check-in counter you need to be aware of these regulations so that you may monitor the system where possible and may properly carry out your own responsibilities.

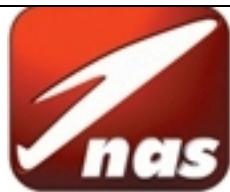
The ICAO Technical Instructions require that you be familiar with the general philosophy of the Regulations, limitations on dangerous goods, together with general marking and labeling identification and emergency procedures.

7.2 General Philosophy

Dangerous goods can be transported safely by air transport provided certain principles and procedures are strictly followed.

The IATA Dangerous Goods Regulations is an easy-to-use manual based on the International Civil Aviation Organization (ICAO) Technical Instruction for the Safe Transport of Dangerous Goods by Air. It incorporates additional operational requirements, which provide a harmonized system for operators to accept and transport dangerous goods safely and efficiently.

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Classification

The regulations include a detailed list of individual articles and substances specifying the United Nations classification of each article or substance and their acceptability for air as well as the conditions for their transport. Since no listing can be complete, the list also includes many generic or “not otherwise specified” entries to assist in the classification of those articles or substances not listed by name.

Prohibition

Some dangerous goods have been identified as being too dangerous to be carried on any aircraft under any circumstances; others are forbidden under normal circumstances but may be carried with specific approvals from the States concerned; some are restricted to carriage on all cargo aircraft; most however, can be safely carried on passenger aircraft as well, provided certain requirements are met.

Packaging

Packaging is the essential component in the safe transport of dangerous goods by air. The IATA Dangerous Goods Regulations provide Packing Instructions for all dangerous goods acceptable for air transport with a wide range of options for inner, outer and single packaging's.

Marking and Labeling

The packages are marked with required markings and bear the required labels to ensure that the hazards can be recognized without relying on accompanying documentation in an emergency.

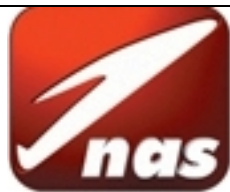
Notification to Pilot-in-Command

The pilot-in-command must know what is on board the aircraft in order to properly deal with any emergencies, which may occur. The pilot must also convey this information, if possible, to air traffic services to aid in the response to any aircraft incident or accident.

Avoiding Hidden Hazards

Information regarding “Hidden Dangerous Goods” must also be conveyed to passengers and shippers to assist them in recognizing dangerous goods that they are not permitted to

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carry- on, on their person, in their baggage, or as cargo and which may not be readily recognizable as being dangerous.

Incident Reporting

Dangerous goods accidents or incidents must be reported, so that an investigation by the relevant authorities can establish the cause and take corrective action. Also, if as a result of the investigation changes are required in the Regulations, appropriate regulatory action can be taken without delay.

Training

Training is an essential element in maintaining a safe regulatory regime. It is necessary for all individuals involved in the preparation or transport of dangerous goods to be properly trained to carry out their responsibilities. Depending on the job-function, this may entail only familiarization training or may also include more detailed training in the intricacies of the Regulations.

Training programmes are subject to review and approval as determined by the appropriate governmental authority. Recurrent training must take place within 24 months of previous training to ensure knowledge is current, unless a competent authority has defined a shorter period. A test must be undertaken following the training to verify understanding of the regulations.

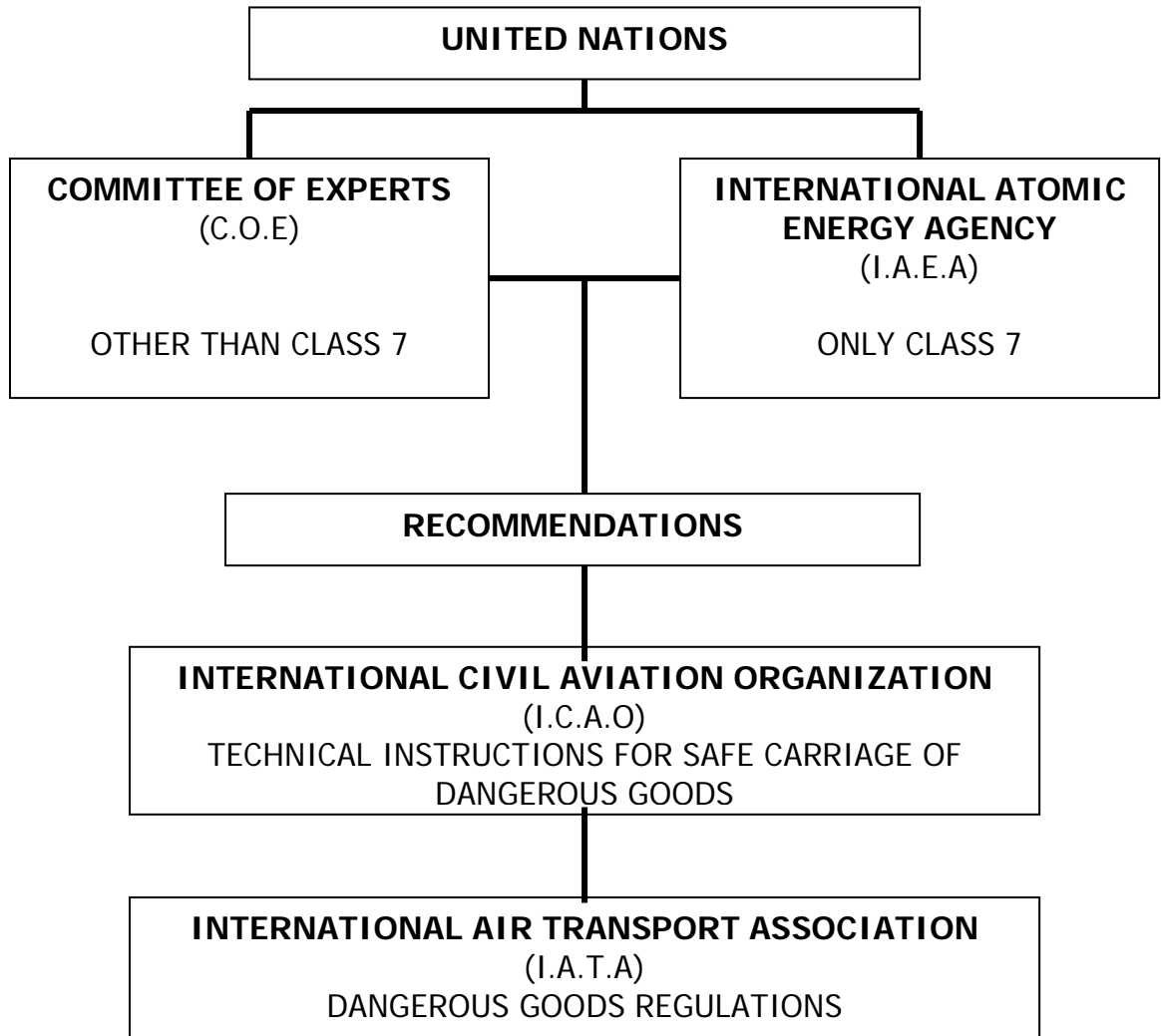
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7.3 Background of Dangerous Goods



7.4 Definition of Dangerous Goods

Articles or substances which are capable of posing a significant risk to **HEALTH, SAFETY, PROPERTY** or the **ENVIRONMENT** and which are shown in the list of dangerous goods regulation or which are classified according to these regulations.

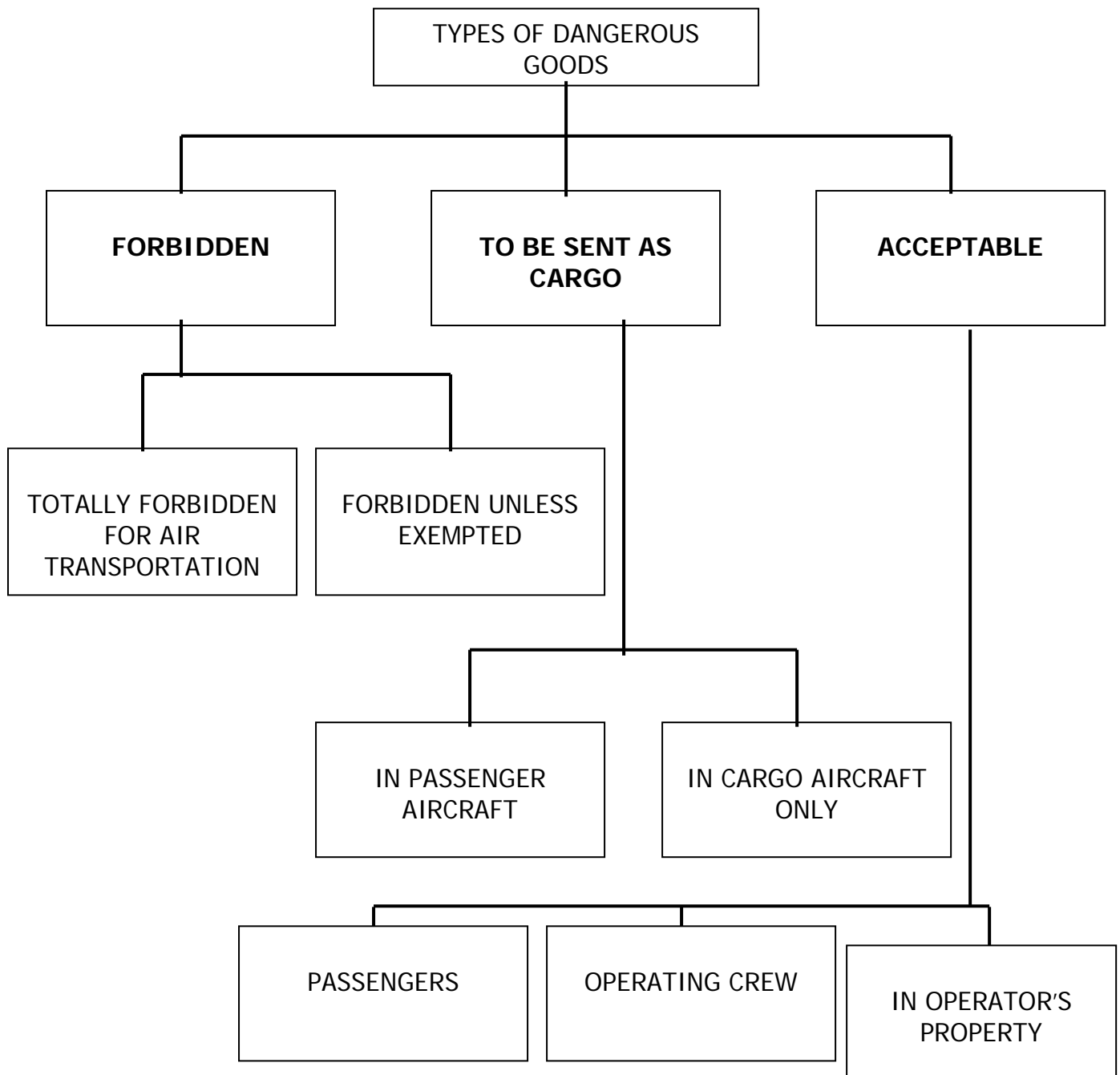
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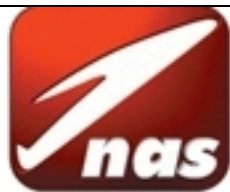


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7.5 Limitations





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7.6 General Requirements for Shippers

Shipper Responsibility:

A shipper must comply fully with these Regulations when offering a consignment of dangerous goods to IATA Member and associate Member airlines, and to airlines participating in IATA interline agreements for cargo. In addition, shippers must comply with any applicable regulations set forth by the State of origin, transit and destination.

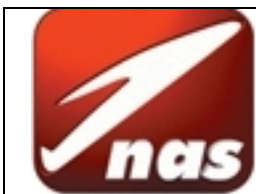
- ♦ IDENTIFY
- ♦ CLASSIFY
- ♦ PACKING
- ♦ MARKING
- ♦ LABELLING
- ♦ DOCUMENTATION

Operator Responsibility:

When accepting cargo for transportation by air it is the operator's cargo acceptance staff who have the responsibility to ensure, as far as possible, that the consignment does not contain dangerous goods unless the shipper has prepared the shipment of dangerous goods in accordance with the Regulations. A checklist must be used to accept declared dangerous goods consignment.

- ♦ ACCEPTANCE
- ♦ STORAGE
- ♦ LOADING
- ♦ INSPECTION
- ♦ PROVISION OF INFORMATION, INCLUDING EMERGENCY RESPONSE INFORMATION
- ♦ REPORTING
- ♦ RETENTION OF RECORDS

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♦ TRAINING

7.7 Information to Passengers

It is not practical to give our passengers individual training on the Regulations. However, we can and must bring to their attention an awareness of what must not be carried aboard an aircraft, either as checked baggage or as carry-on articles.

Information must be provided to passengers about the type of dangerous goods which they are forbidden from transporting aboard an aircraft.

As a minimum, this information must consist of:

- information with the passenger ticket or made available in another manner such that prior to or during the check-in process, the passenger receives the information;
- notices warning passengers as to the type of dangerous goods which are forbidden for transport aboard an aircraft;
- prominently displayed in sufficient number at each of the places at an airport where tickets are issued, and where passengers check-in, in aircraft boarding areas and in baggage claim areas, and;
- notices are clearly displayed at any other location where passengers are checked in.

7.8 Recognition of Undeclared Dangerous Goods

These are goods which are tendered and declared under a general description which may contain hazardous articles that are not apparent. Such articles may also be found in baggage.

- ♦ Operator's acceptance staff must be adequately trained to assist, identify and detect dangerous goods presented as general cargo.
- ♦ Cargo acceptance staff and passenger check-in staff as appropriate must be provided with information, and this information must be readily available to such staff on:
 - a) General descriptions that are often used for items in cargo or in passengers' baggage which may contain dangerous goods;
 - b) Other indications that dangerous goods may be present (e.g. labels, markings);

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and

- c) Those dangerous goods which may be carried by passengers in accordance with 2.3.

7.9 Hidden Dangerous Goods

Check-in staff should seek confirmation from a passenger about the contents of any item where they are suspicious that it may contain dangerous goods, with the aim of preventing dangerous goods which passengers are not permitted to have from being taken on board an aircraft in their baggage.

There are many people involved in the “transport chain”, from the passenger themselves to those staff involved in the acceptance of checked baggage, handling and boarding of the passenger, the Ramp staff handling passenger baggage and cargo as well as the aircraft flight and cabin crew. If everyone in that chain is aware of what dangerous goods are and of the Regulations for their carriage, safety will be enhanced.

Typical examples of items that may contain or indicate the presence of dangerous goods, which mostly carried by passengers / crew or the aircraft itself for different purposes, are as follows.

Aircraft Spares

May contain explosives, compressed gas (fire extinguisher), paint, adhesives, aerosols, fuel in equipment, first aid kits

Automobile Parts

May contain wet batteries, shocks with nitrogen, air bag inflators, paint, batteries

Camping Equipment

May contain metal bottles of compressed gas and flammable liquids, corrosives

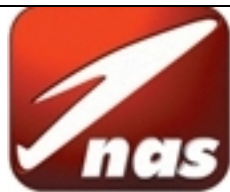
Chemicals

Most chemicals are dangerous and only qualified personal can advice if its acceptable as cargo. Dangerous chemicals must never be accepted as baggage.

Company Materials

May contain magnetized material, corrosives, flammable liquids, compress gas and aircraft parts such as chemical oxygen generators.

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Diagnostic Specimens

May contain infectious substances

Diving Equipment

May include compressed air cylinders, diving lamps with Lead Acid batteries and lamps which can generate high heat when operated in air. In order to be carried safely the bulb or battery must be disconnected.

Electrical Equipment

May contain magnetized material or mercury

Film Crew Equipment, Stage Equipment

Explosive devices, fire works, wet batteries, fuel, heat producing items, flammables, stage smoke (dry ice)

Frozen Foods

May be packed with dry ice which can effect live animals and humans

Household Goods

Paint, Aerosols, flammable liquids, household cleaners

Machinery Parts

Chemicals, cleaning solvents, paint

Medical supplies/ Pharmaceuticals

Flammable liquids/solids, oxidizers, organic peroxides, toxic or corrosive substances, radioactive materials.

Repair Kits

Adhesives, cellulose, paint, organic peroxides, solvents etc.

Samples for Testing

Infectious substances, flammable liquids/ solids, oxidizers, organic peroxides, toxic or corrosives

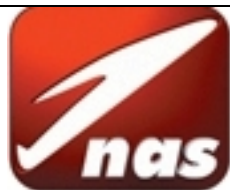
Tool boxes

Explosives (power rivets), compressed gases, aerosols, flammable adhesives or paints, corrosives

Vaccines

May be packed in dry ice

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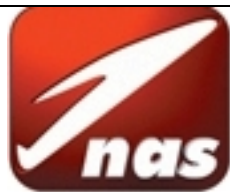


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7.10 Examples of Hidden Dangerous Goods

POSSIBLE CLASS HAZARDS															
Description	1	2.1	2.2	2.3	3	4.1	4.2	4.3	5.1	5.2	6.1	6.2	7	8	9
Aircraft on ground (AOG) spares	X	X	X		X	X	X	X	X	X	X			X	X
Automobile parts			X		X									X	X
Breathing apparatus			X						X						
Camping equipment		X			X	X									
Chemicals			X		X		X	X	X	X	X			X	
Comat		X	X		X	X	X	X	X	X	X		X	X	X
Cryogenic liquid			X												
Cylinders		X	X	X											
Dental apparatus					X				X						
Diagnostic												X			
Diving equipment			X						X						X
Drilling/mining	X														
Electrical equipment											X			X	X
Expeditionary equipment	X	X			X										
Film crew or media equipment	X				X									X	X
Frozen embryos			X												X
Frozen food															X
Fuels		X			X	X									
Hot air balloon		X	X		X									X	X
Household goods		X			X		X			X	X			X	
Instruments											X			X	
Laboratory test equipment					X								X	X	X
Machinery parts					X									X	X
Medical supplies					X	X					X	X	X		X
Passengers' baggage	X	X	X		X	X				X	X			X	X
Passenger service units									X						
Pharmaceuticals											X				
Photographic equipment					X						X				
Portable power tools					X										
Racing team equipment		X			X	X								X	X
Refrigerators			X	X											
Repair kits					X	X	X	X		X	X			X	
Safety equipment	X		X		X	X	X							X	X
Samples for testing					X	X	X	X	X		X		X	X	X
Semen			X												
Stage special effects	X				X										X
Swimming pool chemicals									X					X	
Electrical switches											X				
Tool boxes	X	X			X				X		X			X	
Vaccines												X			X



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7.11 Identification of a Dangerous Goods Package

Markings for packages are of two types and must meet the relevant requirements.

Packages containing dangerous goods are normally identified with specific markings and special hazardous labels, intended to alert you to the risks inherent to the contents. Correct marking and labeling of dangerous goods packages is an important element in the safe transport process. Markings and labels fulfill the following general purposes:

- ♦ They indicate the contents of the package;
- ♦ They indicate that the packaging meets approved standards;
- ♦ They provide safe handling and stowage information;
- ♦ They indicate the nature of hazard(s).

The shipper is responsible for the correct marking and labeling of the packages presented for transport.

The cargo agent, freight forwarder and operators' dangerous goods acceptance staff are required to check and make sure that all packages are correctly marked and labeled before accepting the consignment.

7.12 Marking and Labelling

7.12.1 Types of Markings

- ♦ **Packaging Use Markings**

Markings which identify the design or specification of a packaging, irrespective of its use for a particular shipment. Every package of dangerous goods must be marked with the proper shipping name, the UN or ID number, and the full name and address of the shipper and consignee.

- ♦ **Packaging Specification Markings**

Markings which identify the design or specification of a packaging, when UN specification packagings are used.

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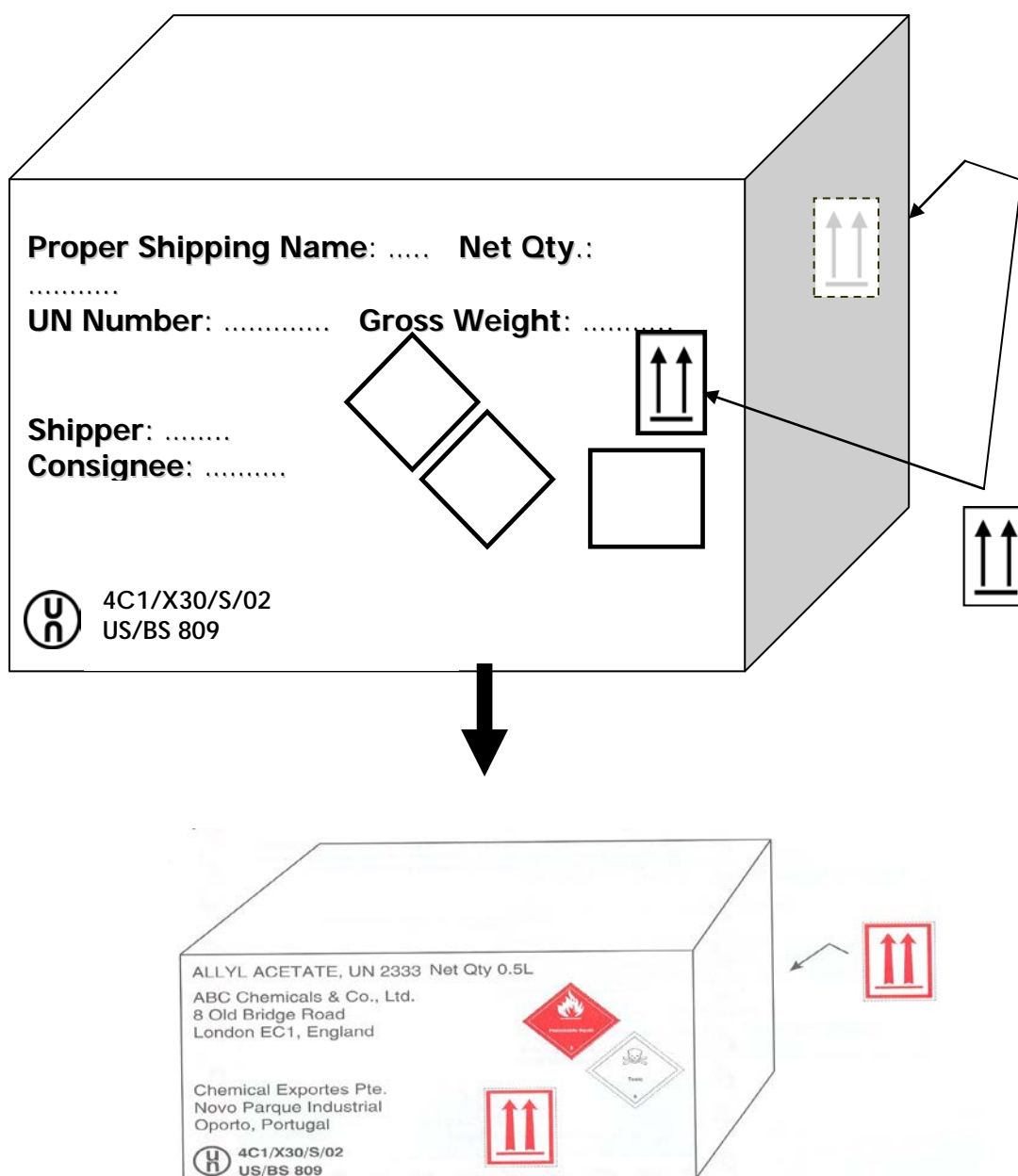
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7.12.1.1 The Packaging Use Markings

These types of markings are always required when dangerous goods are transported in air. These markings are such as the contact numbers, addresses of the shipper and consignees, Proper Shipping Name and UN ID number etc.

Example:




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7.12.1.2 The Package Specification Markings

These packages are known as UN packaging and these packages are performance oriented. They are subject to specified tests before they are permitted to bear the required markings. Same markings are as follows.

Examples



 = United Nations packing symbol indicating that the package has been designed tested and manufactured according the United Nations Specifications.

4C1 = The packaging type code "4C1" indicates Ordinary box of natural wood.

X = The packaging group designator. X can be used for packing groups I, II and III. Y can be used for packing group II and III. Z can be used only for packing group III.

30 = Tells you the maximum permitted gross weight mass of the package.

S = Indicates the package is used to contain solids or inner packaging.

02 = Shows the year in which the package was manufactured.

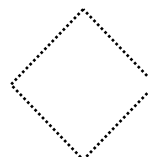
US = Indicates the State authorizing the allocation of the mark.

BS 809 = Name or the identification mark of the manufacturer.

7.13 Types of Labels

Packages containing dangerous goods must be properly labeled to indicate their contents. There are two types of labels.

■ **Hazard Labels**



■ **Handling Labels**



7.13.1 Hazard Labels

Packages containing dangerous goods are normally identified with special hazard labels, intended to alert you to the risk inherent to the contents. As we saw in the classification, each class or division has a unique identification label that must be displayed on the outside of each package. Hazard labels are in the shape of square set at 45° (diamond shaped), and have minimum dimension 100 x 100 mm.



7.13.2 Handling Labels

These are labels used in the transportation of a dangerous goods shipment in addition to the hazard labels which will be discussed and shown in **Section 7.14**



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7.14 Provisions for Passengers and Crew

Dangerous goods must not be carried by passengers or crew:

- ♦ As or in checked baggage
- ♦ As or in carry-on baggage; or
- ♦ On their person

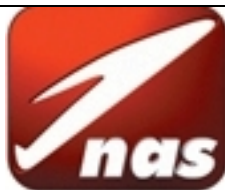
(see Table 2.3.A) – IATA Dangerous Goods Manual

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Table 2.3.A
Provisions for Dangerous Goods Carried by Passengers or Crew
(Subsection 2.3)

Dangerous goods must not be carried in or as passengers or crew, checked or carry-on baggage, except as otherwise provided below.

Permitted in or as carry-on baggage					
Permitted in or as checked baggage					
Permitted on one's person					
The approval of the operator(s) is required					
The pilot-in-command must be informed of the location					
NO	NO	NO	n/a	n/a	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.
NO	NO	NO	n/a	n/a	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.
NO	NO	NO	n/a	n/a	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.
NO	YES	NO	YES	NO	Ammunition (cartridges for weapons), 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.
NO	YES	NO	YES	NO	Battery-powered wheelchairs or other similar mobility devices with non-spillable wet batteries or with batteries which comply with Special Provision A123 , (see 2.3.2.2).
NO	YES	NO	YES	YES	Battery-powered wheelchairs or other similar mobility devices with spillable batteries or with lithium batteries (see 2.3.2.3 and 2.3.2.4 for details).
YES	NO	NO	YES	YES	Battery-powered mobility aids with lithium ion batteries (collapsible) , lithium-ion battery must be removed and carried in the cabin (see 2.3.2.4(d) for details).
NO	YES	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).
NO	YES	NO	YES	NO	Security-type equipment containing lithium batteries (see 2.3.2.6 for details).
YES	YES	YES	YES	NO	Lithium ion battery powered equipment containing batteries over 100 Wh but not exceeding 160 Wh.
YES	NO	YES	YES	NO	Spare lithium ion batteries with a Watt-hour rating exceeding 100 Wh but not exceeding 160 Wh for consumer electronic devices. Maximum of two spare batteries may be carried in carry-on baggage only. These batteries must be individually protected to prevent short circuits.
YES	NO	NO	YES	YES	Mercury barometer or thermometer carried by a representative of a government weather bureau or similar official agency (see 2.3.3.1 for details.)
YES	NO	YES	YES	NO	Portable medical electronic devices (Automated External Defibrillators (AED), Nebulizer, Continuous Positive Airway Pressure (CPAP), etc.) containing lithium metal or lithium ion cells or batteries may be carried (see 2.3.3.3 for details).
YES	YES	NO	YES	NO	Avalanche rescue backpack , one (1) per person, containing a cylinder of compressed gas in Div. 2.2. May also be equipped with a pyrotechnic trigger mechanism containing less 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	NO	YES	NO	Carbon dioxide, solid (dry ice) , 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	NO	YES	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	NO	YES	NO	Heat producing articles such as underwater torches (diving lamps) and soldering irons. (See 2.3.4.6 for details.)
YES	YES	YES	YES	YES	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.					



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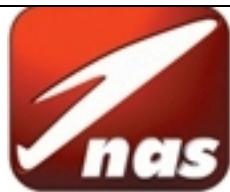
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Permitted in or as carry-on baggage					
Permitted in or as checked baggage					
Permitted on one's person					
The approval of the operator(s) is required					
The pilot-in-command must be informed of the location					
YES	YES	YES	YES	NO	Small non-flammable gas cylinders , containing carbon dioxide or other suitable gas in Division 2.2. Up to two (2) small cylinders fitted into a life jacket, and up to two (2) spare cartridges per person, not more than four (4) cylinders up to 50 mL water capacity for other devices.
YES	YES	YES	NO	NO	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	NO	NO	NO	Aerosols in Division 2.2 , with no subsidiary risk, for sporting or home use.
YES	YES	YES	NO	NO	Non-radioactive medicinal or toilet articles (including aerosols) such as hair sprays, perfumes, colognes and medicines containing alcohol. The <u>total</u> net quantity of all above mentioned articles 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.
YES	YES	YES	NO	NO	Energy efficient light bulbs when in retail packaging intended for personal or home use.
YES	YES	YES	NO	NO	Fuel cells, and spare fuel cartridges powering portable electronic devices (e.g. cameras, cellular phones, laptop computers, and camcorders), see 2.3.5.10 for details.
YES	YES	NO	NO	NO	Hair curlers containing hydrocarbon gas , up to one (1) per passenger or crew-member, provided that the safety cover is securely fitted over the heating element. These hair curlers must not be used on board the aircraft at any time. Gas refills for such curlers are not permitted in checked or carry-on baggage.
YES	YES	NO	NO	NO	Insulated packagings containing refrigerated liquid nitrogen (dry shipper), fully absorbed in a porous material containing only non-dangerous goods.
NO	YES	NO	NO	NO	Internal combustion or fuel cell engines , must meet A70 (see 2.3.5.15 for details).
YES	YES	YES	NO	NO	Medical or clinical thermometer , which contains mercury, one (1) per person for personal use, when in its protective case.
YES	YES	YES	NO	NO	Non-flammable, non-toxic gas cylinders 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.
YES	YES	NO	NO	NO	Non-infectious specimens packed with small quantities of flammable liquid, must meet A180 (see 2.3.5.14 for details).
NO	YES	NO	NO	NO	Permeation devices , must meet A41 (see 2.3.5.16 for details).
YES	YES	YES	NO	NO	Portable electronic devices (including medical devices) containing lithium metal or lithium ion cells or batteries , such as watches, calculating machines, cameras, cellular phones, lap-top computers, camcorders, etc., when carried by passengers or crew for personal use.
YES	NO	YES	NO	NO	All spare batteries, including lithium metal or lithium ion cells or batteries , for such portable electronic devices must be carried in carry-on baggage only. These batteries must be individually protected to prevent short circuits.
YES	YES	NO	NO	NO	Portable electronic devices containing non-spillable batteries , batteries must meet A67 and must be 12 V or less and 100 Wh or less. A maximum of 2 spare batteries may be carried (see 2.3.5.13 for details).
NO	NO	YES	NO	NO	Radioisotopic cardiac pacemakers or other devices, including those powered by lithium batteries, implanted into a person, or radiopharmaceuticals contained within the body of a person as the result of medical treatment.
NO	NO	YES	NO	NO	Safety matches (one small packet) or a cigarette lighter that does not contain unabsorbed liquid fuel, other than liquefied gas, intended for use by an individual when carried on the person. Lighter fuel and lighter refills are not permitted on one's person or in checked or carry-on baggage.
Note: "Strike anywhere" matches, "Blue flame" or "Cigar" lighters are forbidden.					

Note:

n/a means not applicable

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7.15 Classification of Dangerous Goods

The Regulations divide dangerous goods into nine (9) hazard classes reflecting the type of risks involved. Some of these classes are further sub divided into divisions to identify the particular risk within the class. In such cases, reference is made only to the divisions and not to those main classes.

The order in which the classes and divisions are numbered is for convenience and does not imply a relative degree of a danger. This means that Class 1 is not necessarily more dangerous than Class 2, Class 3 or any other class.

Each class or division has specific criteria that are used to determine whether an article or substance belongs to that class or division. These criteria are technically detailed in the Dangerous Goods Regulations Manual in section 3 under Classification.

