ATLANTIC AIRWAYS

GOM - Ground Operations Manual

Published date: 2 July 2021

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0 Organization and Management

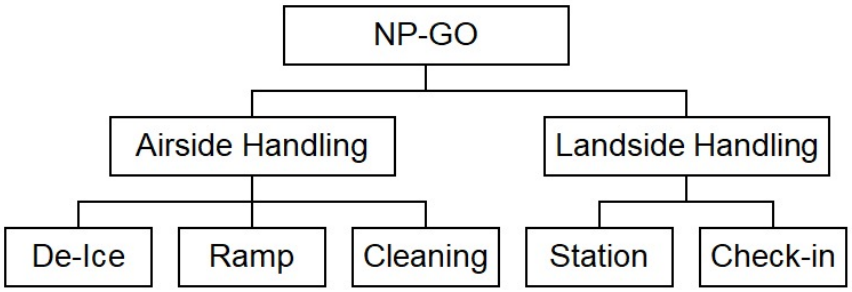
This Manual (Ground Operations Manual) and GOM SUPP contains the operational policies, processes, procedures and other information necessary to ensure compliance with applicable regulations, laws, rules and standards of Atlantic Airways.
For every new revision of IGOM a GAP analysis is performed of our procedures against the IGOM to ensure a complete set of procedures exists for the applicable operations.
Variations identified as safety critical against IGOM shall be risk assessed utilizing the SMS to ensure an alternative procedure is accepted.

0.1 Organisation and responsibilities

0.1.1 Company Organisation

A thorough description can be found in the CM 2.1

0.1.1.1 Ground Operations Organisation structure



0.1.2 Safety Policy Statement

See CM 1.2

0.1.3 Contact Details

Corporation Name:	
Address:	**Atlantic Airways Ltd.**
City:	**Vagar Airport,**
Country:	**FO-380 Sørvag**
Phone:	**Faroe Islands**
Fax:	+298 341 000
Homepage:	+298 341 001
	www.atlantic.fo
Key Corporate Officials:	
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Deputy NP GO	
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Cell Phone:	+298 341042
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	andrass@atlantic.fo
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Office Telephone:	
Fax:	+298 341080
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	OPS@atlantic.fo

0.1.4 Duties and Responsibilities

0.1.4.1 Nominated person Ground Operations (NP GO)

0.1.4.1.1 Accountability

Is accountable to the AM for safety and/or security all matters within Ground and Cargo operations

0.1.4.1.2 Authority

Has the authority to:

- Negotiate and sign for SGHA's
- Decide on quality standards for Ground and Cargo handling services
- Implement new and revised standards and procedures
- Decide on risk tolerability in the operation

0.1.4.1.3 Responsibilities

The Nominated Post Holder Ground Operations (NP-GO) is the overall responsible for the Management and Supervision:

- of all operations defined as Ground and Cargo Operations
- to be accountable that Ground and Cargo handling activities are maintained with regards to Atlantic Airways safety and security standards
- ensuring that ground handling operations are conducted in accordance with, and complies and conforms to applicable laws, regulations and rules, including civil aviation cargo security programs and standards of the Company
- Ensuring conformity and compliance to Industry standard operating procedures for each aspect of cargo acceptance and handling
- establish Contracts with Ground Handling Agents iaw. IATA's Standard Ground Handling Agreement (SGHA) template and ensure that such Contract specifies details for applicability of, and compliance standards of Atlantic Airways, such as Technical Instructions training, for all destinations with regular traffic
- procedures for written handling agreements (preferably SGHA) for ad-hoc destinations
- risk assess Ground Handling Services at all destinations with regular traffic based on audits, desktop audits, pilot surveillance and supervision
- check regularly status on training records for personnel for Ground Handling Agents with regular traffic
- procedures for Document Control
- performing supervision every 24 months at all destinations, with regular traffic
- liaison with Regulatory Authorities and other relevant parties
- participate in Safety Board Meetings
- in the absence of the NP-GO, the Deputy NP-GO will take over the responsibility. The NP-GO is considered absence when not reachable in person, by phone or by e-mail.

0.1.4.1.4 Qualifications

See CM 2.3

0.1.4.2 Deputy NP GO

0.1.4.2.1 Accountability

Is accountable to the NP GO for safety and/or security matters within Ground and Cargo operations

0.1.4.2.2 Authority

In cooperation with NPGO he has the authority to:

- Negotiate and sign for SGHA's
- Decide on quality standards for Ground and Cargo handling services
- Implement new and revised standards and procedures
- Decide on risk tolerability in the operation

0.1.4.2.3 Responsibilities

- To act as NP GO in his absence.
- To perform tasks as directed by NP GO

0.1.4.2.4 Qualifications

5 years of relevant work experience

0.1.4.3 Airside

0.1.4.3.1 De-Ice

- De- and Anti-Icing of A/C
- Maintenance of Equipment
- Fluid handling and storage
- Training

0.1.4.3.2 Ramp Handling

- A/C arrival and departure handling
- Positioning and operations of A/C Ground Support Equipment
- Loading and unloading

- Toilet and water servicing

0.1.4.3.3 Cleaning

- Cleaning of A/C interior:
  - Cabin,
  - Cockpit
  - Galleys
  - Toilets
- Replenishing of inflight supplies

0.1.4.4 Landside

0.1.4.4.1 DCS

- Altea CM
- Self service check-in systems
- SSBD

0.1.4.4.2 Staff

- DCS training

0.1.4.5 SGHA Station Managers

Is accountable to the NP GO for all contracted services as per the signed SGHA
Is responsible for:

- To deliver the services as contracted in the SGHA
- Report any deviations or shortcomings from agreed services

0.1.5 Operational control and supervision

To ensure contractor provides services in a safe, punctual and economic manner according to contract as well as applicable laws and regulations, the following systems of Operational control and supervision are employed:

- Daily supervision by Ops Department
- Supervision by Company personnel as appointed by NP GO.
- Contracted supervision.

- Atlantic Airways Quality System

0.1.5.1 Supervision by Ops department

OCC will monitor status of each Company flight in fleet management system and enquire about status of flight if messages received do not confirm operation according to schedule. Any delays must be reported to OCC

In absence of other instructions available to subcontractor, OCC may issue instructions on behalf of NP GO, provided these instructions are in accordance with Company Ground Operations Manual, and are consistent with the objective of operating Company fleet in a safe, punctual and economic manner and are in accordance with applicable laws and regulations.

0.1.5.2 Supervision by Company personnel

When deemed necessary, NP GO may appoint a local employee at a station to supervise and monitor the activities performed by a contracted organisation, Ground handler and or Cargo handling company. Such a person shall report back to NP GO any irregularities and major decisions taken on behalf of the company.

0.1.5.3 Supervision by Contracted organisations

NP GO may contract specialised companies to provide supervision of contracted service providers.

In such instances, supervision contract should specify which services and locations are included in the supervision contract and contractor notified of contracted supervision.

0.1.5.4 Atlantic Airways Quality System

Atlantic Airways Compliance Monitoring Department will perform quality audits on ground operations management, supervision and monitoring to include contracted Ground and cargo handlers. Audits will be performed as described in Company Manual Chapter 6.

Ground operations department performs ground handling inspections on safety related activities performed by ground handling and Cargo handling agents.

Inspection report, including findings and follow up shall be documented in the Company Compliance software.

0.1.6 Contracted Ground and Cargo agents

0.1.6.1 Ground Handling and Cargo handling Agent Selection

Ground Handling and Cargo handling is here in after called Ground handling.

Atlantic Airways subcontracts ground handling of aircraft to the most suitable ground handling agent at each aerodrome, either by simple ground handling request (adhoc flights) or a ground handling agreement based on IATA Standard Ground Handling Agreement where more than ten flights are planned.

Contracted ground handling duties and responsibilities are detailed in the IATA SGHA agreements between the contracted company and Atlantic Airways .

Evaluation of prospective ground handling agents and other subcontractors shall take into account subcontractor ability to provide services in a safe, punctual and economic manner according to Atlantic Airways standards.

Evaluation shall ensure the existence of the necessary facilities, workspace, equipment and supporting services, as well as work environment, to satisfy ground handling operational safety and security requirements. All contracts shall allow Atlantic Airways to perform audits and supervise all work done by subcontractor for and on behalf of Atlantic Airways .

NP GO is responsible for the evaluation and selection of subcontractors within his scope of duties and responsibilities. The evaluation may be done or supplemented by a quality audit performed by the Quality Department before or shortly after subcontractor undertakes duties.

An evaluation/assessment of a Ground handler can be done by either:

- Audit
- Inspection
- Desktop questionnaire.

Atlantic Airways minimum requirements for a Ground or Cargo handler is described in document "Requirements for Ground and Cargo handling activities"

The evaluation evaluation/assessment shall be documented in the Company Compliance software.

0.2 Documentation and Records

See Company Manual chapter 4

0.2.1 Manual Compliance

The Ground Operations Manual complies with all relevant Laws and Regulations in addition to compliance with relevant ICAO and IATA (IOSA) Standards.

0.2.2 Manual Applicability

The Atlantic Airways Ground Operation Manual with any type specific sub-manuals (GOM Supplement, OM-A, OM-D, FCOM etc.) They contains the operational policies for the station and ground and cargo handling of all Atlantic Airways aircraft.

This manual, with its type specific sub-manuals, is also binding if aircraft of Atlantic Airways are wet-leased out to other aircraft operators.

Exception from this basic rule must be approved by Atlantic Airways NP-GO and documented in the lease agreement between Atlantic Airways and the Lessee.

0.2.3 Compliance with Instructions

All Company Ground Operations Personnel shall have easy access to a current edition of:

- Atlantic Airways Ground Operations Manual
- Security Manual
- Safety Management System (CM chapter 5)
- De/Anti-Icing Manual
- IATA Dangerous Goods Regulations (DGR),
- IATA AHM Airport Handling Manual

Contracted ground handlers will be given access to relevant Company manuals e.g. GOM, Security Manual. NP-GO is responsible for sending a link to an electronic version of the current GOM to all ground handlers for every new version etc. .

If instructions in this Ground Operation Manual are found to be contradictory to procedures in the following Manuals, then the procedures in these Manuals shall prevail and the Ground Operation Manual shall be corrected:

- Flight Operations Manual (OM-A)

- Flight Crew Operating Manual (FCOM)
- Continuing Airworthiness Management Exposition - CAME
- De/Anti-Icing Manual - DIM

0.2.4 Parts in the Ground Operations Manual

Reference is made to the Cover Page for overview of the Parts of the Ground Operations Manual. Chapters/Subparts indexes are found in front of each Part.

Structure of this manual is according to the IGOM based on a risk assessment

0.2.5 Terminology

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

- "The Authority" or "the approving Authority" means the Danish Transport Authority (DTA).
- "Shall" or an action verb in the imperative sense means that the application of a rule or procedure is mandatory.
- "Should" means that the application of a procedure or provision is recommended.
- "May" means that the application of a procedure or provision is optional.
- The Ground Operations Manual applies to both male and female personnel, passengers and other persons although references in the text are made to the masculine gender only as a matter of simplification.

0.2.6 Definitions

Introduction — Several definitions are used in this manual, and in other aircraft manuals. This topic defines a number of Aircraft Handling terms.

Aircraft Handling — Activities within the areas of:

- Load Control
- Ramp Handling
- Handling of Special Load and Dangerous Goods

Load Control — Activities performed, to ensure optimum utilization of the aircraft based on operational safety requirements.

Ramp Handling — All aircraft handling activities performed on the ramp in connection with arrival and departure.

Special Load and Dangerous Goods	Special Load is a load, which, owing to its nature or value, requires special attention and treatment during the process of acceptance, storage, transportation, loading and unloading. Dangerous Goods are articles or substances, which are capable of posing a significant risk to health, safety or property or the environment, and which are shown in the list of Dangerous Goods in the ICAO Technical Instructions or classified under those instructions.
Airside Safety	Activities and measures to avoid injuries to personnel and passengers, and/or minimize damage to equipment and property.
Requirements	A level of performance that consists of authority requirements and company policies.
Procedures	Instructions and rules how to proceed to achieve set requirements.

0.2.7 Document retention

0.2.7.1 Filing periods

The table below shows the period of time various station and cargo documents and forms must be kept on file.

Documents /forms	3 months	6 months	1 year
Air Mail AV7			X
Air Way Bill			X
All company messages sent/received in connection with each flight	X		
Cargo Manifest	X		
Certificate and handling Advice for the transportation of sick /invalid passenger	X		
Check list for non dangerous goods packed in dry ice			X
Dangerous Goods acceptance check list, also not passed			X
Diplomatic Bag receipts	X		
Flight Interruption Manifest for Passengers and Excess Baggage (FIM)	X		
Fuelling Order	X		

General Declaration	X		
Ground Handling Charge Note (GHCN)		X	
Ground Handling Report (GHR)		X	
Handling Advice for Unaccompanied Minor	X		
Load sheet and Load message	X		
Loading Instruction/Report	X		
Local fall back documents (weight and balance)	X		
Lost Baggage Tracing			X
NOTOC	X		
Passenger and Baggage Weight sheet (PWS)	X		
Shippers declaration for dangerous goods			X
Station Copy of log book	X		
Weight slips originating from cargo and mail charts	X		
Unaccompanied baggage	X		

0.3 System of Amendment and Revision

0.3.1 Approval

Letter of accept

manual:

GOM - Ground Operations Manual

Revision: 14

The following person has reviewed this manual. Upon completion of this review the following authority accepts as applicable the content of this manual.

2-jul-2021 Rasmus Niclasen

Rasmus Niclasen, NP-GO, Atlantic Airways

2-jul-2021 Randi Reinert

Randi Reinert, Compliance Manager, Atlantic Atlantic

0.3.2 Record of Revision

Record of normal revision

Revision: 0	Revision date: 1 October 2007
Revision: 1	Revision date: 1 March 2009
Revision: 2	Revision date: 15 December 2009
Revision: 3	Revision date: 31 May 2010
Revision: 4	Revision date: 31 October 2011
Revision: 5	Revision date: 10 March 2012
Revision: 6	Revision date: 1 May 2013
Revision: 7	Revision date: 30 April 2014
Revision: 8	Revision date: 30 August 2015
Revision: 10	Revision date: 10 October 2017
Revision: 11	Revision date: 6 July 2018
Revision: 12	Revision date: 1 March 2019
Revision: 13	Revision date: 15 December 2020
Revision: 14 (this)	**Revision date: 2 July 2021**

0.3.3 Effective pages

List of effective pages

TOC	2 pages	Revision: 14
0	25 pages	Revision: 14
Chapter 1	21 pages	Revision: 13
Chapter 2	15 pages	Revision: 13
Chapter 3	25 pages	Revision: 13
Chapter 4	37 pages	Revision: 13
Chapter 5	6 pages	Revision: 13
Chapter 6	8 pages	Revision: 13
Chapter 7	16 pages	Revision: 14
Chapter 8	15 pages	Revision: 13
Chapter 9	25 pages	Revision: 13

0.3.4 Responsibility

0.3.4.1 Manual Contents

Nominated Post Holder - Ground Operations (NP-GO) is responsible for the contents, amendment and revision of the Ground Operations Manual.

0.3.4.2 Users of the Manual

The Ground Operations Manual is made available on Atlantic Airways intranet.

All stations are informed by e-mail when new revision is uploaded to intranet.

0.3.4.3 Intranet printouts

Printouts from the Intranet shall be regarded as Uncontrolled Document, and a stamp with the words "Uncontrolled Copy" or the hand-written "UCC" between two diagonal lines shall be entered on the printouts immediately after print.

0.4 Ground and Cargo Operations Info

A system of temporary instructions or other changes is established and identified as Ground and Cargo Operations Info. Ground and Cargo Operations Info may be used for introduction of new procedures or instructions of temporary or permanent character. Further as a mean to issue quick changes of current documentation when required.

Ground and Cargo Operations Info is published and issued by NP GO or deputy who are responsible for its contents and for keeping the Ground and Cargo Operations Info System up to date.

0.4.1 Distribution

The Ground and Cargo Operations Info shall be distributed to concerned persons and /or functions via e-mail or hardcopy.

0.4.2 Handwritten Amendments

Handwritten Amendments and Revisions are not permitted except in situations requiring immediate amendment or revision in the interest of safety. Any such situation will be duly communicated by the NP-GO, by means judged by him to be the most efficient.

0.4.3 Annotation of Pages and their effective dates

All annotations of pages are found in the page header.
Part number and page numbers annotate the pages.
Each chapter starts with page number one.
The effective date of pages is indicated in the right section of the Manual header.

0.4.4 Annotation of changes

Revised illustrations or portions of a text will be indicated with a vertical line (revision bar) in the left margin of the Manual as indicated in this paragraph.

0.4.5 Temporary Revisions

Temporary Revisions will not be issued to the Ground Operations Manual.

0.4.6 Distribution of Manuals, Amendments and Revisions

0.4.6.1 Distribution

This Manual will be distributed on the Atlantic Airways intranet. The Manual shall be available at each location where ground-handling operations are conducted.

0.4.6.2 Revision uploads to intranet.

Revisions to this manual will be uploaded on Atlantic Airways intranet and information will be sent out to all stations. All recipients of mail will be requested to confirm that they have received the information and implemented the revision.
The Transmittal Letter contains the Revision Highlights

0.4.6.3 Revision Procedure

Amendments and Revisions of this manual may be carried out based on changes in International or National laws or Regulatory Requirements, changes in Atlantic Airways procedures, or other events calling for such revision.

The revision will be carried out by/under the responsibility of the NP-GO, and will follow the below chain of events:

a. Requirement for revision identified.
b. Revised wording introduced in document.
c. List of effective pages updated.
d. Revised Manual is uploaded to Atlantic Airways Intranet.
e. Information is distributed to recipient on the Distribution List.
f. NP-GO files the Confirmation of Manual Revision.
g. Old revision shall be destroyed

0.4.6.4 Distribution List

This manual and all revision and amendments to it shall be uploaded on Atlantic Airways intranet. Link is distributed to all relevant recipients, including DTA.

0.5 Not used

0.6 Safety Management System

Safety Program is described in the Company Manual chapter 5
The Atlantic Airways Safety Management System (SMS) is an organised, integrated and proactive approach to safety management. It includes the necessary organisational structures, accountabilities, policies and procedures. The main components of the SMS are:

- Safety Policy, Objective and Goals
- Hazard and Occurrence Reporting System
- Proactive Hazard Identification
- Risk Management
- Safety Assurance; and
- Safety Promotion

Part of the SMS is a Just Safety Culture. This promotes an atmosphere of trust in which people are encouraged to provide safety related information in a non-punitive environment; but where there is also a clear line between acceptable and unacceptable behaviour. While non-punitive reporting is an essential part of our Company Just Safety Culture, where staff is able to report occurrences of human error mishaps (honest mistakes) without the fear of incurring disciplinary sanctions and penalties, negligence and deliberate violation will not be tolerated. The identity, or information leading to the identity, of any employee who reports an error under this policy is never disclosed, unless agreed to by the employee or required by law.

Atlantic Airways is conscious of the fact that it is impossible to achieve zero risk in the aviation industry, however, the aim is to have zero accidents. Our belief is, that all accidents are preventable through the principle of controlling all risks to a level As Low As Reasonably Practicable (ALARP). The SMS will help Atlantic Airways to identify as many of these risks as at all possible.

0.6.1 Safety Management System Objective and Goals

The objective of the SMS is to support Atlantic Airways' Mission Statement through the conduct of the highest achievable level of safe and efficient air and ground operations. This is done through an integrated effort of flight- and ground operations, training- and technical departments and the administration, and in harmony with our customers, business partners and the Authorities.

This objective implies the following goals:

- That all hazards are identified, the associated possible risks are assessed and eliminated/mitigated to a level where the risk is maintained ALARP.
- That all occurrences are reported, risk assessed and appropriate control measures are put in place to eliminate/mitigate

0.7 Quality System

A thorough description can be found in the Company Manual chapter 6.

0.8 Hazard and Occurrence Reporting System

A thorough description can be found in the CM chapter 5.

0.8.1 Mandatory occurrence reporting.

The company reporting policy encourages all employees and service providers to report all incidents, accidents and hazards.

EASA and DK-CAA requires a number of occurrences to be reported within 72 hours, these are called mandatory reporting items.

These occurrences are:

Aircraft- and aerodrome-related occurrences

- A collision or near collision, on the ground or in the air, between an aircraft and another aircraft, terrain or obstacle, including vehicle.
- Runway or taxiway incursion.
- Runway or taxiway excursion.
- Significant contamination of aircraft structure, systems and equipment arising from the carriage of baggage, mail or cargo.
- Push-back, power-back or taxi interference by vehicle, equipment or person.
- Foreign object on the aerodrome movement area which has or could have endangered the aircraft, its occupants or any other person.
- Passengers or unauthorised person left unsupervised on apron.
- Fire, smoke, explosions in aerodrome facilities, vicinities and equipment which has or could have endangered the aircraft, its occupants or any other person.
- Aerodrome security-related occurrences (for example: unlawful entry, sabotage, bomb threat).

Degradation or total loss of services or functions

- Loss or failure of communication with aircraft, vehicle, air traffic services unit or apron management service unit.
- Significant failure, malfunction or defect of aerodrome equipment or system which has or could have endangered the aircraft or its occupants.
- Significant deficiencies in aerodrome lighting, marking or signs.

Ground handling specific occurrences

- Incorrect handling or loading of passengers, baggage, mail or cargo, likely to have a significant effect on aircraft mass and/or balance (including significant errors in loadsheet calculations).
- Boarding equipment removed leading to endangerment of aircraft occupants.
- Incorrect stowage or securing of baggage, mail or cargo likely in any way to endanger the aircraft, its equipment or occupants or to impede emergency evacuation.
- Transport, attempted transport or handling of dangerous goods which resulted or could have resulted in the safety of the operation being endangered or led to an unsafe condition (for example: dangerous goods incident or accident as defined in the ICAO Technical Instructions (1)).
- Non-compliance on baggage or passenger reconciliation.
- Non-compliance with required aircraft ground handling and servicing procedures, especially in de-icing, refuelling or loading procedures, including incorrect positioning or removal of equipment.

- Significant spillage during fuelling operations.
- Loading of incorrect fuel quantities likely to have a significant effect on aircraft endurance, performance, balance or structural strength.
- Loading of contaminated or incorrect type of fuel or other essential fluids (including oxygen, nitrogen, oil and potable water).
- Failure, malfunction or defect of ground equipment used for ground handling, resulting into damage or potential damage to the aircraft (for example: tow bar or GPU (Ground Power Unit)).
- Missing, incorrect or inadequate de-icing/anti-icing treatment.
- Damage to aircraft by ground handling equipment or vehicles including previously unreported damage.
- Any occurrence where the human performance has directly contributed to or could have contributed to an accident or a serious incident.

0.9 Event and Crisis Management Response

In case of incident or accident, Atlantic Airways Operations has to be informed immediately;

- Phone: +298 341080
- Fax: +298 341361
- SITA FAEOPRC, FAESCRC

Atlantic Airways Crisis Management System is divided into 3 categories:

Special Assist Only

An occurrence during the operation of an aircraft, where circumstances do not indicate that an accident nearly happened, but where passengers and/or crew would benefit from mental or emotional support. E.g.:

- Safety Landing (chosen)
- Unruly passenger
- Severe turbulence / Rough landing
- Fatality or serious injury onboard, not related to the operation

Incident

An occurrence during the operation of an aircraft, where circumstances do indicate that an accident nearly happened. E.g.:

- Emergency landing (forced)
- Any injury to persons related to the operation

Accident

An occurrence during the operation of an aircraft, which e.g. entails:

- One or more fatalities related to the operation
- Crash landing on runway, ground or water
- The aircraft is missing or is completely inaccessible

The Emergency Response Program is based on the RM Group C3 system.

0.10 Training and Qualification

All Handling Agents must ensure that they have thorough knowledge of this manual.

0.10.1 Responsibility

All Handling Agents are responsible for their Training Program, and to ensure that personnel in relevant department are up to date on all needed training stipulated for each Ground Handling Agent.
The training program must be based on procedures and best practices described in GOM, AHM as well as the ISAGO Standards and Recommended Practices.

0.10.2 Training

All training shall be accomplished to ensure personnel qualification is in accordance with requirements set forth by relevant laws, regulations and company requirements.
No person shall work unsupervised until the initial training is finished and applicable tests are approved.

Each part of the training shall be verified by:

- testing or evaluation by written, oral or practical means, as applicable;
- requiring a demonstration of adequate knowledge, competency and proficiency to perform duties, execute procedures and/or operate equipment. This part is monitored by surveillance like turn-around inspections performed by the NP-GO.

Initial training:

- The Instrutor shall fill in the Inital training form and submit it to NP GO.

Continuation training:

- This part is monitored by surveillance like turn-around inspections performed by the NP-GO and is documented and retined by him.

0.10.3 Qualification

All positions require a defined level of qualification. Positions within ground handling operations shall be filled by ground service providers' personnel on the basis of knowledge, skills, training and experience appropriate for the position.

0.11 Training programmes

All employees working on the ramp must be trained prior to assignment to operational duty. The training must cover the following fields:

- Dangerous Goods every 24 months
- Security every 36 months
- De-icing, if applicable every 12 months
- Safety Management System every 36 months
- Aircraft Ground Handling every 24 months
- GSE operation initial training

Personnel that become unqualified for any reason, shall attend re-qualification training prior to be re-assigned to perform operational duties. Re-qualification training shall be performed after more than 6 months off duty.

0.11.1 Program development

Each Ground Handling Agent and external contractor is responsible for their record generation and retention procedures. Atlantic Airways must have access to electronic and/or hard copy training status on request.

0.11.1.1 Reviewing and updating

The contents of both initial and recurrent programmes shall be reviewed with intervals not to exceed 24 months to ensure that revised regulations and procedures are implemented into the training syllabi.

0.12 Training and Qualification records

0.12.1 Responsibility

Each Ground Handling Agent and external contractor is responsible for their record generation and retention procedures. Atlantic Airways must have access to electronic and/or hard copy training status on request.

0.12.2 Retention

Documentation on student attendance and score shall be kept on file for at least 36 months.
Files for RC staff are recorded in the Gannet system.

0.13 Security Management

Security Program is described in the Security Manual.
Atlantic Airways has a Security Manual available on the company intranet.
Written procedures are provided and duties and responsibilities clearly identified in the event of aircraft or person protection being required.
It is essential that staff of the airline or the handling company is fully conversant with these procedures.
Regular reviews of these procedures should be undertaken and appropriate action taken to update when necessary.

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1 Passenger Handling Procedures

1 Passenger Handling Procedures

1.1 Passenger Departure

1.1.1 Pre-Departure Activities

1.1.1.1 Ticket sales Counter

If a Ticket Sales Counter is located at the airportdisplay either electronic or manual versions of:

a. Atlantic Airways signage .
b. Dangerous goods notifications .

1.1.1.2 Passenger Pre-Flight Preparation

Prepare check-in for flights in accordance with Atlantic Airways policy prior to the opening of web or airport check-in, and verify all necessary data has been transferred into the check-in system correctly.

1.1.2 Check-In Counter Requirements

Check-in counters must always be neat and in good order, equipped with all necessary signs and equipment. Name labels shall be easily available .
Each check-in counter has to be clearly marked with Atlantic Airways sign .
Before utilizing check in counter for Company check in, ground handling agent shall ensure notices are displayed that warn passengers of the type of dangerous goods forbidden for transport aboard an aircraft . Such notices shall include visual examples and be displayed :

1. Prominently and in sufficient number at each of the places at an airport where passengers are processed , the check-in area as well as ticket offices , baggage drop-off areas , self-serve check-in areas , transfer counters and boarding areas .
2. Clearly at any other location where passengers are checked in.

1.1.3 Passenger Check-in

1.1.3.1 General

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

1.1.3.2 Check-in Deadlines

Apply check-in deadlines as per Atlantic Airways policies, respecting applicable passenger rights and on-time departure requirements

1.1.3.2.1 Operator Specific

Always comply to SLA settings.
If no SLA, the handling agentshall as a standard open the check-in counters at least 2 hours before departureand close 30 minutes before departure.
The latest check-in time depends on local circumstances. Ingeneral, the latest check-in time shall be kept as close as possible to STD ofthe flight.

1.1.3.3 Operating Carrier, Marketing Carrier and Wet Lease

Advisethe passenger of the operating carrier no later than at the time of check-in, if different from the one noted as the "carrier" on the ticket.

1.1.3.4 Check-In Types

1.1.3.4.1 General

Check-in may be provided at check-in counters, via self-service methods such as web check-in, kiosk or SMS, and may be performed using a departure control system (DCS) or manually.

1.1.3.4.2 Manual Check-In

Where no DCS is available, apply established manual check-in procedures.

1.1.3.4.3 Through Check-In

Perform through check-in whenever possible and as per the interline agreement. Travel documents must be checked for all through-checked parts of the journey.

1.1.3.4.4 Return Check-In

The check-in for the return flight is permitted if the flight is open as per Atlantic Airways policy.

1.1.3.4.5 Self-Service Check-In

Web/mobile/kiosk/SMS check-in may be offered if the following conditions are met:

a. The passenger is holding an electronic ticket.
b. The passenger is departing from an airport where Atlantic Airways's or ground handler's Altea DCS is in use.
c. The passenger meets any other qualifying criteria set by Atlantic Airways.

1.1.3.4.6 Off-site Check-In

Off-site check-in may be permitted if:

a. The passenger is holding a valid ticket.
b. The location is an approved site.
c. The passenger meets anyother qualifying criteria set by Atlantic Airways.
d. Local off-site security process must be followed.

1.1.3.4.7 Emergency Back-Up Check-In

In case of DCS and/or BHS failure, local back-up procedures must be established in every station and tested regularly.

1.1.3.5 Check-In Opening

Conduct a staff briefing for check-in agents before the check-in counters are opened and receive and review any summarized flight information

1.1.4 Baggage Drop-Off

Passengers who have used a self-service check-in facility may drop their checked baggage at a baggage drop-off. To provide a good service to our passengers, check-in and bag drop counters are available at airports with high frequency.

1.1.5 Travel Documents and Verification

1.1.5.1 General

a. Check the validity of the ticket with regard to the itinerary, flight, date, carrier, reservation status, class, and restrictions.
b. Check the ticket for the final destination and confirm this with the passenger.
c. Verify the passenger's identity against the travel document presented, including review of date of birth, expiry status of document, a visual comparison of the photo to the passenger, and ensure the name on the travel document matches the booked name.
d. Verify the travel document is valid and good for all persons traveling, as not all States allow family members to be registered in a single passport.
e. Report any document that shows signs of tampering.
f. Locate the passenger in the DCS and review any special remarks.
g. Check travel documents for destination and/or transit requirements.
h. Review Visa or entry conditions or limitations if required.
i. Collect Advanced Passenger Information (API) if required.
j. When you identify an issue with a document, notify your supervisor who will contact the appropriate authority for assistance.

1.1.5.2 Advance Passenger Information

Many governments require airlines to submit Advanced Passenger Information (API) at specified times for disembarking passengers.
Information is generally collected at the time of check-in, or provided from data collected during booking, and verified during presentation of the travel document.
As per Atlantic Airways policies, collect API data at the time of check-in, or review data already provided.
Transmit API data at pre-arranged times to recipients specified by the airline. Always protect passenger's personal information and securely dispose of any related paperwork not kept on file.

1.1.6 Passenger Acceptance

1.1.6.1 Requirements for Passenger Acceptance

Certain categories of passengers may be refused travel at the operating airline's discretion. Apply the operating airline policies with respect to acceptance

1.1.6.2 Seating

Multiple occupancies of seats are only permitted when one occupant is an infant under 2 years old and the other is a responsible adult aged 16 years or more.