7.15.1 Dangerous Goods Classes and Divisions With IMP Codes

Class 1 – Explosives (Sub-divided into 06 divisions & 13 compatibility groups)

Class 2 – Gases (Sub-divided into 03 Divisions)

Class 3 – Flammable Liquids

Class 4 – Flammable Solids (Sub-divided into 03 divisions)

Class 5 – Oxidizers and Organic Peroxides (Sub divided into 02 divisions)

Class 6 – Toxic and Infectious Substances (Sub-divided into 02 divisions)

Class 7 – Radioactive Materials

Class 8 – Corrosive materials

Class 9 – Miscellaneous Dangerous Goods






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Class 1 – EXPLOSIVES (Sub divided into 06 divisions and 13 compatibility groups)

Class/Division/Name Cargo IMP Code	Hazard Label	Description	Comments and/or Examples
Division 1.1 REX		Articles and substances having a mass explosion hazard	<p>THESE EXPLOSIVES ARE NORMALLY FORBIDDEN FOR CARRIAGE BY AIR</p> <p>e.g. <i>TNT, Dynamite or Torpedoes</i></p>
Division 1.2 REX		Articles and substances having a projection hazard	
Division 1.3 REX RCX when permitted RGX		Articles and substances having a minor blast or projection hazard	
Division 1.4 REX		Articles and substances which present no significant hazard	
Division 1.5 REX		Very insensitive substances which have a mass explosion hazard	

Division 1.6
REX



Extremely insensitive articles which do not have a mass explosion hazard

Explosives which can be transported both on a **passenger and cargo aircraft** is;

RXS (1.4 S)

Examples:

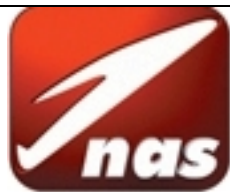
Ammunitions for hand weapons, for signal, Safety Fuses, some types of Fireworks, etc.



Explosives which can be transported on a **cargo aircraft only** are;

RCX (1.3 C), RGX (1.3 G), RXB (1.4 B), RXC (1.4C), RXD (1.4 D), RXE (1.4 E), RXG (1.4 G) RXS (1.4 S)





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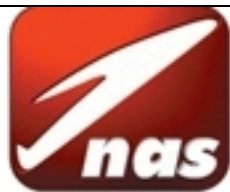
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Example:
Distress signals, Fuse igniters.

Class 2 – GASES (Sub divided into 03 divisions)

Hazard Label	Name/Division/ Cargo IMP Code	Description	Comments and/or Examples
	Flammable Gas Division 2.1 RFG	Any gas which, when mixed with air in certain proportions, forms a flammable mixture.	Butane, Hydrogen, Propane, Acetylene, Lighters
	Non-Flammable, non-toxic gas Division 2.2 RNG	Any non-flammable, non-toxic gas or refrigerated liquefied gas.	Carbon dioxide, Neon, Fire Extinguisher, liquefied Nitrogen or Helium
	Toxic Gas Division 2.3 RPG	Gases known to be toxic or corrosive to humans and known to pose a health risk	Most toxic gases are forbidden for carriage by air; some are permitted, e.g. aerosols of low toxicity, tear gas devices.

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Class 3 – FLAMMABLE LIQUIDS

(no Division)

Hazard Label	Name/Division/ Cargo IMP Code	Description	Comments and/or Examples
	Flammable Liquid Class 3 RFL	Any liquid having a closed-cup flash point of 60°C or below	Certain Paints, Varnishes, Alcohols, some Adhesives, Acetone, Petrol, etc.

Class 4 – FLAMMABLE SOLIDS; SUBSTANCES LIABLE TO SPONTANEOUS COMBUSTION; SUBSTANCES WHICH, IN CONTACT WITH WATER, EMIT FLAMMABLE GASES

(Sub-divided into 3 divisions)

Hazard Label	Name/Division/ Cargo IMP Code	Description	Comments and/or Examples
	Flammable solid Division 4.1 RFS	Any solid material, which is readily combustible, or may cause or contribute to fire through friction.	Matches, Sulphur, Celluloid, Nitronaphthalene Note: Some are self-reactive.



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	Spontaneously Combustible Division 4.2 RSC	Such substance are liable to spontaneous heating or to heating up in contact with air and then liable to catch fire.	White or Yellow phosphorus, Magnesium diamide
	Dangerous When Wet Division 4.3 RFW	Substances, which by interaction with water are liable to become spontaneously flammable or give off flammable gases.	Calcium carbide, Sodium

Class 5– OXIDIZING SUBSTANCES and ORGANIC PEROXIDES



(Sub-divided into 2 divisions)

Hazard Label	Name/Division/ Cargo IMP Code	Description	Comments and/or Examples
	Oxidizer Division 5.1 ROX	A substance that yields oxygen readily to stimulate the combustion of other material	Ammonium nitrate fertilizer, calcium chlorate, bleaches




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	Organic Peroxide Division 5.2 ROP	An organic material (liquid or solid) that can be ignited readily by external flame and then burns with an accelerating rate; some substances react dangerously with others.	tert-Butyl hydroperoxide, as listed in Appendix C of the DGR
	Organic Peroxide Division 5.2 ROP	A new label for Division 5.2 Organic Peroxides introduced as of January 2007; will replace the solid yellow Div.5.2 label in January 2011.	Same as referenced above

Class 6 – TOXIC and INFECTIOUS SUBSTANCES

(Sub divided into 02 divisions)

Hazard Label	Name/Division/ Cargo IMP Code	Description	Comments and/or Examples
	Toxic Substance Division 6.1 RPB	Liquids or Solids, which are dangerous if inhaled, swallowed or absorbed through the skin.	Arsenic, Nicotine, Cyanide, Pesticides, Strychnine. Note: Some are totally forbidden, e.g. Bromoacetone



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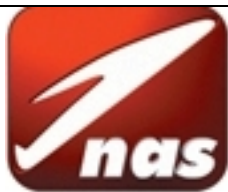
	Infectious Substance Division 6.2 RIS	Substances which are known or reasonably expected to contain pathogens and cause disease in humans or animals.	Virus, Bacteria such as HIV (AIDS), Rabies, some diagnostic specimens and Medical and Clinical Waste
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Class 7 – RADIOACTIVE MATERIALS

(Have no division but have 3 categories)

Hazard Label	Name/Division/ Cargo IMP Code	Maximum Surface Radioactive Level in $\mu\text{Sv/h}$ (mrem/h) Transport Index (TI)	Comments and/or Examples
	Radioactive Class 7 Category I-White RRW	≤ 5 (0.5) $\text{TI} = 0$ <i>Low radiation strength</i>	Radionuclides or isotopes for medical or industrial purposes, such as Cobalt 60, Caesium 131 and Iodine 132
	Radioactive Class 7 Category II-Yellow RRY	> 5 (0.5) ≤ 500 (50) $> 0 \text{ TI} < 1$ <i>High radiation strength</i>	

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	Radioactive Class 7 Category III-Yellow RRY	$> 500 (50) \leq 2000 (200)$ $> 1 \text{ TI} < 10$ <i>Very high radiation strength</i>	
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Class 8 – CORROSIVE MATERIALS (no division)

Hazard Label	Name/Division Cargo IMP Code	Description	Comments and/or Examples
	Corrosive Material Class 8 RCM	A liquid or solid that will cause severe damage when in contact with living tissue or, in the case of leakage will materially damage or even destroy other goods or the means of transport.	Battery acids, Sulphuric and other acids, sodium hydroxide, potassium hydroxide, Mercury

Class 9 – MISCELLANEOUS DANGEROUS GOODS

Hazard Label	Name/Division Cargo IMP Code	Description	Comments and/or Examples
	Miscellaneous Dangerous Goods Class 9 RMD	Any substance which presents a danger during air transportation that is not covered by other classes.	Asbestos, Garlic Oil Life Rafts, Internal Combustion Engine Vehicles

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Also included under Class 9 are:

ICE	-	Carbon Dioxide, solid (Dry Ice)
MAG	-	Magnetized Material
RSB	-	Polymeric Beads

7.16 Handling Labels

Certain dangerous goods require special handling labels in addition to the hazard label, because they need to be handled loaded in a particular manner. The following handling labels used in the transport of dangerous goods by air.



Magnetized Material - MAG

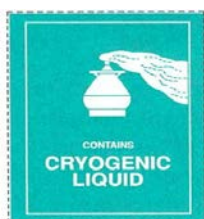
These materials have relatively high magnetic field strength.

Class 9 label is not required with magnetized materials label.



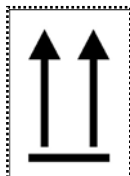
Cargo Aircraft Only - CAO

Handling label for Cargo Aircraft Only and must be used on packages that are permitted only on cargo aircraft.



Cryogenic Liquid - RCL

Handling label for Cryogenic liquids and must be used in addition to the non-flammable gas (Division 2.2) hazard label on packages and overpacks containing cryogenic liquids (refrigerated liquefied gas).



Package Orientation (This Way Up)

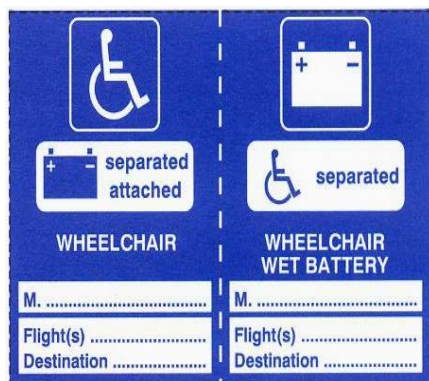
Must be used on combination packagings and overpacks containing liquid dangerous goods, with minor exceptions.



Keep Away From Heat

Handling label for self-reactive substances in Division 4.1 and 5.2, Organic Peroxides.

Handling label for battery powered wheelchairs or mobility aids.



This label may be attached to the battery-powered wheelchair or mobility aid to assist with the handling of wheelchairs and mobility aids with batteries. The label may be used to assist in identifying whether or not a wheelchair has had the battery removed. This label is in two parts. Part A remains with the wheelchair and indicates whether or not the battery has been removed.

In the particular case where the battery is separated from the wheel chair, part B may be used to assist in identifying the battery and it's wheelchair.

Handling label for Radioactive Material, Excepted Package



This label should be affixed to all excepted packages of radioactive materials.

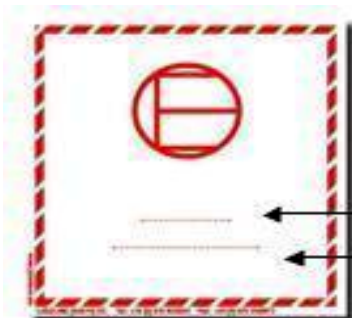
Other labels which are used when dangerous goods are being transported.



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Dangerous Goods in “Excepted Quantities” Marking – REQ



Place the UN Hazard Class/Division here

Place Name/Address Shipper/Consignee here, if not on a shipping label

7.17 Storage and Loading

7.17.1 Storage

Most dangerous goods, when properly packed according to the regulations, will withstand normal handling procedures, as with other normal cargo. Awareness of dangerous goods and knowledge of handling procedures and also common sense will always prevail.

There are two main groups of dangerous goods that do require special attention. Those are;

- ♦ **Self-reactive Substances of Division 4.1**
- ♦ **Organic Peroxides of Division 5.2**

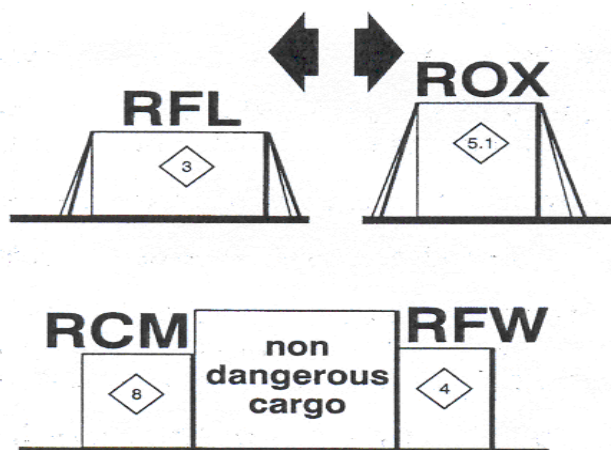
The dangerous goods in Division 4.1 (Self-reactive Substances) and Division 5.2 (Organic Peroxides) will become very dangerous when kept under the direct sunlight. Those must be well protected from direct sunlight and should store or keep away from all sources of heat in a well ventilated area at all times during storage, loading and unloading.

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Radioactive materials of category II and III yellow when stored together must not have a combined Transport Index (TI) of more than 50. Individual groups of 50 TI must be stored a minimum of meters apart to minimize radiation exposure to personnel. Individual packages containing radioactive materials also must be kept separated from offices, work areas or any other area occupied by persons in accordance the table mentioned below.

Table 9.3.A
Segregation of Packages (9.3.2)

Hazard Label	1 excl. 1.4S	1.4S	2	3	4.2	4.3	5.1	5.2	8
1 excl. 1.4S	Note 1	Note2	X	X	X	X	X	X	X
1.4s	Note2	-	-	-	-	-	-	-	-
2	X	-	-	-	-	-	-	-	-
3	X	-	-	-	-	-	X	-	-
4.2	X	-	-	-	-	-	X	-	-
4.3	X	-	-	-	-	-	-	-	X
5.1	X	-	-	X	X	-	-	-	-
5.2	X	-	-	-	-	-	-	-	-
8	X	-	-	-	-	X	-	-	-



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Notes;

1. See 9.3.2.2. – DGR (separation of Explosive Substances and Articles)
2. See 9.3.2.2.4 – DGR (Explosives in Compatibility group S may be stowed with Explosives in all compatibility groups other than A and L)
3. An “x” at the intersection of a row and a column indicate that packages containing these classes/divisions of dangerous 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.
4. Division 4.1 and classes 6,7 and 9 are not included in table 9.3A as they do not require segregation from other classes of dangerous goods.

TABLE 9.3.D
Separation of radioactive material Passenger & Cargo Aircraft

Total Sum of TI	Minimum Distance	
	Meters	Ft. In.
0.1 to 1.0	0.30	1'0"
1.0 to 2.0	0.50	1'8"
2.1 to 3.0	0.70	2'4"
3.1 to 4.0	0.85	2'10"
4.1 to 5.0	1.00	3'4"
5.1 to 6.0	1.15	3'10"
6.1 to 7.0	1.30	4'4"
7.1 to 8.0	1.45	4'9"
8.1 to 9.0	1.55	5'1"
9.1 to 10.0	1.65	5'5"
10.1 to 11.0	1.75	5'9"
11.1 to 12.0	1.85	6'1"
12.1 to 13.0	1.95	6'5"
13.1 to 14.0	2.05	6'9"
14.1 to 15.0	2.15	7'1"
15.1 to 16.0	2.25	7'5"
16.1 to 17.0	2.35	7'9"
17.1 to 18.0	2.45	8'1"
18.1 to 20.0	2.60	8'6"
20.1 to 25.0	2.90	9'6"
25.1 to 30.0	3.20	10'6"
30.1 to 35.0	3.50	11'6"
35.1 to 40.0	3.75	12'4"
40.1 to 45.0	4.00	13'1"
45.1 to 50.0	4.25	13'11"

(9.3.10.7)

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7.17.2 Loading

Dangerous goods must not be carried on passenger deck on a passenger aircraft or cockpit of any aircraft. There are a few exceptions for passenger and crew as hidden dangerous goods which will be covered in a different segment.

Handling staff of dangerous including operators must protect all the dangerous goods packages from being damaged. Special attention must be paid to the handling of package during their preparation and loading for transportation in an aircraft. The type of the aircraft, on which aircraft that they are to be carried and awareness of the method required to load these dangerous goods to the aircraft, is a must for a handling staff. So that accidental damage is not caused through or mishandling the packages.

Packages or overpacks must not be loaded into a unit load device or to an aircraft unless they have been inspected immediately prior to loading and found free from visible leaks or damage. And also at the same time it is important to inspect the unit load device and found free from any evidence of leakage or damage that would cause it to be unserviceable.

On unloading packages or overpacks containing dangerous goods must be inspected for damage or leakage as soon as they offload from a ULD or from the aircraft. Any package which appears to be damaged or leaking, must be removed immediately from the aircraft and safe disposal should arrange in accordance with company, airport and government procedures. This may require the services of specialist personnel. In the case of spillage of radioactive material or infectious substances, the appropriate national authority must be advised.

Some dangerous goods may react dangerously with each other and same are called INCOMPATIBLE. Therefore the packages containing incompatible dangerous goods must not be loaded on an aircraft or stored in a warehouse next to each other, or in any position that would allow interaction.






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There are some dangerous goods that are incompatible with some types of non-dangerous cargo. They are identified in the following chart.

CLASS CARGO	toxic and Infectious Substances 6	Radioactive Material Categories II and III 7	Dry Ice and Cryogenic Liquids 9
Live Animals	X		
Hatching Eggs			
Undeveloped Films			
Foodstuff or Other Edible Substances (Fish, Seafood, Meat)	X		



Identifies packages that must not be loaded in the same compartment (9.3.14.3, see note 3).



Identifies packages to be physically separated, either by cargo or by separate tie down.



Minimum separation distance as per 9.13.14.2 (Live Animals), Table 9.3 F (photographic film and plates)

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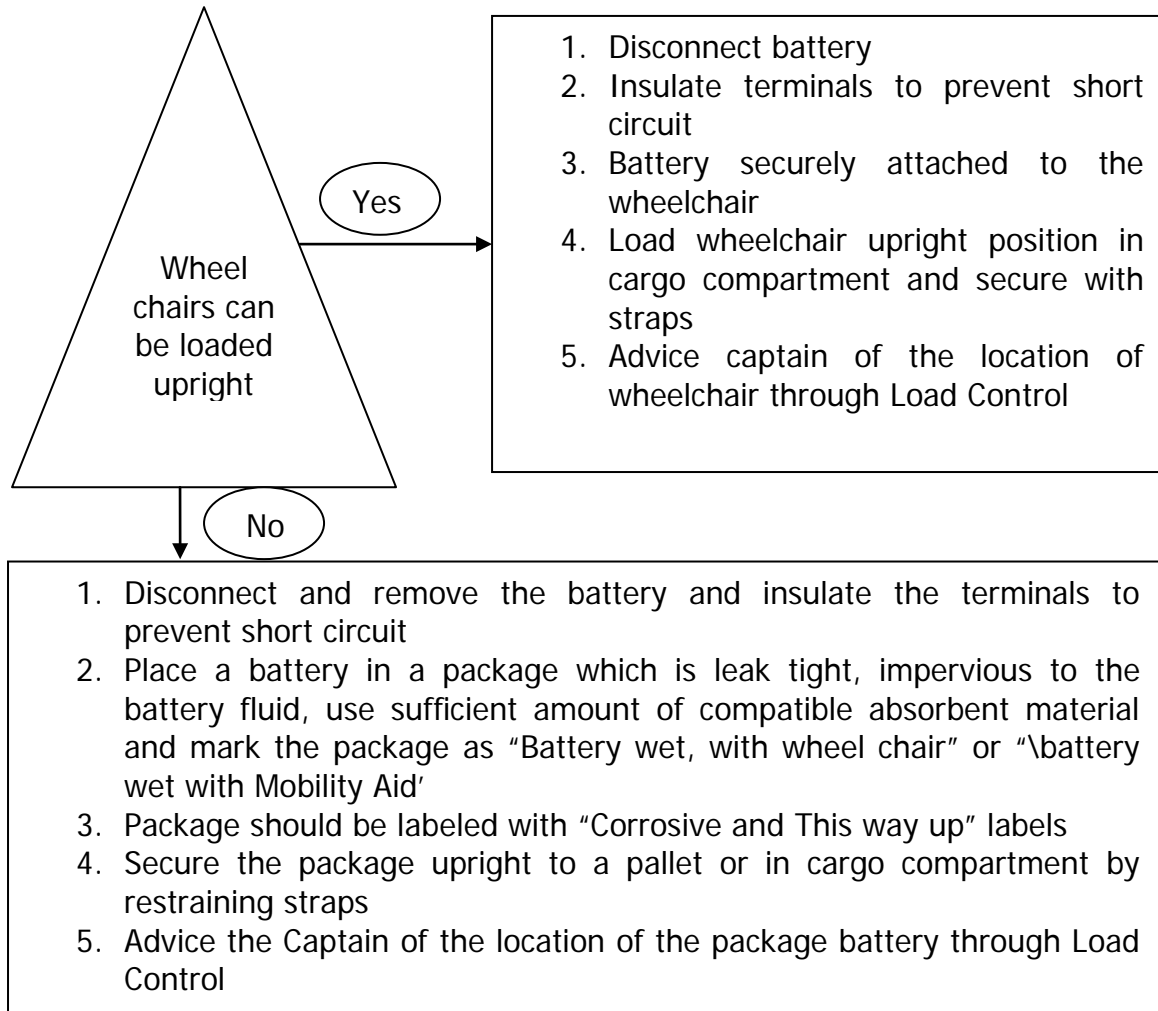
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7.17.2.1 Loading Guidelines for Battery Operated Mobility Aids

- ♦ Approval of the operator(s) is required
- ♦ Permitted as checked baggage only

a). Mobility aids with spillable batteries



b). Mobility aids with non-spillable batteries

Non-spillable batteries may be left securely attached to the wheelchair. Battery should be disconnected and insulate terminals to prevent short circuit.

c). Mobility aids with gel type batteries

Gel type batteries do not require the battery to be disconnected provided the terminals are insulated to prevent short circuits.

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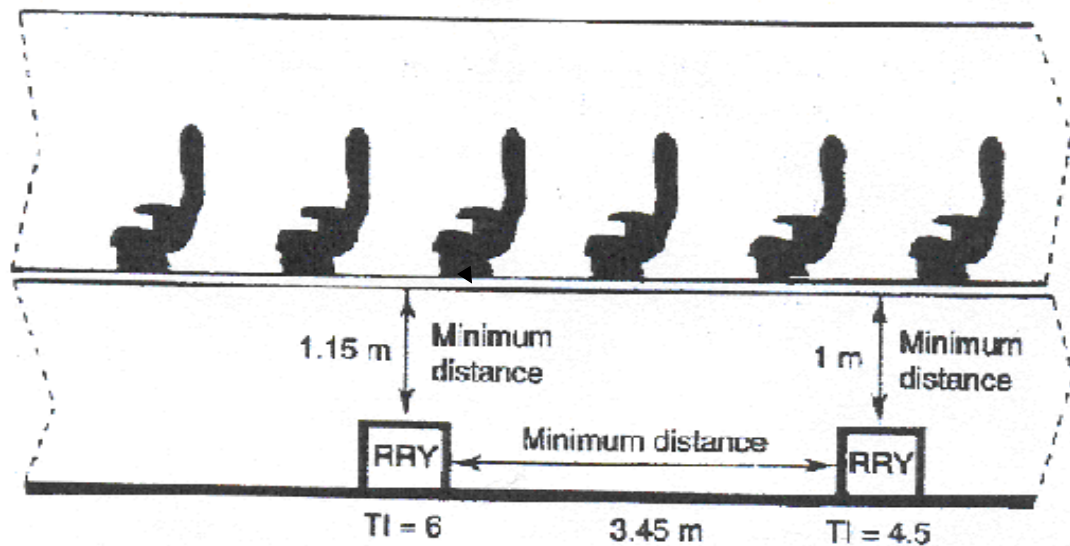


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7.17.2.2 Loading of Radioactive Materials to a Passenger Aircraft

For example a Transport Index of 5.8 requires a minimum separation distance of 1.15 m. The minimum distance is that required between the surface of the package to the nearest inside portion or floor of the passenger cabin or flight deck. Since the radiation from several packages is cumulative you must add the Transport Index of all the packages together before calculating the minimum distance required. If you do not have the distance required between the packages and the cabin you must divide the packages into groups making sure that the minimum requirements are met. When you have more than one group you must keep distance between the groups of packages of at least three times the minimum distance required by the group with the largest Transport Index. See the diagram below.



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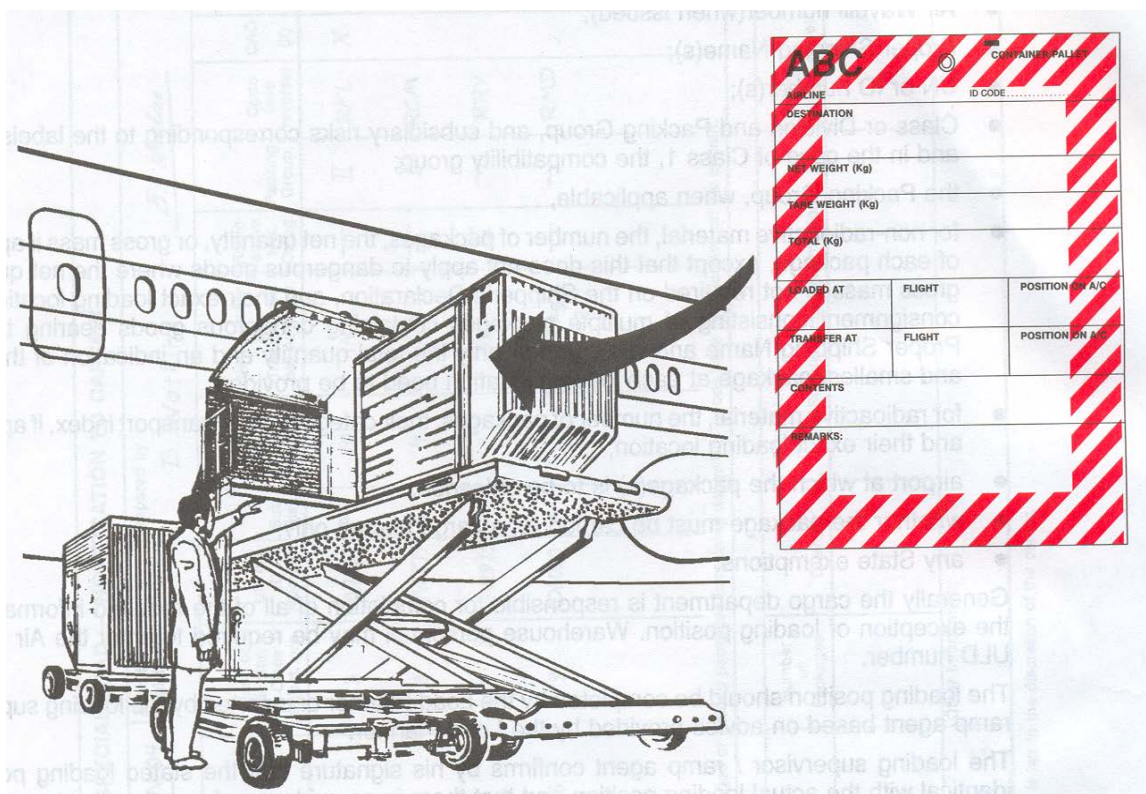


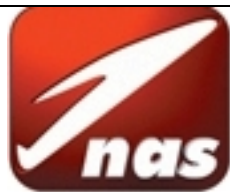
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7.18 Unit Load Devices (ULD) Containing Dangerous Goods

Each ULD containing dangerous goods, which required hazard labels, must clearly display on its exterior an indication that dangerous goods are contained within the ULD. This indication must be provided by attaching the ULD an identification tag having a border of prominent red hatchings on both sides of the ULD and with minimum dimensions of 148 x 210 mm. the hazard class (es) or division(s) of such dangerous goods must be visibly indicated on this tag. The tag must be removed immediately after the dangerous goods have been unloaded.

If the ULD contains packages bearing the “Cargo Aircraft Only” label, the tag must indicate that the ULD can only be loaded on a cargo aircraft (DGR 9.3.8.2)





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7.19 Pilot-In-Command Notification (NOTOC)

The pilot-in-command is required to have information about the type of dangerous goods that are being carried as cargo, and where they are located. This is so that the emergency services can be fully informed in the event of an in-flight emergency.

The captain must be advised in writing. Airlines have a form called the Special Load – Notification to the Captain (NOTOC). The minimum information required on the NOTOC is;

- ♦ Air Waybill number (when issued)
- ♦ Proper shipping name
- ♦ UN or ID numbers
- ♦ Class or Division and Packing Group, and subsidiary risks corresponding to the labels applied, and in the case of Class 1, the compatibility group
- ♦ The Packing Group when applicable
- ♦ For non-radioactive materials, the number of packages, the net quantity or gross mass if applicable, of each package, except that this does not apply to dangerous goods net quantity or gross mass is not required on the Shippers Declaration, and their exact loading location. For a consignment consisting multiple packages containing dangerous goods packages bearing the same Proper Shipping Name and UN number, only the total quantity and an indication of the largest and smallest package at each loading location need to be provided.
- ♦ For radioactive material, the number of packages, their category, their transport index, if applicable, and their exact loading location
- ♦ Airport at which the package(s) is to be unloaded
- ♦ Whether the package must be carried on a cargo aircraft only
- ♦ Any state exemptions

Generally the cargo department is responsible for completion of all the required information with the exception of loading position. Warehouse personnel may be required to enter the Air Waybill/ ULD number.

The loading position should be completed by the Load Planner or inserted by the Loading Supervisor/ Ramp Agent based on advice provided by the Load Planner.

The Loading Supervisor/ Ramp Agent confirms by his signature that the stated loading position is identical with the actual loading position and that there is no evidence of any damage to, or leakage from the packages loaded to the aircraft. The original and one copy of the NOTOC must be handed over to captain of the aircraft by load planner for signature as early as possible before departure, to provide adequate time for him to review the document. The original remains onboard the aircraft and the copy signed by the captain is kept on file at the departure station.

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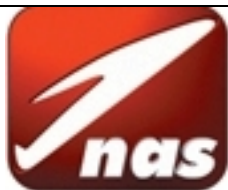
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SPECIAL LOAD — NOTIFICATION TO CAPTAIN													
ABC AIRLINE		Flight Number	Date	Aircraft Registration	Prepared by					IATA			
JFK		AB-1309	3 JAN 04	N-18805	B. Watkins					B. Watkins			
DANGEROUS GOODS													
Station of Loading	Air Waybill Number	Proper Shipping Name	Class or Division For Class 1 compat. grp.	UN or ID Number	Sub Risk	Number of Packages	Net quantity or Transp. Ind. per package	Radio-active Mat. Categ.	Packing Group	Code (see reverse)	CAO (X)	ULD ID	POSITION
CDG	12345675	METHYL ACETATE	3	UN1231	—	10	14 L	—	II	RFL	X	AA2101	A
CDG	12345675	SELENIUM OXYCHLORIDE	8	UN2879	6.1	4	0.5 L	—	I	RCM		AF3040	23
CDG	12345675	RADIOACTIVE MATERIAL, TYPE A PACKAGE	7	UN2915	—	1	3.5	III	—	RRY			53
CDG	2345678	CONSUMER COMMODITIES	9	ID8000	—	50	100 kg — 0.6 kg — 2.5 kg	—	—	RMD		0123AN	11R
*There is no evidence that any damaged or leaking packages containing dangerous goods have been loaded on the aircraft.													
OTHER SPECIAL LOAD													
Stat. of Unload	Air Waybill Number	Contents and Description	Number of Packages	Quantity	Supplementary Information	Code (see reverse)	ULD ID	POSITION					
Loading Supervisor's Signature <i>J. Smith</i>		Captain's Signature <i>R. Martin</i>		Other Information									

*This sentence must be shown on the NOTOC. The location is left to the discretion of the carrier.

Note: Some operators include a column for the ICAO Red Book Emergency Response Code.



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Dangerous Goods Training Programme — Book 2

Specimen of completed Shipper's Declaration (centre-part) of non-radioactive material:

(See sub-Section 8.1 of IATA Dangerous Goods Regulations)

NATURE AND QUANTITY OF DANGEROUS GOODS							
Dangerous Goods Identification							
Proper Shipping Name	Class or Division	UN or ID No.	Packing Group	Subsidiary Risk	Quantity and type of packing	Packing Inst.	Authorization
Organophosphorus pesticide, liquid, toxic, flammable (Terbufos)	6.1	UN3017	1	3	5 Fibreboard boxes x 30 L	604	

Note: Packing Instruction 604 is applicable for cargo aircraft only.

Specimen of related NOTOC (from LH):

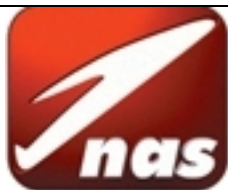
WDGI LH 8182 / 14		SPECIAL LOAD — NOTIFICATION TO CAPTAIN										PAGE: 1
<p>THERE IS NO EVIDENCE THAT ANY DAMAGED OR LEAKING PACKAGES CONTAINING DANGEROUS GOODS HAVE BEEN LOADED ON THE A/C. LOADED AS SHOWN BELOW R/A: PREP. BY: MM NOTIFIED ACCORDINGLY: P.I.C.:</p>												
FROM	FLIGHT	DATE		A/C REG								
CGN	LH 8182/14	14JAN02		DABZF								
NBR	AWB - NR	CL/CV	UN/ID	SUB	PCS	QTI/TI	RRR	PCK	IMP	CAO	POS	
TO	/COMP	NR	RSK			NET/PCK	CAT	GRP	CODE		ULD-CODE	
01	ORGANOPHOSPHORUS PESTICIDE LIQUID TOXIC FLAMMABLE (TERBUFOS)										DL	
JFK	98296844 6.1 UN 3017 3 5... 30 L.							I	RPB	X	P6P00648LH	
02												

Explanation (each entry consists of two lines normally):

01 = number of entry, **ORG...** = Proper Shipping Name, **DL** = loading position, **JFK** = station of unloading, **98296844** = AWB number, **6.1** = class/division of main risk, **UN 3017** = UN number, **3** = class/division of sub risk, **5** = number of pieces, **30 L** = net quantity per pc, **I** = Packing Group, **RPB** = IMP code of main risk, **X** = pieces must be loaded on cargo aircraft only, **P6P00648LH** = number of unit load device.

Abbreviations used in the NOTOC:

CL = Class, **CV** = Division, **COMP** = Compatibility group, **QTI** = Quantity, **TI** = Transport Index, **PCK** = Package, **RRR CAT** = Radioactive category, **PCK GRP** = Packing Group, **POS** = Loading position, **ULD** = Unit Load Device.



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Provision of Information

Specimen of completed Shipper's Declaration (centre-part) of radioactive material:

(See sub-Section 8.1 of IATA Dangerous Goods Regulations)

NATURE AND QUANTITY OF DANGEROUS GOODS							
Dangerous Goods Identification							
Proper Shipping Name	Class or Division	UN or ID No.	Pack- ing Group	Subsidiary Risk	Quantity and type of packing	Packing Inst.	Authorization
Radioactive material, Type A package	7	UN2915			Co-60 solid, metal 1 Type A x 0.3 TBq	II yellow T.I. 0.9 DIMS 60x60 x60cm	

Specimen of related NOTOC (from LH):

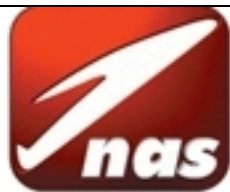
WDGI LH 4043 / 13		SPECIAL LOAD — NOTIFICATION TO CAPTAIN										PAGE: 1
THERE IS NO EVIDENCE THAT ANY DAMAGED OR LEAKING PACKAGES CONTAINING DANGEROUS GOODS HAVE BEEN LOADED ON THE A/C. LOADED AS SHOWN BELOW R/A: PREP. BY: MM NOTIFIED ACCORDINGLY: P.I.C.:												
FROM LHR	FLIGHT LH 4043/13	DATE 13JAN02	A/C REG DAIDC									
NBR TO	AWB - NR	CL/CV /COMP	UN/ID NR	SUB RSK	PCS	QTI/TI NET/PCK	RRR CAT	PCK GRP	IMP CODE	CAO	POS ULD-CODE	
01	RADIOACTIVE MATERIAL TYPE A PACKAGE										11P	
FRA	94014955	7	UN 2915		1...	0.9 T.I.	II		RRY		P6P00649LH	
02												

Explanation (each entry consists of two lines normally):

01 = number of entry, **Radio...** = Proper Shipping Name, **11P** = loading position, **FRA** = station of unloading, **94014955** = AWB number, **7** = class number, **UN 2915** = UN number, **1** = number of pieces, **0.9 T.I.** = Transport Index, **II** = category, **RRY** = IMP code, **P6P00649LH** = number of unit load device.

Abbreviations used in the NOTOC:

CL = Class, **CV** = Division, **COMP** = Compatibility group, **QTI** = Quantity, **TI** = Transport Index, **PCK** = Package, **RRR CAT** = Radioactive category, **PCK GRP** = Packing Group, **POS** = Loading position, **ULD** = Unit Load Device.



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7.20 Emergency Procedures

Introduction

Emergency Procedures should be available wherever Dangerous Goods are handled. ICAO Annex-14-Aerodromes, Chapter-9- Emergency and other services, require the procedures be established by airport authorities to deal with emergencies involving dangerous goods.

In addition, the Regulations require that operators provide information to flight crew and other employees, in the operator's or other appropriate manuals, on the action to be taken event of emergencies involving dangerous goods.

Emergency response training is required for all categories of personnel as specified by the regulations. The following basic procedures are given as an example.

It is important that every body is familiar with the local requirements and are aware of all emergency contacts. The Duty Manager shall be informed. Emergency procedures must be available wherever dangerous goods are handled. Appropriate information shall be passed to all concerned with regard to any spill or incident involving dangerous goods. Emergency response training shall be given for all categories of personnel as specified by the Regulations. The following basic procedures are given as an example. It is important that all are familiar with local requirements and are aware of all emergency contacts as mentioned in ERPM.

General procedures

The general procedures are to be followed comprise of the following.

- ♦ Notify immediate supervisor first and get professional assistance
- ♦ Identify the dangerous goods (if safe to do so)
- ♦ Where safe to do so, isolate the package by removing other package or property
- ♦ Avoid contact with the contents of the package
- ♦ If the contents come in contact with your body or cloths;
 - ✓ Thoroughly wash off your body with plenty of water,
 - ✓ Remove contaminated clothing,
 - ✓ Do not eat or smoke
 - ✓ Keep hands away from eyes, mouth and nose,
 - ✓ Seek medical assistance.
- ♦ Staff involved in such incidents should stay on site until their names are noted.
- ♦ Any accident or incident regarding Dangerous Goods must be reported to the CAA and the airport authorities at Kabul.

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7.20.1 Emergency Response Chart

DANGEROUS GOODS EMERGENCY RESPONSE CHART (GROUND INCIDENT)

Hazard Class Division and Compatibility Group	Dangerous Goods Class	Hazard Description	Immediate action Minimize leakage and contact with other cargo
1.3 C 1.3 G 1.4 B 1.4 C 1.4 D 1.4 E 1.4 G 1.4 S	Explosives (acceptable on Cargo Aircrafts Only)	Fire and minor blast hazard and/ or minor propulsive hazard Fire But no other significant hazard	Notify Fire Department Guard against fire
2.1 2.2 2.2	Explosives (safely) Flammable Gas Non-Flammable Gas Cryogenic Liquid	Small fire hazard Ignites when leaking High pressure cylinder bursting Sub cooling	Notify Fire Department Guard against fire Evacuate goods-ventilate area
2.3	Toxic Gas (acceptable on cargo aircraft only)	High pressure cylinder bursting and toxic inhalation	Keep away minimum 25 m
3	Flammable liquid	Gives off flammable vapour	Notify Fire Department Guard against fire
4.1 4.2 4.3	Flammable Solid Spontaneously Combustible Dangerous when wet	Combustible, contributes to fire Ignites in contact with air Ignites in contact with water	DO NOT use water under any circumstances
5.1 5.2	Oxidizer Organic Peroxide	Ignites combustibles on contact Reacts violently with other substances	Notify Fire Department Guard against fire DO NOT use water
6.1	Toxic Substance	Harmful if swallowed, inhaled or in contact with skin	Isolate area Obtain qualified assistance Do Not touch
6.2 7 Cat I 7 Cat II/III	Infectious substance Radioactive – White Radioactive – Yellow	Causes disease in Human and Animals Radiation hazards and harmful to health	Keep away minimum 25 m
8	Corrosive	Hazards to skin and metal	Notify Fire Department Guard against fire Avoid contact with skin
9	Polymeric Beads Magnetized Material Carbon dioxide, solid (Dry Ice) Miscellaneous Dangerous Goods	Evolves small quantities of flammable gas Affects navigation system Causes sub cooling/suffocation Hazards not covered by other classes	Avoid contact with skin No immediate action required

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7.20.2 Emergency Contact Numbers

ATC/Fire Service contact details

Section	AFTN	PHONE	EMAIL
Fire	NIL	+93 (0) 799217893/894	NIL
ATC		+93 (0) 787969036	oakbtwr@gmail.com

7.20.3 Afghanistan CAA Regulations

Dangerous Goods Accident/Incident Reporting

Accidents

A dangerous goods accident is defined as occurrence related to the transport of dangerous goods by air that results in fatal or serious injury to a person or serious damage to property

In case of an accident involving Dangerous Goods at Kabul International Airport the operator shall follow the [Kabul International Airport Emergency Plan](#).

Incidents

A dangerous goods incident is an occurrence, other than a dangerous goods accident, related to the transport of dangerous goods by air, not necessarily happening on board an aircraft, which results in injury to a person, property damage, and fire breakage, spillage, leaking 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 by air which seriously jeopardizes an aircraft or its passengers is also a dangerous goods incident.

In case of an incident or when a package containing Dangerous Goods is suspected to be damaged, leaking or emitting dangerous fumes, the following action shall be taken immediately based on airport emergency plan.

Reporting Of Incidents and Accidents

An operator (airline) must report dangerous goods accidents or incidents to the appropriate authorities of the State of the Operator and the State in which the accident or incident occurred in accordance with the reporting requirements of those authorities.

Reporting Of Undeclared or Mis-Declared Dangerous Goods

An operator must report any occasion when undeclared or mis-declared dangerous goods

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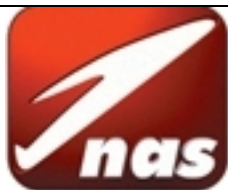
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are discovered in cargo. Such a report must be made to the authorities of the State of the operator and the State in which this occurred. An operator must also report any Duty occurred when dangerous not permitted are discovered in passenger's baggage. Such a report must be made to the appropriate authority of the State in which it occurred

7.20.4 Dangerous Goods Duty Occurrence Report Form

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DANGEROUS GOODS OCCURRENCE REPORT

Mark the type of occurrence

Accident ☐

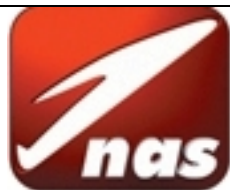
Incident ☐

Other Occurrence ☐

Those boxes where the heading is in italics need only be completed if applicable

See notes on the next page of this form

Operator:		Date of Occurrence:		Local Time of Occurrence:	
Flight Date:		Flight No:			
Departure Airport:		Aircraft Registration			
Aircraft Type:		Origin of the goods:			
Description of the occurrence, including details of injury, damage, etc. (if necessary continue on the next page)					
Proper Shipping Name (including the technical name)					UN/ID No. (when known)
Class/Division (when known)	Subsidiary Risk	Packing Group	Category (Class 7 Only)		
Type of Packaging	Packaging specification marking	No. of packages	Quantity (or transport index if applicable)		
Reference No. of Airway bill					
Reference No. Of Courier pouch, baggage tag, or passenger ticket					
Name and Address of Shipper, Agent, Passenger etc					
Other relevant information (including suspected cause, any action taken)					



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Description of the occurrence (continuation)	
Name of the person making the report	Telephone Number
Company/Dept code, E-mail or Info Mail code	Reporter ref
Address	Date
	Signature

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 an 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 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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7.21 Damaged Dangerous Goods

Damaged dangerous goods shipments shall never be loaded into an aircraft.

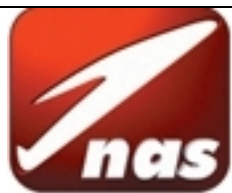
If damage is noticed during loading or unloading the aircraft, the captain, Duty Manager and attending engineer shall be informed immediately. As locally regulated, the organizations responsible for the salvage (e.g. fire service, technical / medical institutions) shall be informed immediately by the Duty Manager.

It must be ensured that nobody will touch the damaged packages until the nature of the hazard is determined. Other cargo/load has to be checked for similar damage or contamination and off-loaded, if necessary. Contaminated compartments shall be cleaned by the appropriate authority.

Upon receipt of information it should be informed to the Duty Manager. The Duty Manager is responsible to report all dangerous goods accidents or incident involving cargo, mail or passengers baggage immediately. This also includes any occasion where undeclared or mis-declared dangerous goods are discovered in cargo or when dangerous good not permitted.

If Dangerous Goods Carried (undeclared) by Passengers or Crew are discovered in passenger's baggage. Reports have to be sent immediately to the appropriate authority of the state by Duty Manager in which the incidents or accidents occurred, as required by that authority.

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Section 8

Passenger Handling Services



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8.1 Scope of functions

- ♦ Pre-flight preparation
- ♦ Check-in procedure
- ♦ Baggage acceptance procedure
- ♦ Handling of special category passengers
- ♦ Boarding procedure
- ♦ Mishandled Baggage handling activities.

8.2 Customer Services

Excellent customer service is one of the greatest assets for an airport handling company in today's competitive environment. There are many factors that can help an airport handling to build its customer base, and customer service can be a determining factor in the success of an entire operation and business.

Customer service is a series of activities designed to enhance the level of customer satisfaction that is, the feeling or service has met the customer expectation.

Remember that most people form their first impression in the initial 90 seconds therefore– Let all customer service staff in NAS Afghanistan use this unique opportunity to make a GOOD lasting impression as we may not get a second opportunity.

8.2.1 Guidelines to good customer service

- ♦ Treat the customers as you want to be treated yourself
- ♦ Look into people's eye
- ♦ Welcome the customers as guest, and give them the best possible advice
- ♦ Respect and accept customers
- ♦ Respect our company and colleagues
- ♦ Always remain calm and confident
- ♦ Be visible and available at all times
- ♦ Work as a team on board and off the aircraft
- ♦ Be informative and proactive
- ♦ Smile – it helps overcome many problems
- ♦ Show rather than tell our customers
- ♦ Look smart and well groomed
- ♦ Always wear your name tags
- ♦ Coming to work should be fun, if we are happy; our customers will be too
- ♦ We challenge ourselves to always do it better
- ♦ Use the customer's name, it helps to build a relationship
- ♦ Our customers are our top priority – show them that
- ♦ Recognize how important every customer is to you and your organization

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- ♦ Make sure your attitude is positive, enthusiastic and helpful
- ♦ If you do not know something, admit it and say you will find out
- ♦ Be attentive at all times
- ♦ Learn everything you can about your job so that you can approach customers confidently
- ♦ Know the location of your department in relation to other areas and departments
- ♦ Know about your company and how it operates
- ♦ Always do a little more than is expected from you
- ♦ Learn and listen
- ♦ Always keep your promises, attention to detail

8.3 Passenger Handling

8.3.1 Pre-Flight Preparation

In order to enhance the handling of the customer airlines flights, it is mandatory to do a pre-flight preparation.

It is the duty of the assigned staff at passenger services section to function the basic principles of passenger seating. The arrangements for passenger seating shall be planned according to the customer airlines company's service standards and IATA requirements.

Utmost care shall be taken when assigning seats for those passengers with reduced mobility and ensure PRM's are not assigned on any seat which will result in hindrance in the event of emergency. Passenger services staff shall ensure seats for PRM passengers are not seated in areas critical to the safety of the flight, e.g. emergency cabin seats or seats adjacent to emergency exit, at the same time ensuring that these passengers are seated at a visible distance of cabin attendants.

PNL is sent automatically from reservation to the customer airlines respective Departure Control System at the agreed time. The result of the flight editing shall be a well balanced passenger seating with the entire seat capacity being utilized. If seats are not assigned by reservation, suitable seats shall be allocated as per the customer airlines policy and procedures.

Pre-editing of flight shall be carried out as per airlines procedure, including group seating, incapacitated passenger seating. The pre-seating assignment shall be carried out in accordance with the Load Control recommendations for respective flight and safety rules imposed by Customer airlines.

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8.3.2 Check-in preparation

The Passenger Services Manager is responsible to ensure that the staff allocated at check-in counters and other passenger handling areas are familiar with the policies and procedures of each customer airline and NAS Afghanistan. Staff should:

- ♦ Be efficient and professional
- ♦ Be Gentle, smiling, attentive, caring and polite
- ♦ Keep eye contact while speaking
- ♦ Address the passenger by name
- ♦ Look smart and well groomed (Ref NAS Afghanistan HR policy manual 4.2 dress code & uniform)
- ♦ Have a good colloquial level of English

Check-in counters should be open at latest 03 hours before scheduled time of departure (STD) or estimated time of departure (ETD).

- ♦ Check-in counters must be correctly identified.
- ♦ The flight information shall be displayed at each check– in counter for each specific airline with the logo of airline, flight number, destination, scheduled time of departure/ estimated time of departure.
- ♦ In case of common check-in specific airline logo with an “All destinations” sign.
- ♦ Check-in deadlines shall be decided based on the specific airline dead line. Strict application of the deadlines helps on time departure of the flights.

Security of boarding passes, transit cards and baggage tags,

Prior to the opening of counters, the check in agent shall ensure that Boarding Cards, Baggage tags, transit card and all relevant tags concerning registered baggage of customer airlines are safely and securely kept at each counter in accordance with the requirements of the customer airlines. Staff at the counters shall ensure customer airline boarding passes, tags, and transit cards are kept safely away from access to un-authorized persons. Stock shall be limited to current needs. All unused boarding passes, transit cards and baggage tags should be returned to the stores and locked to avoid unauthorized access.

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The number of counters depends on type of flight handled. Check-in counters must be equipped with the necessary check-in materials before check-in starts. Marketing material must be displayed accordingly e.g. Passenger awareness poster for dangerous goods in baggage must be displayed visibly, desks and materials must be maintained neat and tidy.

Ensure the counters are kept clean and tidy and clearly signed for the respective airlines that checks in counters are opened for. All desks must be clear of promotional literature, stationary for the airlines.

Check and ensure the working condition of equipment at counter such as baggage scale, VDU, flight display screen etc.

Ensure that sufficient dangerous goods awareness posters are prominently displayed at check-in Counter.

Counter staff shall pre-study the flight; go through the PNL to be familiar with the categories of passengers booked on the flight.

Staff shall familiarize with flight details to answer and to brief the passengers, i.e. flight departure time, arrival time at destination, flying time, gate number.

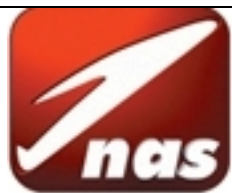
In case of need to verify the visa regulations, staff shall refer to the customer airline representative.

The stationery provided by the customer airlines shall be kept in store the room which is closed and entry limited only to the authorized staff. The check in agent after closing the flight shall take back all unused boarding cards, bag tags, transit cards to the store.

8.3.2.1 Security control

Areas at KBL International Airport, where passengers and baggage are accepted for flights are monitored by airport security and considered as sterile areas. Security screening for passengers and baggage is carried out by the Olive Group security. Airport security and Airport authority personnel prevent unauthorized access in to facilities and/or areas where we conduct ground operations for customer airlines.

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8.3.3 Check-in procedure

Staff at check in counter shall follow the customer airlines procedures while accepting passengers at check in counter. Following are the general guidelines.

A check-in agent is fully responsible for correct handling of passengers and their baggage. Using a certain routine steps helps to speed up the procedure and to avoid mistakes.

To ensure an efficient check-in, follow these steps when checking in the passenger:

Step	Action
1	Welcome the passenger
2	Ask for passport or ID card and check official passenger travel documents.
3	Address the passenger "by name". Ask passenger to put his luggage on the belt, remove old tags.
4	In case of excess baggage, inform the passenger.
5	Examine baggage and inform passenger if any damage is discovered (Issue limited release tag).
6	Label the baggage to final destination.
7	Give the identification (claim portions) tags to the passenger.
8	Check for any special seat request or ask the passenger for any seat preference
9	Check in the passenger and record tag numbers and their weight.
10	In case of fragile items, attach fragile label on the baggage.
11	Issue a boarding pass containing the name of the passenger to each seated passenger.
12	Hand over boarding pass to the passenger, confirming number of pieces and destination to which baggage has been checked by pointing out the identification tags.
13	Inform the passenger "by name" about: <ul style="list-style-type: none">• gate number (highlight the gate number on the boarding card);• delay, if any;• boarding time;• ask the passenger to check the monitors for possible gate changes and other information.
14	Say goodbye to the passenger, address him/her "by name" and wish him/her a pleasant flight.
15	Thank the passenger for flying with the customer airline.
16	Send baggage to baggage make up area through conveyor belt.



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8.3.4 Travel documents

It is the passenger's own responsibility to carry all travel documents during the whole journey. Travel documents include valid passport, visa, vaccination certificates and all other requirements of the country to which passengers are travelling. However check-in staff shall verify validity of passport, visa and health certificates for the Intended journey (i.e. destination transit and transfer points) and wherever applicable enter the necessary data for countries requiring APIS, APP as per the requirements of the customer airlines. If the staff is having any doubt regarding the documents to be referred to the concerned airline before accepting the passenger.

Ensure that the person booked for the flight is the person boarding our aircraft. Airlines are legally responsible to ensure that passengers comply with the immigration requirements. When this is not done properly, heavy fines are imposed on airlines According to the "General Conditions of Carriage", the passenger is fully responsible for complying with rules and regulations imposed by the authorities of the countries of: Departure, Transit ,Transfer &Destination.

Non-compliance with the above policy may result in;

- ♦ *Refusal of admission and immediate removal of the passenger.*
- ♦ *Heavy fines imposed on the airline and/or the passenger.*
- ♦ *Damaged relations between airlines/handling Company and the authorities.*

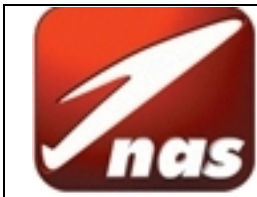
Passports and visa must therefore be checked thoroughly before check-in or boarding Airlines reserves the rights to refuse transportation of passengers whose travel documents are incomplete or invalid.

Residence Permits- When a foreign person resides legally on permanent basis in a country, he/she gets a "Residence Permit". This document does not substitute a passport or identity card. Check-in staff shall check the onward connections, change of Airports at transfer points, night halts, point of customs clearance etc. to ascertain where the baggage would be required.

8.3.5 Security questions

NAS Afghanistan representing the airline for ground handling are responsible to check the identity of passengers. This is a security obligation for prevention of terrorism and criminal activities. Duty Managers and staff shall ensure that the security questions are displayed (as required and

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provided by airlines) and asked to every passenger with respect to the contents of checked and hand baggage.

Staff shall follow the customer airlines standard question air pattern (appearing in DCS Pop up) and if not available ICAO Questionnaire pattern shall be followed. Passenger's response should be satisfactory as per the customer airlines standard before processing check-in.

If not satisfactory on passenger response, staff shall refer the passenger to the customer airline, they might inform the passenger for secondary screening of the baggage to conform the contents in the baggage to confirm security policies and procedure are followed.

Required information on the contents of the cabin baggage that passenger can carry, contents limit and restriction shall be briefed to the passenger. Staff shall ask questions to determine whether passengers are carrying DG items in their cabin bag. For the carriage of liquids, aerosols and gel, staff always shall follow the airlines restrictions and limits. Customer airlines and local authority references shall be used in giving information to the passenger.

If it is observed that the passenger is exceeding the limits of the DG which is permitted to be carried as per airlines regulations, staff shall advise the passengers to reduce or re-pack the check-in baggage as per airlines policy.

8.3.6 Passenger Acceptance

Profile the passengers to identify if he/she comes under the category of passengers with special needs. (PRM, UM, Expectant mothers).

Check in staff shall ensure passengers with reduced mobility are not seated in areas critical which will affect the safety of the flight (e.g. emergency cabin seats or seats adjacent to emergency exit) and ensuring that these passengers are seated at visible distance of cabin attendants.

Profile the passenger and documents to identify passengers is genuine, unruly, expectant mother etc...

At the time of accepting passengers, check-in staff shall check and identify potentially dangerous passengers who might jeopardize flight safety e.g. Passengers under the influence of alcohol or drugs, etc...

Uplift correct flight coupon(s) for paper tickets, ensure the e-ticket numbers are associated and it is correct.

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Using the passenger's name, confirm the number of baggage pieces and the destination to which they have been tagged, drawing attention to the baggage claim portion attached to the tickets.

Group Passengers and Staff to be accepted as per the Customer Airline policy and procedures. When dealing with a large group, co-ordinate with Load Control staff in assigning the group passengers seats, this is to prevent any flight safety risk cause by Weight and balance.

If delay known, passengers shall be informed at the time of check-in in accordance with the requirements of the Customer Airline.

When accepting baggage at the check-in, attention should be made for any items which are already damaged or are insecurely packed.

During the check in process, the agent shall ensure a boarding pass containing the passenger name is issued to each seated passenger in accordance with the requirement of the customer airlines. Customer airlines baggage allowance policy shall always be observed.

All bags checked in should have baggage label attached. Cabin baggage label should be provided to the passengers for all approved cabin baggage as per customer airlines policy.

For all baggage accepted as checked baggage, a claim portion shall be handed over to the passenger.

Checks in agent shall brief the passenger by pointing the boarding pass his name, gate number boarding time, and seat and direct the passenger through further departure control points.

8.3.7 NOREC passenger

In case of non record of the passenger in the check-in system the following guidelines should be followed

- ♦ Check reservation number (PNR= passenger name record)
- ♦ Check all variation of spelling on the name
- ♦ Check if the passenger has not been checked in yet
- ♦ Check if you're on the correct flight
- ♦ Add PNR as comment if still no record of passenger, call airline staff and inform them about the problem and send passenger to airline staff.

8.3.8 Check-in close out deadlines

Check-in counter opening and closing depends on the customer airlines policy.

Passengers that are accepted after deadline are recorded as LMC (Last Minute Change) Customer airline policy and procedure shall be followed in the event of accepting LMC'S.

All information, passenger details, baggage details information shall be transferred to Load control.

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8.4 Types of Check-In

8.4.1 Manual check-in

Manual check-in is used when there is no DCS available. In certain cases, it may also be applied for special flights or when the DCS is not working. Seat allocation is performed manually, using sticker type seating charts. Manual baggage tags are issued. Boarding passes are filled out manually. All close out activities must be manually performed.

8.4.2 DCS check-in

Check-in is performed with a computerized departure control system which is provided by the airline. Seat allocation is done automatically. DCS also issue automated baggage tags. If not available, manual baggage tags must be issued and the baggage tag numbers must be introduced in the check-in record. Boarding passes are issued automatically and most of the closeout activities are automated. The DCS issues a boarding pass with barcode or magnetic stripe the stub is automatically filled out with the relevant boarding information; the complete coupon with stub is handed back to the passenger and serves as a combined ticket/boarding pass.

8.4.3 Check-in in case of DCS breakdown (Manual check-in)

Manual check-in shall be performed in the event of DCS failure. Staff shall follow the Customer airlines policies and procedures of individual airlines in such event.

Staff by coordinating with the customer airline shall make necessary arrangements for preparing the manual boarding card, baggage tag, PNL copy, seat chart, stationary items prior to opening of counter.

Effective communication and coordination shall be maintained while processing passengers manually. Seat allocation shall be performed manually.

Manual baggage tags are issued with the final destination on the tag and affix to the baggage as per airlines procedure. Boarding passes shall be filled out manually and provided to the passengers.

All close out activities shall be manually performed as mentioned in the normal close out procedures. Check-in staff shall follow the check in procedures mentioned in the normal check-in procedure mentioned in this manual.

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Baggage acceptance procedure as mentioned under section Baggage acceptance Procedure shall be followed by passenger services agent while processing hold baggage.

Documents required for crew shall be manually prepared as per airlines policy and shall be handed over to the crew.

8.4.4 Close out activities.

8.4.4.1 Weight / Zone information to Load Control

To enable load control staff to produce the necessary documents (load and trim sheet) on time, check-in Duty officer must endeavor by all means to:

- ♦ Close check-in counter on time
- ♦ Forward passenger/baggage breakdown as soon as possible.
- ♦ Minimize LMC passengers = Last Minute Change

8.4.4.2 Passenger Breakdown

When check-in is finalized, Passenger Breakdown shall be transmitted to load control as soon as possible.

The break down must have the number of Adults/Children/Infants accepted. (as per customer airlines procedure.

The break down shall be prepared manually according to the passenger manifest and flight coupons/ET. Flight coupons/ET printout must be counted accurately in order not to have any discrepancies.

In addition, load control must be advised about the Zone Division (=number of passengers in each zone of the Aircraft. Zone division info is available on seat chart). This is to enable load control staff to produce the correct trim sheet.

In DCS these final figures are transmitted automatically by the system. The load control staff from his office can view this information.. The check in Duty Officer should ensure to coordinate with Load Control to pass any further information needed for the Load and Trim sheet.

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8.4.4.3 Baggage Breakdown

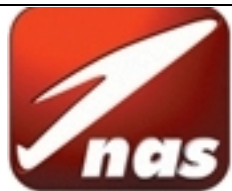
When check-in is finalized, Baggage Break down has to be transmitted to load control staff as soon as possible. In DCS, these final figures are produced automatically in the system; load control staff can log in system and shall obtain all necessary information.

8.4.4.4 Transfer of information and data to load control office.

Transfer of information and data are critical to ensuring the accuracy of load Control process. Load control staff shall ensure that passengers, carry-on baggage and other items loaded onto the aircraft as part of handling operations are accounted for in the load control process. The primary communication system is automated and information can be captured through DCS. In the event of DCS failure, manual processing of passengers and baggage handling shall be performed. Staff shall ensure all required information is passed to the load control personnel. Effective communication methods include, e-mail, SITA Telex messages and radio as applicable should be used. The passenger handling staff at check-in, boarding and transfer desk shall coordinate with the load control office for conveying Information associated with the following:

- ♦ Checked in passenger- final passenger load and total number of baggage
- ♦ Cabin baggage (Load control staff shall follow weight calculation as per customer airlines policy)
- ♦ Transfer passengers and baggage details.
- ♦ Details of hold loaded duty free items collected at boarding gate
- ♦ Boarded passenger, cabin baggage taken away at the gate details-Total Number of pieces, approximate weight if applicable as per airlines policy
- ♦ Courier baggage and OCS mail
- ♦ Special passenger information, e.g. Stretcher cases, seat baggage etc...
- ♦ Gate delivery items that exceed normal allowances.
- ♦ Hold loaded duty free items that are collected at boarding gate.
- ♦ Expedite baggage joining information
- ♦ Other items like AVIH, Fire arms, ammunition, sports equipment
- ♦ Other non-normal load items.

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- ♦ Advise the load control personnel to account for Last Minute Changes (LMC) to the weight of the load or distribution of the load on the aircraft.

An effective two way communication between passenger staff and the load control staff shall be possible by the use of following methods.

- ♦ Communication through walkie Talkie
- ♦ Communication through telephone
- ♦ Message sent through telex.
- ♦ Communication by e-mail

Standard aviation communication phraseology shall be used while communicating and conveying messages. This is in order to ensure information and data are conveyed clearly and accurately. Once the check in closed, the responsible staff at the counter shall provide the necessary required information to the gate agent by using one or more of the above types and methods of communication.

8.5 Boarding Cards

A boarding pass is a document, issued at check-in and containing boarding information for the passenger. Boarding pass is issued to inform the passengers of their seat number, boarding time and boarding gate number as a tool for counting and verification during embarkation.

- ♦ A boarding card shall be issued to each passenger according to the class of travel.
- ♦ A boarding card shall be given to all categories of passengers including infants and staff
- ♦ If TCI (through check in) is applicable, two or in some cases three boarding passes are issued to each passenger.
- ♦ Security: a boarding card indicates to the airport staff that the holder is authorized to proceed to the airside and board the Aircraft. Therefore all un used boarding passes stationary shall be maintained in a secure place, an area not accessible to the public.
- ♦ When a new boarding pass is issued the old one must be destroyed.
- ♦ Boarding passes collected from the passengers at boarding gate shall be disposed of properly by boarding staff after flight departure to avoid any unauthorized usage.

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- ♦ Do not put stickers or staples on boarding passes as this can cause damage to automated Boarding card Reader.

Staff shall ensure the following information is there in the boarding pass of each passenger, before they are handed over to the passengers.

- ♦ The Passenger Name
- ♦ Flight Number
- ♦ Date
- ♦ Destination
- ♦ Seat Number
- ♦ Class of Travel

8.5.1 Passenger Seating and Restrictions

Saleable seats

The number of saleable seats can be limited due to the following.

- ♦ Government restrictions;
- ♦ Payload restrictions
- ♦ Balance of the aircraft
- ♦ The presence of extra crew on board
- ♦ The number of qualified cabin attendants on duty.
- ♦ The presence of accompanying station engineers or security officers on board.
- ♦ Other technical or aircraft equipment :
 - Oxygen masks
 - Life rafts
 - Inoperative passenger or service doors, etc
 - Exits

Two children on one seat is strictly forbidden.

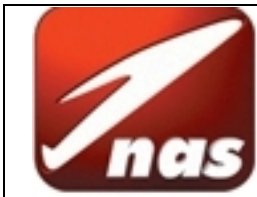
Passengers on Crew seats

Travelling on crew seats/Jump seats is allowed only if airline procedures allows.

8.5.2 Allocation of exit seats

The emergency exit seats must be pre-assigned at the beginning of check-in, this to avoid any situation at the end of check-in, those seats are the only available seats to be assigned to

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passengers who are not allowed to be seated on an emergency exit seat(eg families with children or passengers). Priority should be given to tall passengers meeting the above requirements.

8.6 Baggage Handling

Baggage means such articles, effects and other personal property of a passenger as are necessary or appropriate for wear, use, comfort or convenience in connection with his/her trip. Unless otherwise specified, it will include both checked and unchecked baggage.

Checked baggage is baggage;

- ♦ Of which the carrier takes custody
- ♦ For which the carrier issues a baggage check (included in the ticket) and one baggage identification tag per piece of baggage

Checked baggage is carried in the hold, normally of the aircraft the passenger is traveling on. All passengers and their bags are screened by Airport security. Baggage shall be accepted as per customer airlines and regulatory authority policy procedure and shall be forwarded to Baggage Make up Area for reconciliation and for loading on the aircraft.

8.6.1 Baggage Acceptance

Airline security is of paramount importance and baggage is an area where strict controls must be exercised. To achieve this objective, various procedures related to acceptance of baggage as per customer airlines shall be followed. The fundamental principle is that baggage must not be carried on a flight, unless the person to whom it belongs also travels on the flight. The check in or act of acceptance of baggage at counter is the crucial point where staff shall ensure that all the regulations and procedures of customer airlines are applied.

8.6.2 Security Screening General Rules

At Kabul international Airport, the Olive Group security personnel are responsible for screening passenger's baggage. The following rules apply for security screening

- ♦ All departing passengers and their carry-on baggage must be security screened by an electronic device.