1.1.6.3 Waitlist

The acceptance of passengers on the waitlist is based on booking status and Atlantic Airways procedures.
Refer to Appendix 9.2.1

1.1.6.4 Exit Row Seating

Passengers occupying emergency exit row seating must be able-bodied.
Passengers who should be seated where they will not obstruct emergency equipment or exits, or otherwise impede the crew in carrying out their duties include:

a. Passengers who are physically or mentally handicapped to the extent that they would have difficulty in moving quickly if asked to do so
b. Passengers whose sight or hearing is impaired to the extent that they might not readily become aware of instructions given to begin evacuating the aeroplane
c. Children and infants, whether or not they are accompanied by an adult
d. Passengersin custody, inadmissible persons and those who are being deported
e. Passengers whose physical size would prevent them from being able to move quickly
f. Disabled passenger must be seated at a window seat, and not by emergency exits.

1.1.7 Passenger Boarding

1.1.7.1 General

a. Check that boarding facilities and gate monitors are displaying flight information.
b. Ensure dangerous goods and prohibited articles notices are displayed at the boarding gate.
c. Before boarding, ensure passengers and their cabinbaggage are security screened.
d. If walking on ramp, ensure the route to the aircraft is safe and clearly marked for both passengers and staff. Passengers must be supervised on the ramp at all times.
e. For passenger boarding bridge boarding, secure the route to the aircraft and block off any unused passageways if required. Identify passageways e.g. per class , as per operator requirements when there is more than one passageway in use. If passenger handling staff are trained and authorized to operate cabin access doors, refer to 4.4.2.
f. If passenger handling staff operate the passengerboarding bridge, refer to 3.1.3.5.

g. Obtain clearance for boarding from the flight crew and according to local procedures and Atlantic Airways policy.
h. Follow safety requirements for fuelling in progress as per Atlantic Airways GOM.
i. Make boarding announcements as per Atlantic Airways standards.
j. Follow policies for passengers requiring assistance or pre-boarding.
k. Verify each passenger 's identity as per the requirements.
l. Check the name on the passenger identity document with the one on the ticket, and visually match passenger with photograph if required
m. Confirm each passenger 's boarding acceptance in the DCS before allowing them to board.
n. For manual or non-automated boarding, check the flight number and date on the boarding card.
o. Apply cabin baggage policies of Atlantic Airways, and account for any gate tagged items.
p. Secure the flight by matching the checked-in passengers to the boarded passengers .
q. Provide final passenger numbers to cabin and/or flight crew.
r. Provide required flight documents to cabin and/or flight crew.
s. Advise ramp staff and/or load control of the gate baggage to be loaded
t. Ensure communication with load control as per airline policy about passenger and/or baggageinformation .
u. Send required post flight messages upon flight closeout.

1.1.7.2 Passenger Boarding Discrepancies

If there are passenger discrepancies (minus or plus), they must be resolved prior to closing the aircraft door.

a. Make every attempt to locate missing passengers and obtain visual proof of boarding and verify documents if the missing passengers are found to be already onboardthe aircraft
b. Apply Atlantic Airways policies and government regulations with respect to the removal of the checked baggage of passengers who checked in but failed to board
c. Notify crew and load control of any last minute changes to passenger and/or baggage load.

1.1.7.2.1 Operator specific

If a checked in passenger fails to board the aircraft shall his baggage be unloaded before departure. The same applies to a boarded passenger that decides to leave the aircraft.

1.1.7.3 Boarding in Case of DCS Breakdown

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

1.1.8 Flight Documents

Provide the flight crew with the required documents according to Atlantic Airways specifications .

1.1.9 Post Flight Departure Activities

Ensure all relevant messages are dispatched to the appropriate addresses , as per Atlantic Airways specifications .

1.2 Passenger Security

1.2.1 Security of Documents

1.2.1.1 Boarding Passes, Transit Passes and Baggage Tags

All materials used for passenger and hold baggage processing (e.g. boarding passes , baggage tags , Flight Information Manifest (FIM), vouchers,stamps) must be protected or under surveillance at all times to prevent unauthorized access and use.

1.2.1.2 Disposal of Printed Documents

Print material such as boardingpasses , passenger lists and handling forms may have to be reprinted.
Dispose of the original of these documents according to data protection rules, as they contain passenger data.

1.2.1.3 Information Security

The DCS must be controlled to prevent unauthorized access . Before leaving the counter, sign out, log off and lock the system.

1.2.1.4 Restricted Areas

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

a. Ensure all access doors are closed when not in use.
b. Position staff as required to direct passengers .
c. If passengers must walk on the apron to the aircraft, ensure passengers proceed directly to the aircraft.
d. If transportation must be provided to passengers to move them from the terminal building to the aircraft,

make sure only authorized personnel and screened passengers are allowed to board the vehicle.

1.2.2 Passenger Suitability for Travel

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

1.2.3 Passenger Arrival, Transfer and Transit

It is the responsibility of supervision staff to ensure all security threats are immediately reported to Atlantic Airways, flight crew and applicable authorities as per local requirements and Atlantic Airways policies. Apply customer airline and/or regulatory airport authority security procedures for the handling of passengers and their baggage in the event of:

a. A bomb threat condition.
b. An increased security threat condition.

1.3 Passenger Arrival, Transfer and Transit

1.3.1 Pre-Arrival

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

a. Prepare for short connections if applicable.
b. Arrange facilitation for passengers requiring assistance, e.g. UMNR, PRMs.
c. Check requirements for any gate delivery mobility aids.
d. In case of delay of arrival, check onward connections and make new reservations if required and as per operating airline policy.

1.3.2 Arrival

a. Prepare passenger boarding bridge, ensuring it is free of debris and position as per the standard height for the aircraft type
b. Secure the disembarkation route for passengers. If passengers are required to walk across the ramp, they must be supervised.
c. If passenger handling staff are trained and authorized to operate cabin access doors, refer to 4.4.2. If passengerhandling staff operate the passenger boarding bridge, refer to 3.1.3.5.
d. Disembark passengers in accordance with operating airline policy.
e. Provide assistance to passengers requiring it. Communicate any delays in providing assistance services.

1.3.3 Transfer (Passenger Handling at Connecting Airport)

If applicable, and as per operating airline policy:

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

1.3.4 Transit

Transit passengers may be allowed to disembark when scheduled ground time and local circumstances and facilities permit, in accordance with operating airline policy.
Certain categories of passenger should be escorted during the transit time.
Local government requirements must be applied regarding security of transit passengers up to and including screening requirements.

1.4 Special Categories of Passengers

1.4.1 Unaccompanied Minors (UMNR)

An unaccompanied minor (UMNR) is a child who travels alone and

a. has reached his 5th but not his 12th birthday, or
b. has reached his 12th but not 16th birthday and requires assistance

1.4.1.1 Seating

Preferred UMNR seating is towards the front/rear of the aircraft, close to cabin crew seat.
UMNR must never be seated in emergency exit rows.

1.4.1.2 Acceptance restrictions

Maximum number of UM accepted on each flight is 6 on A319 and 8 on A320.
Children between 12–15 years, travelling alone, are not included in the restricted number

1.4.1.3 Procedures for Handling Unaccompanied Minors

a. Complete the handling advice/declaration form ensuring the responsible adult has signed authorization and provided proof of identity.
b. Distribute and keep copies, as required.
c. Ensure the correct remarks and SSR codes are in the check-in record.
d. Apply a handling fee, where applicable .
e. Inform the responsible adult to remain at the airport until the aircraft is airborne.
f. The UMNR must not be unsupervised until handed over to the cabin crew.
g. Advise/release the responsible adult once flight is airborne.

1.4.1.4 Transfer Station Procedures

a. Meet and assist the UMNR and collect any travel documents from the cabin crew.
b. Hand over the UMNR to the cabin crew of the connecting flight.
c. In the case of an interline transfer, hand over the UMNR to the onward connecting airline agent.
d. If the flight is cancelled at the transfer station, the UMNR is to be accompanied at all times.

1.4.1.5 Arrival Station Procedures

a. Meet, assist UMNR and collect any travel documents from the cabin crew.
b. Complete the handling advice/declaration form for airline staff responsible .
c. Where applicable , ensure baggage of UMNR is collected .
d. Hand over the UMNR only to the designated adult noted onthe handling advice after verifying the identity of this person and having received his signature for receipt of the UMNR.

1.4.2 Infants and Children

1.4.2.1 Infants

1.4.2.1.1 General

An infant is a minor who has not yet reached his/her 2nd birthday.
The maximum number of infants allowed per aircraft is limited by the number of supplemental oxygen masks available on the aircraft. The Quota is presently set to 10 infants per flight.

1.4.2.1.2 Seating

An adult may not bring more than 2 INF on board:

a. Infant shall be seated with a travel companion over the age of 16
b. One infant can be secured with the aircraft lap belt on the adult's lap and the infant no. 2 properly secured in a cartype infant seat.

1.4.2.1.3 Car-type Infant Seat

The passengers may bring their own car-type infant seat, provided the following rules and restrictions are followed:

a. The car-type infant seat shall be secured with the aircraft seat belt and shall not protrude outside the passenger seat.
b. The infant shall be properly secured in the car-type infant seat, whenever the seatbelt sign is on.
c. The back of the passenger seat as well as the car-type infant seat shall be in a fully upright position.
d. The car-type infant seat shall not be placed in over wing exit rows and in the seatrows leading to a floor level exit.

1.4.2.1.4 Baby Strollers

If you are travelling with a child, you are allowed to bring a pram/pushchair as checked luggage without any extra charge.
If it is possible to disassemble the pram/pushchair, you must do so. Pack each part in a plastic bag or other forms of protection.

1.4.2.2 Children

1.4.2.2.1 General

A child is a minor between two and twelve (has reached his/her 2nd birthday, but has not reached his/her 12th birthday).
If the minor reaches his/her 2nd birthday during the journey, he/she will be considered a child as of the birthday.
The following rules apply for children:

a. A child under 12 years shall not travel alone. Exception: when travel as Unaccompanied Minor.
b. Children under 12 years must travel with a travel companion over the age of 16.
c. Children who have reached 2 but not 6 years of age must be seated with a travel companion over the age of 16.

1.4.2.2.2 Seating

Children must occupy an individual passenger seat and may not be seated in emergency exit rows

1.4.3 Groups

1.4.3.1 General

A group is defined as a party of at least 9 passengers (not including infants), travelling together.

1.4.3.2 Check-in

a. Check-in and accept all passengers individually.
b. When possible assign seats together; if requested respect any special seating requirements.
c. Issue baggage tags individually:
    1. each piece of baggage must bear the respective passenger's identification.
    2. exception: Bag tags for family members travelling together may be issued on one family name.

1.4.3.3 Non-Standard Groups

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

1.4.3.3.1 Operator specific

Mass and balance calculations are normally performed by Atlantic Airways commander, information shall be given to him unless the SGHA states that this is to be done by the handling agent. In the later situation is Load control to be informed.

1.4.4 Passengers Requiring Assistance

1.4.4.1 General

Atlantic Airways policy is that PRMs shall receive the same treatment as other passengers. The same rules and deadlines for check-in and boarding apply, and also the same benefits and services.
It is up to the passenger to give relevant information about his/her condition to the airlines at the time of reservation or upon check-in at the airports.

Every effort to meet the passenger's needs must be made at any time and, with a few exceptions, all special arrangements shall be free of charge.
PRM may, as an example, bring wheelchair(s), manual or electric, medical devices and all other necessary belongings on which the passenger is dependent (according to the PRM) free of charge
A PRM must not be seated in an emergency row and always in a window seat.

1.4.4.2 Passengers with Reduced Mobility

Appropriately code specific wheelchair requirements based on the passengers specific needs:

a. WCHR–Passengers who can ascend and descend steps and move in the aircraft cabin but who require a wheelchair for distance to/from the aircraft.
b. WCHS–Passengers who cannot ascend and descend steps, where the wheelchair is required to/from the aircraft and the passenger must be carried up/down the steps but is able to make their own way to/from cabin seat.
c. WCHC–Passengers who are completely immobile and requirea wheelchair to/from the aircraft and must be carried up/down the steps and to/from their cabin seat.

NOTE: All wheelchairs, in particular those which are battery-driven, must be handled with utmost care to prevent damage. The passenger is fully dependent on his wheelchair and may, if his wheelchair is damaged, be completely lost at his destination
NOTE: When loading in the cargo compartment: LAST IN FIRST OUT!

1.4.4.3 Passengers with Visual or Hearing Impairments

Provide passengers who identify themselves as persons having a visual or hearing impairment with access to the same information provided to other passengers in a format that is appropriate to their disability.
Ensure an accurate SSR code and any other relevant information is recorded in the DCS and PNR

1.4.5 Passenger Requiring Medical Clearance

1.4.5.1 General

Medical clearance is required whenever the sales outlet has received information that a passenger fall within one of the categories stated below:

a. Suffering from any disease believed to be actively contagious and communicable
b. Manifesting an unusual behaviour or physical condition because of certain diseases which could have an adverse effect on the welfare and comfort of other passengers and/or crew members or can be considered a potential hazard to the safety of the flight or the punctuality
c. Requiring medical attention and/or special equipment to maintain his/her health during the flight
d. Might have his/her medical condition aggravated during -or because of- the flight.

1.4.5.2 Request for Assistance without Advanced Notice

If a passenger 's special needs were not communicated at the time of booking, or a passenger is identified as a PRM or potential MEDA case upon departure, take all reasonable efforts to accommodate the passenger . Ask appropriate questions and record required codes in the DCS.

1.4.5.3 Seating

MEDA passengers are entitled to the most appropriate seating according to their needs, including the stowage of on board medical devices or equipment.

a. Appropriate seating , as per Atlantic Airways policy and passenger needs, should be assigned to:
    1. passengers needing extra oxygen on board
    2. passengers traveling on a stretcher
    3. completely immobile passengers
    4. a passenger travelling with a service animal
    5. a passenger with a fused or immobilized leg.
b. Provide adjacent seating as applicable for:
    1. personal care attendant
    2. a safety assistant
    3. areader/interpreter in case of a vision or hearing impairment.

PRM/MEDA and PRM/Non-MEDA may not be seated in emergency exits.

1.4.5.4 Request for Assistance without Advanced Notice

If a passenger 's special needs were not communicated at the time of booking, or a passenger is identified as a PRM or potential MEDA case upon departure, take all reasonable efforts to accommodate the passenger . Ask appropriate questions and record required codes in the DCS.

1.4.6 PRMs not Requiring Medical Clearance

1.4.6.1 Generel

Check that additional needs have been communicated via the appropriate SSR codes and entered into the DCS and PNR. Verify that escort requirements are fulfilled , if applicable .

1.4.6.2 Refusal of PRMs and/or MEDA Cases

Do not refuse the passenger unless there is a legitimate reason for refusal , as per the Atlantic Airways policy.

1.4.6.3 Reasons for Refusal

Do not refuse a passenger unless one of the following reasons is applicable, and in accordance with the Atlantic Airways policy:

a. The person has such a degree of physical infirmity that the trip would likely result in complications (e.g. diversion) or death.
b. The person requires individual nursing or care during the flight, if not accompanied by a suitable escort.
c. The person who, because of his physical or medical condition, pose a direct threat to the health or safety of other passengers, their property, the aircraft or crew that cannot be eliminated by providing additional aid or services or by other means (e.g. face masks, separate seating).
d. The person fails or refuses to submit themselves to the specific conditions of carriage required by the operating airline regulations.
e. Informationis required about the passenger's medical condition (diagnosis) where the passenger's own physician refuses to disclose such information to the Authorized Medical Service.
f. The person has a communicable disease.

1.4.6.4 Handling

In case of refusal of a PRM and/or MEDA case, inform the passenger and explain the reason for refusal with reference to the General Conditions of Carriage.
Apply the Atlantic Airways policy with respect to rebooking to a later date, and/or making all efforts to accommodate the passenger on the next possible flight, if applicable, or refund of the ticket.

a. Enter all relevant information about the reason for refusal into the PNR or in the operating airline report e.g. pax refused [flight/date] d/t lack of safety assistant [SITA address/agent name].
b. Forward the PNR or report to the appropriate airline department. Document all details of the incident and submit as specified by the operating airline.

1.4.7 Service Animals

The animal is excluded from weight limitation and container requirement when travelling in the cabin.
The guide dog shall always lie on the floor, coupled and if possible next to the sidewall. The guide dog should be placed in the first row.

1.4.8 Stretcher Transport

Available for installation on Atlantic Airways aircraft only on request.

1.4.9 Oxygen for Medical Use

Passengers are allowed to bring their own oxygen bottles for personal use i.a.w. IATA DGR Table 2.3.A. Commander of the flight need to be informed that there are passengers with own oxygen bottles onboard. The passenger shall inform this when booking his ticket and the carriage shall be approved by the Ground operations department.

1.4.10 Inadmissible Passengers and Deportees

1.4.10.1 Inadmissible Passengers

1.4.10.1.1 General

An INAD is an inadmissible passenger who is, or will be, refused admission into a State by its authorities.

1.4.10.1.2 Unaccompanied or Accompanied Travel

In general, INADs travel without being accompanied.
INADs need to be accompanied if:

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

For the above reasons, unaccompanied INADs may also berefused at any stage.

1.4.10.1.3 Refusal

If an INAD resists transportation or gives rise to the assumption that he/she will be the source of annoyance to other passengers or crew members, then only accept him/her according to the procedure for DEPA.
Refuse the carriage of deportees or inadmissible passengers if they are likely to:

a. Involve any risk to the safetyof the flight
b. Involve any hazard or risk to himself, other passengers or crew members.
c. Cause discomfort or make himself objection able to other passengers.
d. Require special assistance from ground or in-flight staff.

1.4.10.2 Deportees

1.4.10.2.1 General

a. DEPO is used to designate a deportee:
    1. that was formally ordered by the authorities to leave that State.
    2. who is under arrest who has to be transported to another State for legal reasons.
    3. who has applied for asylum and is transferred to the state responsible for the application.
    4. described by the term "Dublin Convention" as reasons for transportation.
b. DEPA–deportee accompanied:
    1. a deportee who is escorted by security escorts during flight.
c. DEPU–deportee unaccompanied:
    1. a deportee who is not escorted by security escorts during flight.

The responsibility for deportees lies fully with the state(s) concerned.
Deportees will be accepted for carriage only on request of an Authority and upon Atlantic Airways approval.

1.4.10.3 Handling

Advise the crew and Pilot-in-Command of INAD, DEPA, DEPU and passengers with judicial proceedings.

1.4.10.4 Determining Need for Escort

Escort must always be provided, if an inadmissible passenger or a DEPO is deemed to be a security/safety risk. Persons in Lawful Custody must always be escorted.

1.4.11 Unruly Passengers

1.4.11.1 General Conditions of Passenger Carriage

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

1.4.11.2 Handling Unruly Passengers During Check-In or Boarding

Report to the supervisor any unruly passenger behavior you observe at check-in, in the lounge, or at the boarding gate, and put baggage of such passengers on standby.

1.4.11.3 If Passenger is Denied Carriage

a. Offload the passenger in the DCS and offload his baggage .
b. Document the case in areport, with details of the passenger 's condition (e.g. intoxicated , general abuse , etc.).

1.4.11.4 If Passenger is Accepted for Travel

a. InformPilot-in-Command and the senior cabin crew member.
b. Document the case in the airport or airline report with details of the passenger 's condition.
c. Report the incident to the applicable departments and the onward airport.

1.5 Passenger Irregularities

1.5.1 General Passenger Irregularity Guidelines

Every effort shall be made to minimize inconveniences and the consequences they may cause . The passengers shall experience a professional handling of irregularities in order to maintain the passenger 's goodwill towards Atlantic Airways .

1.5.2 Misconnections/Cancellations/Diversions

Handle misconnections inaccordance with the Atlantic Airways 's General Conditions of Carriage

1.5.3 Denied Boarding due to Unavailability of Seats

a. Passengers holding a confirmed reservation may be denied boarding due to irregularity reasons , for example :
    1. overbooking of the flight .
    2. reduced aircraft seating capacity due to unserviceable equipment (cabin doors, slides , etc.).
    3. reduced weight/seat capacity due to a payload restriction .
    4. change of aircraft or version .
b. Apply Atlantic Airways policy for denied boarding :
    1. if applicable , solicit volunteers and offer compensation and/or reprotection
    2. provide written notice as per government regulations .
    3. apply airline 's involuntary denied boarding policy if no volunteers are solicited

See Appendix 9.2.1

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2 Baggage Handling Procedures

2 Baggage Handling Procedures

2.1 Cabin Baggage

2.1.1 Definition

Cabin baggage is baggage that is carried and stowed in the cabin under the passengers control and custody. It is commonly referred to as carry-on baggage or unchecked baggage

2.1.2 Operator specific

- Atlantic Airways allows each passenger to bring 2 pieces of cabin baggage provided one item is a computer or small bag that must be able to fit under the seat in front of you
- Maximum dimensions 55 x 40 x 25 cm
- The weight of the cabin baggage shall not exceed 8 kg. Items exceeding these limitations must be checked-in as checked baggage and be stowed in the cargo compartment
- The weight of the cabin baggage is included in the passenger weight and shall neither be stated on the passenger manifest nor on the load sheet.

2.1.3 Cabin Baggage Acceptance

2.1.3.1 Acceptance

a. Cabin baggage can only be accepted if it:
   1. Is suitable for air carriage (conforms to operator's procedures for weight, size or nature)
   2. Can fit under the seat or be stowed in the overhead compartment.
   3. Is suitably packed.
   4. Conforms with airport security and safety procedures.

b. Restrictions :
   1. Certain items, because of their weight, size or nature are only accepted with the consent of the operator, e.g musical instruments.
   2. For security reasons, many countries restrict the carriage of liquids, aerosols and gels in cabin baggage .
   3. Items refused by security screening shall behold-checked as per operating airline procedures or refused from transport completely if not allowed in checked baggage .
   4. For Dangerous Goods items that are permitted or excluded from cabin baggage , refer to IATA Dangerous Goods Regulations

2.1.3.2 Procedures at Check-In

Assess the size, weight and intended number of pieces of cabin baggage as per the operating airline procedures.

a. Weigh cabin bags if they appear to exceed the specified weight/size limit (weighing of all cabin baggage may not be systematically required unless mandated by the operator).
b. If the cabin baggage exceeds the free allowance size and/or weight, it shall be checked in, with applicable charges, if the free baggage allowance is exceeded.
c. Be aware of dangerous goods that may be commonly carried, but are not permitted. Ask the passenger if they have any of these items by using the Dangerous Goods displays for visualization .

2.1.3.3 Procedure at Boarding

Check for items that are unacceptable, oversized and/or overweight or exceed the number of pieces as free cabin baggage, using the cabin baggage gauge if applicable. Collect any cabin baggage that cannot be accommodated onboard due to these reasons or due to limited storage space. When accepting cabin-baggage into the hold:

a. Check with the passenger that the baggage contents comply with the IATA DGR and the operating airline procedures. Verify whether the passenger has removed any items specifically prohibited in hold baggage (such as lithium batteries, etc.).
b. Advise the passenger to remove any personal documents or medications, valuables and sensitive or fragile objects.
c. Accept, with applicable charges as per operating airline procedures.
d. Tag gate-checked bags in line with the through check-in procedures using a limited release tag, inaccordance with operating airline procedures.
e. Ensure the baggage tagged at the gate is considered for load control by adding the information in the DCS (number of pieces andweight) or use DAA labels and processes if applicable
f. Inform the passenger to pick up their gate-checked bags either at the baggage claim area, final destination or at the aircraft door (Delivery At Aircraft, DAA), if applicable.
g. Inform ramp staff and/or load control of the gate baggage to be loaded

2.2 Checked Baggage

2.2.1 General

2.2.2 Definition and General Terms

Checked baggage is baggage for which the carrier takes custody and issues a baggage check.

a. Checked baggage is carried inthe hold of the aircraft on which the passenger is travelling.
b. The operator may refuse to carry checked baggage which is inadequately packed or unsuitable for

aircarriage due to its weight, size or nature.

c. Every piece of baggage must display the passenger 'sname.

2.2.3 Bulky and Oversized Baggage

A bag exceeding 32 kg must be repacked into two bags or sent as cargo. Sporting equipment, musical instrument or other odd/special baggage are excluded from the maximum weight baggage allowance of 32 kg / item, unless the item can be split or repacked.

2.2.4 Checked Baggage Allowances

Passengers are entitled to a predetermined checked free baggage allowance that can vary based on the fare paid, passenger category, routing, group status or class .
Note:Some fares do not include any free checked baggage allowance .

2.2.4.1 Operator Specific

Adult passengers and children over the age of 2 years booked on FLEX tickets, are allowed to carry 2 pieces of checked baggage free, unless otherwise authorized.
Other passengers incl. infants are allowed to carry 1 piece of checked baggage .

2.2.5 Excess Baggage

Excess baggage fees per kilogram or piece or special item are generally applied at the time of checked baggage acceptance . Refer to www.atlantic .fo for rates.

2.2.6 Checked Baggage Acceptance

2.2.6.1 Standard Baggage Check-In

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

a. Ensure dangerous goods notifications are on display and verify with the passenger that the checked baggage does not contain any forbidden dangerous goods.
b. Review weight and pieces information for recording in the DCS and for applying appropriate fees.
c. If applicable or required according to the airline procedures, ask the passenger security-related questions.
d. Be aware of items that, due to their nature, may contain dangerous goods.
e. Ensure that the number and weight of each piece of checked baggage has been transferred automatically

or manually to the loadcontrol process. When special baggage is accepted, ensure that the person in charge of weight and balance calculation task is informed accordingly.

f. Attach appropriate baggage tag for the journey

2.2.6.2 Baggage Drop-Off and Self-Service Devices

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

a. Follow the operating airlines' procedures or SLA agreement for the number of staff per machine undertaking assistance and supervision activities.
b. Proactively guide passengers to self-service options to manage waiting times.

2.2.6.3 Baggage Pooling

Baggage may be pooled between registered groups of travelers or travelers flying together, such as families. In this situation the baggage allowances for each passenger are combined to make a group total.

2.2.6.4 Baggage Tags

a. Remove all old tags and baggage reconciliation (mini or stub tags).
b. Apply appropriate baggage tag for the journey.
c. Place tags in an easily readable location and where they will not be easily torn off.
d. Follow tag instructions and do not stick glue directly onto passenger baggage.
e. Use limited release tags.
f. Subject to operating airline procedures, supplementary tags (handling tags) may be attached to baggage items, if they are not printed on the baggage tag, such as:
    1. Priority Tag–to identify priority baggage to be offloaded first and segregated as per operating airline procedures
    2. Short Connection Tag
    3. Limited Release Tag–used on fragile or unsuitably packaged items
    4. Fragile Sticker–for items that require extra care in handling
    5. Heavy Tag–placed on items that exceed regular handling limits (this varies according to local legislation).
    6. Security Tag (e.g. weapons)

2.2.7 Checked Baggage Destination

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

a. The first stopover point of the passenger .
b. The point to which transportation has been confirmed(OK in ticket), requested (RQ in ticket) or listed (SA in ticket).
c. The point where a change of airport is involved.
d. The final destination specified in the ticket, including any tickets issued in conjunction with this ticket.
e. In addition, observe the following:
    1. The Minimum Connecting Time (MCT) is respected.
    2. Unless subject to specific agreement between airlines, through check-in baggage on separate tickets is prohibited.
    3. If allowed by airline operating procedures then baggage may be labeled to a transfer destination on the ticket.
    4. Specific rules of the operating airline may apply forAnimals Vivant In Hold (AVIH).

2.2.8 Dangerous Goods in Baggage

a. Dangerous goods are articles or substances which arecapable of posing a hazard to health, safety, property or to the environment and which are shown in the list of dangerous goods in the IATA Dangerous Goods Regulations or which are classified according to these Regulations .
b. In principle, dangerous goods are forbidden to be carried by passengers and crew, except as otherwise provided in Table 2.3.A of the IATA DGR and in line with the operating airline handling procedures.

Specific transport conditions are applicable, defined items that:

1. Requirethe approval of the operator prior to the acceptance
2. Are permitted in or as checked baggage
3. Are permitted in or as cabin baggage
4. Have to be carried on one's person only
5. Require notification of the pilot-in-command (NOTOC) on their location on the aircraft

c. All persons tasked with passenger and baggage acceptance shall:

1. Be trained according to the training requirements in the IATA DGR.
2. Have to verify with the passengers that they are not carrying forbidden dangerous goods during the check-in and baggage acceptance process.
3. Be aware of commonly carried items and question passengers where there is a suspicion of their carriage (e.g.,camping equipment, hunters).
4. Handle and report any dangerous goods occurrences, e.g. forbidden dangerous goods identified in checked baggage, in line with the operating airline procedures.

2.3 Baggage Security

2.3.1 General

Each piece of hold baggage shall be protected against unauthorized access from the point it is accepted for

carriage (including off-airport check-in) or screened, whichever is earlier up until it is loaded into the aircraft hold.
Subject to local regulations and operating airline procedures, baggage may only be transported when;

a. The respective passenger is onboard, the baggage shall then be considered as 'accompanied checked baggage'.
b. The baggage has been identified as 'unaccompanied' checked baggage and authorized for carriage in accordance with local security procedures and operating airline procedures.
c. All checked baggage is subjected to the appropriate screening and security controls in accordance with local security procedures and operating airline procedures prior to being loaded into and transported on the operating carrier.

2.3.2 Handling of Checked Baggage

If passengers and crew members are required to personally identify their checked baggage before loading, do not load any baggage not identified.
Ensure there is no opportunity for passengers to remove items from checked baggage, which are prohibited in the aircraft cabin and could be used to commit an act of unlawful interference.
When screening of checked baggage gives rise to suspicion regarding the contents, the local screening authority will proceed as per local regulations.

2.3.3 Carriage of FireArm

2.3.3.1 General.

Firearms are among the articles prohibited for carriage in the aircraft cabin. The only exemption is for persons specifically authorized to carry a firearm in the cabin

2.3.3.2 Carriage of Fire Arms On-Board

Airline procedures are in place in case person(s) authorized to carry a firearm on a commercial flight in the passenger cabin to ensure that the pilot-in-command is notified prior to the commencement of the flight. The notification shall include the seat number(s) of authorized armed person(s) when allowed by local regulations.

2.3.3.3 Carriage of Fire Arms In The Aircraft Hold

When a firearm and ammunition is carried in the hold, the procedures shall ensure:

a. Firearm is not loaded and there is no ammunition in the chamber, and ammunition is carried separately from the firearm.
b. Firearm and ammunition is stowed in a place that is inaccessible to any unauthorized person during the

flight. Firearms are not to be carried in the flight deck or retained by any crew member.

c. Carriage of firearms is permitted by all states involved (including the state of departure, transit, arrival).
d. Pilot-in-command is notified prior to a commencement of the flight.

2.3.4 Security Removed Items

Items not permitted in hand baggage that are removed by security screening personnel may only be accepted in checked baggage , as per operator handling and acceptance procedures.

2.3.5 Transfer and Connecting Baggage

When passengers have to collect their hold baggage during the transfer process (because of immigration or security policies of a State), treat hold baggage as originating baggage .

a. If baggage is collected landside , submit it to screening before loading on the aircraft.
b. If the baggage is collected and transferred in the sterile area, re-screening may not be necessary . Interline, transfer and connecting baggage must follow the reconciliation procedures as originating baggage .

2.4 Baggage Sortation

Baggage sortation is required in line with the operating airline procedures to facilitate further baggage processing and is based on the airport facilities .
IATA Resolution 753 introduces baggage tracking for all airlines . The resolution requires that all baggage is tracked through the baggage journey and specifies mandatory points for this tracking.