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- ♦ If no electronic device available, a physical search must be done
- ♦ The airport authorities are responsible to provide security screening.
- ♦ If this screening is not present or not up to standard, the airline may implement additional security screening as per their procedures.

When passenger is questioned or baggage is screened during the security check by Airport security Personnel or at check-in, items which are prohibited for carriage in check in baggage may be discovered from the passenger, such items shall be refused from carried on board or as check-in baggage.

8.6.2.1 Guidelines for not to accept for carriage

(The final decision for refusal for carriage shall be taken in accordance with airport/airline rules).

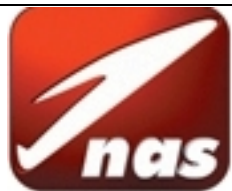
- ♦ Any item likely to endanger the aircraft person or property
- ♦ An item likely to be damaged by carriage by air.
- ♦ Any item that is unsuitably packed.
- ♦ Any item for which the carriage is forbidden for any applicable laws, regulations or order of any state to be flown from, into or over.
- ♦ Any item not suitable for carriage because of its mass, size or any other unusual characteristics.
- ♦ Any item which causes discomfort or disgust to those on board.

8.6.2.2 Accepting baggage for passenger check-in

Check in staff when accepting baggage for passenger check-in shall follow the customer airlines procedures. Below are the general guidelines.

1. Ask the passenger to remove any loose items tied outside of the baggage, such as baggage trolleys, umbrellas, walking sticks, parcels etc.
2. Staff at check in counter shall ensure that all accepted hold baggage including the items removed from passenger during check-in process, forwarding for loading have a passenger identity tag or label. Baggage identification tags are provided by customer airlines and made available at the point of passenger check-in. Additionally staff shall

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ensure the passenger to fill and attach name tag or labels that contain passenger contact details provided by customer airline.

3. Ensure all old baggage tags and/or labels are removed or obliterated; this is to eliminate a potential factor that could lead to confusion as to the destination of the bag.
4. Whenever baggage tags are changed /re-tagged the old tags shall be disposed of properly to avoid any misuse.
5. Weigh all baggage for check-in. Staff shall ensure the actual weight of the bag entered in for each and every passenger's record.
6. Any excessive and over dimensional handbags affect safety and quality of the service. Staff shall request passengers to show all pieces of hand baggage, excessive and any over dimensional handbags shall be refused from taken as carryon baggage.
7. Inform the passenger in case of excess baggage, direct the passenger to the cash counter where the cashier will issue excess baggage ticket and will collect the excess baggage payment.
8. Shall enter the number of pieces and actual weight in DCS as per the customer a airline requirements.
9. Check in staff shall attach baggage tag on each bag and ensure that the baggage(s) is tagged to the final destination as indicated on the ticket. Staff shall follow the customer airlines procedure while issuing and tagging the baggage, for eg if some airlines procedure does not allow labeling to final destination if passenger connecting for domestic sector. Ensure that checked baggage tags are issued for the correct destination, are securely attached to the bags and the destination is reconfirmed to the passenger.
10. Passenger shall be reminded to carry valuables in their custody with hand baggage instead of sending valuables with checked baggage.
11. If through-labeled, advice the passenger where to reclaim the baggage and if applicable, advice the place where customs clearance required.
12. Affix baggage tag (passenger identity tag or label) to all accepted bag and, if applicable, special purpose labels to the baggage as advised by customer airlines and handover the baggage identification portion to the passenger



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13. If the bag or item for carriage is in a completely unsuitable condition for carriage and which cannot be rectified it must be refused.
14. Airlines normally will not take liability for fragile items. Passengers are responsible for ensuring that any fragile item is adequately packed to prevent it from being damaged during the journey.
15. The airlines normally are held liable for any loss or damage to checked baggage. The check in agent shall ensure damaged or insecure baggage brought to the attention of the passengers prior to accept on board as per airlines policy.
16. Bags not suitable for secure carriage as checked baggage shall be refused by following the procedure and policies of customer airlines and local authority.

Once the baggage is accepted and tagged, it should be forwarded to baggage make up area through the conveyor belt.

8.6.3 Acceptance of heavy/overweight baggage

The concept of heavy or overweight baggage policy varies between customer airlines. Baggage weighing more than 23 kg is considered as heavy. While accepting such baggage, a heavy label provided by the customer airlines shall be attached with the exact weight written on the tag. Baggage weighing more than 32kgs is considered as exceeding the maximum weight limits (over weight) and such baggage shall not be accepted.

For accepting heavy baggage, staff shall follow the customer airlines procedure. The exact weight shall be entered in the DCS system for accounting in the load control process. In case of manual check-in the details such baggage, weight, description and other applicable information shall be transferred to load control office in order to ensure it is accounted for in the load control process. Bags which are overweight /over sized and approved to be taken by authorities and are found not suitable to be forwarded through the conveyor belt shall be forwarded manually to baggage make up area.

8.6.4 Baggage Destination rules

Passenger and his baggage travel always on the same flight. The baggage shall be tagged to the final destination written on the ticket. But while tagging bag to final destination the customer

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airlines policies, the country's customs clearance possibilities and passenger request shall be taken in to consideration.

8.6.5 Baggage Tags

Baggage tags are documents issued for identification of checked baggage, i.e. of baggage placed by passenger under custody of the airline for transportation .Bag identification tag are available at the point of passenger check-in. Stock of customer airlines bag tags shall be away from the hands of unauthorized persons, by limiting stock to current needs.

A baggage tag consists of:

- ♦ A strap portion to be attached to the baggage
- ♦ An identification portion (baggage claim tag) to be handed over to the passenger
- ♦ Removable stabs to be used for reconciliation purpose
- ♦ Every piece of checked baggage must bear a baggage tag.

Baggage tags can be:

- ♦ manually written out (manual baggage tags)
- ♦ automatically issued by the DCS (demand printed baggage tag)

8.6.6 Priority Baggage

Priority baggage is baggage which must be offloaded first and given priority to deliver in the baggage claim area. The customer airlines will categorize and advice their priority baggage, priority baggage must be marked by special baggage tag as providing customer airline.

8.6.7 Limited release tags.

Limited release baggage is baggage for which the carrier assumes a limited liability, because of the condition in which the baggage is accepted. Normally Limited release baggage categories: excessive or oversized baggage taken away from the passenger at the gate.

- ♦ Baggage which is unsuitably packed.
- ♦ baggage damaged when presented at check-in
- ♦ Baggage/items taken away from the passenger for security reasons.

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Limited release baggage label providing by customer airline shall be used while tagging those baggage .Handover the limited release claim tag to the passenger. Inform the passenger of the meaning of and reason for the use of a “Limited Release “tag.

Staff shall ensure that Limited Release Tags are properly completed with correct destination.

8.6.8 Animals in hold

Animals in hold include:

- ♦ domestic animals such as dogs, cats, birds, etc
 - ♦ small warm-blooded animals, such as guinea pigs, hamsters, rabbits, etc.
- Transportation of animals in hold is subjected to
- ♦ requirements laid down in the IATA Live Animal Regulation
 - ♦ Governmental regulations concerning import, export and transit of live animal
 - ♦ customer airlines policies

Customer airlines policies and procedures shall be followed while accepting live animals in hold and required information shall be conveyed to Baggage Make up area and to load control Personnel.

8.6.9 Cabin Baggage

Cabin baggage is baggage that is not checked-in and is under the passenger's Custody, size and weight limits will vary as per the customer airlines or local regulations.

The following general rules apply:

- ♦ It is carried free of charge if within the allowance declared by customer airlines
- ♦ Cabin baggage exceeding the allowance shall be accepted as checked baggage

Check-in agent at counter shall ensure that the cabin baggage carried by Passenger is in compliance with the size, weight and quantity limits specified by each individual customer airline. Airlines specifications on cabin baggage can be found in airlines manual or in separate memos issued by each customer airline.

The oversized or overweight cabin baggage shall be identified through the use of sizing or weighing devices provided by customer airlines at each passenger check-in point.

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The Passenger Services Manager shall intimate customer airlines, those cases of fault or irregularities with the weighing devices provided by airlines. The cases where customer airlines not provided the device, the staff shall see and weigh the cabin baggage using the weighing scale at the check-in counters.

If the bag is within the limits specified by customer airline, check in staff shall attach a cabin bag label as a mark of acceptance.

If the cabin bags are not within the specified limit check in agent shall ensure that any items that are removed from the cabin baggage or other bulky pieces that would not fit or could not be stowed in the overhead cabin bin or under the passenger seat, shall be accepted at check-in counter as checked baggage as per customer airlines procedure. Baggage tag indicating final destination shall be attached when such items are accepted for carriage.

Staff shall follow the baggage acceptance guide lines while accepting such baggage, ensure to add the exact weight of the baggage in system in order to account this for load control process. Staff shall advise the passengers to remove all valuable items and other important documents for passenger possession. All the procedure of baggage acceptance shall be followed while accepting the baggage.

Unchecked baggage will be the passenger's responsibility as this is kept in the custody of the passengers.

The below guidelines are for articles normally NOT to be carried in hand baggage. Staff shall follow Customer airlines procedure in such cases.

- ♦ Dangerous goods under restriction in or as hand baggage
- ♦ Those items made or intended for offensive or defensive use such as firearms and pointed sharp-edged or blunt weapons which would include truncheons, axes and loaded or spiked sticks.

The weight of cabin baggage accounted for load control process shall be calculated as per customer airlines policy.

8.6.10 Carriage of Animals in the Cabin

Carriage of animals on board, check in staff shall follow the customer airlines policy and procedures.

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The boarding gate area where passengers and cabin baggage are subjected to appropriate security screening prior to being permitted to board the aircraft shall be carried out by public security. The local security they are responsible for ensuring all passengers, baggage are appropriately screened prior to board on flights.

8.6.11 Company Mail Bag

Member airline's inter-office correspondence exchanged by air between airports shall be known as Company Mail. The abbreviation COM shall be used for signal purposes. Company mails are normally sealed, local security regulations require the X-raying of company mail bags. Company Mail bags shall not be left unattended from the point of acceptance.

8.6.12 Handling Procedure

Ensure the company mails are screened by Airport security before acceptance from the check-in counter. The agent at check shall accept COM and forward it to baggage make up area under advice and ensure they received it. The weight and related information shall be transferred to load control office through proper means of communication (Telephone, Radio)

8.6.13 Courier baggage

Courier baggage/express baggage shipments shall be provided by Courier Company representative at the passenger check in counter. Staff shall ensure that these courier baggage in accordance with applicable regulations and/or requirements of customer airlines have been subjected to appropriate security screening. Security screening shall be carried out by Airport security personnel. Courier baggage shall accept as per customer airlines procedure. Duty Officer shall ensure.

1. Each individual baggage weight is not exceeding the with limit, as per airlines policy
2. Ensure courier baggage label affixed on each bag with details of final destination, light number and date.
3. The required details of the courier shipment (Total number of pieces, total weight and final destination) shall be transferred to the Baggage Make Up area and Load Control

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office. A verbal and written communication shall be there for ensuring messages are communicated well and for documentation.

4. Supervisor to ensure the messages are acknowledged by the BMA
5. All the courier baggage weight to be conveyed to the flight Load controller (through verbal as well written communication) and it is very important in advising the courier baggage weight for load control process.
6. Station Finance Supervisor shall ensure that the necessary document copies are taken for NAS Afghanistan filing and billing purposes

Once all courier baggage accepted necessary details and documents shall be provided to the customer airlines for onboard documentation.

8.6.14 Diplomatic courier baggage

Diplomatic Courier baggage i.e. Diplomatic Mail pouches or any type of baggage with a sealed – lock shall always be accompanied by the Diplomatic Courier to and from the aircraft and must be declared as diplomatic baggage.

The diplomatic baggage shall always be carried as non-checked baggage irrespective of its size taking into consideration of its special characteristics.

It is necessary to have an advance reservation to carry such baggage .The service code used for such item of the PNR is 'DIPB'.

Customer airlines policy and procedures shall be followed while accepting and required information shall be transferred to Load control personnel and chief cabin crew.

At check in diplomatic baggage shall be weighed and the required information be transferred to load control personnel.

For baggage to be carried in the cabin on an extra seat and If seat is used to place items on, the total weight shall be accepted in accordance with customer airlines policy.

Items placed on a seat shall be adequately secured to prevent damage.

8.7 Boarding Procedure

Boarding time is locally established by customer airlines and it can vary according to.

- ♦ Type of aircraft
- ♦ Parking position

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- ♦ Number of loading bridges, aircraft stairs or buses available
- ♦ Number of passengers

Declared boarding time must be established by customer airline with the aim of on-time departure. Boarding gate agent shall be present at the gate as per the customer airlines procedure for boarding and he/she shall contact the customer airlines authorized staff or to the cabin attendant to embarking passengers.

8.7.1 Security Screening

At KBL International Airport, the Olive Group Security personal are processing the appropriate security screening of originating passengers and their cabin baggage including physically impaired passengers prior to being permitted to board the aircraft.

Olive Group security personal at the stage of screening passengers to the boarding gate shall ensure passengers and their cabin baggage have been subjected to appropriate security screening in accordance with applicable regulations and/or requirements of the customer airlines prior to the passenger being permitted to board the aircraft.

General Rules

The following rules apply for security screening:

All departing passengers and their carry-on baggage must be security screened by an electronic device.

- ♦ If no electronic device available, a physical search must be done.
- ♦ The local airport authorities usually provide security screening.
- ♦ If this screening is not present or not up to standard, the own airline security department may order or perform themselves a supplementary check.

Refusal

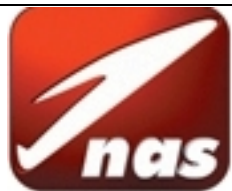
According to the General Conditions of Carriage, boarding may be refused to any passenger refusing to be screened or physically searched.

8.7.2 Boarding Preparation and pre-boarding Procedure

Before starting the actual boarding, the gate agent shall perform following

- ♦ Ensure that all equipment at boarding gate is functioning

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- ♦ Ensure all the gate comments for passengers in DCS passenger's record for gate action are completed by agent at gate.
- ♦ Ensure necessary customer airlines boarding gate materials are available at the gate
- ♦ Upon the Message from the customer airlines make necessary arrangements to meet special category passengers like wheel chair passengers, UM etc...
- ♦ Boarding staff shall ensure Passengers with reduced mobility are not seated in areas critical to the safety of the flight E.g. Exit seats.
- ♦ Boarding gate staff shall be able to identify passengers who might jeopardize flight safety e.g. passengers under the influence of alcohol or drugs etc. Such cases shall be immediately informed the airlines staff and customer airlines policy shall be followed for accepting/refusing in boarding passengers.
- ♦ Inform the customer airlines or crew of special passengers as per the customer airlines policy
- ♦ Make necessary arrangements to pre-board the passengers to the holding area where a gate and holding area available
- ♦ As per customer airlines procedure at the stage of pre-boarding of passengers to the gate or at the time of boarding (off bridge aircraft) the agent shall verify the identity to cross check all the passengers boarding pass against passport or other form of official photo identification ,this include transit and interline passengers as well.
- ♦ If any doubts exist regarding the authenticity or possible misuse of the travel document, the passenger shall be referred to the customer airlines Duty Manager/Supervisor

8.7.3 Boarding control

Once received boarding clearance for passengers' customer airlines policy and procedure to be followed while boarding PRM, unaccompanied Minors

- ♦ Carry-on baggage taken away at the gate (ref carry-on baggage) Customer airlines policy and procedure shall be followed.
- ♦ Items removed from the possession of passengers by security personnel at the gate, the customer airlines policy and procedures shall be followed .if the customer airline are conditionally accepting that for separate carriage on board the aircraft

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customer airlines policy and procedures shall be followed and advice passengers accordingly.

8.7.4 Missing passengers (Gate No Show)

The following general rules apply to situations when passenger is missing.

- ♦ Check the name of the passenger
- ♦ Check if he/she is not on board
- ♦ Check for any check-in error (duplicate check/twice check-in)
- ♦ Check with Immigration staff if the passenger located there or any cancellation at immigration in the last moment
- ♦ Request for making announcement to the Civil Aviation concerned department by name.
- ♦ Once established that the passenger is not on board and cannot be located ,if the passenger does not have any checked baggage, advice Load control for making LMC In Load Sheet .As per the customer airline procedure off load from DCS and forms shall be filled and handed over to the airline/operating captain
- ♦ If the passenger has hold baggage, if so the Load controller must be advised of passengers baggage details in order to off load the passenger's baggage. As per the customer airlines policy, offloading procedure shall be followed, necessary forms shall be filled to handover to the operating Captain and Load control to be advised on the LMC
- ♦ Offloaded baggage after the departure of the flight shall be forwarded to Baggage services area for further action
- ♦ The customer airlines established time of start offloading of missing passengers shall be followed by the boarding gate agent

8.7.5 Matching the number of passengers onboard

The agent at gate to ensures that all passengers that were checked-in are boarded staff shall check and match the number of checked in passengers against the number of boarded passengers by tallying the retrieved boarding pass in custody with the total number in DCS system. Upon departure of the flight, the boarding passes shall be properly disposed to avoid any unauthorized usage.

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The actual boarding control is performed either manually or using gate reader, matching of passenger boarded being up-to-date all the time.

While boarding in DCS system (by sequence number or seat number) if any duplication or passenger not located warning pop up provided by DCS shall be closely monitored and detected, boarding card date and flight number shall be verified at the boarding desk.

8.7.6 Resolving of discrepancies at boarding gate

The boarding agent at gate to ensure the discrepancies related to passenger boarding, coupon reconciliation, seat assignment, baggage or other related issues detected during the boarding process are resolved prior to flight departure.

8.7.6.1 Coupon missing / E tickets are not associated found by staff at the time of coupon reconciliation at counter shall be commented in passengers record in DCS or communicate through radio/ telephone for boarding gate agent action. The agent at gate shall ensure all such comments, advise are completed prior to flight departure.

8.7.6.2 Seat duplication notified through the DCS system while boarding or by the crew, agent at gate to ensure all such seat duplication are resolved by cross checking passenger seat number through the DCS system prior to departure.

In case of any discrepancy the gate agent shall ensure all the discrepancies are resolved on total number of passengers boarded to total number of boarding card at boarding gate.

The comments appearing in the DCS system 'Passenger not located' while boarding shall be thoroughly checked by verifying passenger record in DCS system, flight number and date in boarding pass.

If passenger offloaded due error in DCS system, get the necessary document from passenger booking record at boarding gate, booking record, if reservation is there in DCS re check passenger with baggage and issue boarding pass.

Manual count of the boarding card by viewing the correct flight number, date and ensure the system boarding total always tally with the number of boarding card at the gate prior to flight departure.

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8.7.6.3 Discrepancies on Baggage count

The total number of pieces of baggage shown in the DCS system shall be there for loading, in case of any discrepancy on the total number of pieces baggage the agent shall ensure it is resolved prior to flight departure.

On occasions where baggage arrives at Baggage Make up area without a bag identification tag, tag detached from the baggage while moving on conveyor belt. Details shall be conveyed to the boarding agent by Baggage reconciliation personnel Agent shall resolve the discrepancy after getting MISSING tag number from BMA, retrieve the passenger name in DCS, passenger to be called out for a baggage identification in presence of the security personnel at gate and if it belongs to the passenger new baggage label shall be affixed by showing final destination.

Baggage tags printed extra due error in the system or total number of bag in passenger record shows more than the number of pieces of baggage; all these discrepancies shall be resolved prior to flight departure.

Check in DCS system any passengers checked with extra pieces and baggage label not printed or any duplication, corrective action shall be taken at the boarding gate in coordination with Duty officers to ensure correct total number of baggage on flight.

8.7.6 .4 Extra passengers

Extra passengers should also receive the same attention that missing passengers receive. Establish identity of such passengers by available means and check if baggage has been loaded inadvertently. Ensure such baggage along with the passenger(s) is off loaded. The processes established for missing passengers shall be followed.

8.7.7 Gate closure

Boarding is to close as per customer airlines policy. Once the flight is finalized, the gate agent shall communicate with the Ramp staff to complete their process at ramp for securing ramp and for flight departure.

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8.8 Off Bridge Flight- Passenger Handling Operation

8.8.1 Safe operating practices

Safety in aviation is a permanent requirements and its first commandment. In the air and on the ground, safety first is the rule. Airside safety rules and procedures ensure safe handling; therefore, safety regulations should be understood and always applied on the apron and around aircraft.

When passengers need to be moved for the purpose of embarkation and disembarkation between the aircraft and the terminal building or when using ground transportation vehicle for this purpose, the passengers shall be protected from being exposed to any hazards.

Passenger movement on the apron between the aircraft and terminal building shall be closely supervised by the staff who allocated at the aircraft side.

Staff shall also ensure to inform passengers that they cannot walk in the danger areas around the aircraft and other ground support equipment.

Passengers must be clearly directed as to the route to follow between aircraft and passengers buses. This clearly visible route shall be in a direction which will keep passengers away from;

- ♦ Aircraft protrusions
- ♦ Ground support equipment
- ♦ Fueling Zones
- ♦ Jet blast or propeller wash
- ♦ Spillage of oil or water on the ramp.

Ground Support Equipment shall always be kept clear of the passenger's path. The coaches and the passenger boarding equipment shall be clear and surface free of any contamination. In order to ensure safety, passenger's movement at ramp must be closely supervised at all times.

Passengers shall be advised to refrain from smoking in the ramp. Staff shall ensure that the coaches are not overloaded. Coaches used for transportation shall be securely closed to ensure passenger safety before being moved.

Where passengers are embarked/ disembarked by walking across ramp, the use of mobile telephones shall be discouraged until passengers are inside the terminal building.

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Staff shall also ensure that the buses are moving to the right places where the aircraft parked by having good communication between staff and bus driver and the staff positioned at aircraft side through the available communication channel available.

Staff shall also ensure to inform passengers that they cannot walk in the danger areas around the aircraft and other ground support equipment. All staff involved in the off-bridge flight operation shall maintain effective and clear communication with the staff at aircraft side, arrival gate or at the boarding agent to ensure safe and secure movement of passengers. Passengers with Reduced Mobility (PRM) shall be boarded separately by using the Medical heavy lift. Passengers and the baggage shall be screened as per local authority procedure prior to board on flight.

8.8.2 Personal Protection

Personal Protective equipments (PPE) should be worn by personnel whose duties require airside access. Safety shoes should be worn to prevent foot injuries. Approved hearing protection (ear plugs) should be worn when working in airside area. Reflective Jackets should be worn to keep visible while working in airside areas. Jewelry such as rings and identification bracelets should be avoided.

8.9 Mandatory information to the crew

The boarding gate agent shall print and provide the necessary documentation and information required for the crew and captain as per the customer airlines policies and procedure.

8.10 Transfer of information to Load control office personnel

The staff at gate shall communicate with Load controller for informing the total number of passengers boarded on the flight. All information of offloading of passengers, baggage due various reasons shall be advised to load control staff. Once all passengers on board advice load control personnel the same to finalize ramp activities. Coordinate with immigration staff to get a departure clearance from immigration authority.

An effective two way communication should be practiced by Agent at gate and load control, same can be attained by using radio / telephone.

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8.11 Special categories of passengers

8.11.1 Acceptance of Special passengers

Acceptance and handling of incapacitated passengers and persons with reduced mobility shall be in accordance with applicable regulations and requirements of customer airlines. staff shall verify all documents and shall profile the passengers as per the procedure of customer airlines.

8.11.2 Passengers with Reduced Mobility (PRM)

Person with Reduced Mobility (PRM) means any person whose mobility is reduced due to physical incapacity (sensory or locomotory), age, illness, or any other cause of disability.

Such passengers need special attention. Special handling staff shall be assigned to assist such categories of passengers. Wheelchairs/medical high-lift should be made available for boarding/disembarking. Special handling agent shall be briefed and trained for handling the passengers with reduced mobility.

Staff shall ensure the serviceability and mobility of the wheel chair prior to usage. Such passengers should be identified by the special code in the PNR.

Categories:

Irrespective of the physical or medical condition, PRMs are categorized in the following categories:

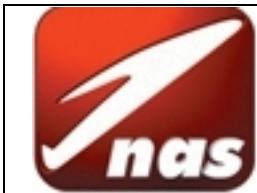
WCHR - (Wheel chair-R for Ramp) passenger is able to ascend/descend steps and make own way to/from cabin seat, but requires wheel chair for distance to/from aircraft.

WCHS - (Wheel chair-S for Stairs) passenger is unable to ascend/descend steps but is able to make own way to/from cabin seat; requires wheel chair for distance to/from aircraft and must be carried up/down stairs.

WCHC - (Wheel chair-C for Cabin seat) passenger is completely immobile; requires wheel chair to/from aircraft and must be carried up/down steps and to/from cabin seat.

Appropriate devices shall be made available to ensure safe handling of PRMs.

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Acceptance

Check in staff shall ensure the seats assigned would not present a hindrance in the event of an emergency evacuation.

Check-in agent shall ensure that emergency cabin seats or seats adjacent to the emergency exit seats not allocated to PRM passengers.

8.11.3 Incapacitated passengers

Incapacitated passengers can be defined as those with physical or mental disability; or with a medical condition which requires individual attention or assistance while boarding disembarking, during flight, during ground handling, which is normally not extended to other passengers. This requirement could be based on special request(s) made by the passengers and/or their family or by a medical authority, or mental/physical disability observed and reported by airline personnel.

Categories:

Irrespective of the physical or medical conditions, incapacitated passengers are categorized into various groups. These are identified in airline messages by AIRIMP codes, such as

MEDA - Medical Case

STCR - Stretcher Case

WCHR (Wheel Chair-R for Ramp)

Passengers can ascend/descend steps and make own way to/from cabin seat but requires wheel chairs for distance to/from aircraft.

WCHS (Wheel Chair-S for Steps)

Passenger cannot ascent/descent steps, but is able to make own way to/from cabin seat; requires wheel chair for distance to/from aircraft.

WCHC (Wheel Chair-C for Cabin seat)

Passenger completely immobile; requires wheel chair to/from aircraft and must be carried up/down steps and to/from cabin seats.

BLND - Blind Passenger

DEAF - Deaf Passenger

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Down line Notice

Passenger Services agent checking in the incapacitated passenger shall be responsible for updating the PSM to ensure the transmission of information to the staff at transit and destination port of disembarkation. Staff shall add the applicable wheel chair code in passenger name record in accordance with applicable regulations and requirements of customer airlines. The location of wheelchair and assistive devices on board shall be notified in load message.

Boarding gate agent shall follow the customer airlines procedure while boarding PRM. The presence of all categories of incapacitated passengers, their escorts and any special arrangements made for them while on board, shall always be informed to the captain/senior cabin crew member as per customer airlines policy.

8.11.4 Other Special Passengers Categories

EXPECTANT MOTHER-Expectant mothers are not normally regarded as incapacitated. To be accepted against a Medical Certificate according to their duration of pregnancy and the Customer Airline Policy and procedures.

8.11.4.1 Unaccompanied Minors / Young passengers: (UM/YP)

Airlines have a legal responsibility when it undertakes the carriage of 'Unaccompanied minors/Young passengers' and it is vital to exercise the greatest care and discretion in this matter.

Definitions

Normally all children between the age of 5 years up to his/her 12th birth day travelling alone on a confirmed ticket are considered to be Unaccompanied minors. Customer airlines policy shall be followed regarding the child age group. Normally children below 5 years will not be accepted to travel unless accompanied by an adult. The airline procedure shall be followed in such case. UMs with reduced mobility normally will be accepted for travel if accompanied by an escort.

Conditions of acceptance

Following are the guidelines for accepting UM on flight; however customer airlines policy shall be followed for accepting and handling UMs

- ♦ The Forms provided by airlines to be completed
- ♦ Parents/guardians must present themselves at check-in
- ♦ UMs shall be in possession of all required travel documentation, visa, health certificate, valid passport

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- ♦ UM must be seen off at departure and met on arrival by the person mentioned in the UM form.
- ♦ UM must not be handicapped in any way or medically unfit to travel

Handling procedure

1. Pre flight

- ♦ All comments shall be edited to the applicable UM record
- ♦ Seat should be pre-assigned in the appropriate seating zone

Check in procedure

- ♦ Apply normal check in procedure
- ♦ Baggage shall be tagged with UM tag if applicable
- ♦ PSM needs to be updated to ensure the required information transmitted to the transit /down line station
- ♦ Under any circumstances UM/YP are not to be left unattended
- ♦ Staff shall escort the UM by clearing immigration and hand over to the chief cabin crew and shall get the acknowledgement signed in the form.
- ♦ Ensure the total number of UM per flight is not exceeded as per airlines procedures

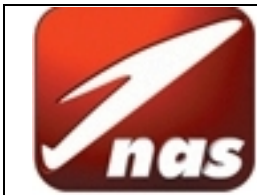
Under no circumstances unaccompanied minors should be handed over to any person without confirming the identity of the person.

8.11.5 Inadmissible/Deportee passengers

Terms and Definitions

- ♦ **Inadmissible Passengers** (INAD)/Illegal immigrants means a passenger who is refused admission to a country by authorities of such country, or who is refused onward carriage by a member or government authority at a point of transfer e.g. due to lack of a visa, expired passport, etc..
- ♦ **Deportee Passenger** means a person who had legally been admitted to a country by its authorities or who had entered country illegally, and who at some later time is formally ordered by the authorities to be removed from that country.
 - DEPA refers to the industry- approved code for a deportee escorted by authorized personnel during flight.

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- DEPU refers to the industry-approved code for a deportee who is not escorted by authorized personnel during flight.

Limitations on Acceptance aircraft- refer to customer airline manual.

Handling Procedure

Inadmissible: Staff at immigration to communicate with customer airlines, Duty Officer. once the immigration authority advice received for INAD passengers, the required information of INAD, reason for deportation, deportation advice from immigration authority shall be forwarded to the customer airline.

The customer airlines after verifying the details shall make necessary arrangements for INAD travel .INADS shall be accepted with appropriate forms filled and handed over to the Pilot-in-command and Crew and messages sent as per the Customer Airline Policy and Procedures.

Pilot-in-command shall be notified prior to departure regarding the reasons for deportation and other relevant information. Coordinate with the Local Authorities including Immigration, Security, Civil Aviation and the Customer Airline to ensure the passengers poses no danger or security risk to the flight. Customer airlines forms shall be utilized and shall be filled for providing the necessary required information to the Pilot in command as per airlines procedures.

Staff shall add appropriate comments in DCS system against passenger name as per airline policy for transmission of handling information to down line station.

Deportees details shall be provided by immigration authority to customer airlines or Duty Officer. Customer airlines are entitled to be informed of the reason(s) for deportation because of safety and security reason.

The customer airline verifies the documents as well profile the passenger. Inform the customer airline/captain and chief cabin crew orally about the reason for deportation prior to the flight, if known. Deportee shall be accepted with appropriate forms filled and handed over to Pilot-in-command and Crew as per the Customer Airline Policy and Procedures. Insert DEPA/DEPU information on the Passenger Information List and PSM as per customer airline policy. As per customer airline procedure telexes shall be sent to the station where the deportee leaves, transfer station and carriers involved in the routing.

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Prior to boarding, the gate agent shall always inform directly to the captain or through customer airline staff that a deportee will be boarding the flight. Deportee (and their escorts) shall be pre boarded, but only if the captain is on board.

In case of a DEPU, the immigration officer shall handover the documents to the captain /cockpit crew. The documents have to be returned to the DEPU by the cockpit crew on arrival. An escort shall always be a police officer or an official authorized by the government ordering the deportation. Customer airlines shall insist on the deportee to be accompanied by an escort of the departing country.

Coordinate with the Local Authorities including Immigration, Security, Civil Aviation and the Customer Airline to ensure the deportee passenger pose no danger or security risk to the flight or other passengers.

Staff shall assign seats for deportees or illegal immigrants or that persons required to travel because of they have been subject of judicial or administrative proceedings, in an isolated area as per the regulations of the customer airlines /regulatory authorities and same details shall be notified to the chief cabin crew and pilot in command prior to flight departure.

Staff at gate shall ensure to follow the procedure in accordance with the requirements of customer airlines for the notification of the pilot in command, prior to flight departure, of passengers on board that are persons required to travel because they have been subject of judicial or administrative proceedings. Customer airlines forms shall be utilized and shall be filled for providing the necessary required information to the Pilot in command as per airlines procedures.