2.5 Baggage Preparation for Loading

2.5.1 General

Sorted baggage is prepared for loading in line with the operating airlines procedures and/or aircraft type, either on baggage carts or in containers . The baggage room shall prepare a sufficient and predetermined number of baggage carts and containers in accordance with the expected passenger load for a flight.

2.5.2 Baggage Reconciliation

Baggage reconciliation ensures that only accompanied or authorized unaccompanied checked baggage is loaded and transported. Baggage reconciliation procedures, either manually or automated, shall be in place where required by local regulations and operating airline procedures.

a. Maintain passenger /baggage reconciliation as required, including:
   1. Standby passengers
   2. Off-airport and group check-in passengers
   3. Voluntary or involuntary deplaning
   4. Transit passengers
b. Checked baggage of any passenger who is withdrawn from flight or didn't board (no-show) is to be considered unaccompanied and handled in accordance with airline procedures and local regulations, which mayinclude off-loading and additional security controls.
c. Once a flight has been closed for check-in, the baggage room flight lead, or the baggage supervisor will:
   1. Review total pieces for each ULD.
   2. Pass on all baggage ULD figures, including baggage counts for each container and total ULD numbers, so that the total load summary can be prepared.
   3. Conduct a baggage room sweep to ensure there are no left-behind bags.
d. If baggage is left behind, report to Baggage Services. Appropriate messages shall be sent to the downline station and arrangements made to expedite the return of the bag to the passenger

2.6 Offloading of Checked Baggage

a. If instructed to offload checked baggage, obtain the name, security number, baggagetag number(s) and number of pieces of baggage requiring removal. Refer to electronic records or the bingo sheets (if available) to identify the ULD that contains the baggage to be unloaded.
b. Once the baggage is offloaded, it shall be handled in accordance with operating airline prcocedures and /or local security procedures.
c. Always communicate with gate or operator staff with respect to the addition or removal of any checked baggage .
d. Maintain baggage reconciliation records (e.g. BRS/Bingo cards) in accordance with regulatory/customer airline requirements, as applicable .

2.7 Baggage Arrival and Transfer

During passenger disembarkation, check if any Delivery At Arrival, DAA items have been loaded for the passengers

2.7.1 Baggage Delivery

Unloaded checked baggage shall be prepared for delivery to the passengers in line with the priority concept as per operating airlines procedures.
Checked baggage shall be delivered to the passengers in the designated baggage claim area of the airports. Depending on airport layout specific delivery points may be applicable for bulky luggage, live animals and weapons.

Gate-checked bags or items accepted as 'delivery at aircraft' are either returned in the baggage claim area or at the aircraft door.

2.7.2 Transfer Baggage

Transfer baggage is baggage for passengers arriving on a feeder flight and continuing on an onward flight. The baggage is through checked and transferred to the connecting flight observing the local regulations and operating airline procedures.
Transfer baggage maybe identified by a remark on the baggage tag and/or by a separate short connection tag or sticker

2.8 Special Baggage

2.8.1 Cabin Seat Baggage (CBBG)

Cabin Seat Baggage is baggage not usually suitable for loading in the aircraft hold. Such baggage may include:

a. Musical instruments.
b. Works of art.
c. Electronic equipment.
d. Diplomatic baggage .
e. Valuable baggage .

If not accepted, it can travel as hold checked baggage providing packaging is appropriate.

2.8.2 Crew Baggage

Crew baggage may be presented at check-in, or airside and should be clearly identified with a crew label as well as all flight details.

2.8.3 Delivery at Aircraft (DAA)

2.8.3.1 Applicability

Delivery at Aircraft (DAA) procedure may be applied for:

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

2.8.3.2 Procedure at Boarding Gate

a. Inform the person responsible for loading and supervision task to ensure the loading of DAA and WCH are noted on the Load Message (LDM) under SI–Remark.
b. If applicable , inform the flight crew of the number of DAA bags .
c. Inform the passenger to leave or hand-over the DAA-item in the designated area

2.8.4 Sporting Equipment

Generally , sporting equipment will be presented as separate pieces of checked baggage .
Carriage of other bulky sporting equipment may be possible after prior inquiry and confirmation for transport.

2.8.5 Wheelchairs and Mobility Aids

Wheelchairs and Mobility Aids are crucial to passengers who own them, and shall be treated with care.
Mobility devices such as wheelchairs , rolling walkers, segways or swiss tracs may be operated with manual or electric power and have to be handled accordingly . There are specific rules and concerns when handling such aids , especially when they have batteries that also need special handling .
In addition to any operating airline procedure,refer to the current IATA DGR and IATA Recommended Practice 1708 which can be found in the IATA Passenger Services Conference

2.8.6 Handling of Animals

2.8.6.1 General

There are two methods of carriage :

a. Pets carried in the passenger cabin in an approved container (PETC).
b. Pets carried in the cargo compartment in an approved container (AVIH)

2.8.6.2 Operator specific

Atlantic Airways transport only dogs and cats .

Passengers are responsible to fulfill the following criteria when transporting pets as unchecked (PETC), including Service animals (SVAN) and Emotional support animals (ESAN), or checked (AVIH) baggage . They must:

- Secure proper documentation for health , entry and transfer for all countries en route.
- Provide the animal with a microchip or tattoo where applicable .
- Provide an animal passport when traveling within or entering into EU.

- Fillout Atlantic Airways certificate for Transportation of Animals - Attachment A2

2.8.6.3 Animals in Hold (AVIH)

Animals in Hold are transported as checked baggage in the aircraft hold and travel in accordance with IATA Live Animal Regulations .
Maximum 2 AVI per flight.

2.8.6.4 AVIH Handling

a. Only rigid containers with a secure door are acceptable .
b. A water container must be provided in each container - only applicable for flights more than 4 hours.
c. Only one animal per container, unless they are used to cohabiting , in which case the following applies :
    1. a maximum of two adult animals of comparable size up to14 kg. (30 lbs) each, that are compatible, may be shipped in the same container. Animals over that weight must travel individually
    2. animals up to six months old from the same litter, up to14 kg. (30 lbs) each, up to a maximum quantity of three, may be shippedin the same container/compartment.
d. The container must be large enough to permit the animal to stand in a natural position, turn around and liedown.
e. Animals should be loaded last and unloaded first.
f. Minimize time on the ramp to protect animals from wind, rain, noise and extreme temperatures.
g. Keep other luggage at least 150 mm (6 inches) away from the container sides to maximize ventilation .
h. Natural predators should not be positioned next to each other.
i. Do not load animals in the same compartment with dry ice or radioactive materials .
j. Live animals must not be loaded in close proximity to incompatible loads that have negative effects on their welfare (including human remains).
k. Exercise caution with containers that have wheels, ensuring the container cannot roll during loading .
l. Containers must be securely attached to the compartment to prevent shifting , using tie-down straps .
m. Take the deplaning animals immediately to the terminal for claim by their owners.
n. The flight crew and station should be informed of AVIH loading to ensure sufficient heat and airflow are maintained .

2.8.6.5 Pets in cabin (PETC)

The following rules must be followed, when transporting pets, as unchecked baggage (PETC):

- The only pets allowed in the cabin are dogs and cats .
- The maximum number of pets (including service animals) is two (2) per flight.
- Each passenger may carry one container/crate, holding up to two animals , and may not bring “normal” cabin baggage in addition.
- Pets and container together must not exceed 8 kg.

- The pet must be odorless.
- The container/crate must:
  - be made of a well ventilated strong (soft or hard) leakage and bite proof and clean material,
  - be large enough to allow the animal to stand, turn around and lie down in a natural position, and
  - not exceed L40 × W25 × H23 cm,
- the pet must be kept completely within the container/crate, which shall be placed on the floor, during the entire flight,
- the container/crate must be closed and placed under the seat in front of the passenger just like any other cabin baggage during push back, taxiing, takeoff and landing, and whenever the "Fasten seat belt" sign is on.

2.8.6.6 Service Animals

Certified Guide dogs will be carried free of charge (i.e. not included in free baggage allowance and no excess - bag charges).
The following rules apply for passengers with Service Animals including sniffer dogs (SVAN) and emotional support animals (ESAN).

- The animal is excluded from weight limitation and container requirement when travelling in the cabin.
- A passenger with a service animal/sniffer dog or emotional support animal should be seated in the following order of preference:
  - On the first row (only if there is a partition wall infront of the whole seat row).
  - Next to the cabin wall (window seat).
  - Non restricted seat

2.9 Mishandled or Unclaimed Baggage

2.9.1 Storage and Handling Mishandled/Unidentified/Unclaimed Baggage

Enter mishandled or unclaimed found baggage details into tracing system.
Hold such baggage in a safe and secure area where access is controlled.
Where required, make sure such baggage is subject to security controls before being loaded into an aircraft.
Note: Follow the security requirements of the forwarding carrier.
In addition:

a. Ensure that the number of unaccompanied bags is included in baggage counts for load control;
b. Use a "RUSH" indicator (manual and/or electronic) when applicable.

2.9.2 Mishandled Mobility Aids

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

a. Provide a suitable equivalent loaned item or replacement as needed and as per operator policy.
b. Arrange for the repair or replacement of the item if needed.

2.9.3 AVIH

Delay of or damage/injury to AVIH should be handled as priority

2.9.4 Legal Time Limits for Reporting

Loss, delay, damage or pilferage of baggage must be reported immediately upon arrival, or within 7 days for damage, 21 days for delay, subject to operator procedures. Follow standards from the IATA Baggage Services Manual.

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3 Aircraft General Safety/Servicing Operations

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3.1 Ramp Safety in Aircraft handling

3.1.1 Introduction

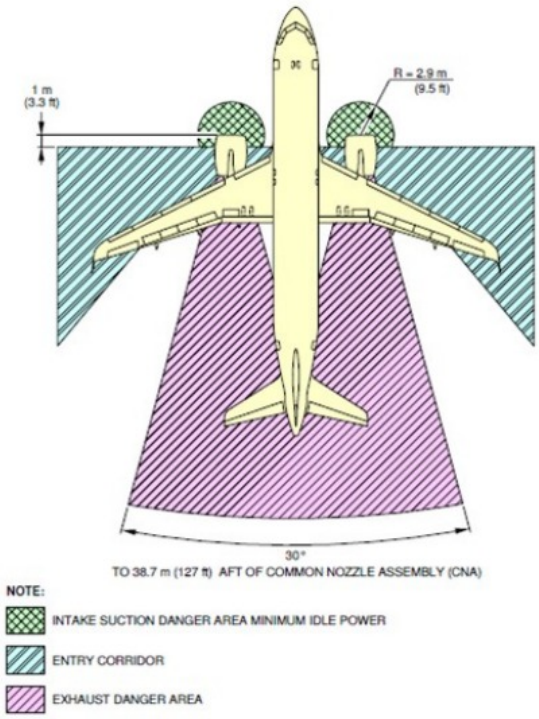
The Ramp personnel, as delegated by the NP-GO, is responsible for ensuring that all precautions are taken to prevent accidents to passengers and personnel and/or damage to aircraft or equipment. Safety procedures shall always be followed during the conduct of all of its airside operational activities , to include, but not limited to, aircraft arrival and departure ground movement operations
Even a slight scratch or dent on an aircraft may result in a serious accident. If you see or cause any aircraft damage, you must report it.

3.1.2 General Ramp Safety

3.1.2.1 Engine danger Area diagrams

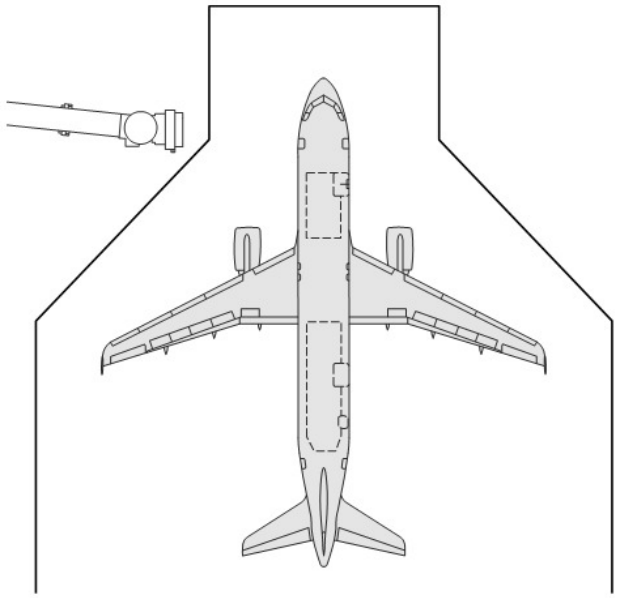
There is a particular risk of injury or damage in areas affected by aircraft engine intakes, exhausts and propellers. The risk is further increased if for any reason an aircraft stops and then applies the additional thrust required to “break away” and continue the manoeuvre.
Vehicles and personnel must remain clear of aircraft danger areas when aircraft engines are running and/or the anti collision lights are on.

3.1.2.2 Engine Danger Area Diagrams



3.1.2.3 Equipment Reastraint Area & Equipment Reastraint Line

The Equipment Restraint Area (ERA) is defined as the area of the apron in which an aircraft is parked during ground operations. It may be indicated by a painted line. If no markings exist, local procedures must establish safe parking areas, etc. The illustration below provides an exampleof the markings used at some locations. The ERA must be free of obstructions and Foreign Object Debris (FOD) before and during aircraft arrival and departure.



3.1.2.4 FOD – Foreign Object Debris

Foreign Object Debris (FOD) is a general term which applies to all loose objects which are a danger to the safety and integrity of an aircraft and which, therefore, must not be left in any area where they would constitute a hazard.
Every individual has a responsibility to ensure that the risk of damage to aircraft from FOD is minimized. All FOD must be removed and properly disposed of as soon as it is discovered.
Often the presence of FOD is due to the carelessness of personnel working airside and their lack of understanding of its consequences, or the movement of FOD into airside locations during high winds

FOD Checks
The following checks must be conducted prior to any aircraft movement and after servicing operations:

a. Check ground equipment stagingand parking areas in proximity to area of operation.
b. Do routine checks of ground equipment (including floors of enclosed cabins) to ensure that everything is secure and operational and not about to fall off and become FOD.
c. In ramp areas ensure that anything carried in or on a vehicle is secured.
d. Before aircraft arrival, conduct a FOD walk-around of the aircraft parking stand, removing all FOD found.
e. Pick-up and dispose all FOD in designated garbage bins, where provided.

3.1.3 Safety Instructions for Operating Ground Support Equipment (GSE) on the Ramp

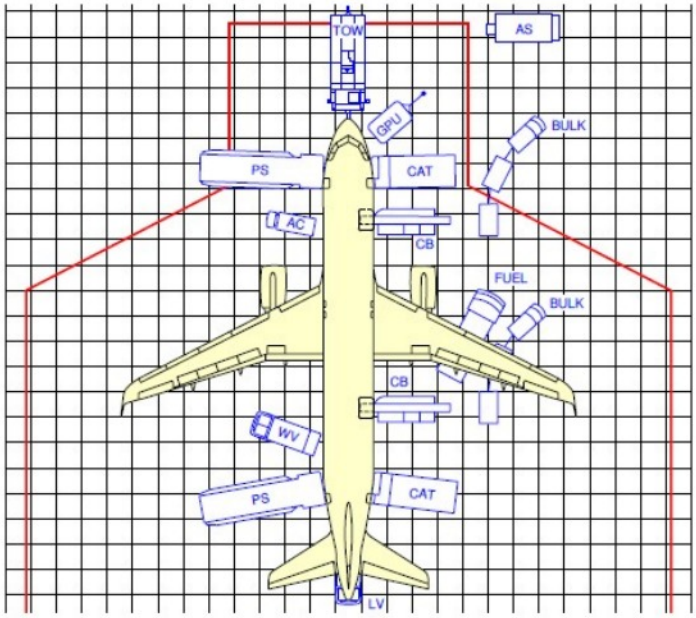
3.1.3.1 General Safety Instructions

Apply these procedures when everoperating GSE on the ramp.
Only drive or operate GSE if you are trained and authorized for that specific equipment type.
GSE must not be moved or driven across the path of:

a. Taxing aircraft
b. Embarking and disembarking passengers on the ramp.

Caution:
When operating any equipment,

- Check the aircraft for possible damage in the equipment contact zone before bringing the equipment up to the aircraft
- Immediately report any damage found.
- Do not continue to approach the aircraft with any GSE in the area where damage has been found.
- Use all safety devices fitted on GSE (e.g. proximity sensors, bumpers, handrails, stabilizers, etc.) during aircraft handling and servicing
- Ensure protective rubber bumpers are not compressed against aircraft fuselage.



3.1.3.2 Basic Operating Requirements for GSE

a. Operators shall check the Ground Support Equipment (GSE) assigned to them prior to initial use, in particular the parking brakes, rubber protective bumpers, and safety systems.
b. Do not carry extra personnel during GSE movement without an approved seat (i.e., apply the "no seat–no ride" principle).
c. Do not operate GSE while using hand-held Portable Electronic Devices (PEDs).
d. GSE shall only be used for its intended purpose.
e. GSE shall never move across the path of a taxiing aircraft, aircraft under tow/pushback or embarking and disembarking passengers.
f. Do not drive or tow GSE with lifting devices in the raised position, except for final positioning onto the aircraft.
g. Do not operate GSE platform while in motion.
h. Do not allow any GSE (e.g., tractors, pallet transporters, baggage/cargo carts and dollies) to move or be positioned under the aircraft fuselage.
i. Once motorized GSE is in its servicing position at or near the aircraft:
    1. Apply the parking brake with the gear selector in park or neutral.
    2. Turn off the engine, unless required when in operating/servicing mode.
    3. Install GSE wheel chocks, where equipped.
    4. If equipped with stabilizers, ensure they are deployed before the GSE is used for servicing. Deploy other safety devices, if fitted.
    5. When motorized GSE is in operating/servicing mode, remain in a position whereby the emergency controls can be promptly accessed. This includes the immediate vicinity of the controls or an immediately adjacent and accessible location, e.g. the cargo hold in the case of a ULD loader, where required to operate the aircraft cargo loading system, restraints and/or nets.

6. If motorized GSE is not fitted with external emergency controls, the operator shall remain in theoperating position and in control of the equipment when inoperating/servicing mode.

j. When unattended motorized GSE/vehicle is positioned in or adjacent to the ERA (other than as described in 3.1.3.2 (i)):
   1. Do not leave the engine running. In extreme cold weather conditions where local procedures permit engines running unattended, the motorized GSE/vehicle shall be chocked.
   2. Apply the parking brake with the gear selector in park or neutral and, where equipped, install wheel chocks.

k. The Ground Power Unit (GPU) and Pre-Conditioned Air (PCA) may be left running unattended when connected to the aircraft, provided the service ability and fuel levels are checked periodically.

l. A "No Touch" policy (i.e., the GSE shall not touch the aircraft), shall be employed for all GSE types except passenger loading devices.

m. When positioning GSE ensure that a clearance is maintained between all GSE and the aircraft to allow vertical movement of the fuselage during the entire ground handling process.

n. All safety rails shall befully retracted/lowered during positioning and removal where possible.

o. After positioning equipment on the aircraft, raise or extend all safety rail/s on conveyor belts, loaders and other elevated devices, except where restricted by aircraft type.

p. GSE shall be parked in the designated airside equipment parking areas when not in use.

q. Do not obstruct access to firefighting equipment or to the fuel hydrant emergency stop switch.

r. Securely stow GSE cables and hoses, where fitted, prior to transportation and when not in use.

3.1.3.3 Non-Motorized GSE

a. When parked and/or when not connected to motorized vehicles, all non-motorized GSE shall have brakes set or chocks in place, with the exception of aircraft tow bars.

b. Unit Load Devices (ULDs) shall be secured on dollies (or trailers/trucks) using the appropriate restraints.

c. Pallet and container dollies may only be towed with the turntables in the locked position ("straight ahead")and rotated only when at the loader platform.

d. The number of carts and dollies allowed is usually limited by the local airport authority or groundservice provider, however, in critical conditions (e.g. slippery surface conditions, congested facilities , low visibility) this number should bere-evaluated and might be reduced to ensure safe operations on the ramp.

e. During transportation with carts and dollies, the load shall be properly secured by using appropriate locks, stops, rails, curtains and straps.

f. The overall height of loads shall permit safe lifting of each piece of the load during loading and offloading of carts by personnel standing on the ground.

g. Light packages shall not be wedged between heavier items.

h. When using tarpaulins, all straps shall be securely fastened to the baggage cart.

i. If equipped with stabilizers , ensure they are deployed before the GSE is used for servicing . Deploy other safety devices, if fitted.

j. When not in use, the braking system shall be engaged on all strings of baggage carts.

k. If using access steps to open and close cargo hold doors, position and remove the steps in a straight line. Do not move or re-position the steps while a staff member is on the steps.

l. Towable Air Start Units (ASU), PCA, and GPU shall not be connected to the tow vehicle and aircraft at the same time, if possible. Before towing the unit away, the operator shall make surethe unit is disconnected from the aircraft

3.1.3.4 GSE Safety Driving and Parking Inside ERA

To verify serviceability of GSE and to test the apron surfaces, operators shall apply the following precautions when driving or parking GSE within the Equipment Restraint Area (ERA):

a. Make one complete stop with all motorized vehicles /equipment prior to entering the ERA or at 5 m from the aircraft. This action shall be carried out even if there is no Equipment Restraint Line marked on the apron.
b. Do not drive GSE faster than walking speed.
c. Maneuver GSE carefully to prevent personnel injury and/or aircraft damage.
d. Avoid performing any sharp turns near the aircraft, particularly when towing equipment.
e. When GSE is being moved near the aircraft, and when the vision of the GSE operator is or might be restricted, the GSE operator shall be:
    1. Guided by a guide person using standard IATA signals. If visual contact with the guide person(s) is lost, the GSE operator shall stop movement of the GSE immediately..
    2. Assisted by means of appropriate proximity sensing and warning systems and/or visual aids such as cameras and mirrors.
f. GSE that are not directly involved in the handling or servicing of the aircraft shall not be driven through or parked within the ERA.
g. Do not drive or park under the aircraft fuselage and/or wing.

Exceptions due to aircraft type or local restrictions may apply. Prior operator approval shall be given.

3.1.3.5 Passenger Boarding bridge (PBB)

The operator of the PBB must be trained and authorized to operate the boarding bridge.

a. Check that the boarding bridge is serviceable before use.
b. Report any malfunction of the boarding bridge to the appropriate person/authority.
c. Check that the walking surfaces are free and safe for use.
d. Only personnel required for the boarding bridge operation shall be in the bridge while it is moving.
e. The boarding bridge must befully retracted or parked in its safe designated parking position prior arrival and departure.
f. The safety barrier must be in place whenever the boarding bridge is not at the aircraft.
g. Make sure the movement path is clear before moving the boarding bridge.
h. When positioning boardingbridge at doors and driver/operator vision is restricted, use a guide person.
i. Make sure the guide person is in a position to accurately judge clearances and communicate signals to the driver/operator. Stop immediately if visual contact with the guide person is lost. Note: A guide person is not requiredif the PBB is fitted with systems (e.g. sensors) that enable the operator to accurately judge clearances and properly position it to and from the aircraft.

j. Move the PBB slowly towards the aircraft, avoiding any aircraft sensors or protrusions, until either the protective bumpers just touch the aircraft or the PBB's proximity sensors stop the movement.
k. Make sure the boarding bridge does not contact the wing root leading edge fairing that extends under certain cabin access doors and any other sensors or fairings.
l. Make sure any sliding rails and canopies on the boarding bridge are fully retracted during positioning, and fully extended only once the equipment is in position.
m. Maintain adequate clearance between boarding bridge and the bottom of the door, or as directed by the cabindoor markings. This reduces the possibility that the aircraft door will rest on the boarding device in the event that the aircraft settles during loading and unloading.
n. Engage any safety systems and auto-leveler features if applicable. If the boarding bridge is not equipped with an auto-leveler the boarding bridge must be attended by an operator whenever it is positioned at an aircraft.
o. Do not leave gaps between the boarding bridge and the aircraft that would allow a person or large piece of equipment to fall through.
p. Ensure that the cabin door is closed before removing the boarding bridge.
q. Where integrated with the boarding bridge, ensure ground power cables and PCA hoses are disconnected from the aircraft prior to moving the bridge unless required for operational purposes.
r. When positioning is complete, the bridge controls must be isolated as applicable.

3.1.3.6 Passenger Stairs

The following precautions shall be taken when operating passenger stairs:

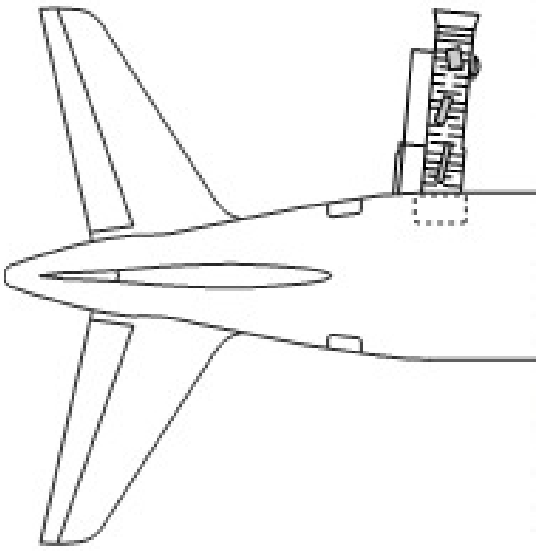
a. Check that the passenger stairs are serviceable before use.
b. Check that the walking surfaces are free of contamination and safe for use.
c. Passenger stairs shall be outside the ERA before aircraft arrival and departure.
d. Make sure the movement path is clear before moving the passenger stairs.
e. Move the passenger stairs slowly toward the aircraft, avoiding any aircraft sensors or protrusions, until either the protective bumpers just touch the aircraft or the equipment's proximity sensors stop the movement.
f. When positioning passenger stairs at the aircraft doors and the driver/operator vision is restricted, use a guide person.
g. Make sure the guide person can accurately judge clearances and communicate signals to the driver /operator. Stop immediately if visual contact with the guide person is lost. Note: A guide person is not required if the passenger stairs are fitted with systems that enable the operator to accurately judge clearances and properly position the equipment to and from the aircraft (e.g.,sensors) or systems that automatically dock and undock the stairs at the aircraft.
h. If passenger stairs are towed,disconnect them from the tractor and manually position them at the aircraft.
i. Maintain adequate clearance between the passenger stairs and the underside of the cabin door, or as directed by the cabin door markings to prevent damage.
j. Engage any safety systems and auto-leveler features, if applicable. If the passenger stairs are not equipped with an auto leveler, the level of the passenger stairs shall be monitored and adjusted, as required.

k. Deploy stabilizers , if fitted. Do not allow anyone (except the operator) to use the stairs until the stabilizers are deployed.
l. Make sure any slide rails and canopies on the passenger step platform are fully retracted during positioning .
m. Extend side rail/s after the cabin door has been opened.
n. Make sure passenger stairs are positioned so that the cabin door can be used as an unobstructed escape route in the event of an emergency/evacuation .
o. Close the cabin door before removing the passenger stairs .
p. After the cabin door has been closed , confirm there is no staff on the stairs prior to retracting stabilizers
q. If the stairs are not positioned on the aircraft , they shall be pulled back sufficiently to allow the deployment of slides in case of emergency.
r. If passenger stairs are towed when removed from the aircraft , manually position them clear of the aircraft to a suitable position before connecting them to the tractor.

3.1.3.7 Belt Loader

The following precautions shall be taken when operating a belt loader:

a. Do not sit or stand on a conveyor belt while it is in operation (up or down).
b. The boom of the belt loader shall never be positioned inside the cargo hold of any aircraft . Exception : Specially designed beltloaders (e.g., Ramp Snake and Powerstow) that require the equipment to be positioned inside the cargo hold.
c. Position and remove a beltloader in a straight line.
d. Position the boom at an angle to the cargo hold doorsill that will :
    1. Allow tractors/trailers to access the belt loader without impeding slide deployment areas and passenger evacuation routes.
    2. Prevent items and personnel from falling between the boom and doorsill .
e. The rubber bumpers on the beltloader shall never contact the aircraft . Maintain clearance between the beltloader and the aircraft at all times.
f. Always raise the side handrailas soon as the belt loader is positioned . Make sure it does not touch the aircraft fuselage .
g. The handrail shall also be deployed when a belt loader is used to gain access to aircraft cargo holds; however, caution shall be exercised where there is restricted clearance with the aircraft fuselage or engines .
h. Ensure proper separation between articles on the conveyor belt to avoid jamming.
i. Adjust the back of the conveyor belt correctly to avoid dropping goods from the belt.
j. The handrail may be lowered to accommodate large items during loading and unloading.
k. Do not stand or walk on the conveyor belt when the handrail is lowered.
l. Ensure the boom is clear of the aircraft or other obstacles before making a turn.



3.1.3.8 ULD Loader

N/A

3.1.3.9 Elevating Equipment

The following precautions shall be taken when operating elevating equipment:

a. The final position of the elevating equipment shall allow for a safe working area while in the raised position at the aircraft door to prevent personnel and objects from falling .
b. Raise the body of the elevating equipment to the correct height for servicing .
c. Check the security of seals , as required.
d. Check security documentation,as required.
e. Any elevating equipment doors not being used for servicing at the aircraft shall be closed and latched.
f. Carefully place the portable ramp/bridge on the doorsill from the platform side, as necessary .
g. Equipment (e.g. catering cart) and passengers in wheelchairs shall be pushed on and off the aircraft. Always ensure a hand-to-hand exchange . No elevating equipment is to be staged on the platform, and no loose items are to be transported on top of carts (e.g.,catering equipment).
h. Continually observe and beaware of the clearance between the aircraft door and the elevating equipment platform.
i. When the servicing is finished, carefully remove the portable ramp/bridge from the platform side and stow securely and close the aircraft door as per 4.4.2.7.
j. The passengers and/or the loadshall be secured properly inside the elevating equipment. Passengers shall be seated and wearing seat belts. Passengers seated in wheelchairs shall have the wheelchair secured during elevating equipment movement.
k. Visually check for any obstructions over both sides of the elevating equipment before lowering.

l. Lower the truck body into the fully lowered position.
m. Close and secure all the doors of the elevating equipment when the servicing is finished.
n. Perform a walk-around to check for FOD and clearance around elevating equipment stabilisers .
o. Use a guide person when visionis restricted. The guide person shall be able to accurately judge clearances and communicate signals to the driver/operator. Stop immediately if visual contact with the guideperson is lost.