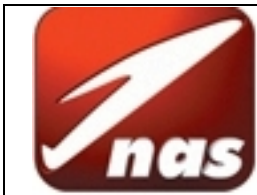
8.11.6 Intoxicated / Unruly / Disruptive passengers and Persons in lawful custody

Unruly / Disruptive passengers

An unruly passenger normally comes under following categories:

- ♦ Failing to observe relevant instruction of the customer airline and other authorized staff
- ♦ Disruptive behavior causing discomfort and jeopardizing the safety and security of passengers or airline
- ♦ Physical condition indicating passenger is under the influence of drug or alcohol

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Disorderly behavior of passengers at check-in, at boarding gate or on board the aircraft will directly affect the safety and security, as well as create uncomfortable situation to other passengers. It also causes burden for the crew members and ground staff. Potentially disruptive passengers could pose a safety hazards to other passengers, crew members or the overall conduct of a flight. Such passengers include

- ♦ Persons that display indications of being intoxicated or demonstrate abnormally abusive or aggressive behavior (physical or verbal)

Handling procedures

Staff while handling disruptive passengers shall ensure the following:

1. Coordinate with the local authorities including immigration, security, Civil Aviation and the customer airline to ensure these potentially disruptive passengers pose no danger or security risk to the flight or other passengers.
2. In case any security risk is observed it should be reported immediately to customer airlines.
3. Passengers shall be accepted in accordance with the customer airlines policy.
4. Special authorization is required for law enforcement officers who wish to carry their weapons on-board.
5. Staff shall assign seats in an isolated area as per the regulations of the customer airlines / regulatory authorities and same details shall be notified to the chief cabin crew and pilot in command prior to flight departure.
6. In case persons that appear to be intoxicated, or demonstrate by manner or physical indications that they are under the influence of drugs or alcohol reported at check in counter, staff shall report the same to the airline. Boarding shall be denied for such passengers based on the advice of the customer airline and in accordance with the applicable regulations.
7. In the event of accepting passengers that are escorts for prisoners or mentally ill persons, the check in agent shall follow the customer airline procedures in consultation with customer airline staff. Medical patients under proper care shall be accepted as per the procedure of customer airlines.

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Persons in lawful custody

Persons either under arrest or convicted by a court of law who have to be transported. In such cases they need to be escorted by law enforcement officer(s). When law enforcement officers are accepted at check-in, customer airline procedures shall be followed which includes notification to pilot in command as soon as feasible prior to flight departure.

8.11.7 Passenger with Communicable Diseases

General guidelines for passenger service agents in case of acceptance of passengers suspected of communicable disease.

The following are general guidelines for passenger service agent while handling passengers suspected of communicable disease. Passenger services agent shall address situation to customer airlines when one or more passengers exhibit symptoms of a particular disease, especially when a known outbreak is in progress.

A communicable disease is suspected when a passenger,

- ♦ Has a visible skin rash or,
- ♦ Is obviously unwell and/or,
- ♦ Complaints of any of the followings:
 - Severe cough
 - High fever
 - High fever accompanied by abnormal bleeding
 - Persistent diarrhea
 - Skin rash

In most circumstances it would not be obvious that a passenger might have a communicable disease. However when in doubt regarding the health of the traveler, especially when a known outbreak is in progress, the passenger handling personnel shall refer to the airline procedures and inform the customer airline. If the customer airline agrees with your observation and if medical support is available contact the support immediately. If customer airlines agree with your concern but medical support is not immediately available, deny boarding and ask traveler to obtain medical clearance in accordance with the airline's policy.

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During an outbreak of a specific communicable disease, the World Health Organization (WHO) or member states may modify or add further procedure to those general guidelines. However these general guidelines always provide a basic framework of response that would reassure passenger agents and help them through any unplanned incident. Finally it is the customer airlines discretion to accept or refuse a Passenger.

8.12 Acceptance & Handling of Human Remains

8.12.1 Upon acceptance of Unaccompanied Human Remain, original documents must be verified & handed over to crew on which the flight is planned.

8.12.2 The acknowledgment receipt of documents must be obtained at the time of handing over the documents to concerned crew.

8.12.3 The Ground Operations department / Load Control must also be notified of the movement in advance.

8.12.4 If the Human Remain is accompanied by passenger traveling on same flight all original documents will be accompanied with the passenger.

8.12.5 If passenger accompanying the human remains does not carry the HUM documents due to restriction from carriers the GHA staff need to have the same handed over to the crew onboard flight for destination.

8.12.6 Upon departure of flight, onboard message via e-mail to be sent to the destination station of the flight copied concerned departments according to airline requirements.

Note – the shipper/accompanied passenger should clear the MOH and Immigration formalities and hand over the cleared docs to Cargo Ops. Cargo Ops will get the approval of the MOI and CID to move the HUM. Upon all approvals, the shipper/accompanying passenger will coordinate with Cargo Ops the delivery of the HUM.

8.13 Dangerous goods in baggage

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 these Regulations (IATA DGR) or which are classified according to the Regulations.

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8.13.1 Dangerous Goods information to passengers

Dissemination of information to passengers that provides a warning and creates awareness as to the type of dangerous goods that are not approved for transport on board an aircraft shall be conveyed,

Those passenger tickets are in electronic means, dangerous goods information is presented by airline in the appropriate electronic medium.

Dangerous goods awareness poster shall be displayed prominently and sufficient in number at check-in areas, boarding gate areas and baggage claim areas. Regulatory authorities also display this information through the Flight information Displays. Passenger Services agents shall look for any possible evidence of any unapproved dangerous goods (Other than as permitted in subsection 2.3 of the DGR) carried in the baggage received at the counter for check-in. The agent shall refer to the Dangerous goods awareness posters displayed at the counter and ask the passenger if he is carrying any unapproved dangerous goods. If any unapproved dangerous goods found in the baggage, same shall be reported to the appropriate authority of the state of occurrence as well as customer airline.

8.13.2 Notification to Captain (NOTOC)

NOTOC on Dangerous Goods is provided by load control personnel along with the load sheet. Required information on the Dangerous Goods shall be provided by check in staff to load control staff.

8.13.3 Handling of battery powered wheelchairs or mobility aids

Wheel chairs are considered a mobility aid; certain batteries used in such devices could pose flight safety hazards and/or cause damage to aircraft.

In accordance with requirements of customer airlines for the acceptance and handling of battery-operated mobility aids for transport as checked baggage, staff shall ensure such devices are;

- ♦ Subjected to applicable dangerous goods handling and loading requirements
- ♦ Accounted for in the load control process.

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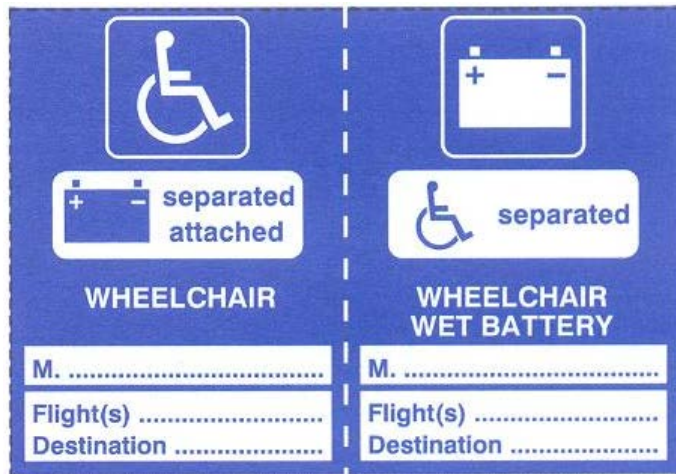


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Handling Label

This label may be attached to the battery-powered wheelchair or mobility aid to assist with the handling of wheelchairs and mobility aids with batteries. The label may be used to assist in identifying whether or not a wheelchair has had the battery removed. This label is in two parts. Part A remains with the wheelchair and indicates whether or not the battery has been removed. In the particular case where the battery is



separated from the wheel chair, part B may be used to assist in identifying the battery and it's wheelchair. The customer airlines shall provide the required box for accepting and forwarding the separated battery as specified by IATA.

Loading Guidelines for Battery Operated Mobility Aids

- ♦ Approval of the operator(s) is required
- ♦ Permitted as checked baggage only

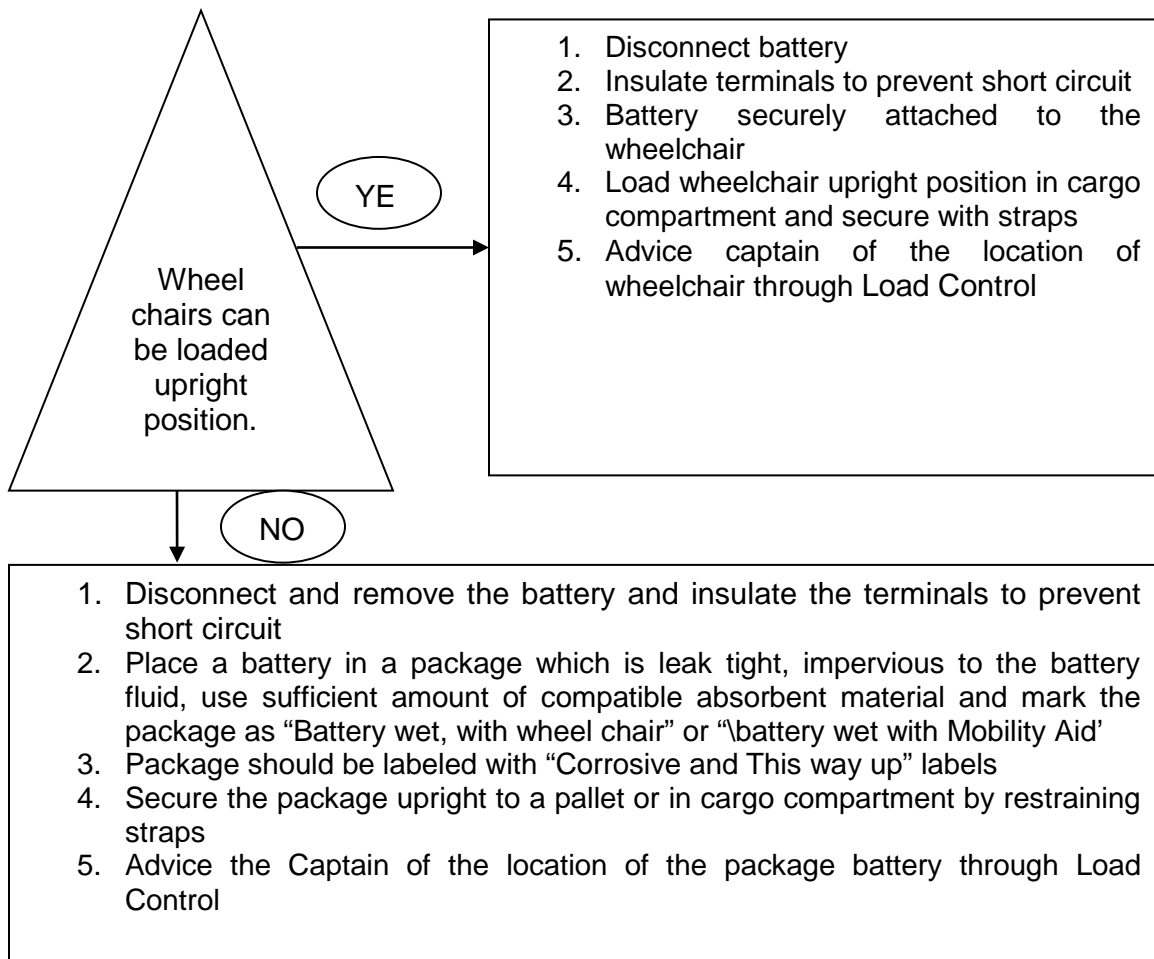
Advise Baggage make up area and load control office when accepted for load control process.



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a). Mobility aids with spillable batteries



c). Mobility aids with gel type batteries

Gel type batteries do not require the battery to be disconnected provided the terminals are insulated to prevent short circuits.

While handling battery operated mobility aids customer airlines procedure and IATA Dangerous Goods Regulations shall be followed.

8.13.4 Provisions for Passenger and Crew

To ensure safe transportation of dangerous goods by air, a number of essential requirements have to be met. There is more than just knowing what the Regulations state. Many everyday items that are considered as dangerous goods, and are required for practical reasons may, subject to certain

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controls, be carried by passenger and crew, either on the person, packed in checked or carry-on baggage, and always in controlled quantities.

These dangerous items have been exempted from the provisions of the Regulations when carried by passengers and crew.

Some dangerous articles and substances that are not permitted as carry-on or checked baggage may be shipped as cargo. As cargo, each package is subject to detailed inspection by the operator's dangerous goods acceptance personnel. The staff has received certified training in dangerous goods and is familiar with the requirements of the Regulations to such depth as to enable them to competently check both the package and accompanying documentation. This is also the start of an important communication process. This will safely see the goods stowed on an aircraft and the pilot-in-command notified in writing as to where the dangerous goods have been loaded on the aircraft and that the packages are free from any damage or leakage.

8.13.5 Dangerous Goods in Passenger's Baggage

Very strict legislation is in force which regulates the carriage of forbidden dangerous items in checked baggage and hand baggage. Check-in staff and boarding gate staff shall be aware of the consequences if any forbidden dangerous goods are carried on a flight. These are designed to ensure that:

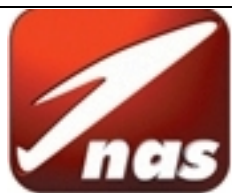
- i) The safety of the aircraft is not jeopardized and,
- ii) Other items of load are not damaged or contaminated.

Check-in and boarding staff shall identify passengers suspicious of carrying Dangerous Goods in their baggage.

If any Dangerous Goods which are restricted or unapproved in accordance with customer airlines policy are detected in passengers' baggage or carried by the passenger, the below procedure shall be followed.

- ♦ Report to the concerned customer airlines without any delay.
- ♦ Report to the appropriate local security, regulatory authority and NAS Afghanistan Airport Manager.

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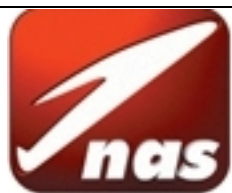
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The table below 2.3 A is an excerpt from DGR Sub Section 2.3 regarding provisions for Dangerous goods carried by passengers or crew

Dangerous goods must not be carried in or as passengers or crew, checked or carry-on baggage, except as otherwise provided below.

Permitted in or as carry-on baggage					
Permitted in or as checked baggage					
Permitted on one's person					
The approval of the operator(s) is required					
The pilot-in-command must be informed of the location					
NO	NO	NO	n/a	n/a	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.
NO	NO	NO	n/a	n/a	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.
NO	NO	NO	n/a	n/a	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.
NO	YES	NO	YES	NO	Ammunition (cartridges for weapons), 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.
NO	YES	NO	YES	NO	Battery-powered wheelchairs or other similar mobility devices with non-spillable wet batteries or with batteries which comply with Special Provision A123 , (see 2.3.2.2).
NO	YES	NO	YES	YES	Battery-powered wheelchairs or other similar mobility devices with spillable batteries or with lithium batteries (see 2.3.2.3 and 2.3.2.4 for details).
YES	NO	NO	YES	YES	Battery-powered mobility aids with lithium ion batteries (collapsible) , lithium-ion battery must be removed and carried in the cabin (see 2.3.2.4(d) for details).
NO	YES	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).
NO	YES	NO	YES	NO	Security-type equipment containing lithium batteries (see 2.3.2.6 for details).
YES	YES	YES	YES	NO	Lithium ion battery powered equipment containing batteries over 100 Wh but not exceeding 160 Wh.
YES	NO	YES	YES	NO	Spare lithium ion batteries with a Watt-hour rating exceeding 100 Wh but not exceeding 160 Wh for consumer electronic devices. Maximum of two spare batteries may be carried in carry-on baggage only. These batteries must be individually protected to prevent short circuits.
YES	NO	NO	YES	YES	Mercury barometer or thermometer carried by a representative of a government weather bureau or similar official agency (see 2.3.3.1 for details.)
YES	NO	YES	YES	NO	Portable medical electronic devices (Automated External Defibrillators (AED), Nebulizer, Continuous Positive Airway Pressure (CPAP), etc.) containing lithium metal or lithium ion cells or batteries may be carried (see 2.3.3.3 for details).
YES	YES	NO	YES	NO	Avalanche rescue backpack , one (1) per person, containing a cylinder of compressed gas in Div. 2.2. May also be equipped with a pyrotechnic trigger mechanism containing less 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	NO	YES	NO	Carbon dioxide, solid (dry ice) , 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	NO	YES	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	NO	YES	NO	Heat producing articles such as underwater torches (diving lamps) and soldering irons. (See 2.3.4.6 for details.)
YES	YES	YES	YES	YES	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.					



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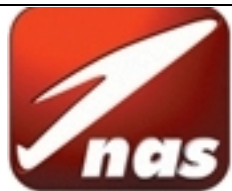
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Permitted in or as carry-on baggage					
Permitted in or as checked baggage					
Permitted on one's person					
The approval of the operator(s) is required					
The pilot-in-command must be informed of the location					
YES	YES	YES	YES	NO	Small non-flammable gas cylinders , containing carbon dioxide or other suitable gas in Division 2.2. Up to two (2) small cylinders fitted into a life jacket, and up to two (2) spare cartridges per person, not more than four (4) cylinders up to 50 mL water capacity for other devices.
YES	YES	YES	NO	NO	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	NO	NO	NO	Aerosols in Division 2.2 , with no subsidiary risk, for sporting or home use.
YES	YES	YES	NO	NO	Non-radioactive medicinal or toilet articles (including aerosols) such as hair sprays, perfumes, colognes and medicines containing alcohol. The total net quantity of all above mentioned articles 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.
YES	YES	YES	NO	NO	Energy efficient light bulbs when in retail packaging intended for personal or home use.
YES	YES	YES	NO	NO	Fuel cells, and spare fuel cartridges powering portable electronic devices (e.g. cameras, cellular phones, laptop computers, and camcorders), see 2.3.5.10 for details.
YES	YES	NO	NO	NO	Hair curlers containing hydrocarbon gas , up to one (1) per passenger or crew-member, provided that the safety cover is securely fitted over the heating element. These hair curlers must not be used on board the aircraft at any time. Gas refills for such curlers are not permitted in checked or carry-on baggage.
YES	YES	NO	NO	NO	Insulated packagings containing refrigerated liquid nitrogen (dry shipper), fully absorbed in a porous material containing only non-dangerous goods.
NO	YES	NO	NO	NO	Internal combustion or fuel cell engines , must meet A70 (see 2.3.5.15 for details).
YES	YES	YES	NO	NO	Medical or clinical thermometer , which contains mercury, one (1) per person for personal use, when in its protective case.
YES	YES	YES	NO	NO	Non-flammable, non-toxic gas cylinders 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.
YES	YES	NO	NO	NO	Non-infectious specimens packed with small quantities of flammable liquid, must meet A180 (see 2.3.5.14 for details).
NO	YES	NO	NO	NO	Permeation devices , must meet A41 (see 2.3.5.16 for details).
YES	YES	YES	NO	NO	Portable electronic devices (including medical devices) containing lithium metal or lithium ion cells or batteries , such as watches, calculating machines, cameras, cellular phones, lap-top computers, camcorders, etc., when carried by passengers or crew for personal use.
YES	NO	YES	NO	NO	All spare batteries, including lithium metal or lithium ion cells or batteries , for such portable electronic devices must be carried in carry-on baggage only. These batteries must be individually protected to prevent short circuits.
YES	YES	NO	NO	NO	Portable electronic devices containing non-spillable batteries , batteries must meet A67 and must be 12 V or less and 100 Wh or less. A maximum of 2 spare batteries may be carried (see 2.3.5.13 for details).
NO	NO	YES	NO	NO	Radioisotopic cardiac pacemakers or other devices, including those powered by lithium batteries, implanted into a person, or radiopharmaceuticals contained within the body of a person as the result of medical treatment.
NO	NO	YES	NO	NO	Safety matches (one small packet) or a cigarette lighter that does not contain unabsorbed liquid fuel, other than liquefied gas, intended for use by an individual when carried on the person. Lighter fuel and lighter refills are not permitted on one's person or in checked or carry-on baggage.
Note: "Strike anywhere" matches, "Blue flame" or "Cigar" lighters are forbidden.					

Note:

n/a means not applicable

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8.13.6 Emergency Procedures

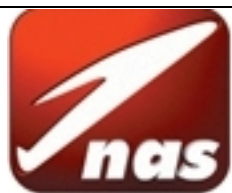
Emergency Procedures should be available and known to staff wherever Dangerous Goods are handled. Staff shall follow **Emergency Response Manual** procedures in the event of an emergency which is applied by the airport authority and customer airline.

General procedures

The general procedures are to be followed comprise of the following.

- ♦ Notify immediate Duty Manager first and get professional assistance
- ♦ Identify the dangerous goods (if safe to do so)
- ♦ Where safe to do so, isolate the package by removing other package or property
- ♦ Avoid contact with the contents of the package
- ♦ If the contents come in contact with your body or cloths;
 - Thoroughly wash off your body with plenty of water,
 - Remove contaminated clothing,
 - Do not eat or smoke
 - Keep hands away from eyes, mouth and nose,
 - Seek medical assistance.
- ♦ Staff involved in such incidents should stay on site until their names are noted.

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Attached IATA Dangerous Goods Emergency Response Chart for reference.

DANGEROUS GOODS EMERGENCY RESPONSE CHART (GROUND INCIDENT)

Hazard Class Division and Compatibility Group	Dangerous Goods Class	Hazard Description	Immediate action Minimize leakage and contact with other cargo
1.3 C 1.3 G	Explosives (acceptable on Cargo Aircrafts Only)	Fire and minor blast hazard and/ or minor propulsive hazard	Notify Fire Department Guard against fire
1.4 B 1.4 C 1.4 D 1.4 E 1.4 G		Fire But no other significant hazard	
1.4 S		Small fire hazard	
2.1 2.2 2.2		Flammable Gas Non-Flammable Gas Cryogenic Liquid	
2.3		Toxic Gas (acceptable on cargo aircraft only)	
3	Flammable liquid	Gives off flammable vapor	Notify Fire Department Guard against fire
4.1 4.2 4.3	Flammable Solid Spontaneously Combustible Dangerous when wet	Combustible, contributes to fire Ignites in contact with air Ignites in contact with water	DO NOT use water under any circumstances
5.1 5.2	Oxidizer Organic Peroxide	Ignites combustibles on contact Reacts violently with other substances	Notify Fire Department Guard against fire DO NOT use water
6.1 6.2	Toxic Substance Infectious substance	Harmful if swallowed, inhaled or in contact with skin Causes disease in Human and Animals	Isolate area Obtain qualified assistance Do Not touch
7 Cat I 7 Cat II/III	Radioactive – White Radioactive – Yellow	Radiation hazards and harmful to health	Keep away minimum 25 m
8	Corrosive	Hazards to skin and metal	Notify Fire Department Guard against fire Avoid contact with skin
9	Polymeric Beads Magnetized Material Carbon dioxide, solid (Dry Ice) Miscellaneous Dangerous Goods	Evolves small quantities of flammable gas Affects navigation system Causes sub cooling/suffocation Hazards not covered by other classes	Avoid contact with skin No immediate action required

For updated information always refer the current edition of IATA Dangerous Goods Regulation.

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DANGEROUS GOODS OCCURRENCE REPORT



DANGEROUS GOODS OCCURRENCE REPORT

Mark the type of occurrence

Accident ☐

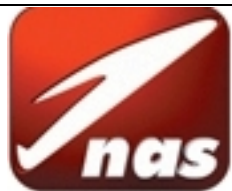
Incident ☐

Other Occurrence ☐

Those boxes where the heading is in italics need only be completed if applicable

See notes on the next page of this form

Operator:		Date of Occurrence:		Local Time of Occurrence:	
Flight Date:		Flight No:			
Departure Airport:		Aircraft Registration			
Aircraft Type:		Origin of the goods:			
Description of the occurrence, including details of injury, damage, etc. (if necessary continue on the next page)					
Proper Shipping Name (including the technical name)					UN/ID No. (when known)
Class/Division (when known)	Subsidiary Risk	Packing Group	Category (Class 7 Only)		
Type of Packaging	Packaging specification marking	No. of packages	Quantity (or transport index if applicable)		
Reference No. of Airway bill					
Reference No. Of Courier pouch, baggage tag, or passenger ticket					
Name and Address of Shipper, Agent, Passenger etc					
Other relevant information (including suspected cause, any action taken)					



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Description of the occurrence (continuation)

Name of the person making the report

Telephone Number

Company/Dept code, E-mail or Info Mail code

Reporter ref

Address

Date

Signature

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 an 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 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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8.14 Arrival Handling

Pre-arrival arrangements

Arrival assistance is an important part of customer services. Based on the respective Passenger Service Messages (PSM) or information from authorized customer airline staff about in flight incidents organize appropriate arrangements.

Pre-arrival activities include the following:

- ♦ Check the total number of passenger on board.
- ♦ If the arrival is in remote parking bay (off bridge) staff shall ensure the Premium class passengers are provided separate transport. Ensure the availability of transport prior to arrival of the flight.
- ♦ Check Special messages (PSM, PTM UM etc...)
- ♦ Arrange for special assistance if required, arrangement of Medical heavy lift.
- ♦ Check estimated time of arrival

8.14.1 Arrival assistance

Staff shall be available at the boarding gate prior to arrival as per airline procedure and shall observe the disembarkation process.

One agent shall remain at the gate until all passengers have disembarked and shall guide the transfer passengers to the Transfer desk.

Extra assistance and attention shall be given to passengers who need special services.
(E.g. Unaccompanied Minors, Incapacitated Passengers, families, etc...)

Staff shall present when the aircraft door open and shall communicate with the senior cabin crew for getting information for special passengers arriving from flight.

Receive the passengers from the aircraft, and guide them to arrival immigration, baggage arrival and customs.

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8.14.2 Handling of Transfer Passengers

No transfer passengers are currently handled at Kabul International Airport

Handling Procedure

8.14.3 Transfer Baggage handling procedure

Intentionally left open

8.14.4 Transfer of information to load control personnel

Intentionally left open

8.14.5 Carry-on baggage and other items taken away at the gate

Carry-on baggage taken away at the gate includes

- ♦ Excessive or oversized baggage taken away from the passenger. Bags or packages those are too large or too heavy to be stowed in the overhead cabin
- ♦ Other than the carry-on baggage the below item as well shall be collected from passengers at the boarding gate for hold loading as per customer airlines procedure
- ♦ Gate delivery items that exceed normal allowances
- ♦ Other non normal load items.

Boarding staff shall aware the effects of excessive over dimensional hand baggage has on safety or quality of service.

Take the following actions while taking cabin baggage away at the gate by adhering the customer airline policy and procedure

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- ♦ Advise the passenger to remove all documents and valuable items from the take away baggage and shall keep in possession of the passenger.
- ♦ Ensure all the collected items forwarded down for loading have a Label to show passengers identity. Customer airlines limited release tag shall be used for labeling the baggage.
- ♦ Label the baggage up to the final destination and advise the passenger
- ♦ Inform Load control staff and ensure these baggage are accounted for in the load control process as checked baggage
- ♦ Attach the baggage identification portion to the passenger ticket cover
- ♦ All the collected baggage should be observed and advise ground operation to make necessary arrangements for the collection and loading of these bags
- ♦ Add the baggage data in passenger record DCS system as per the customer airline policy
 - Number of pieces
 - Weight, if applicable and
 - Tag number

The agent at gate shall ensure an effective communication and coordination exists between passenger handling staff and load control staff for the transfer of information associated with the above items collected from passengers.

Communicate with the load control staff and transfer the required information of the collected cabin bulky, oversized, gate delivery items that exceed normal allowance as per customer airline policy. This is to ensure the accuracy of load control process. The available means of communication shall be used.

- Radio
- Telephone.

8.14.6 Security removed items

When a passenger is questioned at the boarding gate during the security check by the Olive Group Airport Security, items may be discovered in the possession of the passenger which are either prohibited for carriage or are only permitted in the hold baggage.

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The IATA Security Advisory Committee forbids the following objects on Board with passenger:

- ♦ Firearms and ammunition
- ♦ Toys and other items which are realistic of weapons.
- ♦ Grenades, explosives, detonator, incendiary revises
- ♦ Devices which emit gas or noxious substances
- ♦ Draggers, flick knives or switch blades
- ♦ Offensive articles such as bicycle chains, blackjacks etc

Additionally, there may be customer airlines, local authority requirements on security removed items. The security items are removed from the passenger by the airport authority security personnel.

The airport security personnel shall inform the customer airline staff on the removed security item. All the items removed from passenger's baggage by security are not necessarily eligible for carriage on the aircraft. According to the customer airlines policy and procedure those items shall be accepted or refused for carriage.

When such items are accepted for carriage it is recommended that these items are placed in a suitable receptacle, e.g. A polythene bag and items would be loaded in a manner that needs all applicable requirements (of the customer airlines/ applicable local authorities). Ideally, such items would be positioned on the aircraft hold.

Destination identification tag shall be attached according to the customer airline policy. The necessary information shall be transferred to load control staff and Pilot in command shall be briefed accordingly.

Boarding gate agent shall communicate with loading Supervisor for collecting such items for loading.

In case customer airlines have designated special compartments for such carriage these shall be ensured locked and secured in these compartments and the keys handed over to senior cabin crew/PIC as per customer airline directives in force.

Optionally the load or departure message may include a warning; items would be loaded in a manner that meets the applicable requirements of customer airline.

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8.14.7 Duty-Free Goods collection and hold loading

Customer airlines procedures shall be followed with regard to the acceptance of passenger duty free goods. When such items are to be loaded in hold, it is recommended that the following procedures apply.

1. Duty-Free items other than liquor, tobacco, perfumery, cosmetics, and similar items of hand baggage variety, shall be treated as checked baggage for all load control purposes (This recommendation is intended to provide adequate control for the bulkier items obtainable in duty-free shops)
2. The staff allocated at gate shall ensure that the heavy/bulky pieces are removed from the passengers for loading into the aircraft hold. This is to control the excess hand bag inside the cabin stowage area. Boarding gate staff shall communicate with loading staff for the collection of such items from gate for loading.
3. Staff shall ensure that each piece of duty free items or normal carry-on baggage removed from a passenger during the boarding process due to heavy or oversize and loaded into the aircraft hold have a baggage tag and/or label that indicates the final destination. Details and weight of such duty free goods or other items collected at gate shall be advised to load control personnel as checked baggage. This is in order to ensure the weights of such items are accounted for in the load control process.
4. Smaller items carried, as cabin baggage (e.g. liquor, tobacco or perfume in small amounts) to be addressed in the load control process as part of normal passenger weight.

8.15 Mishandled Baggage

Baggage irregularity causes inconvenience to passengers. Thus, in such cases, the best possible assistance shall be given when handling baggage claims staff should be familiar with

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the customer airlines policy and procedure in handling Mishandled baggage/Baggage Claims / Proration and settlement of baggage irregularities

8.15.1 Unclaimed/Found baggage

There are 3 categories of unclaimed baggage:

- ♦ ***Unclaimed baggage, requested at the station***

Is the baggage, tagged or untagged, which is left unclaimed at the baggage arrival belt.

- ♦ ***Found baggage***

Is baggage which is located at the station other than the one shown on the baggage tag

- ♦ ***On-hand-left behind baggage***

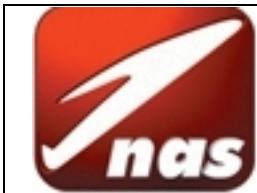
Is baggage, tagged or untagged, which is left unclaimed .This also includes baggage refused for security or payload restrictions. Lost and found Baggage section shall follow IATA identification charts and customer airline policies for all Lost and found Baggage.

Basic Policy

Once all passengers have completed claiming baggage in the baggage claim area, any unclaimed baggage with or without label are promptly removed, ensure baggage is screened and transferred to lost and found area. Baggage held outside the counter which is kept for late coming passengers from arrival flights for claim are stored in a secured area during the normal operating hours. After this for all the remaining unclaimed baggage, OHD shall be created and baggage shall be stored in the store area until it forwarded, claimed by passenger or otherwise disposed of to the customer airlines head quarter Central Baggage Tracing Centre for further follow up. As per procedure we keep unclaimed baggage for 6 days.

An OHD shall be created for those items of baggage. The baggage arrived without label can be tagged with manual blank label by writing arrival flight no, date for follow up.

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Found baggage procedure

Following general actions shall be taken when forwarding found baggage message

- ♦ Forward the baggage to the Final destination
- ♦ Issue customer airlines expedite tag (rush bag) of the forwarding carrier
- ♦ Create a FWD record, by sending a forwarding advice to
- ♦ the baggage tracing office at the destination
- ♦ All carriers involved at transfer station.
- ♦ Advice the load control department of the number of pieces and weight.

8.15.2 Acceptance of expedite baggage

Based on the latest rules all expedite baggage (rush bag) shall be electronically screened and /or physically searched before accepting the baggage on the flight

All unaccompanied baggage shall be equipped with a rush tag

On hand/left behind baggage

The following actions shall be performed when handling on-hand/left behind baggage.

- ♦ An OHD report shall be filled manually or in the world tracer as per the customer airlines policy after the baggage has been found. The report shall include the exact weight of the baggage, baggage routing and store location by comments on the file (FF) comments.
- ♦ If the name and address known or found on the bag, contact the passenger for disposal of the baggage, using any available means.
- ♦ If the baggage has no name or baggage tag ,information about the contacts shall be filed into the system
- ♦ If the baggage is offloaded for payload restrictions and the passenger remains on board, and advisory message (FWD-Message) shall be sent to the passenger destination, in order to inform the passenger upon arrival.
- ♦ The baggage services agent at baggage claiming areas once all passengers have completed claiming the baggage, any unclaimed baggage shall be removed and

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after screening the baggage, they shall be transferred to a secure area. All of this baggage will be recorded through a baggage Lying list form

Unclaimed baggage after 6 days

If still unclaimed after 6 days:

- ♦ A thorough check for any possible match shall be performed
- ♦ The OHD bag shall be forwarded to the customer airlines Central Baggage Tracing Department.
- ♦ The complete OHD shall be sent to the Central Tracing Department, for LZ action of the customer airlines and original file reference number shall be kept open

Delivery to passenger

Baggage forwarded from another station, for disposal or delivery to the passenger shall be handled according to the customer airlines and locally established procedure.