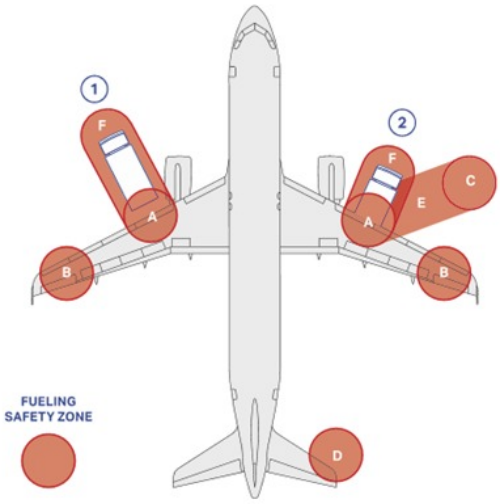
3.2 Safety During Fueling/Defueling

Ground handling personnel assigned to perform aircraft fuelling operations for the company shall complete initial and recurrent training. Training must be completed prior to assignment to operational duty.
The person responsible for the actual fuelling of the A/C shall, before starting fuelling, ensure that the fuel is of the correct grade (Jet A1) for the A/C and is free from contamination

3.2.1 Fueling Safety Zone

The Fueling Safety Zone (FSZ) is defined as an area of at least 3 m (10 ft) in any direction from the centerpoint of all fuel vent exits, refueling plugs, aircraft refueling ports, fuelhydrants, fuel hoses and fueling vehicles. This distance may be increased as required by local airport or civil aviation authorities.
Within the FSZ, all personnel shall ensure that they:

a. Do not smoke.
b. Do not use any handheld portable electronic devices including cellphones, portable music player, portable game units or earpiece or headset.
c. Enter the FSZ only when required by your current job task/responsibility .
d. Assume that fueling is taking place anytime a fuel vehicle is on the stand during aircraft servicing and fuelhoses are connected.
e. Do not leave vehicle engines running unnecessarily .
f. Position all GSE and vehicles so they do not obstruct the fueling vehicles ' escape route; this is not a mandatory requirement for hydrant type fuelling vehicles but every effort should be made to ensure a clear exit pathway.
g. Do not allow any passengers to enter the FSZ.
h. Avoid the use of motorized GSE within the FSZ.
i. Do not park any equipment in the FSZ.
j. Ensure fuel hoses are protected and all equipmentis kept a minimum of 1 m (3 ft) away from any fuel hose on the stand that is connected between a fuel truck and an aircraft



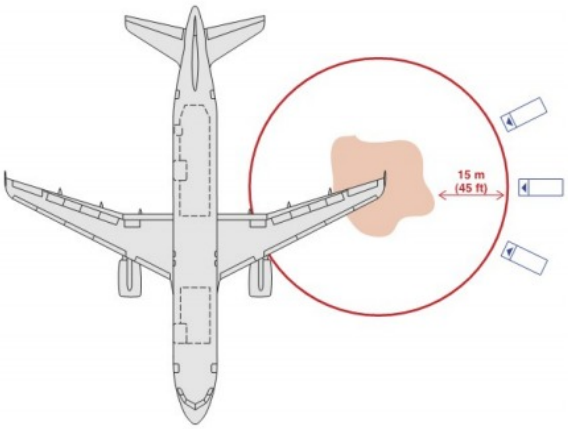
REFERENCE	DESCRIPTION
A	Aircraft refuelling port/plug
B	Fuel vent exit
C	Fuel hydrant pit
D	Fuel vent exit (according to the aircraft type)
E	Hoses
F	Fuel truck or hydrant dispenser
1	Fuel Truck
2	Hydrant Dispenser

3.2.2 Fuel Spillage

Refuelling personal shall at all time, do whatever they can to prevent fuel spill. All fuel spilling shall be seen as a potential fire hazard.

Take the following safety measures whenever a fuel spill occurs:

a. Activate the emergency shut-off valve where installed.
b. Alert the person in charge of fueling and/or the Pilot in Command of the spillage.
c. Contact the local fire service if not already done.
d. Verify with authorities/supervisor whether to stop all activity around the aircraft.
e. As far as possible, restrict all activities inside and outside the spill area to reduce the risk of ignition.
f. Secure the area 15 metres from the contaminated area.



3.2.3 Fueling/Defueling with Passengers on Board

When fueling/defueling with passengers onboard and/or during their boarding or disembarking you must:

a. Keep designated escape exits clear. An escape exit may either be a bridge into a terminal building, a cabin door or a passenger stair truck positioned on an open cabin door.
b. Ensure that all areas on stand below designated escape exits are kept free of any equipment and vehicles which would impede the deployment of an escape slide.
c. Not hinder escape routes of passengers on board by ensuring that passenger stairs and bridges are clear of FOD.
d. A two-way communication must be established and shall remain available by the aeroplane's inter-communication system or other suitable means between the ground crew supervising the refuelling and the qualified personnel on board the aeroplane.
e. Notification is made to the flight crew or other qualified personnel onboard the aircraft and/or other appropriate personnel engaged in aircraft ground handling activities when fuelling is about to begin and has been completed unless an equivalent procedural means has been established to ensure the flight and/or cabin crew are aware of fuelling operations and are in a position to effect an expeditious evacuation of the aircraft, if necessary
f. Additionally, notification is made to the flight crew or other qualified personnel onboard the aircraft when a hazardous condition or situation has been determined to exist.

3.3 Adverse Weather Conditions

3.3.1 General

Airside operational staff should follow these procedures during adverse or poor weather conditions which may have a negative impact on aircraft handling activities and ground safety. In the event that additional information is required, refer to supervisory staff.

3.3.2 Winter or Slippery Apron Conditions

The following precautions to reduce accident risk must be taken:

a. Plan additional time for all ramp activities and take extra care when walking across apron surfaces which can be slippery.
b. Take extra care when driving, especially approaching the aircraft. Remember that vehicles require greater distance to stop safely.
c. Operators of potable watertankers and toilet servicing vehicles must be vigilant that there is no spillage or leakage that can lead to subsequent freezing. Care must be taken to keep spillage and overflow to a minimum.
d. Close all entrance and cargohold doors as soon as possible and keep them closed to avoid precipitation or snow entry into the aircraft.
e. Reduce speeds in slippery apron conditions. Adjust all activities and operations on the ramp to suit the conditions at the time.

3.3.3 Thunderstorms

Refer to local airport policy. Thunderstorm communication may be implemented in alert phases and the following represents a minimum standard.
When lightning is present:

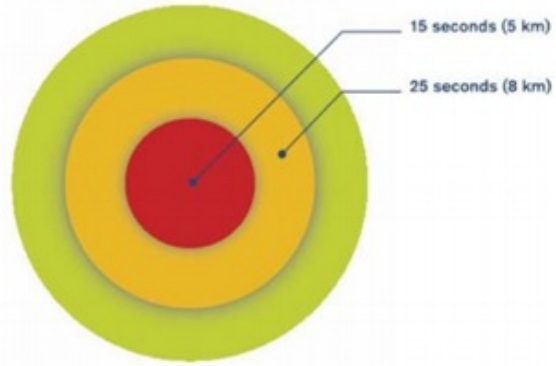
a. do not communicate with the flight deck using a connected communication headset. If necessary, communicate using standard hand signals as shown in this chapter.
b. do not stay in open areas, under the aircraft loading bridge or near any pole.
c. stop all ground handling operations.
d. aircraft fuelling must immediately be stopped and is prohibited during thunderstorm activity.

LEVELS	ACTION
GREEN All Clear	No action required
AMBER Alert Lightning activity is detected at a distance in excess of 8 km from your operation	Disseminate lightning warning to airside operating staff so they can prepare and plan their activities to be ready in case of Red Alert
RED Stop /Suspend Lightning activity is detected within 5 km of your operation	Disseminate the order to stop all airside activities and seek shelter to all airside operating staff

The distances referred to above may vary depending on local climatic parameter.

3.3.3.1 Counting Method

The counting seconds method isused when an integrated airport notification system is absent. It is used to estimate the level of lightning activity.



3.3.4 High Wind Conditions Work Instructions

High winds pose a great risk of damage and the following minimum precautions should be taken:
a. Ensure the safety of the aircraft by installing additional chocks and removing all equipment from around the aircraft.
b. Take extreme care when opening or closing any aircraft doors.
CAUTION:

- The maximum wind for passenger door operation is 65 kt
- The maximum wind for FWD and AFT cargo door operation is 40 kt (or 50 kt, if the aircraft nose is into the wind, or if the FWD and AFT cargo doors are on the leeward side)
- The FWD and AFT cargo doors must be closed before the wind speed exceeds 65kt.

c. Make sure parking brakes are seton all parked GSE.
d. Set parking brakes and secureby additional means if necessary, all non-motorized ramp equipment. (i.e.baggage carts and ULD dollies).

3.3.4.1 Operator specific, Securing of Aircraft

On receipt of a storm or high wind warning, maintenance and ground staff must ensure that:

- Aircraft are correctly chocked, brakes applied and doors closed
- Where considered necessary, the aircraft should be turned into the wind and control surfaces locked

3.4 Hand Signals

3.4.1 Introduction

In order to standardize "groundstaff—ground staff" communication and/or "ground staff–flight crew"communication, the following hand signals are defined:

a. Guide Person Hand Signals–to be used by a specific guide person in direct liaison with the equipment operator to facilitate movements of any type of GSE.

b. Marshalling Hand Signals –to be used by ground staff, to assist the flight crew during maneuvering of the aircraft and engine starting.
c. Technical/Servicing HandSignals –to be used by ground staff to communicate technical/servicing information to flight crew, and by flight crew to communicate technical/servicing information to ground staff.
d. Pushback Hand Signals –to be used during the tractor/towbar connection/disconnection process, and at the start and end of the pushback operation.

3.4.2 Conditions for Using Hand Signals

The person giving the hand signals must:

a. Use only approved handsignals .
b. Wear a high visibility vest.
c. Maintain the same role throughout the procedure.
d. Keep in constant, visual contact with the other ground staff and flight crew throughout the maneuver. Ifvisual contact is lost, the operation must stop and not re-commence until visual contact is re-established .
e. Remain clear of the intended pathway of the vehicle/aircraft where possible

3.4.3 Hand Signals

Refer to Appendix 9.1 Hand Signals

3.5 Toilet Servicing

3.5.1 Toilet Servicing Procedure

a. Wear heavy rubber gloves, full face protection and protective clothing against harmful wastes when performing toilet servicing.
b. Do not park the toilet service unit in the same area as the water service unit nor at the water filling point.

3.5.1.1 General

Each aircraft type has specific requirements for toilet servicing and the amount of precharge and/or concentrated deodorant precharge product.

a. Prior to opening a toilet service panel, check for stains around the panel.
b. While opening the service panel, stay clear and watch for signs of leakage.
c. Stay clear of the drain fitting cap while opening, and watch for signs of leakage.
d. Make sure the drain hose Y-fitting coupling is connected correctly, before a drain valve handle is pulled.

e. Empty the waste tank(s).
f. Flush the waste tank(s) twice and empty them again.
g. Precharge the tank(s) with the correct quantity of water and disinfectant –as applicable.
h. Fill the waste tank(s) with the correct amount of water and concentrated deodorant precharge packets or pre-mixed fluid as applicable. For aircraft equipped with a conventional toilet system, fill the waste tank(s) with the correct amount of water and precharge,or concentrated deodorant precharge.
i. After servicing ensure that there are no leaks at the drain fitting cap and the end of the drain hose Y-fitting coupling.
j. Close the nozzle tightly in order to prevent the accumulation of ice during flight and wipe off residual water and disinfectant.
k. Check for possible leakage.
l. After servicing close and latch the fitting caps and service panel door

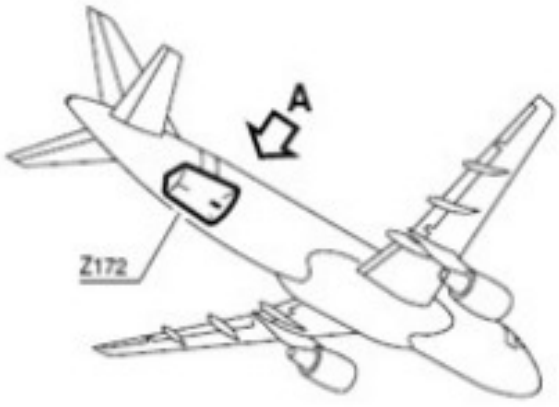
Note: Inform aircraft maintenanceor flight crew, if:

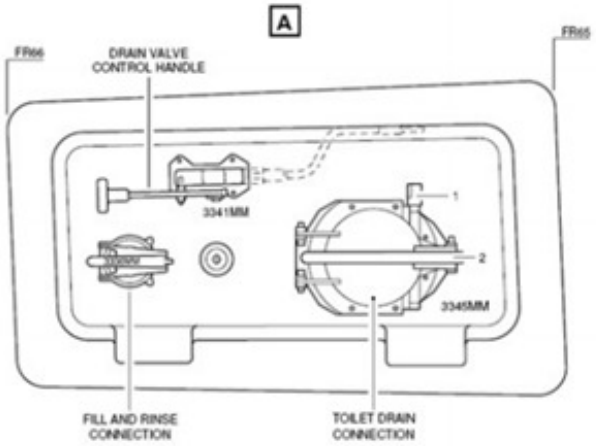
- Fluid leakage is observed.
- The drain valve will not openor the waste tank cannot be drained.

Report any spillage of waste to the supervisor

3.5.1.2 Draining

a. Open the cap of the toilet drain connection and the fill and rinse connection
b. Connect the toilet service-vehicle hose-adapter and the 4-inch diameter drain hose to the toilet drain connection
c. Push the PUSH TO OPEN lever
d. Move the drain valve control-handle from the CLOSE to the OPEN position





3.5.1.3 Flushing of the toilet system

a. Connect the flush/fill hose(1-inch diameter) of the toilet service vehicle to the fill and rinse connection
b. Operate the toilet service vehicle

c. Flush the waste tank with a maximum of 57 litres of water with a maximum pressure of 3.45 bar (50.0380 psi)
d. Touch the drain hose and make sure that the fluid is fully drained
e. Stop the operation of the toilet service vehicle
f. Push the drain valve control-handle to the CLOSE position.

3.5.1.4 Disinfection of the Waste Holding Tank

a. Use the toilet service vehicle and fill the waste tank with 10 litres of disinfectant solution
b. Switch off the toilet service vehicle
c. Disconnect the drain hose and the hose adapter
d. Make sure there are no leaks from the waste drain connection, leaks are not permitted
e. Close the drain cap. NOTE : The inner flap will close and lock automatically when you close the drain cap
f. Disconnect the fill and rinse hose and let the connection drain completely
g. Close the cap of the fill and rinse connection
h. Clean and dry the service panel area

3.5.1.5 Servicing During Freezing Conditions

Take the following measures to prevent freezing of the fluid in the aircraft toilet tanks and lines during freezing conditions:

a. Drain the waste tanks if the aircraft is parked in the open for several hours without electrical power supply and the temperature is, or is expected to be, below the freezing point, as per the Atlantic Airways procedure.
b. Fill the aircraft toilet system only after electrical power supply has been restored, and as close to flight departure time as possible.
c. Ensure the fill line is fully drained before closing the cap to prevent freezing of fluid in the fill line.

Caution:
Do not attempt to remove the frozen substance in the fill lines or connections or on the service panels. Contact maintenance immediately

3.5.1.6 Inoperative Toilet Systems

If defects of the toilet system prevent regular servicing, ask qualified technical staff–if available –for assistance (e.g. removal of panels, etc.).
If no technical staff is available, inform the Flight Crew or an airline representative

3.6 Potable Water Servicing

3.6.1 General

Water service must not bep erformed by staff that has already performed toilet servicing during the same shift. Only uplift water if authorized by Atlantic Airways.
Replenish the aircraft tank according to Atlantic Airways instructions – any deviation must be reported to the supervisor or airline representative.

3.6.2 General Hygiene Precautions

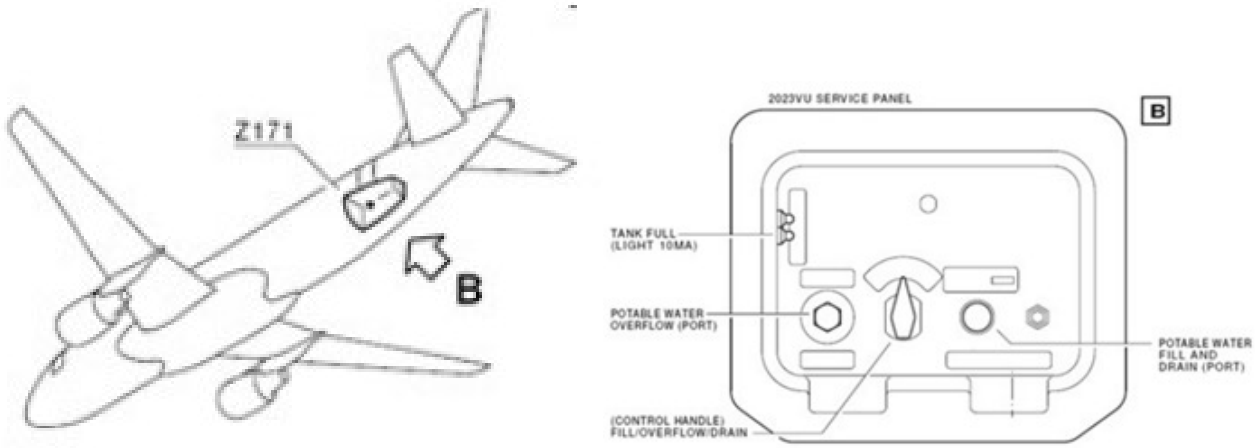
To perform water servicing you must:

a. wear clean clothing;
b. thoroughly wash your hands using soap or wear new disposable gloves, before starting water servicing:
    1. do not fill the potable water service unit from the same water source as the toilet service unit.
    2. do not park the potable water service unit and the toilet service unit in the same area.
    3. do not service the toilet and water on the aircraft at the same time.

3.6.3 Potable Water Units Servicing Procedure

3.6.3.1 Filling Aircraft Water Tanks

To fill the tank (max 200 l) the hose must be connected to the fill/drain port of the AFT fill and drain panel. Turn the fill/drain handle to the pull to fill position and pull the handle out to the mechanical stop. Switch the pump of the service vehicle on (do not exceed water pressure 3.45 bar). The quantity indicator shows the required quantity. The fill/drain handle will automatically return to the normal position when the tank full light comes on.
If the tank is overfilled, water will flow from the overflow port.



3.6.3.2 Water Servicing During Freezing Conditions

WARNING : make sure that the watertank is depressurized.
CAUTION : make sure that the drainvalves remain open after you drain the potable water system if:

a. the bleed airsystem is "off" and
b. the outside air temperature is below 0 deg.C

This will prevent damage to the potable water system.

CAUTION : before you supply air from an external source or the apu, make certain that :

a. at least one cockpit window or cabin door is open and that it remains open during servicing
b. if the aircraft is parked outside and is not protected from the rain one maintenance door or avionics compartment access door is open and that it remains open during servicing .

Reason for the job
To prevent damage to the water/waste system by ice, when the aircraft is not supplied with power or other sources of hot air.
If the service panels or caps are frozen closed, you must not use force to open or release them. You must apply hot air.

Pre-Flight (First Flight of the day)

- After draining due to low ambient temperatures you must obey the steps that follow
- Make sure that all drain valves are closed
- Potable Water System
  - Fill the potable water system with warm water of 30 deg.C not earlier than 3 minutes before the engine
  - Pressurize the potable water system and examine the fill/drain valve for leaks
  - Remove excessive quantity of water from around the service panel before you close it
- Waste system
  - Pre-charge the waste tanks not earlier than 30 minutes before the engine start

- Remove excessive liquid from around the waste service panel before you close it

Post Flight (Last Flight of the Day but notTransit Stops)

- You must do the servicing of the potable water and waste water tanks as soon as possible after a flight
- Read tables 1, 2 and 3 (draining of the water/waste system) to find if it is necessary to drain or not (depending on the ambient temperature and the coldsoak period)
- After draining of the system and parking of the aircraft at temperatures below 0deg.C
  - o Let the drain valves and the service panels stay open to let remaining fluid to flow out
  - Do not install the caps on the drain and the fill/drain nipples.

NOTE : If you install the caps,the remaining fluid can freeze immediately behind the drain and the fill /draincaps and will cause:

- Damage to the piping system
- The system to become unserviceable
- Delay at the next servicing.

Potable water

Outside Air Temp. (C)	Air Conditioning	Cabin Temp (C)	Exposure Time (H:MM)	Potable Water draining required	Purge og system required
0 - (-15)	ON	Above 10	No Limit	NO	NO
Below (-15)	ON	Above 10	1:15	YES	NO
0 - (-7)	OFF		1:30	YES	NO
(-7) - (-15)	OFF		0:30	YES	YES
Below (-15)	OFF		NONE	YES	YES

Waste system drain

Outside Air Temp. (C)	Air Conditioning	Cabin Temp (C)	Exposure Time (H:MM)	Waste System draining required
0 - (-15)	ON	Above 10	No Limit	NO
Below (-15)	ON	Above 10	1:15	YES
0 - (-7)	OFF		1:30	YES
(-7) - (-15)	OFF		0:30	YES
Below (-15)	OFF		NONE	YES

3.7 Aircraft Cabin Servicing

3.7.1 Aircraft Dressing and Cleaning

Clean and prepare these areas as per the operating carrier's cabin appearance standards. The five areas are:
(a) Seats
(b) Cabins
(c) Flight Deck
(d) Galleys
(e) Toilets
Follow these standards for each area, as per operating carrier requirements. The carrier's requirements may

vary according to turnaround time available .

3.7.1.1 Seats

(a) Rough out all waste, including waste disposal (sick) bags and seat pockets.
(b) All seat pockets stowed in uniform pattern with Safety On Board cards visible at front.
(c) Headrest covers clean, uncreased & of correct style.
(d) Arm rests covers clean and unmarked.
(e) Tables completely clean, including table lips, no cup rings, no finger marks on the table back, liquid runs or food particles.
(f) All pockets correctly stocked and neatly stowed in uniform pattern, no debris remaining.
(g) Seat belts straightened and crossed.
(h) Remove and replace headrest covers, pillow covers and blankets.
(i) Dress seats with headsets and blankets as appropriate to class or sector.

3.7.1.2 Cabin

(a) Floors vacuumed leaving no loose dirt or debris. Remove marks and chewing gum etc. from the carpets. Spotclean carpet where necessary .
(b) Clean overhead lockers.
(c) Wipe video screens removing all marks and smears.
(d) Wardrobes cleared out and free of debris.
(e) Passenger door interior panels clean of any finger marks, smears or any obvious isolated marks.
(f) No debris in magazine racks and no obvious marks on outsides. Magazines neat and tidy.
(g) Opened blanket packs removed and replaced with fresh ones.
(h) Armrests re-positioned as required.

3.7.1.3 Toilets

Do not re-use the mops and napkins used for toilet cleaning when cleaning the galley
(a) All waste removed, bins disinfected if requested.
(b) Mirrors, basin & fittings clean with no smears.
(c) Walls and ceilings clear of any obvious isolated marks.
(d) All amenities fully stocked with approved sizes/patterns.
(e) Floors washed and clean with no debris or ingrained dirt remaining.
(f) Toilet seat lid completely clean.
(g) Toilet surrounds clean, no fluid marks or stains .
(h) Check/renew deodorant if fitted.

3.7.1.4 Galleys

(a) All waste cleared, bin liners replenished, bins disinfected if requested.
(b) Work tops, framework, ovens clean with no food residues remaining.
(c) Remove any rubbish from sinks and work tops, clean and polish dry.
(d) Clean all stowage doors, panels and frameworks.
(e) Clean and vacuum stowage areas.

3.7.1.5 Flight Deck

Do not enter the flight deck unless the flight crew or airline technician is present to avoid operating any switches during cleaning.
(a) Empty waste bins.
(b) Floors clean and free of any loose debris

3.7.2 Cleaning Equipment

All equipment and materials used to clean aircraft shall be in accordance with the airline's requirements and approved standards.

1. Vacuum Cleaner: operating on aircraft power for carpets, air vents, seat arm stowage's, and seat rails and behind stowage's. Manual carpet cleaners are not an adequate substitute but maybe necessary when time is limited or large numbers of passengers remain onboard. Caution: Do not unplug by pulling the cord from the socket
2. Hand Brushes: for use on areas in accessible to vacuum cleaners
3. Chewing Gum Remover: to remove chewing gum
4. Mops and Brushes: for floor and hard surface washing. Must be clearly identified or colour coded for toilet cleaning and general cleaning
5. Towel/White Cloth: for general purpose cleaning and polishing. Must be clearly identified or colour coded for toilet cleaning and general cleaning
6. Absorbent Wipes: for mopping up spillages .
7. Hand Sprayers: for dispensing detergent mix
8. Druggets: for floor protection
9. Soft Rolls/Wipes: for wiping off spillages

3.7.3 Health and Safety General Instructions

(a) Wear the required personal protective equipment
(b) Exercise caution while checking the contents inside the seat covers to prevent cuts and injuries by any sharp items placed there
(c) Ensure suitable disposal containers are available and used for the removal of soiled articles, waste and

sharps
(d) Disposal of waste must be done in accordance with local airport authority regulations
(e) Use the correct and approved cleaning materials
(f) Be familiar with the Material Safety Data Sheets (MSDS) to understand the hazards of the chemicals used in cleaning
(g) Take care while using passenger boarding bridge, stairs.

3.7.4 Lost or Found/Damage/Any Suspicious Items

(a) Do not check/open any items found as the nature of the contents inside is unknown and has the potential of being harmful/dangerous.
(b) Any lost property found must be handed in.
(c) Any seat or cabin interior/area found damaged must be reported as appropriate.
(d) Any suspicious item found must be immediately reported.

3.7.5 Garbage Disposal

(a) All aircraft garbage must be transported to the designated disposal area.
(b) Do not obstruct jetties or steps with garbage bags.
(c) Do no throw garbage bags on to the ramp from the aircraft or from steps.

3.8 Safety During Aircraft De-icing/Anti-icing Operations

No aircraft shall attempt take off when frozen or freezing contamination is present on or adhering to the wings, propellers, control surfaces or other critical surfaces. This is known as the ICAO 'Clean Aircraft Concept'. Compliance with this requirement can be achieved by appropriate use of anti-icing or de-icing procedures, or where necessary a combination of both.
Detailed procedures and requirements for de-icing and anti-icing can be found in SAE AS 6285 "Aircraft Ground De-icing/Anti-Icing Processes" and Atlantic Airways De-Icing Manual DIM.
De-icing operations shall be performed with extreme caution to prevent injury to personnel and damage to aircraft and equipment. De-icing is not permitted during the fueling process.

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4 Aircraft Turn-Around

4 Aircraft Turn-Around

4.1 Aircraft Arrival

4.1.1 Actions Prior to Arrival

a. Conduct FOD check on entire stand removing all debris just prior to arrival.
b. Make sure the stand surface condition is sufficiently free of ice, snow, etc., to ensure safe aircraft movement.
c. Make sure all required Ground Support Equipment (GSE) is available and serviceable , and is positioned well clear of the aircraft path, outside the Equipment Restraint Area (ERA).
d. Make sure the aircraft path and ramp area is free of objects and obstacles which the aircraft may strike or endanger others due to jet blast effects.
e. Make sure aircraft docking guidance system is operating, or marshalling staff is present.
f. Make sure additional ground personnel (such as wing walkers) are present (if required).

Danger:
All persons not responsible for the aircraft arrival operation must stay well clear of the arriving aircraft and must not approach the aircraft until:

- The engines have been shut down and are spooling down.
- The anti-collision lights have been switched off, and
- Wheel chocks are positioned.
- Clearance to approach the aircraft has been given by the agent responsible for the arrival operation, if applicable .

4.1.2 Standard Arrival Procedure

4.1.2.1 Aircraft Arrival at a Gate or Open Ramp

a. For a standard arrival procedure at a stand without an automated guide-in system or at an open ramp:
    1. as aircraft approaches the stand area, the marshaller points to the guide-in line on the ramp to be followed by the aircraft by standing at the top of the guide-in line and giving the “IDENTIFY STAND” signal . Wing walkers, if required, will be positioned approximately 1 m (3 ft) outside the path of the wingtips. Wingwalkers shall maintain visual contact with the Marshaller until the aircraft has come to a complete stop.
    2. while the aircraft taxies along the guide-in line, the marshaller gives the “Continue to Taxi ahead” signal with marshalling wands.
    3. the nose wheel should follow the lead-in line all the way to the appropriate stop point. Use the “Turn Left” or “Turn Right” signals to correct the track of the aircraft as required.
    4. if at any time during aircraft movement the marshaller is unsure or identifies an imminent danger, STOP the aircraft.
    5. if at any time during aircraft movement, the wingwalkers are unsure or identify an imminent danger, signal the marshaller with the “STOP” signal .

6. as the aircraft approaches the stop position, use the "Slow Down" signal if required. As the nose wheel reaches the stop point slowly cross the wands in the "Stop" signal.
7. once the chocks have been positioned, notify the flight crew using the signal "chocks inserted"

b. For a standard arrival procedure at a stand with an automated guide-in system:
   1. the agent responsible for the arrival, "Marshaller" shall verify that the correct aircraft has been selected for the arrival and the equipment is operational.
   2. the agent responsible for manning the emergency stop button shall be positioned with an unobstructed view of the arriving aircraft and within reach of the system to stop the aircraft in the event it is needed. It is essential to maintain a continuous unobstructed view between the agent responsible for manning the emergency stop button and the ground personnel ensuring clearance (e.g. wing walker).
   3. in the event that the emergency stop is activated, and only after a check by the ground staff operating the guidance system that the risk is no longer there, the aircraft docking guidance system can be reactivated. If not standard aircraft arrival procedures shall be used.
   4. wing walkers, if required, will be positioned approximately 1 m (3 ft) outside the path of the wingtips. Wingwalkers shall maintain visual contact with the Marshaller until the aircraft has come to a complete stop.

4.1.2.2 Actions After Arrival

a. Upon aircraft stopping:
   1. position wheel chocks at nose landing gear wheels as per 4.2
   2. position and connect the Ground Power Unit, if required, before engine shut down.

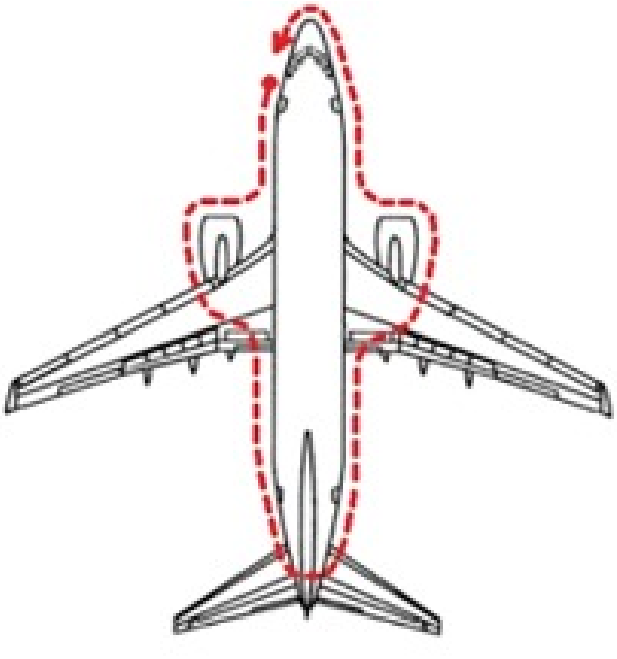
b. After engines have been shut down, are spooling down and anti-collision lights have been switched off:
   1. position wheel chocks at the main landing gear wheels and verbal/visual confirm to flight crew.
   2. confirm there is no damage on the cabin door area prior to positioning the passenger boarding device(s).
   3. position the safety cones.
   4. conduct an arrival walkaround to inspect for damage on the following parts of the aircraft:
      I. all cargo doors
      II. all access panels and servicing access points
      III. aircraft fuselage
      IV. aircraft engine cowlings/propellers
      V. aircraft passenger doors.
   5. give clearance for GSE to approach aircraft.

Note 1: If any damage is found, report it immediately to the commander and do not approach the aircraft with any GSE in the area where the damage has been found.

Note 2: "Spooling down" of engine can be identified as follows: reduced engine noise, visible fan or propeller speed reduction, lack of exhaust heat/thrust plume.