This procedure shall include

- ♦ The creation of a new OHD.

Missing Baggage.

Missing baggage is checked baggage nor available to the passenger when he/she presents the baggage identification tag at the point of stopover or at destination.

Missing baggage is also referred to as AHL baggage

Missing baggage shall be immediately traced.

Information to passenger

A loss baggage is always a distressing experience for passenger. There for Every effort shall be made to keep the passenger informed about all tracing and other actions which are being taken in order to trace his/her baggage.

Reporting Procedure

The following actions shall be taken when a missing baggage is reported

- 1) Apologize to the passenger
- 2) Check the passenger's ticket and legitimacy of the claim, by checking permanent address/phone number to contact for tracing.

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- ♦ Baggage entries in the ticket, in case of an electronic ticket or if no entries are available on the ticket, check the entries on the baggage identification tags.
 - ♦ Whether excess baggage was paid.
 - ♦ Number of baggage identification tags.
 - ♦ Actual weight of the baggage of missing from the total baggage weight by weight at baggage services counter.
 - ♦ If the passenger is not in possession of any documents, as per the customer airlines policy and procedure shall be followed, some customer airlines are not making claim if in those case.
- 3) Keep the passenger informed of the result of this action.
- 4) In case of damaged bag
- * Advise the customer airline and get approval for making DPR

8.16 PIR (Property Irregularity Report)

8.16.1 Definition and purpose

The Property Irregularity Report (PIR) is a statement of occurrence. It is not a document of claim, but serves as legal background for settlement of eventual claims.

The PIR serves for tracing.

8.16.2 Procedure

Completion of the PIR requires care and accuracy, since the information is used for immediate subsequent tracing, it is very much importance that as much detailed and accurate information as possible is entered at the moment of completion of the PIR

Some of the information items required in a PIR are non-world tracer terms. Nevertheless, they have to be filled in for further tracing by the Central Baggage Tracing Office of the customer airline and for later settlement of a claim in case the lost baggage is not recovered.

The following action shall be taken when issuing a Property Irregularity Report.

- a) Request the passenger to identify the type of missing baggage, by using IATA airline baggage identification chart.

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b) As per the customer airlines PIR shall be filled.

First necessities

As per the customer airlines procedure

8.17 Post flight activities

Post flight activity and filing of documentation is carried out by passenger service control staff. Once flight finalized from station staff shall start sending messages as required for customer airlines and start printing and hand over the required information to regulatory authority and customer airlines.

The preparation of flight file is important and it shall be carried out by agent assigned at passenger control office. This flight file will be the reference file for replying to passenger and to airlines in the cases of future enquiries. Flight handling report shall be prepared by Claims Supervisor with necessary required information concerning that specified flight operation. Passenger control staff shall enclose all the relevant information telexes and e-mail messages along with the report. The flight handling report file shall be kept a period of three months and after that same shall be disposed as per NAS corporate policy.

8.17.1 Passenger Transfer Messages (PTM)

The Passenger Transfer Message (PTM) is report to subsequent stations on

- ♦ Transfer passengers having connections
- ♦ The checked baggage

The purpose of PTM is to enable connecting stations to ensure the transfer of passengers and baggage on to the connecting flight.

PTM is dispatched automatically from the departure station when the flight is finalized in the departure control system. If for any reason it is not sent automatically, a manual PTM shall be transmitted. While sending PTM customer airlines/ IATA standard format shall be used.

8.17.2 Passenger Service Message (PSM)

PSM informs down line stations of passengers who require assistance or special handling. The purpose of PSM is to enable the disembarking station to make special arrangements for passengers who need special assistance (UM, Wheelchair passengers, STCR etc.)

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A PSM is sent automatically from the departure station when the flight is finalized in the Departure control system. If for any reason it is not sent automatically, a manual PSM shall be transmitted. While sending PSM customer airlines/ IATA standard format shall be used.

8.17.3 Seat Occupied Message (SOM)

The Seat Occupied Message (SOM) is the summary of occupied seats on a multi sector flight. It informs the down line stations of all occupied seats on the aircrafts.

The purpose of SOM is to prevent down line stations from assigning seats that are already occupied. The SOM shall be dispatched immediately after completion the check-in. It is automatically dispatched by all stations using DCS and shall be sent by telexes by all Stations working manually. While sending SOM customer airlines/ IATA standard format shall be used.

8.17.4 Post Flight Record Keeping

All customer airlines post flight records shall be maintained flight wise/Date wise for a minimum period of three months or as advised by customer airlines/regulatory authorities.

Passenger Control staff to prepare the flight file by including all the relevant messages for the flight by taking the hard copy print out from SITA or from the DCS system. The Flight file to be prepared for each and every flights. The purpose of this file will enable us in later stages to reply to the customer, or to the airlines by taking relevant information.

8.18 Safety of personnel

Manual handling of baggage and cargo has been a major factor causing injuries to personnel. Personnel should assess the weight and never attempt to lift or move more than their physical capabilities. Recognized lifting techniques should be utilized at all times to reduce the risk of injury to personnel.

- Personnel shall not walk or stand on a moving conveyor belt.
- Personnel should not attempt to jump- "off" or "on" on a moving vehicle.
- Personnel should not be transported on equipment unless there is a seat in them.
- Personnel should not walk on rollers or castors.
- Personnel must not ride up or down on a loader platform

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Personal Protective Equipment (PPE)

To ensure maximum visibility, personnel should wear a visibility jackets that contains reflective material. Personnel working in noise-intensity areas should wear appropriate protection (ear plugs). Safety shoes should be worn by personnel working in airside areas.

Caution shall be exercised when a poorly packaged shipment is noticed. Contents should be prevented from spilling out and causing injuries. When handling live animals, fingers and hands should be kept clear of the interior of the containers to avoid being bitten.

8.19 Calibration of weighing scales

The accuracy of scales (weigh bridges) used for weight determination of load is a critical safety factor and very important for ensuring the accuracy of the load control process.

All weighing scales shall be subjected to periodical check and calibration. The actual checking and calibration of baggage scales are done by external agent appointed according to the local regulations and they are responsible for ensuring serviceability and periodical calibration. The results of the checking and calibration of baggage scales are recorded and retained

Copies of the results of the checking and calibration report of the weighing scale that belonging to the airport authority shall periodically be collected by NAS Afghanistan and shall be filed and maintained in the office.

Irregularity of weight noted or any un serviceability in the report shall be conveyed to the operation staff to ensure they are not utilizing those counters until it is repaired.

Check in staff shall, as a procedure, ensure the serviceability of the weighing scale prior to opening of counters for check-in passengers and acceptance of baggage.

Any irregularity pertaining to the weighing scale noticed shall be informed the Duty Officer and the duty officer shall co ordinate with airport authority to repair and correct it.

8.20 Action Plan in the event of Bomb Threats

Responsibility for evaluating bomb threats, whether the aircraft is on the ground or during flight, shall be clearly assigned by carrier's policy. Staff shall follow the procedure in accordance with applicable regulations and requirement of customer airlines.

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Adherence to carrier's requirements for notification and evaluation is essential. When receiving the information of Bomb threats which would endanger the safety of an aircraft on the ground or during flight, NAS Afghanistan staff shall inform the Duty Manager, who shall in turn address the required notifications of security threat information to the airport authority or airport Police who will command and coordinate for all necessary actions.

8.20.1 Guidelines When Action Required – Aircraft on Ground

The actions listed below shall be taken simultaneously, to the extent possible. Staff shall follow the individual customer airlines and local authorities' procedures.

8.20.2 Notification

Notify airport and other authorities as required by local regulations.

Notify aircraft captain.

8.20.3 Handling of Passengers and Baggage

In the event of a Bomb threat condition, staff shall handle passengers, their cabin baggage in accordance with applicable regulations and requirements of the customer airline. Below are the guide lines.

Disembark passengers with their cabin baggage remove all checked baggage, mail cargo, return mail to postal authority.

Passengers shall identify their baggage and confirm that it contains nothing dangerous – thereafter, this baggage may be reloaded without search.

Passengers shall be asked to surrender for inspection any item in their possession, such as gifts and parcels carried for others, the contents of which are unknown to them.

Unaccompanied baggage shall be removed and isolated or searched.

8.20.4 Aircraft search procedure

Customer airline and local security are involved in this process.

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8.20.5 Guidelines When Action Required

Aircraft in flight Notification

Notify aircraft captain and furnish him with the evaluation of the threat based upon the established criteria.

Notify airport and other authorities. The decision to return or to divert the aircraft is solely the responsibility of the captain and if either of these is made, then the procedures shall follow that previously detailed for aircraft on the ground.

If the captain elects to continue to his scheduled flight termination point, the bomb threat alert shall be considered cancelled once the aircraft has landed.

Airport facilities protection

Below is the recommended guidance in accordance with IATA Security Advisory Committee.

Handling

Action upon receipt of an anonymous bomb threat may be divided in three categories.

1. Immediate action by the person receiving the call.
2. action by management
3. evaluation and search

8.20.6 Immediate Action by Person Receiving the Call

Attempt to keep the caller talking as long as possible, the longer the conversation the more it is possible to learn about the caller. Record or write down the exact words which the caller uses. This should be done whilst the conversation is taking place or immediately afterwards. Pay particular attention to any background noise which may help in assessing the threat, also make note of any accent or peculiarities of speech, together with other obvious factors such as sex and age of the caller.

Make every attempt to have the call traced by the telephone company whilst engaging the caller in conversation. A clear-cut plan of action should be agreed in advance with the telephone company so that tracing procedures may be put into immediate effect. Immediately after the call has ended, notify the member of management who has been appointed responsible for handling matters of this nature.

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8.20.7 Action by Management

A list of members of management responsible for evaluating bomb threat calls and deciding on the action to be taken in accordance with the NAS Afghanistan ERP should be available. Compilation of the list should take into account that such calls may be received at any hour of the day or night. Upon receiving details of a bomb threat call, responsible management should immediately evaluate the threat based upon his knowledge of local circumstances and other relevant factors and decide whether to evacuate the premises or to initiate a search without evacuation.

After evaluation and immediately after a decision has been reached, the local police and other relevant authorities should be notified. Other interested departments/personnel should be kept advised of the situation.

Evacuation and Search

Airport authority and customer airlines are involved for these processes.

Evacuation

An evacuation plan should be developed for each building and facility. The evacuation plan should be tailored to meet the needs of each individual facility, and copies should be made freely available to all staff employed therein. The object of the evacuation plan is to get people out of a building with the utmost speed but without any undue panic or disorder. Responsible supervisory personnel should be detailed to ensure that each individual section is cleared of personnel.

Search

A check list should be developed, tailored to the needs of each individual facility and sections of the list should be assigned to responsible personnel.

Employees who regularly work in a given area will be better able to identify a foreign object than staff that is unfamiliar with the area in question. Any foreign objects found during the search should not be touched, but should be made the subject of an immediate report to the appropriate supervisory or management personnel.

NAS Afghanistan staff shall follow with the applicable regulations and requirements of customer airlines to address security threats and the required notifications.

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8.21 Increased Security Threat (Red Alert)

When receiving of increased security threat alert, NAS Afghanistan staff shall follow the customer airlines and regulatory authorities' procedure. The increased security threat advice for airlines can be received from customer airline or from regulatory authority.

When a security threat alert is received, details as required by government agency, relevant authorities and customer airline shall be provided.

Passengers and their cabin baggage shall be handled in accordance with applicable regulations and requirements of the customer airlines.

In case of a general (i.e. non-specific) high threat level Airport security as per their policy additional security measures can be introduced for Departing passengers searched again by hand or screened with metal detection equipment at departure gate before being permitted to board the aircraft.

Cabin bag, crew bag, shall be subjected to additional search by hand or by X-ray equipment at departure gate before being carried on board. If a threat is specifies to a certain object, then more specific countermeasures shall be applied.

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SECTION 9

CARGO HANDLING



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9.0 GENERAL

The policies, procedures and guidance associated with cargo handling/ Operations are carried out as per IATA Manuals. IATA manuals, airline Manuals and other operational references are maintained in an accessible form to staff at all times.

A hard copy of current edition IATA Dangerous Goods Manual shall be available at the acceptance/ Operational area.

All weighing scale(s) / bridge(s) used for weighing of cargo/mail and records related to periodic checks and calibrations are currently managed by the Federal Customs Authority (Ministry of Finance)

NAS Afghanistan cargo functions.

The current Cargo Operation and functionalities are managed and handled by Ariana Cargo along with the Federal Customs Authority, limiting NAS Afghanistan's involvement to delivering cargo to/from the airline/warehouse.

However, generic operational procedures, details and documentation are mentioned, wherever applicable.

Warehousing

Following warehouse related functions are currently under the complete management and supervision of the Federal Customs Authority

- Acceptance, building, storage and dispatch of goods.
- Screening facility
- Truck loading & unloading.
- Handling of Transit Cargo.
- Express services.

Import & Export Handling

Following Import and Export related functions are currently under the complete management and supervision of Ariana Cargo and the Federal Customs Authority

- Acceptance and processing of Import, export, transit and transfer cargo.
- Special Handling Services.
- Courier Services.
- Transport to and from Aircraft.
- Tracing.
- Claim Settlement.

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9.1 EXPORT

General

All export cargo formalities and procedures including the following functionalities are currently managed by Ariana Cargo along with the Federal Customs Authority. However, generic operational procedures, details and documentation in mentioned in detail, wherever applicable.

9.1.1 Acceptance

Shipments must be accepted in accordance with international regulations such as IATA resolutions and IATA interline airline cargo regulations as well as statutory authorities.

All cargo/ air mail must be accepted in accordance with the customer Airline's Operation manual for ready to air transport.

The acceptance of cargo is one of the most important areas of cargo handling. The following general rules must be observed when accepting cargo for carriage.

- a) Cargo should be in good condition without any damage, pilferage and ensure it is suitable for air transport.
- b) Check the number of pieces and weight against the air waybill.
- c) Check the dimensions of each package are within the limits of the aircraft. Verify the contents with shipper/agent, whether it contains any undeclared hazards.
- d) Check all the packages are marked, labeled and packed properly.
- e) All documents relating to the shipment must be checked for accuracy and validity.

9.1.2 Restrictions

Acceptance and carriage of some types of consignments may be governed by certain restrictions. These generally apply to special handling cargo.

- 1) Restrictions due to nature of goods – such as dangerous goods, live animals and human remains.
- 2) Restrictions due to weight and dimensions - the dimensions and weight should be within the limits of the aircraft being operated on the route / sectors.
- 3) Restrictions due to value. Refer to carrier regulations for valuation limit of one consignment and valuation limit per aircraft.
- 4) Carrier and government regulations
- 5) Embargoes

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9.1.3 Shippers Responsibility

1. The shipper is responsible to obtain all the necessary licenses, governmental documents and invoices.
2. The shipper is obligated to comply with all customs regulations and other governmental regulations of any country flown from/to, relating to the packing, carriage, and delivery of goods including the furnishing of such information and documents as may be necessary.
3. The shipper is responsible for the correctness of the particulars and statements relating to the cargo inserted by him or on his behalf in the air waybill.
4. The airline shall indemnify the shipper against all damages caused by him, by reason of the irregularity, incorrectness or incompleteness of the particulars furnished by the shipper or on his behalf.
5. The shipper is responsible for the completion of the air waybill and the correctness of all information shown on the air waybill.

Refer to IATA TACT – Rules – Section 7 for country wise information.

9.1.4 Shippers Letter of Instructions (SLI)

The shipper's letter of instruction is a form designed for use by the shipper to instruct an Airline to issue an air waybill on their behalf. This form provides all details necessary for the issuance of an air waybill and authorizes the airline to sign the air waybill on behalf of the shipper.

Shipper is responsible for the instruction given and the nature of dangerous goods must be exactly described by the proper shipping name. The completion takes into account as follows.

Shipper- shippers full name, address, city, country and phone number should be mentioned

Consignee - The consignee's full name and address is required. This must include the city and country and must also include the consignee's telephone, fax or E-mail details

Airport of Departure – The name of the airport of departure or the name of the city should be shown in full.

Airport of Destination – The name of the airport of destination should be shown or the name of the city of destination in full. In case the city is served by more than one airport, also mention the name of the airport concerned. In case where the same city is used in more countries also add the name of the country.

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Requested Routing – Airline routings ‘apply’ unless the shipper requests a specific routing for the shipment. This may be for specific reasons and should not be changed without reference to the shipper.

Requested Booking – The shipper may request that the shipment travel on a specific flight.

Marks and Numbers – Enter marks and numbers as they appear on the packages.

Number and kind of Packages – The total number of pieces or packages in the shipment must be shown, including also the manner of packing such as package carton, case, crate, bag, roll etc. If the shipment contains different commodities, the shipper may list the number of packages of each commodity separately.

Description of Goods – Each item contained in the consignment must be declared separately in sufficient detail to show its nature. This description of goods must confirm to statements contained in such accompanying documents as shippers’ declarations, commercial or governmental invoices. Specific information is required in the case of Dangerous goods, Live Animals, Consolidations and other shipments, which require particular entries on the air waybill. The shipper may also show the country of origin and the harmonized commodity description and coding system number.

Gross Weight - The shipper should show the gross weight of the shipment, specifying whether it is in Kgs, or Lbs. If a weight for each part of a multiple commodity shipment is shown, there must also be a total weight. Weights provided by the shipper are always subject to verification by acceptance office.

Measurement – Measurements of the greatest length, greatest width and greatest depth/height of the shipment are required. Alternatively, the shipper may show the total volume of the shipment. In such case the unit of measurement must be specified and verified by the airline.

Air freight and charges/other charges at origin – the shipper must indicate whether the airfreight and other charges at origin will be “prepaid” or, if the facility is available to, “collect” at destination.

Declared value for carriage – The shipper may declare a value for carriage. If no value declared, the term “No Value Declared”, abbreviated to NVD, should be used.

Declared value for customs – International shipments are usually inspected by the customs of the country of destination and any duties assessed are based on the value shown in this box (NCV).

Handling information and remarks – Any desired additional information such as “Also Notify” i.e. to show the full name and address of a party other than the consignee whom

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the shipper also wishes to be notified on arrival.

Date and signature – The shipper must sign and date the form of instruction. It agrees, he authorizes the airline to complete an air waybill on his behalf and acknowledges his acceptance of the condition of contract on the reverse of the air waybill.

9.1.5 Packing

The shipper is responsible for ensuring that the cargo is packed in an appropriate way for carriage so as to ensure that it can be carried safely with ordinary care in handling and so not to injure or damage any persons, goods or property. The carrier reserves the right to refuse the transportation of cargo that is not suitably packed.

9.1.6 Marking

All packages must be marked with the name and address of the shipper consignee and marks and numbers as shown on the Air Waybill.

9.1.7 Labeling

Cargo labels to be affixed to each package. The following information must be clearly marked on each package preferably on the side bearing the consignees address.

- a) Air waybill number
- b) Airport of destination
- c) Total number of pieces
- d) Weight of the piece.
- e) Airport of destination.
- f) Transfer airport, if applicable.

In addition to this, shipments need special handling can be affixed with special cargo handling labels which may be referred in IATA TACT – Rules – Section 2.3.B.

It is the responsibility of the acceptance staff to ensure any other previous markings and/or labels not relating to the specific shipment or relating to previous carriage are fully removed or clearly deleted.

9.1.8 Preparation for Flight

The following procedure to be followed while preparing load for a particular flight to ensure that the load is prepared according to priority given for the particular flight and to ensure safety:

1. Ensure the shipments are segregated and loaded properly in ULD/trolleys

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2. Every ULD has a maximum gross weight limitation, which includes the actual tare weight of the unit.
3. Under no circumstances must the gross weight be exceeded.
4. As a first step to prepare load for the flight, collect relevant documents like booking list for the particular flight, air waybills, etc.
5. To buildup the ULD load, visualize the whole ULD load before the commencement of loading. i.e. select the bulky, heavy, outsized and delicate load.
6. Segregate the shipments as per the load plan of the airline.
7. Load heavy pieces at the bottom of the ULD and spread small & light pieces on the top.
8. Ensure all packages are packed tightly as possible in order to save space and to avoid movement during transportation.
9. When a container or structural igloo is packed to less than its maximum volume. E.g. half filled; the packages should be secured by means of lashing.
10. Packages on open pallets should be stacked so that the whole load is stable and does not stagger.
11. Load on open pallets shall be shaped to fit the contour of the aircraft and for interline carriage the pallets shall be shaped to the IATA standard contours which fit in to a number of aircraft.
12. The loaded ULDs trolleys, pallets should be lashed/covered and secured in an area to protect from adverse weather conditions.
13. Proper ULD identification cards should be placed with flight number, weight & destination for easy identification.
14. The transfer cargo from one destination to other should always be built separately for the sake of quick transfer.

9.1.9 Storage & Stowage

After accepting the cargo, it must be stored in a secured customs or bonded warehouse according to the procedures existing in the station. The cargo must be protected from the adverse weather conditions such as dampness, extreme cold and heat, rain, pilferage & damage.

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All cargo accepted to be stored in the following manner:

1. Always keep the packages upright.
2. Packages with light weight or packages marked with 'Fragile' or 'This Way Up' labels shall be stored away from heavy pieces, or near the door way, load building area to avoid possible damage.
3. Heavy packages or shipment loaded on skid pallets must be stored in a manner so that it can be easily accessible to lift the same with 'fork-lift'.
4. Valuable cargo must be stored in the safe & secured area.
5. Newspapers, postal mailbags should be stored away from general cargo.
6. Ensure Dangerous Goods are stored in the area specified to Dangerous Goods and not with other cargo or incompatible materials in accordance with published category restrictions and IATA Dangerous Goods Regulations Table 9.3A.
7. Ensure perishable shipments are stored in the cold room or in freezer, based on the handling information provided by the shipper/agent depending upon the contents.
8. Do not store articles like perfume, garments (designer wears); IT related items in an unattended area to avoid possible pilferage.
9. Live animals are located separately in AVI rooms until forwarded on flight or delivery to consignee as the case of import.
10. Perishable cargo to be stored according to the required temperature stated on air waybill or the information provided by customer airline staff.
11. Valuable cargo stored in safe under custody of security.
12. Fragile goods are secured according to the markings and package as per fragile labels and store in fragile storage room.

9.1.10 Assessment of Damage Cargo

The following procedures to be followed to address cargo that is found to be damaged, to ensure safe transport:

- 1.) An assessment of the damage is conducted to determine whether such cargo is fit to be transported on an aircraft.
- 2.) If determined not fit to transport, such cargo is rejected at the time of acceptance, type of damage will be noted in the AWB checklist and Shipper/Agent is notified.

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- 3.) If found damage after acceptance and/ or loading, such cargo is removed from storage area, ULD and/or aircraft.
- 4.) Damage is recorded and documented.
- 5.) The concerned customer airline is notified by means of e-mail or telex.

9.1.11 Cargo Manifest

The cargo manifest is based on the ICAO recommendations published in ANNEX 9. Manifests must be prepared in accordance with the data supplied by the shipper on the Air Waybill. A cargo manifest must be completed with the following information.

- | | | |
|----|--|--|
| 1 | <u>Owner or Operator-</u> | Owner or operator of aircraft or truck. |
| 2 | <u>Marks of Nationality and registration</u> | Aircraft Registration |
| 3 | <u>Flight Number</u> | Self explanatory, for transfer flight(s) the connecting flight number |
| 4 | <u>Flight Date</u> | Self explanatory. |
| 5 | <u>Point of Lading</u> | Self explanatory. |
| 6 | <u>Point of Unlading</u> | Self explanatory.
1. For single sector flights the name of the airport of offloading.
2. For multi-sector flights and QRT separate manifest. |
| 7 | <u>Air waybill number</u> | Complete Air Waybill number including airline prefix. |
| 8 | <u>Number of packages</u> | Number of packages contained in the consignment. |
| 9 | <u>Nature of goods</u> | Description of goods |
| 10 | <u>Special cargo</u> | Air cargo IMP code |
| 11 | <u>Gross Weight</u> | Gross weight of consignment |
| 12 | <u>Origin/Destination</u> | Self explanatory |
| 13 | <u>For official use only</u> | References as required by the authorities. |



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9.1.12 Manifest Grouping of Data

Under each point of unloading, the shipments shall be grouped in the following order.

1. Cargo destined for point of unloading.
2. Transfer cargo; shipments to be transferred at point of unloading to other destinations to be entered under the heading 'Transfer Cargo', written in the 'Nature of goods' column.
3. Corporate cargo (COMAT): Shipments must be entered under the heading 'COMAT' written in the "Nature of goods" column.

The total number of packages and the total weight must be shown on each group.

9.1.13 Quick Ramp Transfer (QRT) Manifesting.

On all shipments routing where the flight number changes, a new manifest is required for the next sector. To accommodate this requirement, the following procedure is to be adhered to:

1. On the first sector, all cargo is to be manifested as normal, including the QRT shipment. A copy of the QRT shipment MAWB must be included in the cargo document envelope.
2. A separate manifest and cargo document pouch to be raised to show the second sector flight details. This pouch is to contain copies of the second sector manifest and the ORIGINAL AWB copies.
3. QRT pouches will be different from normal cargo pouches. Point of loading flight number and connecting flight number must be shown on the QRT pouch.
4. Pre-alert message must be sent to first sector arrival station GHA Ramp/Load Control Departments/Import section and GSSA advising shipment details /inbound flight details/loading position/connecting flight details and ULD numbers.

9.1.14 ULD/Bulk Weight Statement (UWS)

The ULD/Bulk load weight statement provides a standard means of passing loaded ULD and Bulk Weights to Load Control and a formal record of these weights essential for a safe and punctual operation. In an automated environment the ULD/Bulk Load Weight Signal (UWS) may be used for this purpose. Supervisors or cargo agent transmit all data to load control for uplift of cargo or airmail via by means of telex or email according to airlines standard requirements.

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9.1.15 Transfer Cargo

It means, Cargo arriving at a point by one carrier and continuing its journey there from by another carrier. Following procedures must be ensured, when a transfer of cargo takes place.

1. All cargo transferred to or from other carriers must be accompanied by an Air Cargo Transfer Manifest (CTM).
2. The Transfer Manifest used by IATA is a document of receipt for goods transferred between carriers and for accounting purposes.
3. Cargo must be packed so as to ensure safe carriage with ordinary care in handling.
4. Each package shall be legibly and durably marked with the name and address of consignee as shown on the air waybill.
5. Packages containing valuable cargo must be packed in such a manner that the contents could not be removed or tampered with or without leaving visible evidence thereof.
6. Advance arrangements should be made if any special cargo offered.
7. No Charges Collect consignments shall be accepted to be transferred unless charges collect services are available at destination.
8. It is the responsibility of the transferring airline to deliver the cargo and the Air Cargo Transfer manifest together to the receiving airline at such time and place as may be agreed upon by the airlines concerned.

9.1.16 Cargo Transfer Manifest (CTM)

The documents executed by the transferring carrier upon transfer of interline cargo and endorsed by the receiving carrier as a receipt for the consignment transferred. Most of the airlines are providing their own CTM's for transferring the cargo.

9.1.17 Transfer from Carriers

1. Upon accepting, the following checks must be made before signing:
 - a. The air waybill numbers must agree with the actual documents.
 - b. The documents accompanying the consignment must be complete.
 - c. The marking on the package must agree with air waybill.
 - d. The package must be undamaged.

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2. The carrier offering the goods must rectify any discrepancy. In case of any irregularity, it should be endorsed by the receiving carrier in the "Remarks" column of the Air cargo Transfer Manifest in the presence and with the agreement of the transferring carrier's representative.
3. The delivering carrier should complete the Air Cargo Transfer Manifest and hand over signed copies to the receiving carrier as per their requirement.
4. One copy of the Air Cargo Transfer Manifest should be sent Airline accounting section and one copy to be retained at the proper filing of the receiving station.

9.1.18 Off-loading Cargo – Priority

Due to certain payload and space restrictions, cargo may be off-loaded partly or fully at origin or at any transit station. When off-loading is unavoidable, loading staff should use his discretion as to actual items to be off-loaded in accordance with the following priority of off-load. All concerned station must be advised by telex or E-mail of any off-loading giving full details together with the anticipated re-forwarding details.

- a) Stores
- b) Empty mail bags
- c) General Cargo
- d) Perishable Cargo
- e) Courier/Express Cargo
- f) Mail/Diplomatic pouch
- g) Live animals
- h) Valuable Cargo
- i) Human remains
- j) Life & death shipments
- k) AOG Spare parts.

9.2. IMPORT

9.2.1 Introduction

All import cargo formalities and procedures including the following operational functionalities are currently managed Ariana Cargo along with the Federal Customs Authority. Generic operational procedures, details, documentation and specifications are mentioned in details, wherever applicable.

9.2.2 Flight Cargo Documents

Flight cargo documents will be collected from the flight by the cargo supervisor or delegated staff. Delay in receiving documents or cargo from the ramp side must be reported to the DO immediately and to be entered in the duty officer's log book.

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9.2.3 Arrival Checks

Each consignment must be checked against the manifest, and discrepancies must be noted against the consignment.

The main items to be checked:

1. AWB Number – packages – AWB and manifest.
2. Number of packages received.
3. Condition of cargo.
4. Any special handling required. E.g. temperature control, safe Etc.
5. Transshipment or local delivery.

9.2.4 General Procedures for Import Discrepancies

Any discrepancies e.g. missing, found, over carried, damaged or pilfered cargo must be clearly noted on the checked manifest. In case of consolidations, the master manifest must be cross-referred to the house manifest, and in particular to the house AWB.

The check-in staff prepares a mishandled report and signs on each manifest on completion of arrival checks and report to the supervisor, for necessary action.

Pilfered cargo will be checked for possible missing items and the weight to be noted. The cargo will be resealed and located where further damage will not occur.

9.2.5 Import Documents Processing

4 sets of cargo manifest to be prepared for import documentation and cargo checking. It must be prepared in the following manner.

1. 1 set with consol manifest to Cargo Operator.
2. 1 set with consol manifest to customs for entering the locations.
3. 1 set with all AWB delivery copy, consol manifest and HAWB for NAS file.
4. 1 set with all AWB destination copy or extra copy, consol manifest and HAWB for corresponding airline.

Check-in of arrival cargo will commence immediately after the flight arrival, except for perishables, express documents, valuables, newspapers, livestock and other cargo which requires special handling which involve direct delivery.

The manifest details must then be recorded.

Each completed entry in the arrival manifest will be given a rotation serial number – which acts as a reference for all future matters related to that consignment.

Any discrepancies should be entered in the “REMARKS” column of the arrival manifest.

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9.2.6 Cargo Arrival Notice (NFD)

After completion of the data entry, Notice of Arrival (NFD) must be issued. A copy of the AWB/HAWB and accompanying documents must be delivered to the consignee named on the AWB.

The consignee must be advised as soon as the consignment has satisfied the arrival checks.

This is done by phone, fax, Email or post, depending on the nature of goods and the contact address available on the AWB.

Some customers may arrange to have the documents delivered to their offices or held for delivery through the clearing agent.

Acknowledgement of the NFD along with a copy of the AWB and attached documents completes the action necessary for advising the consignee.

9.2.7 Storage of Cargo

Checked cargo should be located in the warehouse according to weight, size, and nature of goods, either in warehouse pallets, ULD's or in bulk floor storage areas.

Utmost care must be taken for storage of cargo requiring special handling. E.g. perishable, valuable, dangerous goods, heavy and large items. Refer IATA DGR manual for segregation of incompatible items and minimum distance required when handling radio active materials.

Multi-piece consignments and/or consolidations should whenever possible be placed together on one or adjacent pallets. Individual consignments provided the location is properly recorded.

Heavy or bulky items of cargo should be stored in the floor areas either within or outside the warehouse. Cargo stored outside the warehouse should be adequately protected from weather conditions.

All locations should be clearly shown against each consignment on the manifest, especially when more than one location is used.

9.2.8 Action on Discrepancies

After receiving the checked manifest, any discrepancies must be entered on the arrival manifest. Initial action will have to be taken by import office for discrepancies not notified by origin stations.

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Full Shipment - Short landed

Immediate tracer action will be taken using the discrepancy report to record all information. Action taken should also be recorded.

The consignee should be informed immediately, preferable by telephone or fax or E-mail.

Part Shipment - Short Landed

1. Entry on arrival manifest should indicate part-shipment.
2. AWB data entry screen will show the actual pieces and weight arrival.
3. Take immediate tracer action and record action taken.
4. Telex must be sent to origin and via points.
5. All relevant telexes must file in the customer service unit.