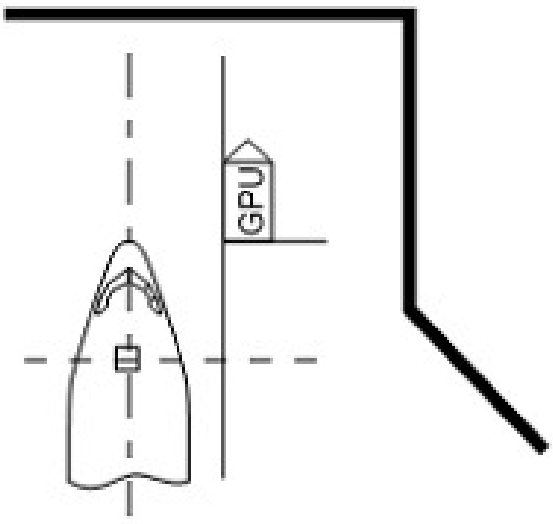
Danger:

If notified of a brake overheat do not approach the main gear



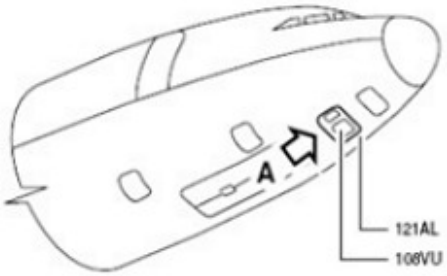
4.1.3 Ground Support Equipment on Arriving Aircraft

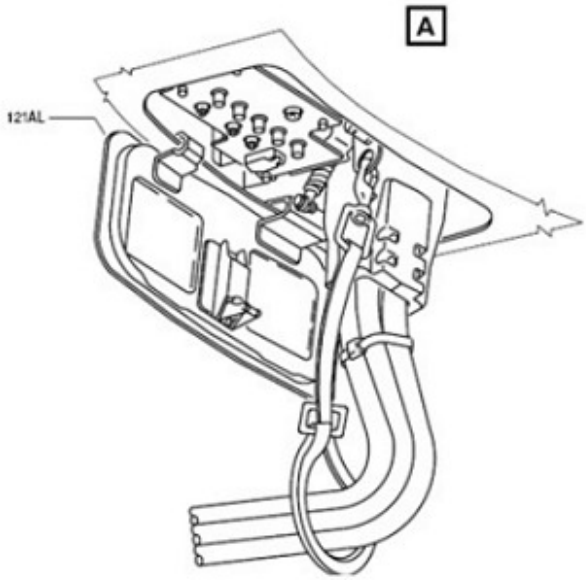
4.1.3.1 Ground Power Unit (GPU)



a. It is permitted to pre-position a GPU inside the ERA provided there is an marked GPU parking position.
b. Position the GPU on the appropriate side of the nose parallel to the aircraft center line with the towbar facing away from the aircraft as shown below.
c. Set parking brake/chock the GPU.
d. The aircraft must be grounded
e. Open the access door to get access to the external power receptacle and the panel

f. Install the cable holding strap
g. Attach the CABLE HOLDING STRAP to the feeder cable
h. Connect the snap hook of the cable holding strap to the fitting on the aircraft structure
i. Connection of the connector. WARNING : before you connect the ground power unit to the external power receptacle of the aircraft, make sure that the external electrical power supply is not energized. If it is energized, dangerous arcing can occur.
j. Energize the Aircraft Electrical Circuit from the External Power
k. The EXT PWR/NOT IN USE indicator light and EXT PWR/AVAIL caution light come on.





4.1.3.2 Cooling/Heating Units/Pre-Conditioned Air (PCA)

WARNING : make sure that during this procedure the aircraft is in one of these three conditions:

- the cabin pressure outflow valve is open
- the fwd avionics compartment access door is open
- one or more passenger doors are open.

You must attach a warning notice to the open doors to tell persons not to close them. This prevents accidental pressurization of the aircraft.

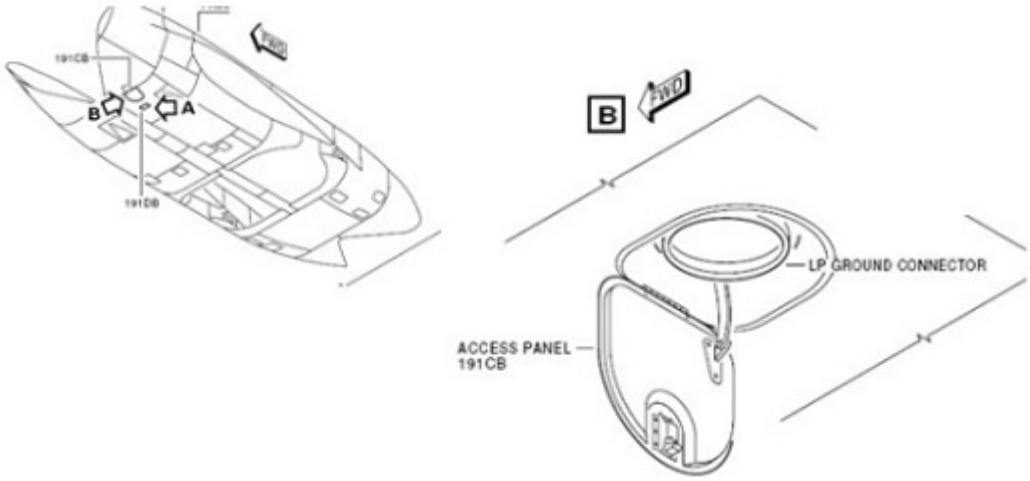
- Open the avionics -bay access door

- Put a warning notice in position to tell persons not to close the avionics -bay access door
- Open the access door Connect the GROUND AIR SUPPLY 0 TO 3,5 BAR to the aircraft LP connector
- Pre-conditioning through the LP Ground Connection
- Start the ground air-supply unit and make sure that:
  - the airflow is between 54 kg.min and 78 kg.min
  - the supplied air pressure is not more than 40 mbar
- Set the necessary output air temperature on the ground air-supply unit.

NOTE : Make sure that the supplied air temperature does not go above 70 deg.C

Close -up

- Disconnect and remove the ground air-supply unit from the aircraft
- Close the access door Close the avionics -bay access door
- Remove the warning notice



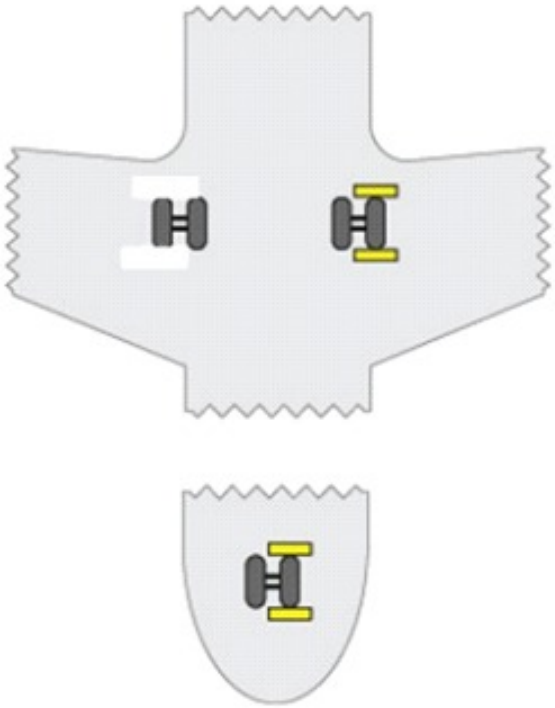
4.2 Aircraft Choking

Do not approach the aircraft to position chocks unless all of the following criteria are met:

- Aircraft has come to a complete stop.
- Engines have been switched off and are spooling down.
- Anti-collision lights are switched off.
- Immediately places chocks forward and aft of the nose gear. This is the first action to take place around the aircraft, and shall be completed before any other activity may take place.
- Place chocks forward and aft of the main gear in accordance with the applicable normal chock placement diagram.
- Walk towards the main gear in a path parallel to the fuselage .
- Give the 'Chocks Inserted' hand signal to the flight deck crew.

Danger: When placing wheel chocks:

- Stand well clear of the path of the tires, as serious injury could occur if the aircraft begins to roll prior to the final placement of the chocks.
- Approach/leave the main landing gear from the front or rear. This minimizes the risk of serious injury since aircraft tires are designed to burst in the direction of the wingtips

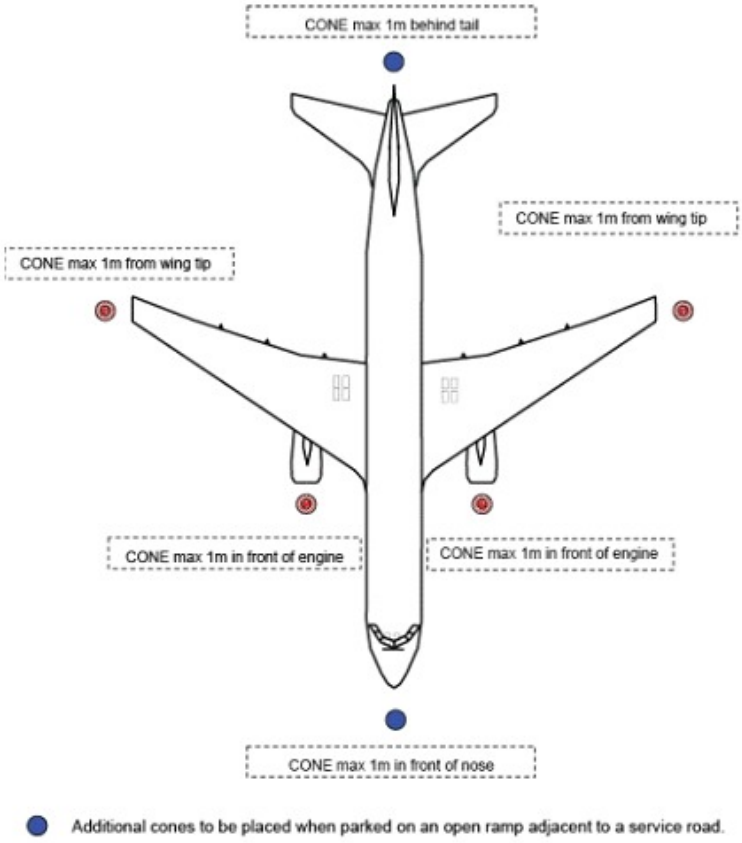


4.3 Aircraft Coning

Safety cones are a caution sign for drivers to maintain required safety clearances. Cones protect parts of the aircraft against collision by GSE.

a. Prior to arrival of the aircraft, make sure there are sufficient serviceable safety cones to protect the aircraft type to be handled.
b. Do not approach the aircraft to position cones unless all of the following criteria are met:
    1. aircraft has come to a complete stop.
    2. engines have been shut down and are spooling down.
    3. anti-collision lights are switched off.
    4. aircraft has been chocked. NOTE: "Spooling down" of engine can be identified as follows: reduced engine noise, visible fan or propeller speed reduction, lack of exhaust heat/thrust plume.
c. Place safety cones on the ground in accordance with the following diagrams –within a maximum of 1 m outward from the point of the aircraft being protected. Cones must not be placed in high wind conditions.
d. Additional safety cones may be needed as per operational requirements or local regulations.
e. GSE must not approach the aircraft until all safety cones have been placed (not applicable for the PBB or GPU, if required).

f. All required safety cones shall remain in place until GSE and vehicle activities around the aircraft have ceased prior to departure of the aircraft. NOTE: In some situations it may be necessary to re-position cones to allow GSE to be positioned. Cones must not be placed under engines. Reposition the cones when the GSE is removed.
g. Ensure all vehicles has been removed from the ERA.
h. Remove the safety cones from around the aircraft.
i. When not in use, place the safety cones in the designated storage area



4.4 Aircraft Doors

4.4.1 General Safety Requirements

This section Provides generic precaution and does not constitute training on opening/closing of aircraft doors. Do not operate ANY aircraft doors unless you have been trained and authorized to do so.
Seek assistance from maintenance personnel if any difficulty is experienced during normal door operation.
Caution:

- Do not open doors if the wind speed is more than 40 knots.
- Close the doors, before the wind speed is more the 65 knots to prevent damage to the door or to the aircraft structure.

4.4.2 Cabin Access Doors

4.4.2.1 General

Duly qualified loading personnel shall only perform opening and closing of compartment doors. All passenger and service doors shall only be opened by crew members from inside, or if there is no crew on board, by trained staff or crew members also from the outside.

Danger:

Cabin access doors shall only be in open position if there is an appropriate boarding device positioned at the door. Cabin access doors may not be opened without appropriate equipment positioned at the door.

There is a risk of falling while operating cabin doors.

Slide deployments can be fatal. If an armed door begins to open, do not attempt to hold the door, as you risk being seriously injured or killed.

If a cabin access door is found open without a boarding device positioned at the door you must immediately notify a supervisor or the airline representative.

a. Do not attempt to close the cabin access door unless trained and qualified.
b. Guard the cabin access door until a qualified person is present to close it.

4.4.2.2 Opening Cabin Access Doors from Inside by Trained Crew

Ground staff should:

a. Knock twice on the door from outside to indicate that a boarding device is properly positioned outside a door to be opened and that the door swing area is free of obstructions.
b. Stand clear of the door and wait for the cabin crew to open.
c. (As applicable) Assist cabin crew with moving the door to the fully opened position and engaging the gust lock as necessary.

4.4.2.3 Opening of Cabin Access Doors from Inside by Authorized and Trained Ground Staff

a. Check that the door is disarmed.
b. Check that all indicators show that it is safe to open the door.
c. Check visually that a boarding device is positioned at the door.
d. Open the door slowly and carefully in accordance with the instructions and markings labeled on the door, and the respective aircraft type specific instructions, and/or your training.

4.4.2.4 Opening Cabin Access Doors from Outside with Crew/Ground Staff on Board

a. Look for indications that the door is disarmed.

b. Check that all indicators show that it is safe to open the door.
c. If there is no indication from the cabin crew that the door is disarmed, knock twice on the door and repeat the previous step.
d. If there is still no indication from the cabin crew that the door is disarmed, contact the Pilot-in-Command via an open cockpit window or the aircraft interphone system.
e. If there is no cabin crew on board and the red/orange streamer is visible across the interior of the door window, then do not open the door. Instead, seek assistance from airline personnel.
f. If you cannot confirm that the door is disarmed, DO NOT OPEN THE DOOR.
g. Once you confirm that the door is disarmed, open the door slowly and carefully in accordance with the instructions and markings labeled on the door, and the respective aircraft type specific instructions.
h. If integral airstairs (other than those permanently affixed to a boarding door) are to be used, slightly open the door until the airstairs are fully extended.
i. If integral airstairs permanently affixed to a boarding door, stand clear of the door and slightly open the door until the airstairs are fully extended.
j. Move the door to the fully opened position and engage the gust lock.

4.4.2.5 Opening Cabin Access Doors from Outside with no Crew/Ground Staff on Board

a. Look for indications that the door is disarmed.
b. Check that all indicators show that it is safe to open the door.
c. If you cannot confirm that the door is disarmed, DO NOT OPEN THE DOOR.
d. Once you confirm that the door is disarmed, then open the door slowly and carefully in accordance with the instructions and markings labeled on the door, and the respective aircraft type specific instructions.
e. If integral airstairs (other than those permanently affixed to a boarding door) are to be used, then slightly open the door (ajar) until the airstairs are fully extended.
f. If integral airstairs permanently affixed to a boarding door, stand clear of the door and slightly open the door until the airstairs are fully extended.
g. Move the door to the fully opened position and engage the gust lock

4.4.2.6 Embarkation or Disembarkation Through Cabin Access Doors

Before allowing passengers or crew embarkation or disembarkation via a cabin access door, ensure that the boarding device is properly positioned at the door, and if stairs or integral airstairs are to be used, that both guard rails (if applicable) are extended.

4.4.2.7 Closing Cabin Access Doors

a. Make sure service doors are closed immediately after servicing is completed.
b. Receive confirmation from the crew that the cabin access door(s) may be closed for departure.
c. Before removing the last boarding device from an aircraft, inform any ground staff onboard the aircraft

that the last cabin access door is being closed and the last boarding device is being removed from the aircraft.

d. Look for any possible obstructions around the door area and remove them.
e. Make sure the door gust lock is released and assist the person closing the door by moving it to the ajar position.
f. The intention to remove the boarding device shall be communicated to cabin crew or any other operational personnel on board. Do not remove the boarding device from the aircraft until the door is fully closed and locked.
g. If stairs were used at a cabin access door, retract the stair handrails if necessary to close the door. Remain at the top of the stair platform until the door is fully closed, and then descend the stairs before they are moved.
h. Close the door slowly and carefully in accordance with the instructions and markings labeled on the door, and the specific instructions for the aircraft type.
i. Before leaving the vicinity of the door, confirm that the door is properly seated flush with the surrounding airframe and that the exterior door handle is flush with the surface of the door.
j. Seek assistance from aircraft maintenance personnel any time a door malfunction occurs.
k. Do not retract equipment stabilizers in advance of the cabin door being fully closed.
l. Before retracting equipment from the door, check to ensure the maneuvering area is clear of all obstructions and personnel.
m. If a passenger boarding stairs unit is used, retract the passenger stairs canopy. Move the equipment to its approved parking position and engage any applicable restraints (i.e., closing the door on the passenger boarding stairs opening).
n. Visually inspect the cabin access door and the surrounding fuselage for signs of damage, particularly in any areas where the boarding device was in contact with the aircraft. If damage is discovered, immediately report it to aircraft maintenance personnel, and if available , the Pilot-in-Command.

4.4.3 Cargo Hold Doors

4.4.3.1 Opening Cargo Hold Doors

a. Do not operate cargo doors unless trained and authorized.
b. Manual operation of an electrically or hydraulically operated cargo door may only be performed by maintenance personnel or flight crew.
c. Do not open the cargo doors until the aircraft engines have been shut down and the anti-collision lights have been switched off.
d. Before positioning loading equipment or any other ground support equipment at cargo doors and opening cargo doors, perform a visual check for any signs of damage to the doors or surrounding areas. If any irregularities are discovered during this visual check, report them to aircraft maintenance personnel and, if available , the Pilot-in-Command.

WARNING : make sure that the travel range of the cargo door is clear before you unlock it. Stay aft of (left of) the door when you unlock it because it can open suddenly and cause injury.

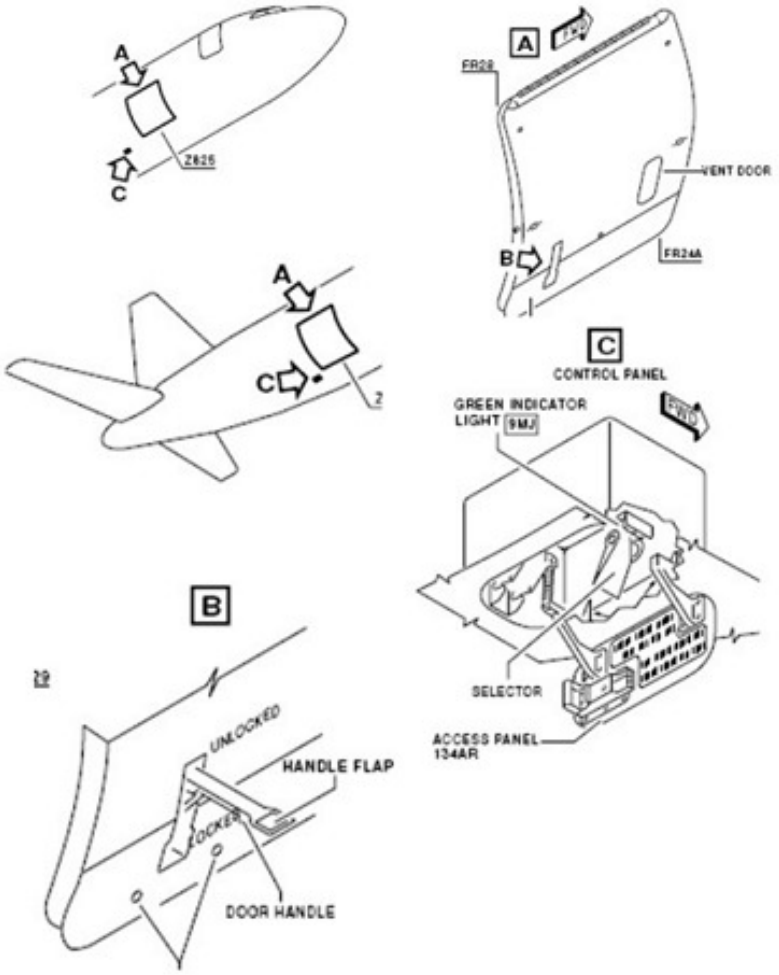
- Push the handle flap in to release the door handle from catch of the door structure
- Pull the door handle away and up from the door structure to the fully UNLOCKED position

NOTE : The unlatched cargo door opens to the vertical position because of the force of gravity.

Operation on the control panel:

- Move the selector of the control panel to the OPEN position and hold it until the green indicator light comes on.

NOTE : The green indicator light shows that the cargo door is in its fully open position. The door actuators are in their extended positions and internally locked.



4.4.3.2 Closing Cargo Hold Doors

a. Do not operate cargo doors unless you have first been trained and authorized.
b. Manual operation of an electrically or hydraulically operated cargo door may only be performed by maintenance personnel or flight crew
c. before closing the cargo doors, ensure: that load restraint and door protection nets are properly fitted.

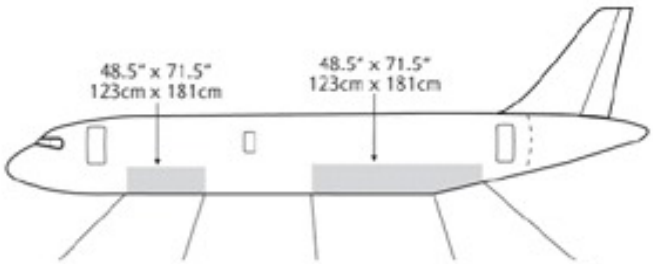
d. that the cargo compartment lights have been switched off unless required for carriage of AVI.
e. that the door area including the door sill and frame are free of gravel, water, ice and other foreign substances or obstructions.
f. that the door and door frame show no visible signs of damage.
g. that any damage discovered during the inspection of the cargo doors and surrounding areas/frames is immediately reported to aircraft maintenance personnel and the Pilot-in-Command.

- Move the selector of the control panel to the CLOSE position and hold it until the cargo door is closed.
  - NOTE : The green indicator light goes off when the cargo door starts to close.
- Release the selector when the cargo door is fully closed.
  - NOTE : The selector must go back automatically to the NEUTRAL position. If not, put it manually to the NEUTRAL position to prevent a permanent operation of the yellow electric pump.
- Pull the door handle down to the LOCKED position and push it into the recess of the door structure.

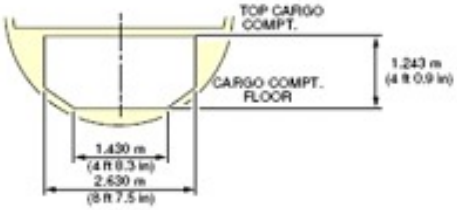
4.4.4 Hold Information

4.4.4.1 General Cargo Hold information A319

The Airbus A319 aircraft has two lower deck cargo holds. They are referred to as the forward cargo hold and the aft cargo hold. The forward and aft cargo holds have compartments which are divided by nets; referred to as the compartment 1 (forward cargo hold), 4 and 5 (aft cargo hold). When the nets are installed, they divide the cargo compartments into net sections. A separation net isolates the bulk cargo compartment 5 from the aft compartment 4. These aircraft will be operated loose loaded.
NOTE: Both compartments are under floor and pressurized like the passenger cabin.



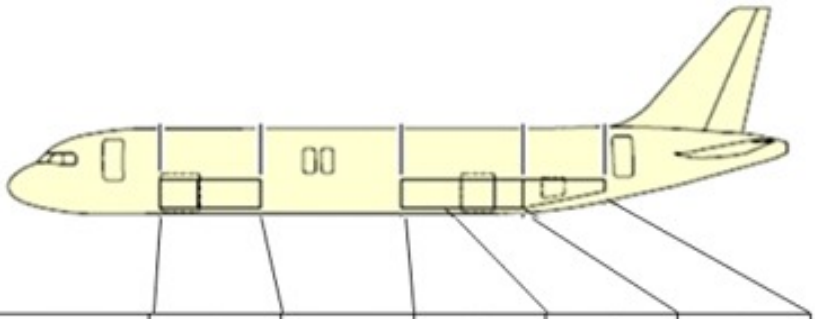
	1		4	5
	Forward		Rear	Rear
Max Comp Load	2268	kg	3021	1497
Max Floor Loading	488	kg/m²	488	732
Max Floor Loading	45,4	kg/ft²	45,4	68
Usable Volume	8,51	m³	11,83	7,22



4.4.4.2 General Cargo Hold information A320

The Airbus A320 aircraft has two lower deck cargo holds. They are referred to as the forward cargo hold and the aft cargo hold. The forward and aft cargo holds have compartments which are divided by nets; referred to as the compartment 1 (forward cargo hold), 3, 4 and 5 (aft cargo hold). When the nets are installed , they divide the cargo compartments into net sections . A separation net isolates the bulk cargo compartment 5 from the aft compartment 4. These aircraft will be operated loose loaded.

NOTE: Both compartments are under floor and pressurized like the passenger cabin.



	1		3	4	5
Max Comp Load	3402	kg	1301	3235	1497
Usable Volume	13,28	m³	5,23	13,07	5,88

4.5 Aircraft Turnaround Handling

4.5.1 Supervision of Aircraft Turnaround Handling

The person performing the aircraft loading supervision task is responsible for the safe and efficient loading and unloading of the aircraft as well as the protection of the loads carried. The task will ensure the aircraft is loaded as specified by the weight and balance calculation task in accordance with the corresponding loading instruction report, LIR.

4.5.1.1 Actions Prior to Loading

Prior to loading, the person responsible for aircraft loading supervision task shall:

a. Verify the aircraft registration with the registration on the LIR.
b. Carry out a hold inspection once unloading is complete or prior to commencing loading
c. Assemble and check the load against the LIR in order to ensure compliance
d. For bulk loading, confirm:
    1. Carts identification labels are correctly filled in
    2. Loose pieces/weight information is correct (where applicable)
e. Ensure LIR is received and understood by the persons responsible for aircraft loading task, including details and requirements of special load (e.g. Dangerous Goods).
f. Ensure special equipment (e.g. tie-down straps, load spreaders, plastic sheeting for wet cargo) is available, as required.

4.5.1.2 Operator specific

A qualified individual shall be designated to be responsible for the correct loading and securing of dangerous goods on board the aircraft

4.5.1.3 Actions After Loading

After loading has been completed the person responsible for aircraft loading supervision task shall:

a. Perform a final hold check to ensure:
    1. The cargo doors have not been damaged during loading
    2. The doors are closed and locked properly
b. Sign the LIR, and in doing so, confirm that:
    1. The aircraft has been loaded in accordance with the LIR and the LIR edition number.
    2. That the load is secured and locks, stops, nets, fire blankets etc. are correctly installed, raised, locked etc.
    3. If applicable, the aircraft has been unloaded as per the OIR

c. Confirm the final actual loading is in accordance to final LIR, in order to finalise the weight and balance calculation .

4.5.2 Aircraft Ground Stability

Unloading or loading may cause the aircraft to become unstable or could cause tipping.
In case detailed information of the unloading and loading sequence are not available , as a general principle for cargo aircraft and passenger aircraft sensitive to tail tipping, ensure the sequence below is adhered to:
(a) Unload the aft hold first.
(b) Load the forward hold first.

4.5.3 Safety Requirements Specific to Aircraft Turnaround Handling

a. Holds and compartments shall only be entered or exited by using the appropriate loading equipment, which shall be positioned and secured at the aircraft door.
b. Carts shall not be used to gain access to cargo compartments.
c. Loading equipment shall not be removed from the aircraft when personnel are still in the cargo hold.
d. Equipment operators shall ensure that other personnel are not entrapped by movement of loads, pallets and/or containers, either in the aircraft or on the loading equipment.
e. Personnel shall not walk between carts and dollies even when they are stationary on the ramp.
f. Hinged side gates of loaded carts should be lowered carefully incase loads fall out and cause injury.
g. Extreme caution shall be used when using covered carts.
h. Take care when pulling or pushing carts especially when ramp conditions are slippery. When necessary , obtain assistance .
i. Protect all loads from adverse weather, attention shall be given to live animals and/or perishables .
j. Use tarpaulins or covered carts during adverse weather.
k. Use correct manual handling techniques and practices when handling heavy items. Get assistance when moving heavy articles .
l. When loading has been completed, equipment operators shall move all loading equipment to the designated parking location outside of the ERA.

4.5.4 Unloading

If the flight crew experiences a handling irregularity on take-off, the flight crew may request aircraft scaling (weighing of all baggage and cargo on board) at the arrival station. The aircraft shall not be unloaded when a scaling has been requested until the process has been initiated. Contact the airline representative for details .

4.5.5 Cargo Hold Inspection

4.5.5.1 General

a. A cargo hold inspection shall be performed:
   1. After aircraft unload is complete
   2. Prior to loading if this does not follow immediately after unloading is complete
   3. In case the aircraft was unattended between unloading and loading; or
   4. There was a change of persons responsible for the aircraft loading and supervision task.
b. The person undertaking the cargo hold inspection shall perform a visual check of all cargo holds to ensure:
   1. No damage of compartment floors, walls, ceiling, door frames, panels, door.
   2. No missing, damaged or malfunctioning floor locks, load restraints or nets.
   3. No spills.
   4. No Loads other than transit loads have been left on-board the aircraft.
   5. Any other items that should not be present in the hold have been unloaded.
c. The person responsible for undertaking the cargo hold inspection shall provide positive confirmation that the inspection has been carried out to the person responsible for the aircraft loading supervision task prior to the commencing loading of the aircraft, if appropriate.
d. Any damage or discrepancies observed shall be reported to the person responsible for the aircraft loading supervision task or the weight and balance calculation task as a minimum.
   I. Note: A check shall be conducted in a hold even if on arrival the hold was reported as being empty.
e. (e) Any other items that should not be present in the hold.

4.5.5.2 Cargo Hold Damage

Any damage such as holes, tears or detachment to compartment liners may reduce their effectiveness, permitting air to enter the compartment and fire suppression agent to escape, reducing the capability to handle a fire event and may lead to specific loading limitations, therefore:

a. Any technical malfunction or damage shall be reported to the Captain, Company Representative and/or Station Engineer for further action as applicable.
b. Adhere to any resulting load limitations according to the operator's instructions.
c. Inform the onward stations of the load limitations according to the instructions of the operator's representative, if the defect cannot be rectified before departure.

4.5.5.3 Spills in Cargo Holds

a. Spills can occur in cargo holds during unloading and/or loading and in flight due to:
   1. Improper packaging
   2. Damage due to mishandling prior to loading
   3. Improper loading in the compartment

b. It is essential that any spill is reported immediately so that corrective action can be taken.
c. Initiate the local spill response plan for spill events.
d. Request information from the respective Cargo Terminal Operator about the nature of what has leaked as well as the Safety Data Sheet, if applicable.

4.5.6 Loading

4.5.6.1 Load Handover

The handover process between cargo handling (cargo warehouse), baggage handling (baggage make-up area) and ground handling (ramp) departments shall be done systematically to ensure a safe departure.
Depending on the airport infrastructure and/or local agreements, the handover of cargo, mail and baggage to the ramp should be done at a dedicated handover point.