Over Carried Cargo

1. Identify the pieces; amend AWB details in the system.
2. Follow up action will be taken by customer services.
3. If any over carried cargo received, an advice to be sent to the origin and or transit station, requesting disposal details and copy of the AWB.
4. If consignee wishes to take delivery without original AWB, obtain authority to deliver from delivering carrier/customs, pending receipt of original AWB.
5. If any over carried cargo received not destined to the subject station same to be notified to the tracing department. If final destination known, forward first available service under a substitute AWB, taking details from the packages. Send telex to route stations and destination, giving flight number and date.
6. If destination is unknown, send message to route stations, given details of the cargo from the discrepancy report. Check for nature of goods for possible special handling.
7. A file must be opened by customer service section for follow-up action.

9.2.9 Transshipment Cargo

Transshipment cargo will be received, checked, sorted by checkers and must be located in export warehouse. Incase where incoming cargo for local delivery is subsequently re-exported on a new AWB without leaving the warehouse, normal import procedures will apply. Standard handling and storage charges will occur.

This procedure will also apply to consolidated shipments subsequently transshipped.

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Transshipments on through AWB will be handled free of charge.

9.2.10 Transfer to the Carriers

1. Usually an Air Cargo Transfer Manifest has to be completed in four copies as a standard.
2. The shipment and accompanying documents have to be delivered against a signature by the receiving carrier on CTM to be handed to the receiving airline.
3. Two copies of the CTM to be hand over to the receiving airline.
4. One copy to be sent to Transferring carriers accounting section.
5. One copy to be retained at the proper filing of the transferring station

9.3 CUSTOMER SERVICES

The speed and efficient solution of discrepancies is very important to maintain good customer relations. Staff should be courteous and sympathetic when dealing with the customers.

Customer services are responsible for the follow-up action on all mishandled cargo and documents. Follow up procedures for undelivered and damaged cargo, a complete survey report to the airline concerned. To facilitate customer service procedures, all information and records are available on chameleon system.

9.3.1 Missing Cargo (MSCA)

Before commencing to take follow-up action on missing cargo, check if a telex message has been received from the loading station that the items were offloaded or short shipped or may even be offloaded by en-route station.

The initial tracing, telex message will be completed by the import general office. The mishandling report and telex will be retained for customer service follow up action.

After 7 days, if the cargo is still missing, a reminder tracer telex message will be sent addressed to origin, route stations and the local airline representative.

After 14 days, a reminder telex will be sent, if the cargo is not located.

At 90 days, if it is still missing a final telex message will be sent, declaring the cargo as lost and file will be closed.

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9.3.2 Missing Air Waybill (MSAW)

If cargo is manifested and the AWB documents are missing, immediate tracer has to be sent to Origin en-route stations. For perishable cargo information on the air waybill can also be requested by way of FWB (Freight Air Waybill message). On receipt of this information a substitute air waybill should be raised to effect delivery of the shipment.

Customer services shall take the follow-up action till original AWB copy received.

9.3.3 Found Cargo (FDCA)

1. If a cargo is received that is not on the manifest, the packages should be examined to ascertain the nature of goods, the air waybill number, airport of origin and destination, total pieces in the consignment and the weight.
2. Raise a substitute air waybill and send a telex to origin and destination advising of the forwarding flight.
3. If cargo received in excess and the origin and destination is unknown, send a found cargo (FDCA) FAD message to all stations that the flight has called.
4. If necessary, the package may be opened in the presence of security and customs staff to obtain more information.
5. If no reply to the mishandled cargo tracer telex is received, the local airline representative should be notified to obtain disposal instructions.

9.3.4 Found Air Waybill (FDAW)

Original AWB is received as un-manifested or without cargo is known as FDAW. A tracer message to be sent to station of loading/transit to advise the forwarding details of the goods if the cargo destined to the same station. If the AWB belongs to some other station, the documents must be re-forwarded immediately to the origin/Hub station.

9.3.5 Un-manifested Cargo with Air Waybill.

When cargo arrives un-manifested, at their correct destination, inform the loading station by telex. Amend the manifest in accordance with the requirements of the customs authorities.

9.3.6 Damaged Cargo

Whenever a shipment of cargo is received in a damaged condition, a cargo discrepancy notification must be completed through the cargo computer system.

The report should contain accurate details of the damage, as the information will be

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required if a claim is lodged.

An initial telex message should be addressed to the origin and route stations advising of the damage and possible claim.

Prior to collection of a damaged shipment, the consignee should inspect the cargo along with a customer service staff and customs officer to agree to the extent of damage or loss.

9.3.7 Irregularity Reports (IRP)

When cargo remains undelivered, following procedures applies.

1. After 14 days from the flight arrival date, 1st irregularity report (IRP) of non-delivery is sent to station of origin and local airline representative requesting for instruction.
2. After 30 days, 2nd irregularity report (IRP) of non- delivery is sent to station of origin and local airline representative.
3. After 60days, a 3rd irregularity report (IRP) of non-delivery is sent as same above.
4. At 90 days, if the cargo is still not collected a 4th and final IRP report is sent stating that the cargo will be handed over to local Customs Authorities for disposal.

9.3.8 Cargo Claims

A claim can be defined as a written request by a customer or his representative for compensation for an irregularity which has arisen during the contract of carriage, resulting in damage, delay or loss to the customer's property.

Normally claims are submitted by a consignee or cargo agent at destination. Sometimes claims are filed by the shipper or forwarder at origin. However, claims can only be settled at destination.

The procedure by customer service is to collect all necessary documents, copies of telex messages, copy of the air waybill and claim letter, including survey reports, when necessary and forward to the carriers claims section for settlement.

9.3.9 Cargo Discrepancy Message Identifier Codes

FWB	Full Air Waybill data
FBL	Freight book list
FFR	Freight booking record
FFM	Manifest data record

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FSU	Freight Status Update
FAD	Cargo discrepancy message
FDA	Cargo discrepancy answer
FRP	Freight irregularity report.
MSCA	Missing Cargo
MSAW	Missing Air Waybill
FDCA	Found Cargo
FDAW	Found AWB
OFLD	Offloaded
OVCD	Over carried
SSPD	Short shipped
DFLD	Definitely loaded

The above Cargo abbreviations and codes are used when messages are received or sent in fixed format telexes.

The formats are available in the IATA Cargo IMP Manual.

9.4 DELIVERY

9.4.1 General

When a consignment arrives at the destination, the consignee's copy of the air waybill and an advice of arrival must be forwarded as quickly as possible to the consignee named on the air waybill. A verbal advice of arrival must always be confirmed in writing. In the absence of acknowledgement from the consignee, reminders must be sent at reasonable intervals. The third and final advice must be sent by registered post. When the air waybill instructs the destination airport to notify a third party, it is part of the contract that the "ALSO NOTIFY" party must be advised of the arrival of the shipment.

9.4.2 Entitlement to Delivery

The consignment may only be delivered to:

1. The consignee named on the air waybill.
2. The consignee's agent on receipt of written delivery instructions from the consignee.
3. A party named by the consignee in written delivery instruction.

9.4.3 Examination of Goods Prior to Delivery

Consignees wishing to examine goods at any time prior to delivery must be warned that on his examination the goods will be considered to have been delivered and that any subsequent disposal charges will be responsibility for disposal.

9.4.4 Cargo Accounting Charges (CAC)

Delivery of the consignment will only be made to the party named as consignee or to a

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third party, including a clearing agent with written instructions from the consignee.

The cashier will verify charges on screen against consignee's copy of AWB to check for any changes to be collected (CC) sample charges etc.

The notice of delivery is then issued. The CAC acts as a bill, acknowledgement for payment or authority to debit the consignee. It also acts as a form for customs clearance and receipt of goods by consignee.

9.4.5 Undelivered Consignments

In the absence of any instruction from consignee or shipper and if the consignment remains undelivered, same will be disposed in accordance with local customs regulations and if any additional charges, debited to the shipper.

9.4.6 Proof of Delivery (POD)

Where stations or airlines require proof of delivery (POD) as part of their service to the consignor, it is the responsibility of customer service to provide the information.

The request is usually a telex message with the following information supplied.

- Air waybill number.
- Flight number and date.
- Commodity
- Consignee's name and address as shown on the AWB.
- Airport of final destination.

Where the carrier has an automated system for the processing of air cargo, the telex message is sent by a FSA (Freight Status Advice) fixed format cargo IMP message. The reply goes out as a FSR (Freight Status Reply) message.

Proof of delivery reply will quote the Notice of Delivery and customs gate pass number and date at RAK.

9.5 AIR CARGO DOCUMENTS

9.5.1 THE AIR WAYBILL

9.5.1.1 General

The IATA air waybill is a non-negotiable document and differs from negotiable bill of lading used for sea freight. It shall be either an "Airline air waybill" with pre-printed issuing carrier identification or "Neutral air waybill" without pre-printed identification of the carrier in any form.

It consists of three originals and five to eleven copies. The condition of contract appears

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on the reverse side of the three “Originals”, which has the same validity.

These three originals are legal copies required by the “Warsaw Convention” and must be signed by or on behalf of the shipper as well as by the carrier or its authorized agent. Every cargo shipment must be accompanied by an air waybill.

9.5.1.2 Significance of the Air Waybill

The air waybill is the most important cargo document issued by an airline or its authorized cargo agents. The air waybill serves the following purposes:-

1. It is a documentary evidence of the contract of carriage between shipper, carrier and consignee.
2. It is a proof of receipt of the consignment for transportation.
3. It is a guide to airline personnel for handling, transporting and delivering of the consignment.
4. It is a freight bill for accounting.
5. It is a customs declaration.

9.5.1.3 Use of an Air Waybill

1. The air waybill must be used for all international carriage of cargo whether on-line or interline.
2. The air waybill must be issued at the time of shipment received from shipper as per SLI or if there is not sufficient information available for preparation of the air waybill at that time, then it must be issued as soon as thereafter.
3. In no case, may the air waybill be executed (signed and receipted) before the complete shipment has been received and is accepted for carriage.
4. All known entries on the air waybill must be inserted at the time of issue and all copies of the air waybill must be identical
5. A single air waybill may be used for a consignment if one or more pieces of goods accepted by the carrier from one shipper at one time and one address receipted for one lot and moving to one consignee at one destination address.
6. No consignment or part thereof may be carried until an air waybill is issued and executed.

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7. When a consignment is returned because of non-delivery, the new air waybill for the return carriage shall have the following:-
- The original air waybill number inserted in the “accounting information box”.
 - All charges which should have been, but were not collected from the original consignee, inserted in the “other charges” box and the total inserted in the “total other charges” box and total inserted in the “total other charges due carrier” box of the collect column.

9.5.1.4 Air Waybill Distribution

The air waybill consists of 3 original copies and further 8 copies. General conditions of carriage are shown on reverse side of the three original copies of the air waybill. The air waybill is an accountable document and blank stocks should be kept in the safe at all times. The air waybills are normally in sets of 12 copies, these are distributed as follows

a) BLUE

Original 3 (for shipper) to be given to shipper to serve as:-

- Proof of receipt of the goods for carriage.
- Documentary evidence of carrier's and shipper's signature to the contract of carriage.

b) WHITE

Copy 8 (for agent) to be retained by the agent or the carrier executing the air waybill.

c) GREEN

Original 1 - (for issuing carrier) to be retained by the carrier issuing the air waybill for accounting purposes and to serve as documentary evidence of carrier's and shipper's signature to the contract of carriage.

d) PINK

Original 2 - (for consignee) to accompany consignment to final destination and to be tendered to the consignee on delivery.

e) YELLOW

Copy 4 (delivery receipt) to be available at final destination and to be signed by consignee and to be retained by the last carrier as:-

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- Receipt of delivery of consignment.
- Evidence of carrier's completion of contract of carriage.

f) WHITE

Copy 5 (for third carrier)

g) WHITE

Copy 6 (for second carrier)

h) WHITE

Copy 7 (for first carrier)

i) Extra copy.

j) Extra copy.

One part (either copy 5, 6, 7 or any extra copy) shall be retained for its use by the issuing carrier. Any unused copies of the air waybill shall accompany the consignment to destination provided that all specialized parts are removed by the issuing carrier before the air waybill is transferred to subsequent carriers.

If copies additional to those specified above are required, the party requiring them shall prepare them separately. One copy of the AWB attached to the cargo manifest must always be sent to the carrier's revenue statistics office.

9.5.1.5 Mandatory Elements of an Air Waybill

The following details must appear on every air waybill in order to give the carrier protection of the limited liability clauses as per Warsaw convention.

- a) The name and address of the shipper.
- b) The name and address of the consignee.
- c) The place of departure and destination airport.
- d) The nature of goods.
- e) The number of packages, the method of packing.
- f) The weight, quantity and the volume dimension.
- g) All amendments have been signed/ stamped by the person making them.

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- h) The place and date of its execution.
- i) Signed by the shipper or his agent and by the carrier's representative.

For Detailed AWB information, please refer IATA-TACT Rules.

9.5.1.6 Responsibility and Completion of an Air Waybill

9.5.1.6.1 Responsibility

1. In accordance with the Warsaw Convention, The Hague Protocol and the carrier's conditions of carriage, the shipper or his agent shall prepare the air waybill.
2. The shipper is responsible for the correctness of the particulars and statements relating to the goods which he inserts in the air waybill.
3. The shipper will be liable for all damage suffered by the carrier or any other person by reason of the irregularity, incorrectness or incompleteness of the said particulars and statements, regardless of whether the air waybill is completed by himself or on his behalf by the carrier or its authorized agent.
4. With his signature, the shipper agrees to the conditions of contract as set forth on the reverse side of the air waybill and to the conditions of carriage.

9.5.1.6.2 Completion and issuance of an Air Waybill

The completion and the issuance of the air waybill must conform to the requirements and standard set forth in IATA Resolution 600j and IATA Resolution 600p. For description, completion and execution of the air waybill refer to TACT Rules Book – Section 6.

9.5.1.6.3 Reference

The air waybill number is shown on the top right and left hand side of the air waybill.

The number is unique to a given shipment and to be referred to for all enquiries/ transactions relating to it.

9.5.1.6.4 Amendments

Any amendments to an air waybill that has been issued and validated, if required by shipper/agent, must be requested in writing.

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9.5.1.6.5 Method of Payment

Charges are due for payment at the time of issuance of air waybill which is the contract for carriage between the airline and the shipper.

Airlines either collect in cash prior to dispatch of the shipment (PP) or extend credit facilities (CC).

9.5.2 THE AIR CARGO MANIFEST

The air cargo manifest is a list of consignments carried on board on a flight in accordance with the air waybill details, based on ICAO recommendations published in ANNEX 9, Appendix 3, is a mandatory requirement and has to be produced by every station of departure. In cases of more than one transit station being involved, a separate manifest is generally prepared by the departure station.

It explains,

1. Owner or Operator.
2. Marks of nationality and registration.
3. Flight number.
4. Flight date.
5. Point of Lading.
6. Point of Unlading.
7. ULD Identification number.
8. Air Waybill number.
9. Number of Packages.
10. Nature of goods.
11. IMP Codes for Special cargo.
12. Gross weight.
13. Origin/Destination.

All entries must be clear and legible on the manifest because it is used for check-in, loading, unloading and tracing of cargo as operational part and for customs authorities it is an evidence of dispatch and also used by airline accountants and statistics.

9.5.2.1 Completion

All entries of the manifest must be typewritten and alterations or erasures should be avoided.

Load must be grouped and entered on the manifest in the following order.

1. Commercial cargo or revenue cargo.

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2. Non revenue cargo or air stores.
3. Cat. "A" Diplomatic mail
4. Post office mail
5. Company mail – OCS

If no load is uplifted for discharge at any particular station en-route, a "NIL" manifest must be prepared for the station.

Ensure to forward the minimum number of manifest copies as required by destination station. Refer to airline manual.

Part shipments should show the number of pieces loaded, the total consignment pieces loaded, and the total consignment weight.

E.g. 100P of 150Pcs 1000/1500K

9.5.2.2 Charges Collect Shipments

Shipments may be send as charges collect (i.e. payable by the consignee) at destination at the time of delivery.

1. Provided the shipment does not contain the following.
 - Human remains.
 - Live animals/Perishables.
 - Personal effects or house hold goods used and not for sale.
2. Provided permitted by the currency regulations at the destinations (see TACT 7.2)
3. Provided permitted by the carrier (see TACT 7.2)
4. Provided the resale value of goods is not less than the total of all charges to be collected.
5. The consignee is not the same as the shipper, or a government agency (except when shipped by a government agent presenting proper credentials).

9.5.2.3 Flight Cargo Documents

The following cargo documents must be forwarded to destination in the aircraft documents bag in separate pouches according to each airline.

1. Cargo manifest and corresponding air waybills manifested.

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2. Through manifest and corresponding air waybills for QRT cargo and mail.
3. Mail manifest and corresponding Air Mail Delivery Bills in mail pouch.
4. Courier

Above documents should be placed in separate cargo documents envelopes duly marked with destination, flight and date.

Refer to carriers' manual for number of copies for each destination.

9.5.3 AIR CARGO TRANSFER MANIFEST (CTM)

9.5.3.1 Definition

Air cargo Transfer Manifest (CTM) is the document executed by the transferring carrier upon transfer of interline cargo and endorsed by the receiving carrier as a receipt for the consignment transferred.

9.5.3.2 Distribution

The CTM shall be in four parts and distributed as follows:

Original to The Revenue accounting of transferring carrier.

2nd copy to The station file of the transferring carrier.

3rd copy to The Revenue accounting of receiving carrier.

4th copy to The station file of receiving carrier.

9.5.3.3 Completion

The air cargo transfer shall contain the following information:

Serial number consists of six numeric. Each station may maintain its own series of reference number.

1. Airport of the transferring station, and place of issue.
2. Date of the execution.
3. Name of the receiving carrier.
4. Air waybill numbers.
5. Air waybill airport of destination.

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6. Actual weight transferred.
7. Actual number of packages transferred.
8. Name and signature of transferring carrier and receiving carriers.
9. Time and date of issuing.

9.5.4 CHARGES CORRECTION ADVICE (CCA)

Cargo Charges Correction Advice (CCA) is a document used for the notification of changes to charges and/or method of payment inserted on an AWB.

9.5.4.1 Conditions for Issuing CCA

The CCA is effective for correction of an interline billing, within months of issuance of the AWB.

CCA shall not be issued for return of a consignment due to non-delivery.

9.5.4.2 Distribution

CCA's are divided in to two parts, CCA and Confirmation slip. Distribution of copies are mentioned in CCA its self, varies to different airlines.

9.5.4.3 Completion

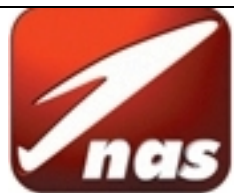
Where a Cargo Charges Correction Advice form is raised, all information and charges should be entered on the document regardless if whether or not there is any changes from the original information shown on the air waybill.

9.5.4.4 Confirmation Slip

The last carrier upon receipt of a CCA shall return the confirmation slip portion of the document confirming that, action requested has been taken to the carrier issuing CCA.

9.5.5 CARGO LABELS

All packages must be marked and labeled with the name and address of the shipper and consignee as shown air waybill.



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1. Air waybill Number.
2. Airport of Destination.
3. Total Number of Pieces.
4. Weight of the piece of cargo.
5. Airport of Origin.
6. Routing (if applicable).

When the above information is not given on the packages by the shipper, either marked or by a cargo identification label, staff must prepare an airline cargo label with the above details. While accepting packages, special care should be taken to ensure that any previous markings and/or labels not relating to specific consignment or relating to previous carriage are fully removed or clearly deleted.

9.5.5.1 Standard Labels and Tags for Special Consignments

For consignments required special handling, the following labels must be used.

a) Fragile

An IATA pictorial label with word “FRAGILE” must be used for all goods particularly susceptible to damage through impact shock.

b) Perishables

An IATA pictorial label to indicate the urgent nature of perishable goods.

c) Live Animals

An IATA pictorial label with the words ‘LIVE ANIMALS’

There is a space at the bottom of the label for indicating the contents and species of animals.

All special handling labels required as per IATA/Airline to be affixed on packages are the responsibility of the shipper and same should be checked by the acceptance staff.

9.6 CARGO REQUIRING SPECIAL HANDLING

9.6.1 General provisions

Special cargo handling is a load, which owing to its nature or value, requires special attention and care during the process of acceptance, storage, transportation, loading and unloading.

The purpose of this section is to identify the different types of cargo that requires special handling and to understand the special procedures required.

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Notification to Captain

All dangerous goods and special loads on flight must be included in the “special load notification to captain” (NOTOC), with loading position and temperature control if required.

Telex/E-mail Advice

For all special handling cargo, a pre-alert must be sent well in advance and as soon as possible after flight departure, an on board telex should be transmitted to transit and/or destination stations.

Responsibility

The Duty Officer or his delegated assistant is responsible for all special handling shipment in safe guarding from the time of arrival until collection by the consignee.

9.6.2 VALUABLE CARGO (VAL)

Definition

As per the TACT Rules, Valuable cargo (VAL) is defined as

- a. Any article having a declared value for carriage of USD 1000.00 (or equivalent) or more per gross kilogram;
- b. Gold bullion (including refined and unrefined ingot form), gold specie and gold only in the form of grain, sheet, foil, powder, sponge, wire, rod, tube, circles, moldings and castings, platinum, platinum metals, (palladium, iridium, ruthenium, osmium, and rhodium) and platinum alloys in the form of grain, sponge, bar ingot sheet, rod, wire, gauze, tube and strip (But excluding those radioactive isotopes of the above metals and alloys which are subject to restricted articles labeling requirements).
- c. Legal bank notes, travelers cheques, securities, shares, share coupons and stamps (excluding mints).
- d. Diamonds (including industrial diamonds), rubies, emeralds, sapphires, opals and real pearls (including cultured pearls).
- e. Jewellery consisting of diamonds rubies, emeralds, sapphires, opals and red pearls (including cultured pearls)
- f. Jewellery/ watches and articles made of silver, gold and/or platinum.

Carriers may also define ticket stocks, Air waybills, MCO stocks, and category ‘A’

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Diplomatic mail as valuable items.

Packing

The packing must be in such a way that any attempt to tamper the package is immediately visible. The outside of the package should have no indication of its contents.

Security

Utmost confidentiality must be observed with regard to communication. Strict security and recording must be observed when transporting to and from the aircraft.

Locker Stowage Waybill Form (LSW)

Some airlines provide a security locker stowage waybill (receipt) for the hand over and receipt to and from the aircraft.

Flight crew also uses the form for hand over, when there is a crew change on the aircraft.

The form must be completed accurately and legibly by export cargo staff for handover to the aircraft senior crew member.

The top copy of the LSW will be returned to export cargo as a receipt.

For carriers where the use of LSW is not required, a clear signature must be obtain on the cargo manifest and recorded in the valuable cargo safe register.

9.6.3 VULNERABLE CARGO (VUN)

This type of cargo may be defined as goods for which no value has been declared, but because of the nature of the items, requires the same security handling as valuable cargo.

Items vulnerable to theft such as imitations jewellery, watches, cameras, sporting arm, dangerous drugs etc., are considered vulnerable.

They are given the same security handling as "VAL" cargo.

9.6.4 HUMAN REMAINS (HUM)

9.6.4.1 Acceptance

Human remains cannot be accepted for carriage by air unless embalmed or cremated. Human remains **MUST** have confirmed booking for all sectors including carriage on

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other airlines.

Human Remain shipment is directly presented to Ministry of Health at the airport (KIA) from the hospital (As per the procedure of the local authority) before the departure of the aircraft.

Human Remain is directly delivered to ministry of health upon arrival of aircraft as no storage facility available at cargo premises.

9.6.4.2 Packing

Embalmed remains must be contained in a coffin with hermetically sealed inner container of bronze, copper or zinc. The coffin should be enclosed in a wooden case. Caskets containing cremated remains in the form of 'ASHES' must be packed in sealed outer box.

9.6.4.3 Documentation

All human remains must be accompanied by a certificate of death issued by competent authority at origin and all other documents specified in TACT Rules section 7, Information by Countries. Cremated remains must, additionally, be accompanied by an official certificate of cremation. Certificate should be legalized by the local consulate of the country of destination. The air waybill should be annotated in the handling information box if documents are attached. All shipments must be prepaid. The special cargo column of the cargo manifest should be enclosed "HUM". Full details of the shipment should be entered on the special load notification to captain.

9.6.4.4 Handling & Loading

1. Arrange the loading and offloading of a coffin so that the passengers will not see it.
2. Human remains must not :
 - a. Be loaded in the same hold or compartment with live dogs.
 - b. Be loaded underneath or on top of other load.
 - c. Be loaded in any position without adequate restraint.

9.6.5 LIVE ANIMALS (AVI)

9.6.5.1 General

The term "Live Animals" includes living animals, birds, mammals, reptiles, fish, crustacean and amphibians.

Detail information on the acceptance, handling and loading of live animals will be found in the IATA Live Animal Regulations (LAR). The carriage of live animals is strictly controlled and some countries impose heavy fines on airlines that breach the

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regulations.

Prior to shipping live animals, a telex should be sent to the destination in order that they may contact the consignee to confirm he will take delivery of the animal(s). If the shipper holds confirmed booking on the flight on which the animal(s) are traveling it is not necessary to send a pre-advice telex. Once consignee has confirmed he will take delivery the airport of destination should send a telex to the airport of origin confirming it is in order to forward the shipment

The carriage of live animals is strictly controlled and some countries impose heavy fines on airlines that breach the regulations. Therefore it is important that prior to acceptance of any live animals, check must be made to ensure that the shipment has been packed correctly, that it can be transported rapidly and safely to the destination and that all the necessary requirements for import into the country of destination can be fulfilled.

9.6.5.2 Acceptance

Live Animals are accepted according to the customer airline manuals as well as in accordance with IATA Live Animal Regulations (LAR).

- Some of the live animals required prior approval of the appropriate authority which varies to different airline. Refer Airline cargo manual for the necessary authority requirement.
- Ensure confirmation from destination that it is in order to forward the shipment and that confirmed reservations are held for all sectors of the routing.
- LAR check list must be completed.
- Ensure any governmental and/or carrier regulations listed in the LAR have been fulfilled in accordance with IATA AVI carriage regulations.
- Do not accept for carriage of cats and dogs which are more than six weeks pregnant or younger than eight weeks old. A veterinary certificate is required for pregnant and young animals to certify they are fit to travel.
- Check all necessary licenses, export permits, health certificate and a completed shipper's certificate have been obtained and presented at the time of acceptance.
- Check the animals on the aircraft will not contravene current regulations at transit stations (Ref. TACT Rules).
- Do not accept any shipments in which live bait has been supplied as food.
- Do not accept animals which are dirty or have an obnoxious odour.

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- If animals are to be fed en-route, ensure specific instructions are supplied by shipper.
- Ensure the container confirms to the specifications listed in LAR for the particular animal.

9.6.5.3 Documentation

The Air Waybill

The livestock must be the only entry on the AWB, with the name of the species in accordance with chapter 1 of IATA LAR. The name of the species in accordance with chapter 1 of the IATA LAR. The quantity in the consignment must be stated.

It must be endorsed, "carrier not responsible for mortality due to natural causes.

Enter details of accompanying licenses, health certificates, boarding permits, etc. in the handling information box.

Details of any food supplies.

Consignee's telephone number is mandatory to show on the air waybill.

Shippers Certificate for Live Animals

The shipper shall provide a signed copy of the shipper's certificate for Live Animals in duplicate for each shipment. The original is kept on file, the duplicate is sent forward along the AWB and if required, CITES and also include health certificates, export/import permits if required by the state(s).

If the shipment has been transferred from another carrier, one original copy of the shipper's certificate must be supplied; this to go forward and a photocopy should be kept on file.

Cargo Manifest

Column 4 of the cargo manifest shall be completed with the IATA three letter code "AVI"

Live Animal Acceptance Checklist

To assist staff, accepting live animals in checking all these procedures, Live Animal acceptance check list must be used provided by the customer airline. Complete all the boxes on the form, and then if the answer to any question is "NO", do not accept the shipment. Check the shipper/ agent and ensure all questions are answered correctly.

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Container Requirement

Containers to ship live animals must be clean, leak proof, escape proof, soundly constructed and in good condition.

Details of exact container requirements are laid out in LAR section 4 of particular importance is the size and amount of animals that can be loaded in a container. Ensure correct container type is used as per live animal's regulations. Check container for size and ventilation provisions and that it has suitable inspection and feeding/watering facilities if required. When food or water trays are fitted they should be with outside fillers. Young animals require extra space in containers. The height of the container should be approximately 50% greater than that for adults of the same species.

9.6.5.4 Marking & Labeling

Containers must be marked and labeled as follows.

- a. Consignees name, address and telephone number.
- b. Air waybill label
- c. IATA Live animal label.
- d. Orientation label
- e. A laboratory animals label for animals being shipped for research
- f. Marked "POISONOUS", for livestock which can inflict poisonous bite.
- g. Rabies control label when applicable.

9.6.5.5 Stowage & Loading

General

1. Load as near as possible to aircraft departure.
2. Animals must be kept warm, avoid winds and drafts.
3. Stow at least two inches above the floor by means of battens or spreaders.
4. Tie down live stock containers, if necessary to prevent movement and perhaps falling over.
5. Never over stow live stock with other load.

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6. Live animals must not be loaded inside a closed ULD, with exception of fish. Natural enemies like dogs and cats can be stowed in the same hold provided they are kept out of sight of each other.
7. Live animals should not be loaded in close proximity of Foodstuffs, dry ice, cryogenic liquids, poisonous articles, infectious substances, radioactive material at least 2 meters away.
8. Dogs must not be loaded next to human remains.

Ground Stowage & Handling

In case an aircraft is delayed, the following action should be taken.

1. Do not leave the animals in aircraft holds for excessive periods. For prolonged delays remove live stock to a suitable holding area or the live stock room.
2. If a delay is in excess of 3 hours consider transferring the consignment to an interline carrier operating to the final destination with airline approval.
3. Origin and destination stations must be kept advised if the shipment is transferred to another airline flight.
4. Live animals are located separately at cargo terminal in AVI rooms until forwarded on flight/Delivery.
5. At all times, care must be taken to project the animals' welfare.

Delays

During prolonged delays remove containers from aircraft and store in shade. Feed and water if necessary.

9.6.5.6 Loading & Unloading

Animals should be loaded or unloaded as close as possible to the aircraft departure or arrival. In warm weather when large consignment of live animals is being carried, leave the hold door open until the aircraft is about to depart. Live animals shall not be loaded in close proximity of foodstuffs, cryogenic liquids, poisonous articles, infectious substances and radioactive materials. (minimum separation distances must be respected). Live animals must not be loaded in the same hold along with dry ice. Live dogs must not be loaded with human remains. Do not load 'natural enemies' adjacent to each other. Animal container must be kept upright and level when being loaded or unloaded. The ventilation of containers shall not be blocked by other cargo. Avoid unnecessary tilting and jolting of containers. Animals with exception of fish in sealed plastic containers must not be stored in enclosed ULD's. Animal should not be left

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standing unnecessarily in the open or on standing aircraft when the departure is delayed.

9.6.6 PERISHABLE CARGO (PER)

9.6.6.1 General

Perishable goods are those items of load that will deteriorate or lose its value through delay or changes in temperature or humidity.

Some items of perishable cargo may also have hazardous properties and be classified as Dangerous goods and may not be able to be loaded with other cargo. Perishable cargo is stored according to the required temperature stated on air waybill or information provided by airline staff.

All consignments of a perishable nature should be booked in advance. The packages should be in good condition, suitable for the carriage of the goods and bear the appropriate marking and IATA labels. Unless prior arrangements have been made, all charges should be prepaid.

The handling of perishable cargo in accordance with the manual provided by the customer airline and also to be observed the IATA Perishable Cargo Regulations (PCR). Time- and temperature- sensitive goods typically include goods from the health care sector. Time and temperature management of healthcare products is found in Chapter 17 of the PCR.

9.6.6.2 Fresh Flowers& Plants

Fresh flowers deteriorate due to changes in temperature, avoid extremes.

Packages are normally of high volume; hence the quality that can be accepted depends on the aircraft capacity or type.

Fresh flowers should be handled with care when loading and prompt delivery to the consignee on arrival, under weather protection.

9.6.6.3 Fresh Vegetables

Due to high moisture content of some vegetables, spontaneous combustion can occur if packages are not properly ventilated.

If loaded in ULD's do not mix with other load.

Vegetables emit ethylene gas, which has a deteriorating effect on fresh flowers and plants. They should be stowed in the same ULD and not in the same hold.

Keep away from live stock and poisons.

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9.6.6.4 Fresh/Frozen/Chilled - Meat & Fish

- Meat and Fish should be packed in leak proof containers.
- All handling and storage should be reflecting the hygienic conditions necessary before use.
- Separate completely from live animals and human remains.

9.6.6.5 Dry Ice – Solidified Carbon Dioxide (ICE)

When Dry Ice is used as a refrigerant with other items of perishable cargo, then packages should have sufficient ventilation so that carbon-dioxide gas can disperse and not accumulate.

Dry Ice is classified as Dangerous Goods (RMD) and must be processed according to the IATA Dangerous goods Regulations.

The package should be labeled and marked - as Class 9, Dry Ice and must be identified on the cargo manifest with the code "ICE".

Refer to carrier regulations for the quantity limitations for different types of aircraft.

Dry Ice must not be stowed in the same hold as live stock or hatching eggs.

9.6.6.6 Undeveloped Film (FIL)

If exposed to extreme temperatures or radioactive material for prolonged period will deteriorate rapidly.

See section 9.3 IATA DGR for separation from Radio Active material.

9.6.6.7 Hatching Eggs & Dairy Products (HEG)

Recommended temperature levels should be maintained and "THIS WAY UP" and PERISHABLE LABELS must be used as applicable.

Hatching eggs should not be stowed next to DRY ICE or cryogenic liquids. Separate from radioactive material.

9.6.6.8 News Material

News material is classified as news papers, news films, photographs, TV news tapes etc., and is recognized as special cargo.

To meet the time-demand of the news industry, arrangements are made for the latest acceptance and prompt delivery to the consignee.

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Being regular, dense and easily handled cargo, no special handling, or stowage is required other than speed.

9.6.6.9 Wet Cargo

Shipments containing liquids or shipments which by their nature may produce liquids and which are not subject to IATA Dangerous Goods Regulations shall be designated as wet cargo.

The following types of cargo are to be considered as wet cargo.

Shipments of liquids in watertight containers.
Shipments of wet materials not packed in watertight container
Goods which may produce liquid

9.6.7 DIPLOMATIC MAIL (DIP)

9.6.7.1 Definition

Diplomatic mail is a term used to describe official correspondence between a government and its Embassy or a representative office aboard. The correspondence is of a confidential nature and the mail is handled by special arrangements.

There are three types of DIPLOMATIC MAIL.

- a. Unaccompanied – CAT 'A' DIPLOMATIC MAIL.
- b. Accompanied - by special couriers.
- c. As general cargo – under a normal air waybill.

9.6.7.2 Unaccompanied Diplomatic Mail – CAT 'A'

Sealed canvas bags or pouches are delivered to the carrier's office by a representative from the foreign ministry of embassy dispatching the mail. Sometimes bags are delivered to the carrier at the airport check-in desk.

Accepting cargo staff should check the condition of the bag and seals. Check weight of the bag against the official diplomatic waybill which is the document accompanying the mail. Only when satisfied, should the staff sign and endorse the flight, date on all copies.

9.6.7.3 Bag Labels

Category 'A' Diplomatic bags are sealed by the dispatching authority, who also completes the label which shows the dispatch number, date of dispatch, issuing office, destination office and the signature of the dispatching official.

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9.6.7.4 Documentation

The cargo manifest should indicate the IMP Code “DIP” against the diplomatic bag entry. Diplomatic bags must be given the same security handling as valuable cargo and must be receipted, registered in accordance with laid down procedures.

9.6.7.5 Accompanied Diplomatic Mail

This type of diplomatic mail is carried on board of an aircraft by government appointed couriers or diplomatic messengers and there is a different procedure.

The bags are stored by the couriers in special bins in the bulk hold on seats specially allocated next to traveling courier.

9.6.7.6 Diplomatic Mail as Cargo - CAT ‘B’

Governments and embassies may also send their diplomatic mail as normal air cargo. These items are usually non- confidential and less urgent.

A normal cargo air waybill issued and entered on the cargo manifest under “commercial cargo” and labeled as general cargo.

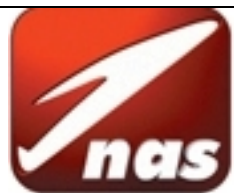
The high standard of cargo handling will always apply.

9.6.8 HEAVY CARGO (HEA)

When a single piece of cargo weighs 150Kgs or more, it is classified as “**HEAVY**”. The three letter IMP code is **HEA** and same to be shown in the cargo manifest and FFM. Special bookings and loading arrangements must be done at origin/ transit till destination.

9.6.9 SPECIAL HANDLING CODES (IMP codes)

IMP CODE	DECODING
ACT	Active temperature controlled system
AOG	Air craft on Ground
ATT	Goods attached to air waybill
AVI	Live animals
BIG	Outsized
CAO	Cargo aircraft only
CAT	Cargo attendant accompanying shipment
COL	Cool goods
COM	Company mail
DGD	Shippers declaration for dangerous goods
DIP	Diplomatic mail



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EAT	Foodstuffs
EAW	Electronic air waybill
FIL	Undeveloped/unexposed films
FRI	Frozen goods subject to veterinary/phytosanitary inspections.
FRO	Frozen goods
GOH	Hanging garments
HEA	Heavy cargo/150kg or more per piece
HEG	Hatching eggs
HUM	Human remains
ICE	Dry ice
LHO	Live human organs/Blood
LIC	License required
MAG	Magnetized material
MUW	Munitions of war
NDA	No dimensions available
NWP	Newspaper
OBX	Obnoxious cargo
OHG	Overhang item
PAC	Passenger & cargo
PEA	Hunting trophies, skin, hide and all articles made from or containing parts or species listed in the CITES.
PEF	Flowers
PEM	Meat
PEP	Fruits & Vegetables
PER	Perishables
PES	Fish/seafood
PIL	Pharmaceuticals
QRT	Quick ramp transfer
RAC	Reserved air cargo
RDS	Diagnostic specimens
REQ	Excepted quantities of dangerous goods
RRE	Excepted quantities of radioactive materials
SAL	Surface mail
SHL	Save human life
SUR	Surface transportation
SWP	Sporting weapons
VAL	Valuables
VOL	Volume
VUN	Vulnerable cargo
WET	Shipments of wet material not packed in watertight containers



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XPS	Express cargo
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9.7 AIR MAIL

9.7.1 INTRODUCTION

All countries have postal administrations, which organizes the movement of mail, both domestically and internationally.

Most countries coordinate their procedures with the Universal Postal Union (U.P.U.), the international organization which lays down agreed procedures for the international carriage of mail by land, sea and air.

9.7.2 RESPONSIBILITY

NAS as the Handling Agent for airlines through RAK airport is responsible for the dispatch, arrival, transfer, and delivery of P.O. Mail to the postal authorities.

These responsibilities are carried out under stringent checks and procedures without compromising the safety and security of P.O. Mail when under NAS custody.

9.7.3 CLASSES OF MAIL

Mail as defined by the Universal Postal Union is divided into three classes in the following sequences.

First Class Mail (LC- Letters and post Cards) Letters et Cartes Postales

Consisting of letters ordinary or registered with a rate ranging from one gram to 200 grams, in the form of letter packets or post cards. Bag labels are usually **white** or **vermillion red**.

Second Class Mail (AO- Other Objects) Autres Objects

Consisting of other matters such as commercial papers, printed matters, samples and small packets bearing reduced rate of postage. Its weight is not less than 100 grams and not exceeding one kilogram (1000 grams). It is subject to restrictions regarding contents. Bag Labels are **blue** and **marked "AO"** on both sides.

Parcel Mail (CP) Colis Postaux.

Post parcels ranging in weight between 1 kilogram and 2 kilograms provided they do not contain liquid, perishable or inflammable materials and or valuable items such as gold, platinum, silver, jewellery of any kind, watches, paper money or the like. Bag labels are **yellow** and **marked "colis"**



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Refers to one mail envelope or pouch or several sacks with the same tag number. Such bags shall not exceed 30 Kilograms each and not less than 500 grams.

a) AV-9 : Mail Envelope

Contains the unregistered correspondence normally deposited at the airport office as the last collection for the flight.

b) Collective Bags

It is a bag where a post office collects several light bags together with envelopes and packing's to be loaded on the same flight. Such bags shall always bear the expression "COLLECTIVE BAG" in large block letters. The mail shall, moreover, reflect in very clear writing the originating office or town plus the word "MAIL" or any equivalent that points them out as a mail consignment (AV-8).

c) Empty Mail Bags (Sacs – Avions vides)

This is a bag no mail correspondence is ever deposited. It is only returned from an exchanging office to the originating post office. They are all to be collected in one pouch with a neck label reading "EMPTY BAGS". Transportation shall be free of charge, provided subject to availability of space.

Surface Air Lifted (SAL)

It refers to any mail that is packed up for transportation by car, train or ship etc. However, Arab Postal Administrations, for convenience in the conveyance procedures, have been concluding standard agreements with Arab Carriers for the air transportation thereof in accordance with modified provisions though only surface charges are being collected. i.e. without airmailing surcharges.

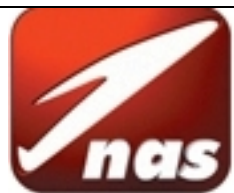
Military mail

Mail dispatched by foreign military agency to be exchanged among its various offices. It contains communications pertaining to the work nature of such institutions. Handling shall be conducted according to bill similar to the Airmail Delivery Bills. Charges shall be computed according to international airmail rates prevailing. Delivery shall be operated through civil mail section.

EMS – Express Mail Service (MUMTAZ)

It is a high priority service offered by post office on a contract basis.

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Mixed mail bags

If different classes of mail are bagged together, the label will be marked “**Mixte**” and the separate weights of each class will be marked on the labels covering documents. The bag will be classified and handled according to the highest class of mail present.

9.7.4 ABBREVIATIONS

- | | | |
|--------------------------|-----|----------------------------------|
| <input type="checkbox"/> | UPU | - Universal Postal Union. |
| <input type="checkbox"/> | APU | - Arab Postal Union. |
| <input type="checkbox"/> | GPO | - Government Post Office. |
| <input type="checkbox"/> | LC | - Letters & Cards |
| <input type="checkbox"/> | CP | - Collis Postaux (Post Parcels) |
| <input type="checkbox"/> | AO | - Autres Objects (Other Objects) |
| <input type="checkbox"/> | EMS | - Express Mail Service |
| <input type="checkbox"/> | MOM | - Military Office Mail |
| <input type="checkbox"/> | SAL | - Surface Air Lifted |

Terms

- | | | |
|--------------------------|--------------|--|
| <input type="checkbox"/> | MSMB | - Notification on a missing airmail consignment. |
| <input type="checkbox"/> | FDMB | - Notification on a found airmail consignment. |
| <input type="checkbox"/> | FLT No. | - Flight Number |
| <input type="checkbox"/> | ROUTING | - Scheduled itinerary of the flight. |
| <input type="checkbox"/> | WT. | - Weight. |
| <input type="checkbox"/> | SAC/POUCH | - Self explained. |
| <input type="checkbox"/> | DESP NO (DN) | - Dispatch Number. |
| <input type="checkbox"/> | ORGN | - Origin |
| <input type="checkbox"/> | DSTN | - Destination Office or station. |

9.7.5 Airmail Handling Forms, Labels and Envelopes

These are document forms to be exchanged among post offices. They are related to the airline business when conveyance, accounting and other handling aspects are concerned. The most familiarly important are:-

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- | | | |
|--------------------------|----------|--|
| <input type="checkbox"/> | AV-7 | - Airmail Delivery Bill (or statement) |
| <input type="checkbox"/> | AV-7S | - Empty Mail Bags Delivery Bills. |
| <input type="checkbox"/> | AV-3 | - Statement of total airmail weight. |
| <input type="checkbox"/> | AV-5 | - Total airmail detailed account. |
| <input type="checkbox"/> | AV-8 | - Airmail bag label. |
| <input type="checkbox"/> | AV-9 | - Mail dispatch envelope |
| <input type="checkbox"/> | C-14 | - Mail dispatch verification note. |
| <input type="checkbox"/> | C-18 BIS | - Delivery bill of airlifted surface mail. |
| <input type="checkbox"/> | CN28 | - Aircraft Dispatches Envelope. |
| <input type="checkbox"/> | CN35 | - Air Mail bag for priority mail |
| <input type="checkbox"/> | CN36 | - Air mail bag label for SAL mail. |
| <input type="checkbox"/> | CN38 | - Delivery bill for priority mail. |
| <input type="checkbox"/> | CN41 | - Delivery bill for SAL mail |
| <input type="checkbox"/> | CN45 | - Envelope for CN38/41/47/ bills |
| <input type="checkbox"/> | CN46 | - Substitute delivery bill |
| <input type="checkbox"/> | CN47 | - Delivery bill for empty bags |

9.7.6 DOCUMENTATION

AV-7: Airmail Delivery Bill

This form shall be used in the handling in and out of the air mail categories. It is to incorporate such data as the following:-

1. Dispatch number
2. Date of consignment
3. Number of bags
4. Mail categories and weights
5. Origin and destination
6. Flight numbers and carriers destination.
7. Consignments offloading and transit airports.
8. Validation stamp of the origin office.

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9. Authorized Officials signature

AV-7-S: Empty Mail Bags Delivery List

The application of such form shall be restricted to conveyance of empty mail bags only.

AV-3: Statement of Total Air Mail Weight

This form keeps entries of numbers, weights and dates of mail consignments as registered on the (AV-7) bill. It presents the reference for the air mail accounting division for the airlines.

AV-5: Total Air Mail Detailed Account

This form shall express the monthly total and accounts reflecting carriers entitlements in lieu of relevant mail shipments conveyed thereon

AV-8: Air Mail Dispatch Bag Label.

A mail tag tied to the neck of every mail postal consignment. It is normally of cloth, plastic or had paper that is perforated on top. A slip in the shape of a small plate is also permissible. There are different types of labels for the classes of mail and are also colored differently.

Such labels shall have either of the following colors:-

1. Purple

For bags containing registered correspondence as entered on a (C-12) list inside the same bag.

2. White

For bags containing unregistered consignments of either of the following categories.

Letter & postal cards (LC)

Other items, (AO), letters and cards, papers and publications etc.

3. Green

For empty mail bags that are returning to origin.

4. Blue

For bags with publications small packing's or non priority items.

5. Yellow

For bags comprising post parcels

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6. Violet Labels

For bags containing only ordinary bulk items.

It is essential that any label shall specify the following data:-

- a) City of origin
- b) Dispatch number
- c) Date
- d) Recipient city.
- e) AIR MAIL or PAR AVION in block letters.
- f) Number of bags, packets and parcels.
- g) Weight (this shall show the weight of every mail category separately as well as total weight)
- h) Air mail categories
- i) Loading/Offloading stations.
- j) Itinerary

In case of Priority mails, CN34 label is used and marked with "PRIOR" in large bold letters and for infectious substances items, it shall bear the phrase "INFECTIOUS SUBSTANCE".

9.7.7 Distribution of AV7

The AV7 is supplied to in 5 copies. These are disposed of as follows.

1. Signed on behalf of the carrier and returned to the Post Office.
2. Sent to the carrier's accounting office for collection of revenue.
3. Retain one copy in mail section as record.

4/5. Both copies go forward in the aircraft documents bag along with the cargo documents. Some carriers have a separate pouch for mail documents. The receiving Postal Authority at destination signs for receipt of the mail and returns one copy to the delivering carrier.

The AV7 is the only detail record of the mail. Most carriers require P.O. Mail to be manifested as a separated item on the cargo manifest to facilitate handling.

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9.7.8 ACCEPTANCE

Most of the work with regard to sorting, packing, labeling and completing the AV7 is done by the Post Office Sorting Office. Acceptance and handling must be done efficiently.

On acceptance of mail from the Post Office, following must be taken into account.

- a) Check the condition of the bags and the number.
- b) Weigh the bags and ensure weights on labels (AV8), and AV7 are correct – weights are expressed in kilos to the nearest 100grms e.g. 12.200, 7.100Kgs.
- c) Discrepancies on numbers, weights, or damaged bags should be brought to the attention of the Post Office.
- d) Never sign the AV7 numbers satisfied everything is in order.
- e) It is permissible to make notes in the “Observations” column, restricted only to minor e.g. Slight damage to a bag which will not affect its security in transport.
- f) Check the bag labels (AV8) that it shows clearly the destination airport and other details according to the AV7.

After acceptance ensure full security while the mail is stored in the warehouse and during loading.

9.7.9 DELIVERY

It is NAS responsibility to transport the mailbags from the Cargo Warehouse to the P.O. Mail Sorting Office.

- a) Check the number and condition of the bags against the AV7's when received from the aircraft under security.
- b) The signature of the post office representative must be obtained on one copy of the AV7 and this is retained as record by the Mail Unit.
- c) The second copy will be retained by the P.O.
- d) If there is delay in delivery – ensure full security.
- e) Never allow any ‘observation’ to be made by the P.O. on the AV7, after signature is obtained.

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9.7.9.1 MISHANDLED MAIL

Occasions do arise when either mail is delayed at the points of departure, in transit or transfer point, or may even be separated from its supporting AV7's.

9.7.9.2 Delay

When an unreasonable delay in anticipated always, notify the local postal authority.

Depending on the length of delay the P.O. may ask for the return of mail, in which case.

At station of Origin:
Hand over with supporting AV7's

At a transit station:
Prepare a substitute Delivery Bill – the same as AV7 – prepare 2 copies – one signed by P.O. – the other keep on the file.

9.7.9.3 Mail Arrives, Without Documents.

- a) Do not delay to hand over the post Office.
- b) Make use of a substitute delivery bill by taking the details from the bag label (AV8) – prepare 2 copies.
- c) A copy to the post office with the mail.
- d) A copy retained by Mail Unit as a receipt and record until the original AV7's are received.
- e) Take immediate tracer action by telex to points of origin and transfer/route stations for the missing AV7.
- f) When received check the details agree with that shown on the substitute AV7 and hand over to the Post Office and retain the second on file.

9.7.9.4 Documents Received Without Mail.

- a) Take immediate tracer action by telex to point of origin and destination and all route station that the flight has called.
- b) Advise the local postal authority.
- c) Check for record of the mail having arrived by some other flight.
- d) Send reminders to all addressees, even if negative reply.

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- e) If this action fails, send final tracer.
- f) If still not located treats as lost and applies the carrier's regulations.

9.7.9.5 Mail Offloaded due Error

- a) Immediately advise destination station of number of bags, class of mail (LC-CP) weight and forwarding flight details.
- b) Mail offloaded should not be held for more than 24 hours. Hand over to P.O. for alternate flight.
- c) If handed over to P.O. raise 2 copies of substitute Delivery Bill.

9.7.9.6 Over Carried Mail and Documents

- a) When received, re-dispatch to destination on first available flight with 2 copies of the Substitute Delivery Bills.
- b) Retain one on records and send second with mail and original documents.
- c) Advice destination station giving new arrival flight details.



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SECTION 10

GSE OPERATION & MAINTENANCE

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10.1 GSE Operation

Use of Vehicles and equipments

10.1.1 Equipment Operation

Functional areas include the following.

- Operation of aircraft access doors and other access points
- Operation of ground support equipment associated with aircraft handling and loading
- Operation of passenger boarding equipment

Ground Support Equipment (GSE) Services involve the provision of the following equipment used or associated with the following functions. Training on GSE operation includes the type of equipment to be used on each aircraft type based on the manufacturer recommendation.

- Loading and unloading of Baggage cargo and mail
- Transportation of Baggage, Cargo / Mail,
- Disembarkation, transportation and boarding of passengers and Crew.

Types of ground service equipments used for the above functions.

- Main Deck Loaders (MDL)
- Lower Deck Loaders (LDL)
- Passenger steps and Coaches
- Medical High-Loaders
- Push back tractors
- GPU
- Air conditioning Unit
- Airstarter
- Transporters
- Conveyor Belts
- Forklifts
- Towing tractors
- ULD conveyance equipments & trolleys
- Pick-ups and cars

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10.1.2 Operator qualification and evaluation

Operators who operate any of the GSE in the operation shall be qualified and shall have undergone the corporate training and evaluation standards for the specific type of equipment operation.

All those who drive or operate an equipment or vehicle shall always be in possession of a current and valid Airport Driving Permit (ADP) duly endorsed with the type of Equipment or vehicle authorized to operate/drive.

Only qualified operators shall be assigned in GSE operations. The operators shall follow the standard operating procedures for the operation of each type of equipment operated. Operators shall ensure that the equipment is operated in a safe and controlled environment to prevent damage to the aircraft or injury to personnel.

Standard operating procedure for each type of equipment is specified in the equipment manufacturer operating manuals as well as in NAS training modules.

10.1.3 GSE Maintenance

Equipment shall be maintained in good mechanical condition and serviceable prior to being used in operation. Maintenance of ground service equipments shall be in accordance with instructions and/or guidance from the GSE manufacturer.

Equipments when found to be defective, shall be tagged as 'unserviceable' reported and evaluated for removal from service.

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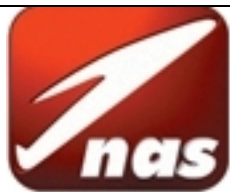
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SECTION 11

SAFETY & QUALITY

ASSURANCE

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11.1 Quality Assurance

NAS has established an Integrated Quality, Health & Safety and Environmental Management System (IQHSEMS) presented for the following purposes:

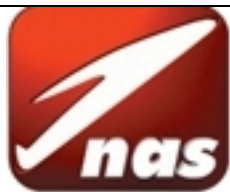
- A. To define and describe the integrated quality assurance, health, safety & environment, to ensure:
 - i) Policies, systems, programs, processes, procedures and/or plans of NAS are administered and/or implemented throughout the organization;
 - ii) Ground operations at all locations are supervised and controlled;
 - iii) All operations are conducted in accordance with applicable regulations and requirements of the customer airline(s).
- B. To define lines of accountability for operational safety and security throughout the organization, including direct accountability on the part of senior management;
- C. Assigns responsibilities for ensuring ground operations at all stations are provided with the necessary resources and conducted in accordance with standards of NAS, applicable regulations and requirements of the customer airline(s).
- D. To define authorities and responsibilities of the management personnel involved in the operation of the system, and to provide a general description of all processes and activities comprising the IMS.
- E. To present the IMS to customers, suppliers, regulators and other external interested parties, and to inform them of our ability to consistently supply quality services and our commitment to protect public health, safety and the environment in which we operate.

Ref.: NAS Policies Manual, Safety Management Manual, Operation Manuals, Security Manual, Organization Charts and Job Descriptions

11.2 Control of Documents

National Aviation Services controls all documents related to the Integrated Management System (IMS) to ensure that they are reviewed and approved by authorized personnel; that current

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versions of documents are available where they are required; that obsolete documents are promptly removed from work places and clearly identified; and to otherwise ensure integrity of documents.

As applicable, documents are identified by their title, code/number, date of issue, revision level, and the issuing and approval authority. Prior to issue and release, documents are reviewed for adequacy, correctness, and conformity with the quality, environmental and occupational health and safety policy.

NAS Document Control system is used directly in the conduct or support of ground operations, to include processes for:

- i. Identifying the version of operational documents;
- ii. Distribution that ensures on-time availability of the current version of applicable operations and security manuals in appropriate areas of the organization;
- iii. Review and revision as necessary to maintain the currency of information contained in documents;
- iv. Retention of documents that permits easy reference and accessibility;
- v. Identification and control of obsolete and/or reproduced documents;
- vi. Retention and dissemination of documentation received from external sources, to include manuals and documents from regulatory authorities and customer airlines.

NAS Documents Distribution is handled through the Sharepoint Electronic system and backed up regularly by IT

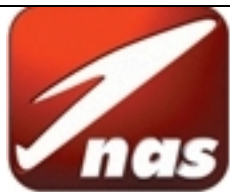
Referenced document: NQA QSP 01 Document and Record Control Procedure

11.3 Control of Records

National Aviation Services maintains and manages records on quality, environment, and occupational health and safety to demonstrate conformance with requirements of ISO 9001, ISO 14001 and OHSAS 18001, ISAGO as well as with legal, regulatory, customer requirements and other requirements to which it subscribes.

Records are established by personnel performing the task, operation, or activity the results of which need to be recorded. Records are dated, and identify the product/service, person, or event to which they pertain. Records of all IMS-related activities are maintained and are stored on any type of media such as hard copy or electronic media.

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Control of operational records ensures the content and retention of such records is in accordance with applicable regulations and requirements of the customer airline(s), and to ensure operational records are subjected to standardized processes for:

- i) Identification;
- ii) Legibility;
- iii) Maintenance;
- iv) Retrieval;
- v) Protection and security;
- vi) Disposal, deletion (electronic records) and archiving.

NAS Record Control System ensures that records are retained in accordance with the requirements of the customer airline(s) and are furnished to the individual airline(s) upon request, even when such airline(s) may no longer be a customer.

Referenced document: NQA QSP 01 Document and Record Control Procedure

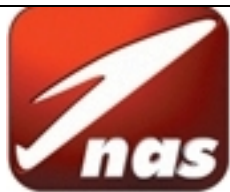
11.4 NAS Policies

National Aviation Service's Policies are laid down in NAS Policy Manual(NAS/POL). Refer to section 2.2 of this Manual.

The main role of the policy Manual is to communicate National Aviation Service's commitments and aspirations with regard to quality, environment and occupational health and safety to which it operates, and to define principal objectives for the IMS. The policies provide a framework for establishing specific objectives and targets, and provide direction for the continual improvement effort. The policies are periodically reviewed within the framework of management reviews of the IMS. The policies are communicated to all of its personnel and subcontractors.

The main objective of National Aviation Services is to satisfy its customers and exceed their expectations through quality products/services and with a responsible environmental, health and safety management.

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11.5 National Aviation Services general goals

- Maximize customer satisfaction parameters.
- Minimize impacts of significant environmental aspects.
- Continually reduce the risk of personal injuries, accidents and incidents in the workplace.
- Comply with the legal and regulatory requirements.

Referenced document:

- **NAS Policy Manual**
- **SMM**
- **NQA SOP 002 Management Review Procedure**

11.6 Responsibility, Authority and Communication

Functions and their interrelation within National Aviation Services are defined, documented and communicated to facilitate effective integrated management. The top management appoints one of the Station/Line/Departmental Head as the MR(s) responsible for the establishment and maintenance of the IMS, and for reporting to the top management on the performance of the system for review.

System is to:

- i) Defines lines of accountability for operational safety and security throughout all NAS Departments, including direct accountability on the part of senior management;
- ii) Assigns responsibilities for ensuring ground operations at all stations are provided with the necessary resources and conducted in accordance with standards of the Provider, applicable regulations and requirements of the customer airline(s).

11.7 Management Review

Top management conducts periodical reviews of the IMS. The review evaluates the suitability and effectiveness of the system, identifies opportunities for improvement, and considers the need for changes to policy, objectives, and other elements of the system.

Management reviews are conducted at least once a year. More frequent reviews (twice a year or more depends on the necessity of the situation) are scheduled in the initial maturation phase of the IMS. Input into the management reviews consists of information and data related to IMS

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performance of National Aviation Services. Reviews output includes any actions related to improvement of the IMS and its processes, products and services to better meet customer requirements. The review also identifies resource needs to implement these actions.

Referenced document: **NQA SOP 002 Management Review Procedure**

11.8 Improvement

National Aviation Services Management is committed to continual improvement philosophy throughout the entire Management System. The improvement effort is driven by goals defined in the Q Policy, HSE policies, objectives and targets. Performances of quality, environment, and occupational health and Safety/Security are evaluated by management reviews of the IMS.

The need for corrective action is determined on the basis of identified actual nonconformities. Corrective action requests are typically triggered by such events as a failed inspection, customer complaint, nonconforming delivery from a supplier, accidents or incidents, or a system audit finding (refer to **NQA SOP 012 Corrective & Preventive Action Procedure**).

The need for preventive action is determined on the basis of information and data regarding capability and performance of processes, product nonconformity rates, service records, customer complaints, trends in “no loss” incidents, updating of risk analyses, and system audit findings. Corrective and preventive action requests (CARs) are initiated and implemented to address the nonconformities.

Referenced documents:

- **NQA SOP 002 Management Review Procedure**
- **NQA SOP 012 Corrective & Preventive Action Procedure**

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11.9 Safety Management

Safety

Safety in aviation is a permanent requirement and its first commandment, in the air and on the ground, safety first is the rule.

The word safety means freedom from danger or risk OR The state in which the possibility of harm to persons or of property damage is reduced to, and maintained at or below, an acceptable level through a continuing process of hazard identification and safety risk management.

But freedom from risk does not exist in aviation operation. Perhaps what we really mean when we use the term “safety” is management of risk.

Depending on the perspective, the concept of safety in aviation may have different connotations, such as:

- zero accidents or serious incidents — a view widely held by the traveling public;
- freedom from hazards, i.e. those factors which cause or are likely to cause harm;
- Reduce risk to an acceptable level
- attitudes of employees of aviation organizations towards unsafe acts and conditions;
- error avoidance; and
- Regulatory compliance.

11.9.1 Hazard

Hazard is a condition, object or activity with the potential of causing injuries to personnel, damage to equipment or structures, loss of material, or reduction of ability to perform a prescribed function.

11.9.2 Risk

Risk is the assessed potential for adverse consequences resulting from a hazard. It is the chance of a loss or injury, measured in terms of severity and probability.

(The likelihood of injury to personnel, damage to equipment or structures, loss of material, or reduction of ability to perform a prescribed function, measured in terms of probability and severity)

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11.9.3 Risk Management

Risk Management is the identification, analysis and elimination (and/or mitigation to an acceptable or tolerable level) of those hazards, as well as the subsequent risks, that threaten the viability of an organization. It comprises of three essential elements: hazard identification, risk assessment and risk mitigation.

Operational Managers are responsible to ensure risk assessments are conducted and reported to safety department. Actions shall be taken based on the recommendation from safety department.

11.9.4 Risk Index- Combined value of risk probability and severity.

11.9.5 Mitigation - Measures to eliminate a hazard or to reduce the probability/ severity of a risk.

11.9.6 Probability - Likelihood that a situation of danger might occur.

11.9.7 Severity - The possible consequences of a situation of danger, taking as reference the worst foreseeable situation.

11.9.8 Ramp safety procedures

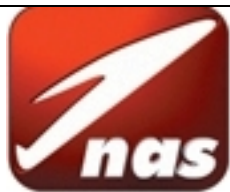
Apron and Airside safety rules and procedures ensure safe handling and hence safety regulations must be understood and always applied in the apron and around the aircraft. Utmost caution is required to avoid any situation, which might result in hazard to personnel or load or damage to an aircraft while on ground.

11.9.9 Management of Safety and Security

In conformity with the state regulations, regulatory authorities and other applicable regulations of IATA, Airline requirements, safety management system was developed and established to manage the safety or minimize /mitigate the risk as low as reasonably practicable, including the necessary organizational structures, Accountabilities, Policies and Procedures.

New systems procedures and policy shall be developed to manage risk, improve safety and security.

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11.9.9.1 Operations Manager's/ Department Head Responsibility

Safety Accountability:

- Accountable for ensuring the application of an explicit Safety Management system i.e. Management policies, Processes & Procedures in accordance with NAS Safety Management System.

Safety Responsibilities:

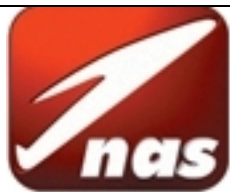
- Ensuring acceptance and overview of any residual risk or hazard, and their associated control, that are identified within the department functions/activities, in accordance with the procedures contained in NAS's Safety Management Manual
- Overseeing the safety and Operational performance of Daily operations at NAS;
- Ensuring that safety issues are reported in a timely manner to the Safety Department;
- Ensuring that all staff are aware of and held accountable for their safety performance;
- Ensuring that all Supervisors and staff reporting to them are trained, qualified and competent to discharge their safety related obligations;
- Ensuring that fitness for service including any necessary safety assessment has been declared and accepted by the responsible authority, in relation the development of all plans, procedures, policies, processes and systems at NAS;
- Ensuring that proper management of human resources as appropriate to facilitate safe operations.

11.9.9.2 Responsibility of all NAS Afghanistan personnel

All NAS Afghanistan personnel have the following safety responsibilities:

- To comply with relevant safety requirements and procedures outlined in NAS Safety Management Manual and other NAS Corporate Manuals;
- To comply with department manuals, standard operating procedures, circulars, directives, bulletins, instructions and notices;
- To apply system safety measures as required by safety management procedures and instructions;

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- To provide valuable inputs to the Safety Department of any safety occurrence or system failure and to identify and report any situation of potential risk or concern affecting system safety via one of the following means:
 - Report directly to Corporate Safety Manager / Safety officer or their supervisor;
 - Via team meetings;
 - Submitting either an occurrence report or a confidential report;
 - Supporting as and when the safety audits occur;
 - Supporting safety investigations as and when they occur.

11.9.9.3 NAS Safety Program

The NAS safety program complies with requirements of relevant statutory authorities and/or customer airlines to prevent the operational accidents and incidents as a minimum include the following, but not limited to:

- NAS Afghanistan Personnel to report operational hazards, deficiencies and areas of concern;
- Reporting of accident and incidents;
- Investigation of accidents and incidents, near misses, irregularities or other non routine operational occurrences that may be precursors of accidents or incident;
- Identification and analysis of operational hazards and potentially hazardous conditions;
- The production of analytical information for use by department managers in the prevention of accidents and incidents;
- Conducting Safety audits/ surveillance activities;
- Safety promotion;
- Safety communication;
- Whenever contingency diseases are declared or alerted by the relevant authorities (Ministry of Health (MOH), Public Authority for Agriculture Affairs and Fish Resources PAAFR), Safety Department coordinates & implements the relevant Authority's contingency plan to fight communicable diseases;

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- Ensuring significant issues arising from safety program are subjected to regular review by the Senior Management;
- The dissemination of Safety program information to appropriate personnel.

At NAS, Corporate Safety Manager is responsible for managing the performance of NAS safety program and he shall also be responsible for communication and coordination with the regulatory authorities, customer airlines and NAS department managers for effective implementation.

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