4.5.6.2 Load Transportation

Prior to transporting cargo and/or mail from the cargo warehouse or baggage from the baggage make-up area, the equipment operator shall ensure that:

a. The GSE used for transportation is serviceable
b. Baggage carts appear to be serviceable and gates/covers/doors are correctly closed/installed prior to transportation
c. An inspection of all loads is carried out
d. They receive all documentation, pouches and special instructions for the applicable flight

4.5.6.3 Load Delivery for Departure

Depending on the location of the handover point the person responsible for aircraft loading supervision task or the person responsible for receiving the load shall:

a. Receive all documentation, pouches and special instructions for the specific flight, if applicable
b. Carry out an inspection of all the load
c. Ensure the load is protected from adverse weather conditions, if applicable.
d. Report any damage to the load/s, whether it discovered when the load arrives on stand or occurs during handling/loading, immediately

4.5.6.4 Loading Procedures

Whilst loading into bulk holds the person carrying out the loading of baggage/cargo/mail shall:

1. Load in accordance with LIR requirements.
2. Cross check cart labels to ensure that the load is correct.

3. Check cargo, mail and baggage labels to ensure correct destination/flight number.
4. Inspect all loads, including visible dangerous goods packages for leakage and damage prior to loading, raising issues found to the person responsible for aircraft loading supervision, immediately.
5. Reconcile cargo, mail and bags loaded by compartment and destination, as applicable and as is required to ensure correct reconciliation prior to load sheet finalisation.
6. Load items in accordance with directional handling labels and ensure the labels shall be visible during unloading.
7. Report any issues, errors, changes or other loading matters to the person responsible for the aircraft loading supervision task immediately.
8. Ensure bulk load is correctly secured.
9. As a minimum visually inspect that all load require special handling is secured against shifting and all necessary nets have been closed.
10. Position/close/lock compartment separator/cargo door barrier nets/fire barriers and ensure load is correctly secured as required once compartments/hold loading has been completed.
11. Ensure that any loaded items do not block the aircraft fire suppression systems. A minimum clearance of 5 cm must be kept between any load and compartment hold ceiling.

4.5.7 Securing of Load

4.5.7.1 General Rules

When transporting a load in an aircraft, it shall be secured such that it shall not move during the flight, which could dangerously affect the weight distribution and balance of the aircraft.

4.5.7.2 Bulk Compartments

The Load in bulk compartments is secured by door nets and net sector divider nets. Ensure that following items are always secured:

1. Barrels or drums filled with liquids
2. Cages or boxes with live animals (AVI)
3. Heavy pieces (HEA) weighing 150 kg (330 lb) or more
4. Coffins with human remains (HUM)

5. Dangerous Goods
6. Powered mobility devices
7. Load which needs spreading
8. Fragile loads

The following loads shall not move vertically upward or horizontally during flight. If the available volume of the compartment or net section is not volumetrically filled (three quarters of the height) with load, additional securing is necessary for:

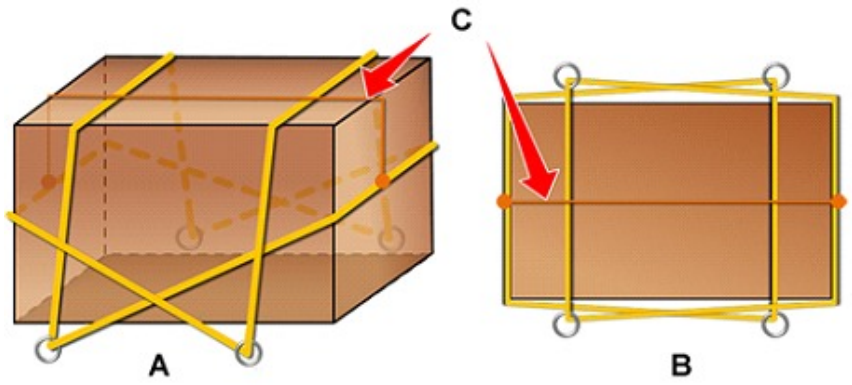
1. Load which is sensitive against shocks or tilting
2. Wet cargo
3. High density packages
4. Pipes, tubes, bars, beams, planks, poles or other objects of a penetrating nature

4.5.7.3 Tie-Down

For standard lashing use:

a. 4 tie-down rings
b. 4 tie-down ropes or tie-down straps
    i. 2 against upward forces
    ii. 1 against forward forces
    iii. 1 against backward forces
    iv. 1 safety rope

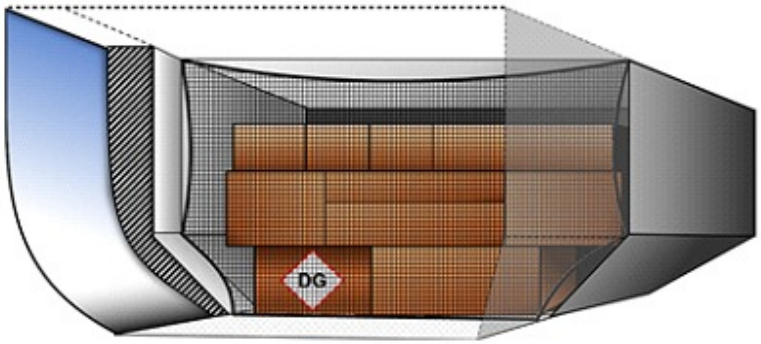
The safety rope prevents the tie-down ropes or tie-down straps used against forward and backward forces from sliding down.



4.5.7.4 Securing of Dangerous Goods

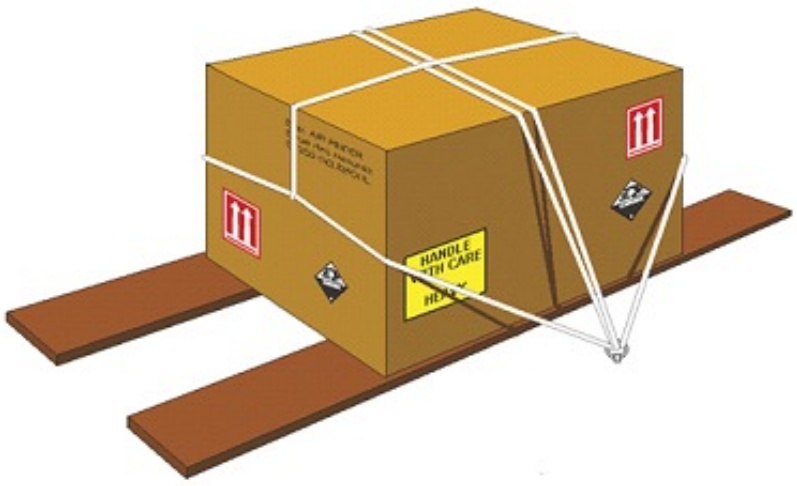
a. Handle dangerous goods with utmost care to prevent any damage to persons or goods
b. Strictly observe all special handling instructions, labels or imprints (e.g. 'This Way Up!' or arrows showing the proper orientation of the package)

c. On a pallet, securing by tie-down is not necessary if all load on the pallet including the dangerous goods package is secured by the pallet net
d. In a bulk compartment or a container securing by tie-down is not necessary if the package cannot move horizontally or vertically. The net section or container must be volumetrically full (three-quarters of the height) and the entire floor area must be covered



4.5.8 Load Spreading

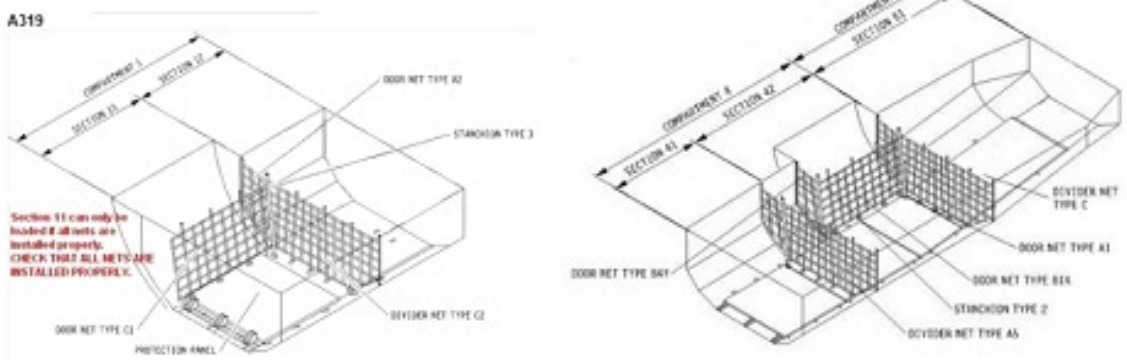
When the weight of item(s) to be loaded exceeds the maximum floor load per square meter or the maximum floor load per running meter of a compartment, the weight must be spread to prevent damage to the compartment floor. This applies to Heavy Loads (HEAs), but may also apply to smaller items weighing less than 150 kg (330 lb). See Hold information in 4.4.4



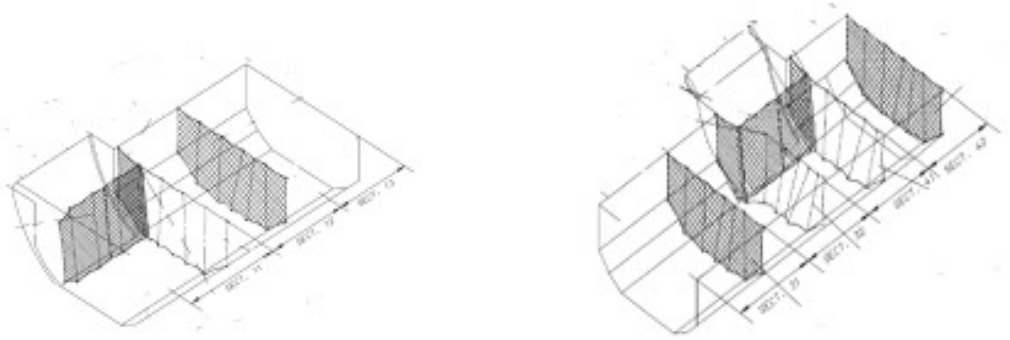
4.5.9 Compartment Separator Nets

Compartment separator nets must be secured prior to all flight departures.
Between offload and onload, compartment nets must be secured inside aircraft compartments and not left hanging outside, to avoid clips and attachment points from striking fuselage (especially during adverse weather conditions) or inadvertently hooked on GSE and pulled out of the aircraft.

Compartment nets A319



Compartment nets A320



4.6 Aircraft Departure

4.6.1 Introduction

A departure is normally conducted with a dialogue between flight crew and ground staff in charge of the departure via an interphone. This procedure ensures the highest level of safety during departures based on a precise exchange of information. The ground person in charge of the departure operation shall maintain continuous contact with the flight crew and is responsible for the ground maneuver.

The scope of this departure procedure is limited to conventional towbar and towbarless pushback operation.

4.6.2 Action Prior to Departure

Prior to departure of the aircraft, make sure that:

a. The ramp area is clear of all FOD and any equipment.
b. The apron surface condition is sufficiently free of ice, snow, etc., to ensure safe aircraft movement.
c. The ramp area is free of objects/obstacles which may be impacted by the aircraft or may endanger others due to jet blast effects.
d. All persons not involved in the aircraft departure operation must remain clear of the departing aircraft, behind the ERA.
e. Additional ground staff such as Wing Walkers are present (if applicable /required).
f. Verbal communication with flight crew is established by means of an interphone system, departures using marshalling hand signals without any headset communication are only conducted in exceptional cases.
g. In the event an ASU is required for engine start, communicate with the flight deck crew on ASU positioning and engine start sequence.

Note: Prior to connecting the tractor to the aircraft, the tractor may be parked in front of the aircraft or outside of the ERA, but never behind the wings.

4.6.3 Pre-Departure Check

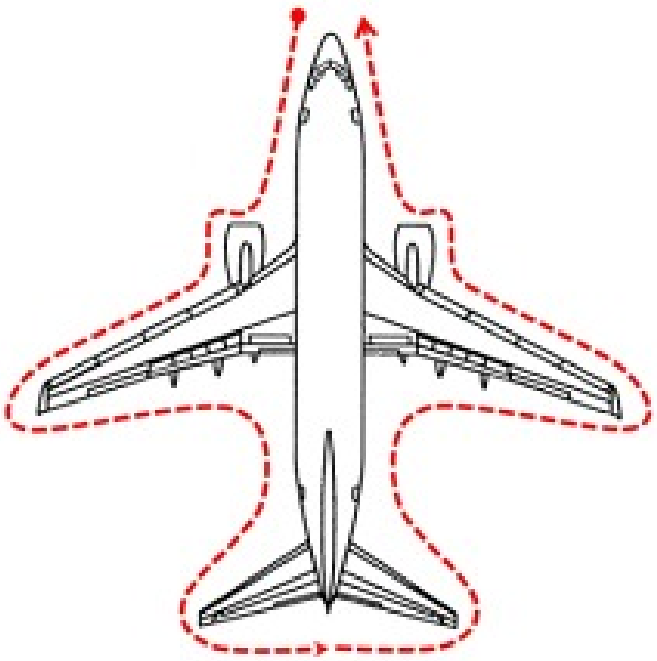
4.6.3.1 Pre-Departure Walk Around Check

The walk around should start as soon as possible after all ground servicing activities have been completed. Walk around the entire aircraft at a normal walking pace. The check shall start as close as possible to departure time. If any part of the aircraft still has GSE engaged at the time of the check, or if GSE re-engages with the aircraft after the check, the applicable area(s) must be re-inspected.

The pre-departure walk around check shall include the following:

a. The apron is clear of all FOD items that may cause aircraft damage or pose a risk.
b. All GSE and passenger boarding devices are detached.
c. The stand area is clear of obstructions. GSE and vehicles are positioned clear of the aircraft path.
d. Adequate clearance exists between the aircraft and facilities or fixed obstacles along the aircraft movement path.
e. All aircraft servicing panels and/or hatches are closed and secured (except - external power and headset panels).
f. Cabin/cargo doors:
    1. handles are flush with the fuselage ;
    2. there is no visible damage on the aircraft, particularly around cabin and cargo doors.
g. Any abnormalities on the aircraft observed (e.g. obvious damage, fluid leakage) are immediately brought to the attention of the pilot in command and maintenance.

h. Landing gear safety pins are removed.
i. There are no obvious signs of unmarked dents or other skin panel damage.



4.6.3.2 Operator specific

If all GSE are detached except the passenger stairs, the Pre-Departure Walk around check may be performed. However after removal of the stairs the applicable area(s) must be re-inspected.

4.6.4 Wheel Chock Removal

Headset Operator:

a. Via the interphone, confirm the aircraft parking brakes are set.
b. Check all GSE have been disconnected from the aircraft.
c. Check the passenger boarding stairs have been retracted from the aircraft, if applicable.
d. Check the tow tractor and tow bar are fully secured to the nose gear and parking brakes are set on the tractor, if applicable.
e. For towbarless tractor operation, check that equipment is fully secured to the applicable landing gear and parking brakes are set on the tractor, if applicable :
    1. remove chocks at applicable gear only and leave remaining chocks in place until departure
    2. nose gear wheel chocks may be removed without notification for the purpose of tractor connection provided the main gear wheel chocks are still positioned (except for main gear towbarless tractor).
f. Give clearance to ground staff to remove chocks.

Note:

- If a chock is stuck, the responsible personnel remove it by tapping it with a spare chock or moving the aircraft after the aircraft brakes have been released
- Responsible personnel stow chocks in their designated stowage place
- Nose gear wheel chocks may be removed without notification provided the main gear wheel chocks are still positioned
- Once high wind or icy conditions have passed, any additional chocks that were added to the aircraft may be removed so that chock placement reverts to that for normal conditions
- If hand signals are used (i.e. aircraft interphone system is inoperative) the person performing the hand signal shall:
  - Display the 'Set Brakes' hand signal
  - Receive confirmation from the flight crew when they display the 'Brakes' hand signal in response
  - Remove chocks

4.6.5 Engine Start using Air Start Unit (ASU)

a. Only personnel and equipment involved in engine starting or aircraft pushback are permitted within the ERA during engine start.
b. Establish communications with the flight crew and confirm the total number of engines to be started, the engine start sequence to be used and number of air start units being used.
c. All personnel and equipment must remain clear of engine danger areas.
d. Advise the engine start sequence to the ASU operator(s) and any other ground personnel.
e. Where possible, the ASU should be positioned on the opposite side of the aircraft to the engine being started.
f. If the aircraft is to be pushed back, connect the pushback tractor and set the tractor's parking brake (where this is possible without disconnecting ground electrical power). If a pushback tractor is not connected, position a chock in front of the nose wheel.
g. Confirm with flight crew that the aircraft parking brake is set, then remove main gear chocks.
h. ASU operator shall ensure that the unit is ready to supply air pressure.
i. Headset operator informs flight crew that ground crew are ready for engine start.
j. Start engine(s). Refer to 4.6.8.2, Departure Communication Dialogue & Signals for communications requirements.
k. When engine start is complete, headset operator signals ASU and ground power operator(s) to disconnect the ASU and remove ground power.
l. Disconnect the ASU hose(s).
m. Close and latch external air start and electrical panels.

4.6.5.1 Operator specific

See Atlantic Airways procedure in 8.3.3

4.6.6 Communication Requirements

4.6.6.1 Communication During Engine Start

Coordinate the engine starting sequence with the flight crew by conducting a pre-departure briefing and refer to the operating airline's GOM for specific engine start procedures.

a. During the engine start communicate with the flight crew only if you observe circumstances that require immediate notification and action by the flight crew.
b. In case of starting up with an ASU, supply the pressure at the request of the flight crew.

Note: From the captain's seat facing forward, engine on his/her left is referenced as engine number one

4.6.6.1.1 Operator specific

All Atlantic Airways aircraft 'ground to cockpit communication' signals for starting the engines, removal of ground power/air starter unit and nose wheel chocks as well as clearance for taxiing shall be given by authorized personnel familiar with the signaling procedures.
The ground to cockpit communication shall be performed by means of Standard hand signals or verbally by using the interphone.
During the start-up and push-back no information shall be exchanged via ground to cockpit communication which is not relevant to these activities.

4.6.6.2 Communication During Engine Fire

Engine Fire
The Flight Crew normally detects an engine or APU fire and will take action using the engine fire extinguishing system. However, alert the flight crew immediately via the headset if flames are noticed from the engine or engine pylon.
In the event that an headset is not available, the appropriate "Fire" hand signal must be used. (Refer to the Marshalling Hand Signals section in this chapter)

Tailpipe/Exhaust Fire
If you notice flames from the engine tailpipe during engine starting, alert the flight crew immediately, as such a fire might not be detectable via temperature sensors and/or fire warning systems in the aircraft.

Caution:
Do not fight engine fires with fire extinguishers on the ground when the flight crew is in the flight deck. The flight crew will take all necessary action.

4.6.7 Departure Communication

4.6.7.1 General

Departure communication outlined in this section is a basic standard for both pushback and open ramp (taxi out) departures.
This specific dialogue does not forbid the exchange of additional important information between flight crew and ground staff using non-standard phraseology (e.g. request for authorization to disconnect ground support units etc.).
Note: If the pushback must be stopped, the following call will be made: STOP PUSH BACK.
Where applicable, use "pull out" instead of "pushback".
Only engage the towbarless tractor and lift the aircraft once the passenger boarding device has been removed from the aircraft and the flight crew has requested for pushback.

4.6.7.2 Departure Communication Dialogue

In case of an aircraft taxi-out, "Pushback" and "Pushback completed" phases are not applicable. The dialogue is a sample communication to be used for a departure:

Dialogue between the Ground Staff and the Flight Crew				
Phase	**Ground Staff**		**Flight Crew**	
Preparation	**Call:**	CONFIRM PARKING BRAKE SET	**Reply:**	PARKING BRAKES SET
			Call:	CONFIRM BYPASS PIN INSTALLED/NOSE WHEEL STEERING DEACTIVATED (if applicable) [1]
	Reply:	BYPASS PIN INSTALLED/NOSE WHEEL STEERING DEACTIVATED (if applicable) [1]		
	Reply:	CLEAR TO PRESSURIZE (if required)	**Call:**	CLEAR TO PRESSURIZE? (if required)
After completion of the pre-departure servicing checks	**Call:**	PRE-DEPARTURE CHECKS COMPLETED		
	Call:	ELEVATING AIRCRAFT [2]	**Reply:**	ROGER.
	Call:	READY FOR PUSHBACK [1]	**Reply:**	STANDBY.
Pushback	**Call:**	COMMENCING PUSHBACK (+ ACKNOWLEDGEMENT OF ANY SPECIFIC PUSHBACK REQUIREMENT).	**Call:**	PARKING BRAKE RELEASED, CLEARED TO PUSH (+ ANY SPECIFIC PUSHBACK REQUIREMENT).
Engine start	**Call:**	CLEAR TO START ENGINES.	**Reply:**	STARTING ENGINES (MENTION ENGINE START-UP SEQUENCE)
Pushback completed	**Call:**	PUSHBACK COMPLETED, SET PARKING BRAKE.	**Reply:**	PARKING BRAKE SET.
Disconnecting	**Reply:**	DISCONNECTING, HOLD POSITION AND WAIT FOR VISUAL SIGNAL ON YOUR LEFT/FRONT/RIGHT.	**Call:**	CLEAR TO DISCONNECT.
			Reply:	HOLDING POSITION AND STANDING BY FOR VISUAL SIGNAL ON THE LEFT/FRONT/RIGHT.

4.6.7.3 Items to be Communicated between Ground Staff and Flight Crew

Phase	Task	Ground Staff Action
Departure Preparation	GPU removal	When instructed by flight crew, remove GPU.
	Towbar/Towbarless Tractor connection	(a) Get confirmation that the aircraft's parking brake is set. (b) Get confirmation that the nose wheel steering is depressurized or advise flight crew that the bypass pin is inserted (if applicable). (c) Connect the Towbar. (d) Connect the Towbarless tractor.
	Chock removal	(a) Get confirmation from flight crew that aircraft parking brakes are set. (b) Remove chocks.
	Pre-departure check	Advise the flight crew that the pre-departure check has been completed or communicate any discrepancies.
Engine Start	Starting engines	When requested by the flight crew, advise when the engines may be started and the start sequence.
	ASU	When requested by the flight crew, signal to the ASU operator to supply the required pressure.
Pushback [and engine start]	Brakes	Get confirmation that aircraft's parking brakes have been released.
	Movement of the aircraft (pushback/ pull out)	Get permission from flight crew, to commence the pushback.
	Direction of push/nose	If applicable, ask in which direction the aircraft has to pushed/in which direction the nose should point after pushback.
	Engine start	When requested by the flight crew, advise when the engines may be started.
Pushback completed & Engine start completed	Towbar/Towbarless Tractor disconnect	(a) Get confirmation that the aircraft's parking brake is set. (b) Disconnect. (c) Remove the steering bypass pin–where applicable.
	Headset removal	(a) Get permission from flight crew to disconnect the headset. (b) Advise flight crew to hold position and wait for visual signal at left/right of the aircraft.
Departure	"All Clear" signal	(a) Ensure verification of pin removal has been completed–if applicable. (b) Give the "All Clear" signal when the path of the aircraft is clear of all obstacles. (c) Get acknowledgement of "All Clear" signal.

4.6.8 Pushback and Towing

4.6.8.1 Pushback and Towing Practices

The general recommendations for aircraft movement as described in IATA AHM 463 and 4.6 and 4.9 shall be followed.

4.6.8.2 Operator specific

The aircraft can be towed or pushed using a special tow-bar/push back vehicle. In an emergency, when the use of a tow-bar is impracticable, a towing bridle may be employed in accordance with the recovery manual.

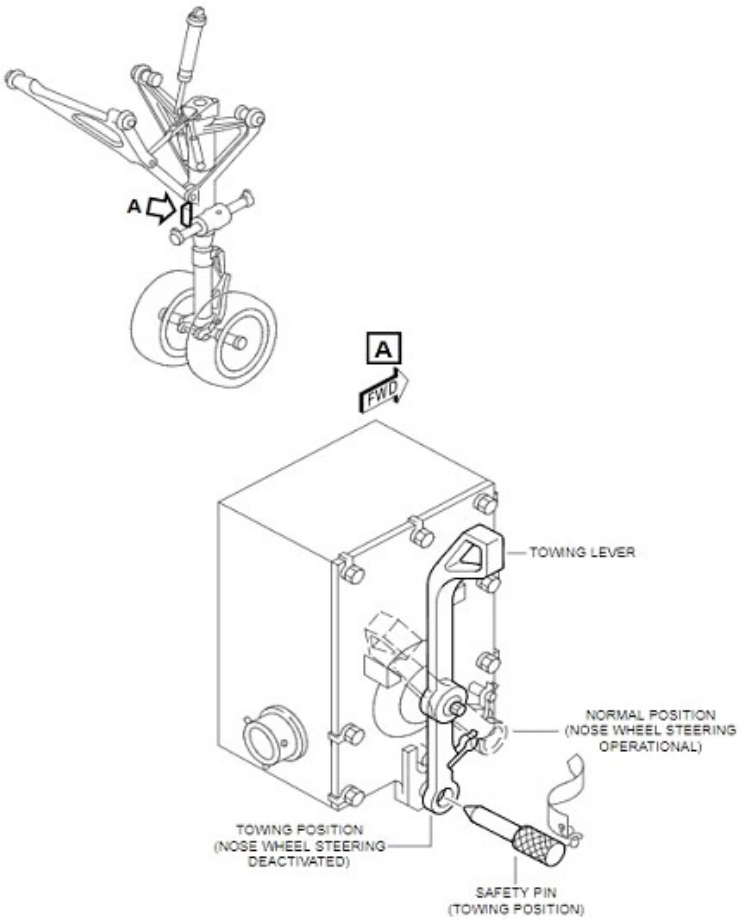
- The tractor employed for towing must have attracted effort of 6.000 lbs in normal wet conditions, and should have fluid transmission . When ground-icing conditions prevail, it may be necessary to couple two tractors in tandem
- The recommended towing speed for the aircraft under normal conditions is 5 km/h for pushback or 25 km /h for towing.
- A competent operator must be positioned on the flight deck to operate the aircraft brakes
- Efficient liaison between tractor driver and brakes operator must be established before the aircraft undergoes any towing operation. A 115/220 Volt, three-phase 400Hz AC electrical supply will be required to power lights and beacons.

CAUTION: To avoid damage to the self-centring cams within the nose gear leg, do not tow if tow-bar mounted gauge, part no. HC132H0267-000, can be inserted or if nose gear shock absorber extension is more than 11.5 inches (29.21 cm).

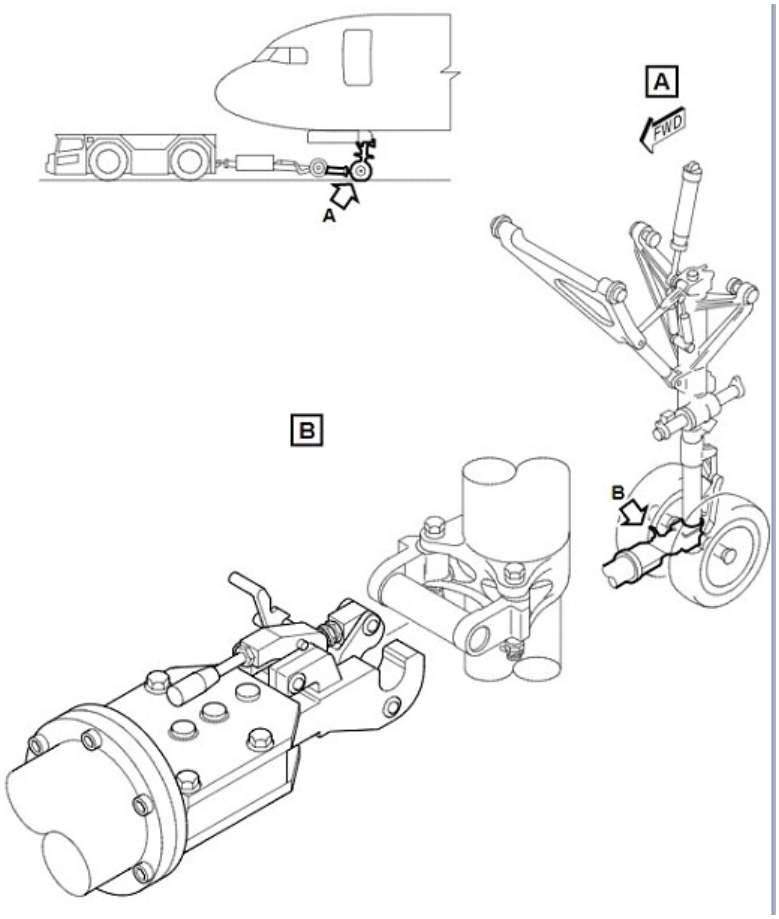
1	Ensure that the nose and the main gear ground lock pins are fitted. NOTE: During push back of aircraft immediately before flight operations, ground lock pins are not required in landing gear
2	Fit tow-bar ● Shear protection to a maximum of 13.200 lbs. ● No secondary retention devices to be fitted ● On activation of the shear protection (either in compression or tension) the tug must disconnect from the aircraft ● Design of the shear mechanism must ensure that on separation, no part of the tow-bar will jam up and allow a shock load to be induced into the nose gear ● Tow-bar to NLG pickup points must meet Dowty specifications ● Tow-bar must be of such construction and strength for the purpose for which it is designed.
3	Station a competent operator in the flight compartment
4	Close all cabin doors and outward openings
5	Position observers (if applicable) at each wing tip, and at the rear of the aircraft, if it is being pushed.
6	Ensure adequate overhead clearance is available
7	Establish suitable liaison between brake operator and tractor driver
8	Energize the aircraft bus bars.
9	Switch BEACON and NAV lights ON during towing
10	Ensure aircraft brake system is available
11	Remove chucks from front and rear of nose and main gear wheels.
12	Tow the aircraft steadily at a speed not exceeding 5 mph
13	On arrival at the parking position, centralize the nose-gear
14	CAUTION: Last few feet of any pushing or towing manoeuvre should be in a straight line to relieve twisting stresses on tires and main landing gear boogie beams.

15	Check brake pressure. And apply park brake.

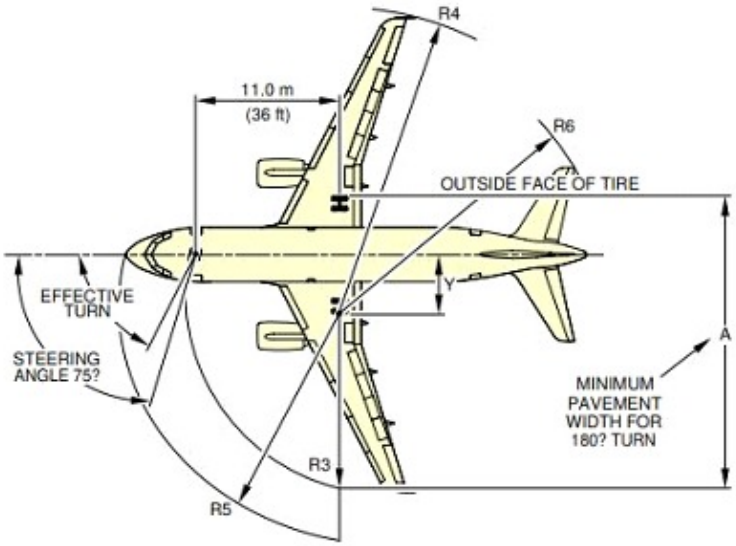
4.6.8.3 Safety Pin



4.6.8.4 Towbar installation



4.6.8.5 Turning radius A319

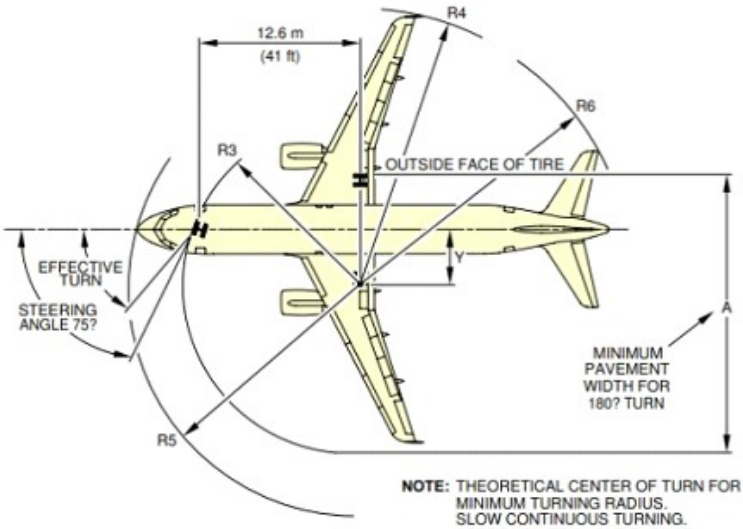


NOTE: NOSE GEAR RADII TRACK R3,
MEASURED FROM OUTSIDE FACE OF TIRE.
MODEL 100 TURN DIMENSION SHOWN.
THEORETICAL CENTER OF TURN
FOR MINIMUM TURNING RADIUS.
SLOW CONTINUOUS TURNING.
APPROXIMATELY IDLE THRUST
ON ALL ENGINES.
NO DIFFERENTIAL BRAKING.
DRY SURFACE.

TYPE OF TURN	STEERING ANGLE (DEG)	EFFECTIVE STEERING ANGLE		Y	A	R3 NLG	R4 WING		R5 NOSE	R6 THS
							WING TIP FENCE	SHARKLET		
1	75 (MAX)	71.9?	m	3.6	20.1	11.7	21.1	22.0	16.5	19.6
			ft	12	66	38	69	72	54	64
2	75 (MAX)	70.3?	m	3.9	20.5	11.8	21.4	22.3	16.6	19.7
			ft	13	67	39	70	73	54	65

NOTE: IT IS POSSIBLE TO GET LOWER VALUES THAN THOSE FROM TYPE 1
BY APPLYING DIFFERENTIAL BRAKING DURING THE WHOLE TURN.

4.6.8.6 Turning radius A320



NOTE: THEORETICAL CENTER OF TURN FOR MINIMUM TURNING RADIUS. SLOW CONTINUOUS TURNING. APPROXIMATELY IDLE THRUST ON ALL ENGINES. NO DIFFERENTIAL BRAKING. NOSE GEAR RADII TRACK MEASURED FROM OUTSIDE FACE OF TIRE.

DUAL LANDING GEAR

TYPE OF TURN	STEERING ANGLE (DEG)	EFFECTIVE STEERING ANGLE		Y	A	R3 NLG	R4 WING		R5 NOSE	R6 THS
							WING TIP FENCE	SHARKLET		
1	75 (MAX)	71.9?	m	4.1	22.3	13.4	21.6	22.5	18.2	21.6
			ft	14	73	44	71	74	60	71
2	75 (MAX)	70.2?	m	4.5	22.8	13.6	22.0	22.9	18.3	21.8
			ft	15	75	44	72	75	60	72

NOTE: IT IS POSSIBLE TO GET LOWER VALUES THAN THOSE FROM TYPE 1 BY APPLYING DIFFERENTIAL BRAKING DURING THE WHOLE TURN.

BOGIE LANDING GEAR

STEERING ANGLE (DEG)	EFFECTIVE STEERING ANGLE		Y	A	R3 NLG	R4 WING	R5 NOSE	R6 THS
						WING TIP FENCE		
75 (MAX)	70.0?	m	4.6	22.8	13.8	22.0	18.3	21.9
		ft	15	75	45	72	60	72

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4.7 Power Push Unit (PPU)—(Main Gear Towbarless Tractor)

According to IGOM standards

4.8 Open Ramp Departure

An open ramp is a taxi-in and taxi-out operation area. In some locations, the aircraft may be towed from an open ramp to a taxiway, prior to engine start.

a. Complete all pre departure checks.
b. Refer to Departure Communication (IGOM 4.6.8) and follow the required phases of dialogue.
c. Ensure all staff and equipment is clear of the aircraft and behind the ERA.
d. Position for marshalling in an area behind the ERA while being in clear view of the flight crew on either side of the aircraft, depending on facility.

4.9 Aircraft Towing

4.9.1 Aircraft Towing Requirements

The following requirements must be met to perform an aircraft tow:

a. Ensure hydraulic system pressure for aircraft braking and/or the brake accumulator is within required pressure range.
b. Ensure any required electrical systems for towing are energized.
c. Ensure all gear safety pins/sleeves are installed, and after tow, ensure all pins are removed and stowed.
d. Make sure a qualified brake operator is in the cockpit.
e. Establish communication with the brake operator by means of the interphone system.
f. Make sure wheel chocks are positioned at the end of the maneuver, prior to disconnecting the towbarless tow tractor or towbar

4.9.2 Towing Maneuvering

4.9.2.1 General

The towing maneuvering procedure is similar for all aircraft types. The following minimum safety precautions and procedures shall be followed prior to and during aircraft towing operations:

a. Align the tractor or tractor/towbar combination with the center line of the aircraft before the aircraft movement.
b. Completely raise the towbarwheels before the start of the aircraft movement, if used.
c. Prior to the aircraft movement, make sure the parking brakes are released and the anti-collision lights are switched on, depending on local airport regulations.
d. Wait for the authorization of the flight crew or brake operator before moving the aircraft.
e. Start the aircraft movement on a straight line.
f. Keep the maneuvering speed to a minimum, and apply the vehicle brakes gently.
g. Do not exceed the towing speed limit as regulated by the towing equipment, aircraft and/or airport.
h. Use relevant apron lines as guidance during maneuvering to ensure safe obstacle clearance. Be aware of the size of the towed aircraft.
i. Keep a minimum safety distance between vehicles, sufficient in which to stop.
j. Stop 50 m (55 yd) before a taxiway intersection, if a stop is required.
k. Observe maximum steering angle limit and avoid sharp turns, which results in excessive tire scrubbing.
l. Make all stops smoothly.
m. When arriving at the allocated position, move the aircraft in a straight line for a few meters to ensure that the nose wheels are in the straight-ahead position. This relieves any torsional stress applied to landing gear components and tires.
n. Apply the tractor parking brake after a complete stop.

4.9.2.2 Towing Preparation

Action	Performed by	
	Brake Operator	Tractor Driver
Apply the cockpit checklist for towing. Refer to the operating airline's GOM for details	✓	
Connect and test the interphone link	✓	
Insert the bypass pin.	✓	✓
Give permission to connect the towbar and tractor or towbarless tractor after applying the aircraft parking brake	✓	
Install the gear safety pins	✓	✓
Connect the towbar; first to the aircraft, then to the tractor		✓
Before connecting the towbarless tractor, ensure the aircraft main landing gears are symmetrically chocked.		✓
Connect the tractor or towbarless tractor and set the parking brake.		✓
Once all GSE has been cleared away from the aircraft, remove or check removal of aircraft chocks.		✓
Switch on the external and anti-collision lights of the aircraft.	✓	
Contact the Control Tower for clearance to start moving the aircraft (depending on local regulations).	✓	✓
After receiving the clearance, release the aircraft parking brake	✓	
Give clearance to the Tractor Driver to start moving the aircraft.	✓	
Request confirmation from the Brake Operator that the aircraft parking brake has been released		✓
Conduct tow.		✓

4.9.2.3 Towing Completion

Action	Performed by	
	Brake Operator	Tractor Driver
Set tractor parking brake.		✓
Request Brake Operator to set the aircraft parking brake		✓
Inform the Control Tower that towing is completed and the frequency will be left (depending on local regulations).	✓	✓
Set the aircraft parking brake and check the pressure. Inform the Tractor Driver: PARKING BRAKE SET, PRESSURE CHECKED	✓	
Chock the aircraft main landing gear.		✓
Switch off the external and anti-collision lights of the aircraft.	✓	
Inform Brake Operator: AIRCRAFT CHOCKED		✓
Request permission from Brake Operator to disconnect the towbar or towbarless tractor.		✓
Give permission to disconnect the towbar or towbarless tractor.	✓	
Disconnect the towbar or towbarless tractor and remove the bypass pin.		✓
Chock the aircraft		✓
Inform: TOWBAR/TRACTOR DISCONNECTED .		✓
Release the aircraft parking brake and inform: PARKING BRAKE OFF	✓	
Check and inform: AIRCRAFT STABILIZED		✓
After permission from the Brake Operator, shut down and disconnect the tractor GPU.		✓
Install and connect a GPU		✓
Remove and stow gear safety pins in the dedicated location.	✓	

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5 Load Control

5 Load Control

5.1 Introduction

Load control is a function which ensures the production of all applicable documentation to comply with operator and regulatory authorities for an individual flight.
This includes planning, reporting and recording the loading of the aircraft.

5.2 Load Control Principles

Load Control is an essential function which guarantees the safety of a flight. It includes accurate planning, recording and reporting of all load distributed on an aircraft.
Documented communication is required to ensure correct weight & balance calculations are conducted and provided to pilot in command prior to an aircraft's departure.

5.3 Regulatory Requirements

5.3.1 General Requirements

Load control function can be carried out by the operator or a third party.
It can be performed at any dedicated location locally at the departure airport or at a remote centralized load control facility . Load control may be performed with a system (manual or computerized) approved by the operator

5.3.2 Qualification Requirements

The load controller shall be qualified and licensed for the job function.
Training for the load control function shall be performed by a qualified instructor authorized by the operator.
Load control licensing , training and documentation shall be in compliance with regulations and operators policies .

5.3.3 Operator specific

An electronic load sheets shall be issued by the Commander based on actual load and calculated flying time.
Use of manual load sheet is permitted as long as it conforms to AHM standard.
The form shall be completed in not more than two-fold and distributed as follows: Original to the captain - to be filed 3 months
Second copy for station trip file to be retained for the duration of the flight

5.4 Load Planning

5.4.1 General

The load planning procedure typically takes into consideration, as applicable for each flight, the following:

a. Aircraft empty weight and center of Gravity.
b. Operating equipment, e.g.: crew, catering, EIC.
c. Aircraft limitations.

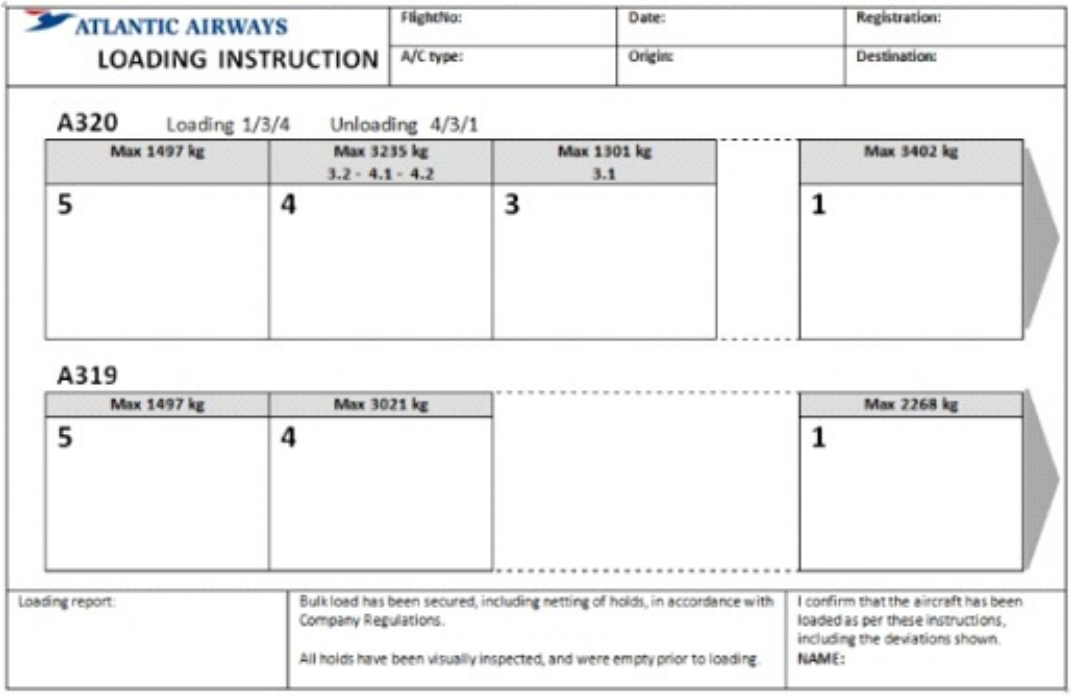
Total traffic load and the EZFW can be calculated as described in AHM 590.
The flight plan will state the estimated fuel load which the Load Controller will use to ensure load is optimized without limits being exceeded.
The load distribution shall be planned by the Load Controller adhering to the operator's specific requirements and procedures.
The LIR will be released to the airport loading team. After confirmation of final loading, Load sheet shall be released and provided to PIC

5.4.2 Loading Instructions/Report (LIR)

An LIR shall be issued for each flight. Manual LIR shall conform AHM 515, electronic LIR shall conform AHM 514. Both could be subject to operator customization.
The aircraft shall be loaded in accordance with the LIR. All deviation requests shall be approved as per operator requirements.
LIR shall be signed by responsible person as described in AHM 514 or 515 to confirm that the containers /pallets and bulk load have been loaded and secured in accordance with operator instructions.

5.4.3 Operator LIR

A319
As a rule of thumb all load up to 2000 kg should be loaded in compartment 4
A320
For loading - load the forward cargo compartments first
For unloading - offload the aft compartments first
A320 NEO
Prioritize the forward compartment (1)
Minimize the use of the aft compartments (3 & 4)
Limit the use of compartment 5 (bulk)
NOTE: the Atlantic Airways Form is an example, which may be used if the Ground Handler does not have any form that fulfils the requirements of Atlantic Airways.



ATLANTIC AIRWAYS
LOADING INSTRUCTION

Flight No:	Date:	Registration:
A/C type:	Origin:	Destination:

A320 Loading 1/3/4 Unloading 4/3/1

Max 1497 kg	Max 3235 kg 3.2 - 4.1 - 4.2	Max 1301 kg 3.1	Max 3402 kg
5	4	3	1

A319

Max 1497 kg	Max 3021 kg	Max 2268 kg
5	4	1

Loading report:	Bulk load has been secured, including netting of holds, in accordance with Company Regulations. All holds have been visually inspected, and were empty prior to loading.	I confirm that the aircraft has been loaded as per these instructions, including the deviations shown. NAME:

5.4.4 Notification to the Captain (NOTOC)

The flight crew must, prior to departure, be provided with a notification concerning dangerous goods and any other special load (i.e. PER, AVI, HEG, HUM) on board the aircraft in the form of a NOTOC (Notification to Captain).

- Such notification must include dangerous goods or other special load items that have been loaded on the aircraft at a previous departure point and that are to be carried on a subsequent flight.
- Transit or joining NOTOC is presented to the Captain.
- For changes or repositioning of transit dangerous goods or other special loads, a new NOTOC is issued.
- A separate NOTOC shall be prepared for the station and placed in the 90 days file
- The NOTOC must indicate the location on the aircraft where the Dangerous Goods or special item was loaded.
- The NOTOC must contain the name and be signed by the individual who prepared the NOTOC, the loading supervisor and the Captain. The signed NOTOC verifies:
  - the package was not leaking when inspected;
  - was in acceptable condition prior to loading;
  - was secured inside the ULD or on aircraft compartment floor when loaded.

The signed NOTOC must be retained in the flight file.

5.5 Loadsheet

5.5.1 Production of Loadsheet

In order to produce the Loadsheet, the following criteria shall be met:

a. Passenger acceptance finalised
b. All hold load confirmed
c. Fuel figures finalised
d. Crew configuration confirmed
e. All operator specific requirements are confirmed

Load control may release a Preliminary Loadsheet with one or more of the above criteria not yet finalized as per operator requirements.
The Load controller shall confirm that all aircraft limitations are adhered to before any Loadsheet is released.
Applicable use of ballast shall be considered as per AHM 537 and operator procedures.
Loadsheet format and contents shall meet criteria set in AHM 516, 517, 518 or as required by the operator.

5.5.2 Delivery of the Loadsheet

Loadsheet shall be delivered and handed over to PIC. Both manual, and electronic delivery processes are acceptable as per operator requirements.

5.5.3 Last Minute Change

If any last minute change (LMC) occurs after the completion of the mass and balance documentation, this must be brought to the attention of the CDR and the last minute change must be entered on the mass and balance documentation before departure. If the load sheet is done by the ground handling agent, the LMC shall be written on the load sheet before the departure.
NOTE: Maximum allowed LMC is +/- 100 kg for all company fixed wing aircraft.

5.5.4 Loadsheet Discrepancies

Any discrepancies found after the Loadsheet release, shall be communicated to person responsible for the Loadsheet.
Pilot in command and/or operator shall be informed without delay.

5.5.5 Operator specific

An electronic load sheets shall be issued by the Commander based on actual load and calculated flying time.
Use of manual load sheet is permitted as long as it conforms to AHM standard.
The form shall be completed in not more than two-fold and distributed as follows:

- Original to the captain - to be filed 3 months

- Second copy for station trip file to be retained for the duration of the flight

If passenger loads do not comply with conventional aircraft loading weight allowances (Standard weights) to include gate delivery items, hold baggage , including individual or cumulative weights that exceed normal allowances and other non-normal items (e.g Hockey team baggage) shall the CMD or the person responsible for load control, be informed.

6 Airside Safety Operational Oversight

6 Airside Safety Operational Oversight

6.1 Introduction

To ensure ground operational safety, all station activities, including, if applicable, those outsourced to an external third-party ground service provider or its subcontractors, shall be conducted under the direct oversight of supervision personnel.

6.1.1 Operational Requirements

a. Supervision personnel must be trained and qualified to perform the assigned functions.
b. Assigned individuals will provide oversight of personnel conducting, airside operations.
c. An assigned individual will oversee the aircraft turnaround during ramp/apron activities ensuring the aircraft is handled and serviced according to IGOM or the Operator's specific requirements, these duties may be combined with another function/role.
d. If applicable checklists are provided, they shall be completed as required by the individual assigned to provide oversight.
e. Individuals assigned to oversee ground handling operations must have oversight on airside operations, ground safety and flight schedule.

6.2 Supervision Scope

Oversight for an aircraft arrival/departure includes, but is not limited to the following activities:

a. Aircraft, vehicles and GSE operations and parking.
b. Arrival.
c. Baggage handling.
d. Cabin Equipment.
e. Catering ramp handling.
f. De-icing/anti-icing services and snow/ice removal.
g. Departure.
h. Exterior cleaning.
i. Interior cleaning.
j. Load control document accuracy:
    1. LIR.
    2. loadsheet.
    3. NOTOC.
    4. other documents as applicable.
k. Load control and flight operations.
l. Marshalling.
m. Moving of aircraft.
n. Passenger services.
o. Ramp fuelling/de-fuelling operations

p. Ramp regulations
q. Ramp services
r. Ramp to flight-deck communications
s. Staff conduct, behaviour and operational practice
t. Personal Protective Equipment (PPE)
u. Toilet services
v. Towing cargo and baggage
w. ULD and bulk loading/unloading of baggage and cargo
x. Water service

6.3 Turnaround Coordination/Supervision Requirements

The table below defines elements that require supervision by individuals assigned to oversee ground handling operations. Primary task is to stop all unsafe acts.

ACTION		REMARKS
Pre-flight brief conducted regarding flight requirement(s) and services as needed		
Pre-arrival check parking position free of Foreign Object Damage (FOD), obstacles and/or spillage		
Personnel wearing PPE available and ready		
All GSE and personnel positioned outside the Equipment Restraint Area (ERA)		
Ensure guidance system is activated and marshaller(s)/wing walkers correctly positioned as applicable		
Personnel must stay clear of the aircraft, until anti-collision lights have been switched off (exception applies if APU is not operational)		
Ensure aircraft chocked and coned		
Ensure an arrival external check prior to approach of any ground support equipment is done		
Ensure equipment is properly positioned and operated (e.g. guide rails)		
Ensure cargo holds are offloaded and commodities correctly handled as required		
Ensure all cargo holds offloaded according to LIR and inspected for damage		
Passenger Bridge and/or Steps set to correct height before opening cabin access doors and all safety devices are installed		
Aircraft cabin access door operation by authorized and qualified person		
During passenger (dis)-embarkation, passenger movement protected and guided in walkways between the aircraft and bus or terminal		
Passenger walkways clean of obstacles and free of undesired contaminated substances		

Fuel bowser/tank is properly positioned and escape route not obstructed		
Ensure FUEL SAFETY ZONES are respected		
Ensure safety precautions for fuelling with passengers on board or boarding are adhered to as applicable		
Ensure on-load started and the person responsible for loading oversight, such as a Load Master in possession of the LIR		
Ensure condition of load inspected prior to loading		
Ensure baggage and cargo loaded and handled in accordance with the LIR		
Ensure DG correctly handled, segregated, secured and stowed		
Ensure holds are checked to verify load and locks/nets configuration		
Ensure Load information is exchanged with all deviations noted		
Ensure final load information provided to Flight crew as required		
Ensure GSE removal procedures followed		
Ensure final ramp inspection and aircraft walk-around check performed		
Chocks and cones removal procedures followed		
Ensure departure sequence conducted as required		
Ensure post departure activities conducted as required with appropriate document retention		

6.4 Reporting–Incidents, Accidents and Near-Misses

In the event of an incident or accident, the work must stop, the scene must be frozen and isolated and the event shall immediately be reported to the line management airline representative and, as required, to local authorities. In general:

a. Complete the Ground Incident Damage Report form to collect all relevant information regarding the event.
b. Submit the Ground Incident Damage Report form to the line management, the airline and local authorities as required - see AHM 650.

6.5 Airside Safety Investigation Procedure

6.5.1 General

The investigation process will be conducted in a logical way by collecting and analysing factual information in order to identify root causes, contributing and human factors.

6.5.2 Factual Information

In general:

a. Gather factual information including photographs, testimonials, reports, sketches, video footage, maps and any other relevant information.
b. Determine the level of investigation:
    1. basic investigation –an inquiry to identify the key elements that led to the event.
    2. formal investigation –a formal inquiry with all involved and legally required internal and external parties.

6.5.3 Investigation Procedure

In general:

a. Gather all information available about the event:
    1. identify the circumstances leading up to the event.
    2. review all reports pertaining to the event.
    3. collect all available data (CCTV and other video footage, photographs, objects, testimonials, sketches, maps).
    4. identify the people involved and any witnesses.
    5. gather all relevant factual information concerning the people involved (roster, training records, medical information related to the event if possible, employee records, assigned task, all reports, any other).
    6. gather all relevant factual information concerning the technical, environmental and infra structural conditions.
b. Conduct interviews with all individuals involved and any witnesses.
c. Conduct a confirmation site visit if possible.
d. Confirm whether a SOP is published and available for the task being performed.
e. Identify human factors:
    1. communication.
    2. stress and timing.
    3. fatigue.
    4. loss of situational awareness.
    5. health condition.
    6. use of available resources.
    7. staff feedback related to the SOP.
    8. teamwork.
    9. knowledge retention and competence.
f. Technical factors:
    1. use of a GSE.
    2. preventive and Corrective maintenance records.
    3. current technical condition.
    4. suitability for the task.

6.5.4 Analysis

Analyse the event by:

a. Describing the sequence of events as they occurred for each person/element involved.
b. Identifying any failures in the tasks performed in relation to written instructions.
c. Identifying any causal links between events.
d. Documenting a chronological sequence of events that led to the incident/accident supported by factual information.
e. Determining which failures contributed to the accident based on factual evidence in relation to the sequence of events.
f. Identifying pre-existing and/or new hazards that contributed to the event.

6.5.5 Conclusion and Causes

Specify:

a. Root causes.
b. Contributing factors.
c. Human factors.

6.5.6 Investigation Follow-up

Follow-up the investigation by:

a. Establishing the following for each root cause:
    1. corrective action requests.
    2. preventive actions requests.
b. Making safety recommendations that:
    1. address the root causes, contributing and human factors identified as a part of the investigation.
    2. ensure corrective and preventive action requests will be issued to the line management.
    3. provides line management with corrective action plans to address the root causes, contributing and human factors for approval.
    4. ensure that an Action plan implementation is confirmed through a monitoring/audit process.
    5. ensure that the Human factors in Airside Safety Investigations form is completed.

6.6 Monitoring Procedures

Safety performance monitoring is important to enable management to identify trends that could have a negative effect on safety.
AHM 612 checklists A – I should be used to monitor safety performance in the operations.

6.7 Emergency Response Procedures

The following actions are to be carried out in the event of an emergency in accordance with operating airline and/or Ground Service Provider (GSP) procedures and local regulations.

a. Communication:
   1. with the operating airline:
      i. Notify the operating airline on tel +298 341080
      ii. Establish a Crisis Control Center
      iii. Provide regular situation reports
      iv. Maintain the flow of communications/actions
      v. Identify and assemble translators
   2. with the airport and other authorities:
      i. Liaise with airport emergency services and local authorities
      ii. Prepare the location and facilities to be used.
      iii. Provide the GSE upon request from the authorities in command
   3. with the GSP:
      i. Inform GSP staff
      ii. Conduct an initial briefing
   4. with the Passengers, crew and victims, relatives and media: provide regular updates

b. General Requirements:
   1. Deploy of the emergency response team.
   2. Provide liaison staff at the emergency location.
   3. Provide initial financial assistance to passengers as agreed with the operating airline.

c. Passengers and Crew:
   1. Assist with the collection of information from passengers, crew and victims
   2. Provide assistance and secured private facility for passengers
   3. Provide assistance and secured private facility for crew members
   4. Assist in repatriation and/or onward travel

d. Cargo, Baggage and Mail:
   1. Assist with the inventory of cargo, baggage and mail carried on the aircraft.
   2. Safeguard from loss or damage the baggage, cargo and mail.
   3. Arrange for secure storage.

e. Documentation:
   1. Establish station emergency data sheet with contacts, grid maps, facility information sheets.
   2. Maintain current emergency contact information of the operating carrier, GSP and local authorities.
   3. Collect, preserve, secure and restrict all documentation pertaining to the emergency and make available to the operating airline.
   4. Support the verification of the passenger list.
   5. Maintain a log of events and action taken.
   6. Maintain detailed expense documentation relating to services provided during an emergency.

f. Relatives:
   1. Assist with the collection of information from family members
   2. Provide assistance and secured private facility to family members

3. Assist with reuniting passengers and family members

g. Facilities :
   1. Provide emergency response facilities for airline permanent and deployed staff
   2. Assist in the arrival, set-up and operations of the operating carrier's Go team
   3. Determine appropriate support services that may be required for continuing emergency operations
   4. Arrange for security at all carriers' premises at the airport

6.7.1 Incident handling

Individuals assigned to supervision shall coordinate an initial response for all accidents and/or incidents, including dangerous goods incidents.
Immediate action to be taken when an incident occurs:

- Do not put yourself or any others at further risk.
- Deal with any personal injuries and request appropriate assistance .
- Secure the scene to prevent movement of GSE and personnel if possible .
- Take suitable photographic evidence of the incident.
- Notify The Company as soon as possible .

6.7.2 Aircraft Fire

All fires must be reported, even if no injury or significant damage results. Fires have the potential to cause serious damage or loss of life and their cause must be investigated .
The following actions must be taken in case of fire

- Notify the Aircraft Commander or designated authority as well as local Emergency Services and Airport Authority
- If deemed necessary and directed, evacuate all passengers and crew from the aeroplane and surrounding area
- Make necessary efforts to extinguish the fire
- Secure the are

6.7.3 Aircraft Evacuation

- Loading, catering and cleaning equipment must be removed.
- The ground area beneath aircraft exit doors that be verified to be clear of obstructions
- Where a boarding bridge is in use, the interior access path shall be verified to free from obstruction from the aircraft to the terminal.
- Passengers to be gathered in upwind from the A/C at a secure distance

7 Cargo and Mail Handling

7 Cargo and Mail Handling

7.1 Acceptance of Cargo

Atlantic Airways has the authorization for transport of passengers and freight. This chapter contains the necessary information and regulations for transportation of revenue and non-revenue cargo, as well as airmail and service cargo.

Atlantic Airways will through the Quality Assurance program make sure, that:

- Revenue and non-revenue cargo shall be accepted and handled according to this manual, Interline cargo shall in addition be handled in accordance to IATA interline cargo requirements.
- Cargo terminals are equipped with facilities appropriate for storage of dangerous goods and other special cargo, such as human remains, live animals, perishables, valuable cargo and pharmaceuticals.
- Necessary facilities, workspace, equipment and supporting services, as well as work environment, to satisfy cargo operations safety and security requirements.
- Dangerous Goods notifications shall be prominently displayed and contain visual examples of dangerous goods, including batteries, at the cargo facilities where cargo is accepted.

7.2 Loading Principles

International standards and recommended practices for the clearance of aircraft crew, passengers and cargo is laid down in Annex 9 "Facilitation" to the Convention of the International Civil Aviation Organisation, Chicago 1944, as amended from time to time. Deviations from those standards and recommended practices as laid down in this Annex 9 are only possible if the respective government has notified ICAO accordingly. The variations will be published in a valid supplement to Annex 9.

For all cargo items the cargo label shall be completed and affixed to every package.

Packages labelled CAO (Cargo Aircraft Only) must not be loaded on to a passenger Aircraft

7.3 Cargo load excluded from transportation

- If it is not properly packed and/or may cause damage to the aircraft and/or other load,
- If the weight of the load is not properly determined,
- If it may contaminate the compartment and/or other load (wet freight, dirty pallets, dirty tarpaulin, etc.),
- If it is not packed according to the applicable packing requirements (e.g. for dangerous articles, human remains, live animals, etc.),
- If special handling instructions cannot be observed, if necessary loading accessories and gear are not supplied or are not held available,
- If cargo documentation is not complete or incorrect.

7.4 Cargo Documentation

7.4.1 Air Waybill (AWB)

Air Waybill means the document entitled "Air Waybill/Air Consignment Note" made out by or on behalf of the shipper to evidence the contract between the shipper and the carrier(s) for transportation of freight over routes of the carrier(s). The AWB serves as:

- proof of receipt of goods for carriage
- a dispatch note on which the documents to accompany and the shipper's special instructions are noted
- an invoice for transportation charges
- an insurance certificate if insurance coverage has been obtained through the intermediary of carrier
- the document for export, transit and import to meet the requirements of custom authorities
- a guide to the carrier's personnel for purposes of handling, dispatching and delivering the consignment

7.4.2 Cargo Manifest

The Cargo Manifest is the document required for the clearance of cargo as agreed between national governments being members of ICAO, and published in Annex 9 "facilitation ". All countries served by Atlantic Airways generally accept it. Within the Company, the Cargo Manifest is an essential working paper and accounting document.
A Cargo Manifest is not required for airmail (see 7.12. Air Mail).

7.4.3 Cargo Load Planning

For load planning purposes, the passengers and their baggage as checked in take overall priority. Planning of cargo load is generally based on the number of passengers booked for each individual flight, but also the following factors have to be considered:

- the number of passengers booked
- the estimated baggage for booked passengers
- the estimated mail load (if any)
- booked cargo load, incl. service cargo
- estimated priority cargo

7.4.4 Determination of Weights

All Handling Agent must be able to determine the weight of cargo and mail loads to be loaded into a Company aircraft are correct.
Calibration of the scales shall be done periodically according to the Local regulations. Checks and calibration results shall be recorded and retained in accordance with applicable regulations.

In Faroe Islands scales have to be calibrated every 4 years and records stored.
The weight of cargo and airmail must be documented.
If the above methods can't be applied, Atlantic Airways is to be notified and further advice is to be obtained.

7.5 Cabin Cargo Loading

7.5.1 Cabin Load

Atlantic Airways will generally not accept cabin load of commercial or non-commercial cargo while carrying passengers , with the exception of:

- stretchers under special circumstances and only with proper stretcher equipment,
- live animals as baggage up to published weights and sizes ,
- live human organ (LHO),
- CoMail in small quantities

Dangerous goods is not allowed to be transported in the passenger or cockpit compartments with the exemption of items listed in IATA DGR Table 2.3.A

7.5.2 Cabin Load of Bulk Cargo

Atlantic Airways may, carry cargo in the cabin, provided the seat units can be restored in the cabin and space made available for bulk load of cargo. In such exceptional cases , the floor load restrictions and restraint point capacities must be strictly observed.

7.5.3 Securing of Cabin Load

Cabin load or passenger items shall be loaded and restrained to ensure that the shipment:

- Are 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;
- Are packaged or covered in a manner to avoid possible injury to passengers and cabin crew members;
- Do not impose any load on the seats that exceeds the load limitation for the seats ;
- Do not restrict access to or use of any required emergency or regular exit, or aisle (s) in the cabin;
- Do not obscure any passenger 's view of the seat belt sign , no smoking sign or required exit sign.

7.6 Dangerous Goods

Atlantic Airways' policy for the carriage of dangerous goods is based on the published IATA Dangerous Goods Regulations .
All relevant Atlantic Airways staff have access to the current edition of the IATA Dangerous Goods Regulations (DGR).

Handling Agents must have trained personnel, according to IATA Dangerous Goods Training requirements, to accept transportation on Atlantic Airways aircrafts.
Every incident with dangerous goods must be reported immediately to the PIC and to ops@atlantic.fo, which, in turn, will inform the Danish Civil Aviation Authorities and the appropriate authority of the states of origin and occurrence.
English, in addition to the language required by the State of Origin, is used for markings and transport documents related to the shipment of dangerous goods.

7.6.1 Acceptance of Dangerous Goods

Only trained personnel at the cargo department are authorized to give the approval for the acceptance of dangerous goods on Company's aircrafts, based on the current revision of IATA Dangerous acceptance checklist for acceptance of dangerous goods - refer to IATA DGR 9.1.3
The use of the checklist shall ensure that any package, overpack, freight container or ULD containing dangerous goods is inspected and is not accepted, unless:

- Properly marked and labeled;
- There is no leakage
- Its integrity has not been compromised
- The Shipper's Declaration for Dangerous Goods, if required or other documentation complies with the requirements of the current edition of the DGR.

Once the checklist is completed, it shall contain information that identifies the person(s) that performed the acceptance check.

7.6.1.1 Dangerous goods consignment which does not pass the acceptance check

When a dangerous goods consignment does not pass the acceptance check due to errors or omissions by the shipper, such documentation shall be retained for a minimum period of three months after the completion of the acceptance checklist.

7.6.1.2 Damaged or leaking shipments

Any dangerous goods shipment that appears to be damaged or leaking shall:

- Not to be loaded on or into a ULD or delivered to an aircraft;
- Be safely removed from the ULD (or other transport device) or A/C by the Provider or other relevant authority, and safe disposal arranged;
- In the case of leakage, an evaluation shall be conducted to ensure the remainder of the shipment is in proper condition for transport by air and that no other package, baggage cargo, ULD, other transport device has been contaminated or damaged.
- Hazardous contamination shall be removed from the aircraft without delay;

- In the case of radioactive contamination, the aircraft shall be taken out of service for evaluation by appropriately qualified personnel.

7.6.2 Transport documents

The completed Dangerous Goods Acceptance Checklist and shipper documentation, to include, if required, the Shipper's Declaration for Dangerous Goods and information to the pilot-in-command (PIC), shall be retained for a minimum period of three months after the flight on which the dangerous goods were transported.

7.6.2.1 Handling Advice for Dangerous Goods

For every Dangerous Goods item accepted and approved by Atlantic Airways cargo, a handling advice must be sent to all concerned departments of origin, transit stations and destinations.
The handling advice for dangerous goods must include:

- date and flight number of shipment
- number of AWB
- proper shipping name and UN/ID number
- number of pieces and net weights for operations with a containerized aircraft, type and number of ULD
- IMP Code
- drill code
- special handling, if required

7.6.2.2 NOTOC

The flight crew must, prior to departure, be provided with a notification concerning dangerous goods and any other special load (i.e. PER, AVI, HEG, HUM) onboard the aircraft in the form of a NOTOC (Notification to Captain).
The person responsible for the Loadsheet is liable to decide on the loading positions. This will be reflected in the right hand side of the NOTOC. Any change must be agreed and communicate in advance with load controller.
If agreed, NOTOC shall be updated by personnel responsible for loading or loading supervision. Finalized NOTOC shall be signed and delivered to the Commander for acceptance and signature. The original shall be stored on board the aircraft, and the copy shall be filed at the station.
The following information shall be communicated to the appropriate person(s) responsible for load control and the Pilot in command:

- If applicable , Air Waybill number;
- Proper shipping name and/or UN/ID number;
- Class or division, and subsidiary risk(s) corresponding to the label(s) applied, and for Class 1, the compatibility group;
- If applicable , packing group;

- For non-radioactive material, number of packages, exact loading location and, as required, net quantity or, if applicable, gross weight of each package, except
- For UN 1845: carbon dioxide, solid (dry ice), UN number, proper shipping name, classification, total quantity in each aircraft hold and offload airport;
- For UN 3480 (Lithium ion batteries) and UN 3090 (lithium metal batteries), only the UN number, proper shipping name, class, total quantity at each loading location, and whether the package must be carried on a cargo only aircraft need be provided. UN 3480 (Lithium ion batteries) and UN 3090 (lithium metal batteries) carried under a State exemption must meet all of the requirements of iv) and v).
- For radioactive material, number and category of packages, overpacks or freight containers, exact loading location and, as applicable, transport index for each package;
- Any restriction for transport on cargo aircraft only;
- Offload airport;
- If applicable, dangerous goods transported under a state exemption;
- If applicable, ULD identification number(s);
- An indication that aircraft loading personnel observed no evidence of damage to or leakage from packages, or leakage from ULDs, loaded onto the aircraft.

7.6.3 Segregation of Packages

Packages must be segregated according to the note no. (IATA DG Table 9.3.A), irrespective of whether the hazard is the primary or the subsidiary risk.
Segregation is applicable to dangerous goods that have been loaded onto an aircraft, are being transported to an aircraft for loading and are being stowed in a cargo facility

Incompatibility Chart on Appendix 9.2.4

7.6.4 Securing of Dangerous Goods

When dangerous goods are loaded inan aircraft, everybody must protect the dangerous goods from being damaged. Every package must be secured in the aircraft by adequate lashing material toprevent any movement in flight, which would change the orientation of the packages.

Securing by blocking with otherload (e.g. baggage) is insufficient.
Dangerous goods shall be separated and segregated from other load as required.
Special attention must be paid during their preparation for transport. The dangerous goods package(s) and shipment(s) must be protected from being damaged.
Shipments labelled CAO (CargoAircraft only) shall not be loaded on to a passenger A/C.

7.6.5 Replacement of Labels

When Atlantic Airways employees or handling agents discover that dangerous goods hazard labels are found to be missing , illegible or detached from shipments subsequent to the time of acceptance , such labels shall be replaced in accordance with the information provided on the Shippers Declaration for Dangerous Goods. The requirement for the replacement of labels shall not apply where labels are found to be missing or illegible at the time of acceptance .

7.6.6 Handling of Dry Ice (ICE)

Dry Ice (ICE) may be carried for cooling perishable goods or as cargo. Following loading instructions must be observed:

- a maximum of 100 kg unpacked/packed dry ice (e.g. in wooden, cardboard, plastic , or polystyrene boxes according to the IATA Dangerous Goods Regulations) may be carried per aircraft hold
- transit stations and the destination station must ventilate the compartments before entering because of the danger of suffocation
- in ventilated compartments up to 50 kg ICE may be loaded together with animals , but not in close proximity of each other. AVI's are to be transported on a higher level than ICE and should be loaded in front of the dry ice. This is also applicable for the loading of refrigerating units together with live animals in the same compartment.

7.6.7 Radioactive materials

Radioactive Materials : Maximum Transport Index (TI)
This table shows the maximum Transport Index (TI) for radioactive materials :

A/C version	Maximum TI per aircraft	Maximum TI per package	Maximum TI per compartment				
			1	2	3	4	5
A319	9	See note	4	N/A	N/A	4	1
A320	13	See note	4	N/A	4	4	1

Note 1: The maximum allowed TI per package (or group of packages), is depending on the height of the package (or group of packages).
Note 2: Packages in compartment 5 may not be higher than 50 cm.
Reference : Maximum package height table below.
Radioactive Materials : Maximum Package /Group Height and Separation Distance
The below table shows :

- The maximum allowed height per package (or group of packages).

- The minimum separation distance (horizontally) between packages (or groups of packages).

Note: Use the column for Minimum separation distance when:

- the package /group height, or
- the Transport Index (TI) exceeds the permitted values for grouping packages together.

Transport Index (TI) per package (or group of packages)	Max. height per package (or group of packages) (cm)	Min. separation Distance horizontally (cm) (1)	Category
0.0	No restriction	No restriction	I - White (RRW)
0.0 - 1.0	105	100	II – Yellow (RRY)
1.1 - 2.0	85	150	III – Yellow (RRY)
2.1 - 3.0	65	210	
3.1 - 4.0	50	255	
More than 4.0	Not allowed	Not allowed	

Note: 1. For the separation of packages (or groups of packages) with different Transport Indices (TI), the minimum separation distance required for the package (or group of packages) with the higher transport index must be applied.

7.6.8 Dangerous Goods Incident Report

Accidents and incidents in connection with handling, loading and air transportation involving Atlantic Airways aircraft, have to be reported to the Danish Civil Aviation Authority and the CAA of the state in which the accident or incident occurred and the state of condition origin immediately after the occurrence. It is therefore necessary to inform the PIC and ops@atlantic.fo in detail of any irregularities in connection with dangerous goods shipments immediately.

Dangerous Goods Occurrence Report can be found in IATA DGR 9.6.A.

NOTE: Also available in Atlantic Airways Intranet. Customer Service - Frakt - Dangerous Goods Forms

Reportable events are, but not limited to:

- When undeclared or mis-declared dangerous goods have been discovered in cargo;
- When dangerous goods are discovered to have been carried when not loaded, segregated, separated and /or secured in accordance with provisions of the DGR;
- When dangerous goods are discovered to have been carried as cargo without a NOTOC having been provided to the CMD.

7.6.9 Emergency Procedures for Incidents/Accidents with Dangerous Goods

Annex 18 to the convention on International Civil Aviation - The Safe Transport of Dangerous Goods by Air - requires that "The operator shall provide such information in his operations manual as will enable the flight

crew to carry out its responsibilities with the regards to the transport of dangerous goods and shall provide instructions as to the action to be taken in the event of emergencies arising involving dangerous goods".
Every dangerous goods item is assigned to a so-called drill code by "The Emergency Response Guidance for Aircraft Incidents involving Dangerous Goods", published by ICAO.
It is the responsibility of Atlantic Airways cargo to notify the drill code with the handling advice of dangerous goods for every dangerous goods item (corresponding to the proper shipping name) and the issuer of the Notification to Captain (NOTOC) must include this drill code to every proper shipping name.
The drill code assigned to an item of dangerous goods consists of a number from 1 to 10 plus a single letter.
Referring to the chart of emergency response drills, each drill number corresponds to a line of information concerning the risk posed by the substance and guidance on the preferable action that should be taken. The drill letter is shown separately on the drill chart, it indicates other possible hazards of the substance. In some cases, the guidance given by the drill number may be further refined by the information given by the drill letter.
General precautions:

- don't panic
- advise immediate supervisor to notify special hazard team (normally special trained and equipped unit of fire brigade) or other emergency service
- isolate the package by removing other packages or property
- avoid contact with the contents of the package
- if contents come in contact with body or clothes:
  - thoroughly wash off body with plenty of water;
  - remove contaminated clothes; do not eat or smoke;
  - keep hands away from eyes, mouth and nose;
  - apply for medical assistance
- avoid handling of a damaged package containing infectious substances or keep handling to a minimum and inform the appropriate public health authority or veterinary authority, and provide information on any other countries of transit where persons may have been exposed to danger and notify the consignee.
- access to a damaged package containing radioactive material must be restricted and a qualified person must, as soon as possible, assess the extent of contamination and the resultant radiation level of the package. The scope of the survey must also include the aircraft, aircraft equipment and all other material which has been carried on the aircraft.

The appropriate National authority should be notified so as to ensure that the adjacent loading and unloading areas are also assessed for contamination.

7.7 Heavy Items (HEA) and Outsized Cargo

When loading/unloading heavy and/or outsized cargo the following precautions must be taken:

- For Outsized cargo evaluate dimension of the package to ensure it fits in the cargo hold
- For heavy cargo check for maximum floor limitations and maximum cargo compartment limitations.

Also ensure that enough staff and suitable equipment is available for loading and unloading of the cargo.
Heavy Items (HEA) are considered as heavy if the individual item weighs 80 kg or more.
Heavy items must be secured against any movement. This applies likewise to packages not marked with

"Heavy Item" label but are recognized as such due to their weight indication on the packages or are supposed to be "Heavy Items" due to other indications.
Heavy items (HEA) shall preferably be loaded on pallets. Loading of heavy items in containers shall be performed with special care to avoid damage to the container
Published maximum weights must never be exceeded.
For loading heavy items in bulk compartments, the following shall be observed:

- Heavy items will have to be loaded and unloaded without risk of damage to the aircraft.
- In any case, heavy items must be lashed properly.
- Weight and size limitations are in 4.4.4

7.8 Wet Freight (WET)

Loads containing liquids or from which liquids may ooze out because of their nature (other than dangerous goods) are considered as Wet Freight (e.g. live animals, fresh or frozen meat, fish shipments cooled with water, ice, etc.).
When handling and loading wet freight, special care shall be taken that

- containers for wet freight shall be in leak-proof containers or shall contain sufficient absorbent material
- containers are stowed in upright position, i.e. the seal is always at the top to prevent dripping.
- the special handling advice "This Way Up" is strictly adhered to and the label affixed.
- damaged packages or packages suspected to be damaged must not be carried.
- if spillage or leakage of liquids takes place onto the aircraft floor or walls, the person in charge of the loading/unloading shall immediately notify the carriers representative, station engineer or captain so that appropriate follow-up measures may be taken

7.9 Live Animals (AVI)

Atlantic Airways will not accept live animals as commercial cargo, unless approved by ground operations department.
The acceptance and handling of live animals shall be in accordance with requirements of the IATA Live Animal Regulations (LAR) and the the IATA Live Animals Acceptance Check List shall be utilized for the acceptance of live animal shipments. However, the following regulations apply to loading live animals:

- It must be accepted that live animals are delivered for shipping in proper cages, complying with the IATA Live Animal Regulations. The crate must have a size so animals can stand up and turn during the flight.
- Live animals shall generally be treated as wet freight
- The cages shall always be tied down or lashed to avoid any movements during take-off, flight or landing.
- Cages shall be stowed with sufficient space between them and other loads to guarantee sufficient supply of air.
- Pallets with live animals (except fish and molluscs) must not be covered with plastic foil.
- Cages must not be stowed directly in front of air ventilation outlets or in direct contact with outer compartment walls.
- Live animals shall not be loaded in the same compartment with edible cargo (EAT), catering supplies

(CSU), human remains (HUM) or dry-ice (ICE) in larger quantities.

- Live animals shall always be stowed well above the stowage level of dry ice, even in small quantities.
- Special care must be taken not to stow live animals which are natural enemies in the same cargo
- Not loaded in same compartment. If unavoidable, sufficient space shall be left between them to avoid mental stress.
- Cargo compartment lights shall generally be switched off.
- The doors of cargo compartments with live animal loads shall be closed as late as possible and opened at transit and/or destination stations first; special care must be taken in case of strong winds, heavy rain, snow fall and extreme local temperature conditions.
- Information to crew. The cockpit crew shall be informed about the transportation.

Due to their sensibility against low temperatures and special handling requirements insulated packing shall be used according to IATA Live Animal Regulations.
Documentation required for live animal shipments includes the shipper's certification, airwaybill and, in some situations, CITES (Convention on International Trade in Endangered Species of Wild Fauna and Flora). Some states have additional requirements, which may include health certificates, export or import permits. Refer to guidance contained in the IATA LAR, 2.2.

7.10 Valuable Cargo (VAL)

Atlantic Airways will not accept valuable cargo as commercial cargo, unless approved by the ground operations department.
To provide adequate security, special handling procedures are required for valuable cargo. Information on value, contents, routing and/or storage must be kept strictly confidential; the details, absolutely necessary for handling purposes shall be made available only to the personnel directly involved.
From the time of acceptance until loading into the aircraft respectively after unloading from the aircraft until delivery to the consignee, proper and close control of valuable cargo will be performed by cargo services.
Shipments of valuable cargo shall principally be stowed in valuable-cargo pouches with attached seal.

Irregularities
In the event of a package of valuable cargo showing signs of being tampered with or is such item is found missing, cargo department at Atlantic Airways Head Office shall immediately be informed in order to trace and locate the shipment or ascertain its condition and report such incident accordingly.
The Station Manager shall be notified to decide whether local security authorities should be asked for immediate intervention and investigation. Third persons may only be given information is approved by competent regional authority.

Diversions
In case of a diversion the handling agent at arriving station has to be notified about possible AVI or VAL cargo and how to handle it.

7.11 Perishable Cargo (PER)

Perishable goods are such, whose conditions or suitability for its original or prime purpose may deteriorate below its useable condition if exposed to undue changes in temperature and humidity or delayed in transportation (e.g. fresh fruit and vegetables , flowers, meat and fish shipments, vaccines , medical supplies etc.)
Acceptance and handling of perishable cargo shipments shall be done in accordance with the requirements of the Perishable Cargo Regulations (PCR) and other applicable regulations .
Perishable goods shall be conformity according to AHM 330.
Due to individual procedures being applicable for different perishable goods, the following different load information codes are used:

- Foodstuffs - food for human or animal consumption (EAT)
- Hatching eggs (HEG)
- Live human organs (LHO)
- Flowers/plants (PEF)
- Meat (PEM) and seafood/fish (PES) shall be handled as (WE)
- Fruits and vegetables (PEP)
- All perishable goods other than flowers, meat, seafood or fish (PER)

7.11.1 Loading

Perishable cargo shall be accepted for carriage only if properly packed in order to avoid damage and/or contamination to other loads, ULDs or compartments.
Perishable cargo, refrigerated with wet ice or containing fluids or moisture which could leak (e.g. meat, fish or other sea foods - fresh, salted , smoked or frozen) shall be treated as "Wet Cargo". Perishable cargo, refrigerated with dry ice (ICE) shall be handled according to the dangerous regulations . Care shall be taken when stacking perishable items so that lower layers of the stack are not damaged by the weight of the upper layers .

7.11.2 Foodstuffs (EAT)

Foodstuffs shall not be loaded together with poisons (RPB) or infectious substances (RIS) in the same compartment. Foodstuffs shall not be loaded in close proximity of live animals (AVI) and human remains (HUM).

7.11.3 Meat and Seafood/Fish Shipments (PEM/PES)

Fresh or frozen meat, fish or seafood with or without dry ice may be carried on passenger aircraft if properly packed.
Meat and seafood shall generally be treated as wet freight

7.12 Fragile Cargo

Fragile Cargo shall be accepted only if securely packed. Make sure that each package is marked with the 'fragile' and 'this side up' labels. If any special handling and/or stowing is required this must be indicated on the package as well on the AWB.

7.13 Air Mail

Air mail is exclusively handled by the Cargo Department. In case of uncertainties, refer the matter to the Cargo Department for clearance and advice.
Air mail must not be manifested on the Cargo Manifest, as separate documents are used.
The Universal Postal Union Convention forbids the carriage of dangerous goods in mail except as permitted in DGR 2.4.1.

7.14 Service Cargo (SVC)

Service Cargo is property of Atlantic Airways or a subsidiary company being shipped on a Atlantic Airways aircraft from one station to another. The shipment might contain:

- Technical spares, technical goods, technical property,
- Catering goods, catering containers,
- Sales publicity, literature, station material.

If service cargo contains any hazardous articles as defined by IATA DGR, all relevant requirements of GOM Chapter 7.6 Dangerous Goods must be met.

7.14.1 Service cargo labelling

Each package must be labelled with a company cargo label fully completed.

7.14.2 Package instruction

Each service freight item must be packed in a way that it cannot easily be damaged nor damage other baggage or freight being transported. Otherwise the handling agent is instructed to refuse acceptance

7.15 Human remains

Transportation of human remains may take place following a request to Atlantic Airways Cargo Department
The request shall include the following information:

- Flight number, date and routing for the requested carriage
- Person(s) and/or funeral company addresses and phone numbers
- Who will deliver the human remains at the departure station and accept delivery at the destination

As the coffin will be transported on a passenger flight, the coffin - if of customary shape - must be covered.
In any case the coffin shall be loaded horizontally and shall not be loaded in close proximity of food for human or animal consumption or edible materials (EAT).
Loading and carriage of cremated remains is permitted without special instructions. The urn must be packed in a sealed outer box or case.
In case the handling agent has checked and verified all data mentioned above and confirmed to Atlantic Airways Cargo Department, the decision for transportation shall be confirmed to the handling agent.
Prior to transportation the handling agent of Atlantic Airways must obtain a certificate of death issued by the civil registrar, if cremated remains, an official certificate of cremation.
The carriage of human remains means only from airport of departure to the airport of destination.

7.16 Cargo Security

7.16.1 Facilities

Security measures shall be in place in cargo facilities in accordance with requirements of the DK CAA and applicable civil aviation security program.
Persons and vehicles with access to security restricted areas (in which there is cargo) shall be subjected to security controls.

7.16.2 Operations

Cargo and Non-revenue cargo shall not be accepted for transport on an aircraft unless the application of screening or other security controls is confirmed and accounted for by a regulated agent or an entity approved by the relevant authority.
For cargo that can be identified as having the application of screening or other security controls confirmed or accounted for by a regulated agent or an entity approved by the relevant authority (known cargo), a process shall be in place to ensure that such cargo is:

- Delivered by a regulated agent, a nominated representative of an entity approved by the relevant authority, or a known representative of the operator;
- Free from any signs of tampering;
- Accompanied by all required information (paper or electronic) corresponding to the cargo being delivered, including documentation that details the security status (e.g. consignment security declaration);
- Subjected to additional security controls as required by risk assessment.

Cargo and Non-revenue cargo, for transport on any flight shall be protected from unauthorized interference from the point of acceptance after screening or security controls have been applied until departure of the

aircraft.

Transfer cargo shall be ensured to have been subjected to appropriate security controls in accordance with requirements of the relevant authority before being transported on an international flight.

8 Aircraft Servicing

8 Aircraft Servicing

8.1 Fuelling

It is prohibited to connect or disconnect electrical equipment to the aircraft during fuelling operations.

8.1.1 Grounding Points

	DISTANCE: Meters (ft)			
	AFT OF NOSE	FROM AIRPLANE CENTERLINE		MEAN HEIGHT FROM GROUND
		R SIDE	L SIDE	
On Nose Landing Gear leg:	5.07 m (16.63 ft)	on centerline		0.94 m (3.08 ft)
On left Main Landing Gear leg:	16.11 m (52.85 ft)		3.79 m (12.43 ft)	1.07 m (3.51 ft)
On right Main Landing Gear leg:	16.11 m (52.85 ft)	3.79 m (12.43 ft)		1.07 m (3.51 ft)

A. The grounding stud on each landing gear leg is designed for use with a clip-on connector (such as Appleton TGR).
B. The grounding studs are used to connect the aircraft to an approved ground connection on the ramp or in the hangar for:

- refuel/defuel operations,
- maintenance operations,
- bad weather conditions.

NOTE : In all other conditions, the electrostatic discharge through the tyre is sufficient.

8.1.2 Pressure Refuel with Automatic Control

WARNING : obey the fuel safety procedures.
WARNING : stop the fuel tanker 60 m from the aircraft nose while the weather radar operates. Do not operate the fuel tanker/pump unit until you stop the operation of the weather radar.
WARNING : make sure the area around the aircraft is safe before you start the refuel/defuel procedure. In the safety area, do not:

- smoke
- make sparks or fire
- use any equipment which is not approved for refuel/defuel procedures.

WARNING : do not spill fuel on the engines or the brakes. if you spill fuel on engines or brakes that are hot, it can cause fires.

A. Safety Precautions
You must obey the refuel/defuel safety precautions. CAUTION : do not refuel or defuel through the two refuel /defuel couplings at the same time. This is to prevent pressure difference problems.

- Put the ACCESS PLATFORM (16 FT)- ADJUSTABLE adjacent to the applicable refuel coupling

- Make sure that the chocks do not touch the tires. The weight of the fuel can lower the aircraft and cause the chocks to catch.
- Put the safety barriers in position

B. Do a Check for Water in the Fuel Tanker

- Make sure that a fuel sampling for water contamination check is done to the fuel in the fuel tanker/pump unit.

C. Aircraft Maintenance Configuration

WARNING : make sure that the fuel supply hose is correctly connected to the coupling before you refuel/defuel the aircraft. do not connect the fuel supply hose if there are signs of damage to the aircraft coupling lugs or slots.

- Make sure that the aircraft and the fuel tanker/pump unit are grounded correctly and electrically bonded together correctly.

NOTE : Bonding is essential , grounding is recommended.

- Remove the applicable refuel coupling cap.
- Make sure that the coupling of the fuel supply-hose is clean, then connect it to the aircraft refuel coupling.
- If you have external power available , energize the aircraft electrical circuits.

D. Get Access

- Open the access door

NOTE : After the refuel control panel access door has opened, if you use refuel battery power only:

- it is not possible to start the refuel sequence until after approximately 35 to 40 seconds

This is because the Fuel Quantity Indication Computer (FQIC) and FLSS BITE sequences operate first.

- Do not keep the door open longer than necessary because the battery can discharge.

E. Aircraft Maintenance Configuration

- If you do not have ground power available :

WARNING : when you refuel the aircraft with battery power, it is not always possible to refuel to full capacity. this is because the intercell transfer valves are not always in the correct position.

- On the refuel/defuel control panel, put the BATT POWER switch to the ON position and release.

NOTE : The HOT BUSS 701PP is energized for ten minutes only (this is to prevent discharge of the aircraft batteries), unless you put the MODE SELECT switch (on the refuel/defuel panel) to REFUEL.

F. Test of the refuel panel.

Do this test:

ACTION	RESULT
1.On the panel 800VU:	On the panel 800VU:
. put the TEST switch to the LTS position and hold it there	. the HI LVL lights and the DEFUEL/XFR OPEN lights are on and the CKPT and END lights come on . the FUEL QTY, PRESELECTED and ACTUAL displays show all 8's.
. release the TEST switch	. the lights go back to their initial condition . the FUEL QTY, PRESELECTED and ACTUAL displays go back to their initial condition
. put the TEST switch to the HIGH position and hold it there	. the HI LVL lights change condition. If they were on, they will go off. If they were off, they will come on
. release the TEST switch.	. the HI LVL lights go back to their initial condition.

WARNING : make sure that you do the refuel panel test before or during the refuel procedure. Defective high-

level sensors can cause fuel to spill overboard. Make sure that you complete the refuel panel test before the fuel tank is 70 percent full.

NOTE : It is recommended that all of the fuel pumps are switched to off to do this procedure. This decreases the risk of possible fuel spills . It is permitted for the wing-tank pumps to be switched to on, if: there is a minimum of 750 kg (1653 lb) of fuel in the applicable wing-tank.

NOTE : If it becomes necessary , defuel

- To prevent a fuel spill , on the panel 40VU, make sure that:
  - the X FEED P/BSW 4QE is released out (OFF)
  - the MODE SEL P/BSW 4QL is in the AUTO position
  - the CTR TK L and R XFR P/BSW's are released out (OFF).
- On the refuel/defuel control panel.
  - make sure that the REFUEL VALVES switches are in the NORM position.
- On the preselector:
  - put the PRESELECTED rocker switch to the INC position and hold it there
  - make sure that the number on the PRESELECTED display increases
  - when the PRESELECTED display shows the necessary fuel load, release the PRESELECTED rocker switch.
- On the refuel/defuel control panel, put the MODE SELECT switch to the REFUEL position. CAUTION : do not let the refuel pressure be more than the maximum safe pressure of 50psi (3.45bar)
- Start the pump on the fuel tanker/pump unit.
- On the preselector. a. Make sure that the numbers on the ACTUAL display increases .
- On the fuel quantity indicator. a. Make sure that the numbers on the FUEL QTY displays increase .
- When the refuel operation is complete, make sure that:
  - On the preselector: the END light comes on the numbers on the ACTUAL and the PRESELECTED displays are stable and the same +/-100 kg (220.4 lb).
  - On the fuel quantity indicator: the FUEL QTY display for each tank show that the fuel is divided correctly between the tanks.
  - On the refuel/defuel control panel: if the tanks are full, the HI LVL lights come on

NOTE : Refer to the fuel tables for the maximum capacity of each tank and for the total fuel capacit

NOTE : Make sure that the outer wing fuel tanks are full. This will prevent the risk of structural damage.

- Stop the pump on the fuel tanker/pump-unit.
- On the refuel/defuel control panel.
  - put the MODE SELECT switch to the OFF and guarded position.

Close-up

A. Refuel on Batteries

- If you refueled the aircraft with battery power, on the refuel/defuel control panel, release the BATT POWER switch from the ON position. The switch will go back to the NORM position.
- Make an entry in the aircraft technical log, to check the fuel configuration before the subsequent flight.

B. Close Access

- Make sure that the work area is clean and clear of tool(s) and other items.
- Close the access door.

C. De-energize the Electrical Circuits

- De-energize the aircraft electrical circuits

D. Aircraft Configuration

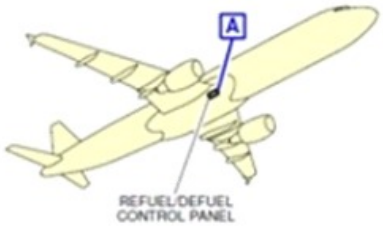
- Disconnect the coupling of the fuel supply-hose from the aircraft refuel/defuel coupling

CAUTION : make sure that the handle of the refuel coupling cap points aft when the cap is closed and locked.

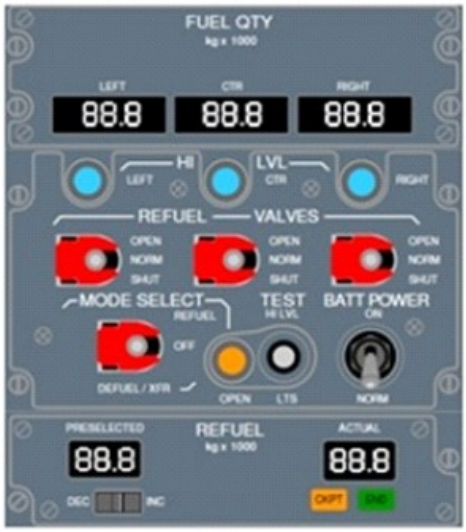
- Install the applicable refuel coupling cap.

E. Removal of Equipment

- Disconnect these bonding/ground cables :
  - between the aircraft and the fuel tanker/pump unit
  - if applicable , between the fuel tanker/pump unit and the ground
  - if applicable , between the aircraft and the ground.
- Remove the safety barriers.
- Remove the warning notice(s).
- Remove the ground support and maintenance equipment, the special and standard tools and all other items.



REFUEL/DEFUEL
CONTROL PANEL



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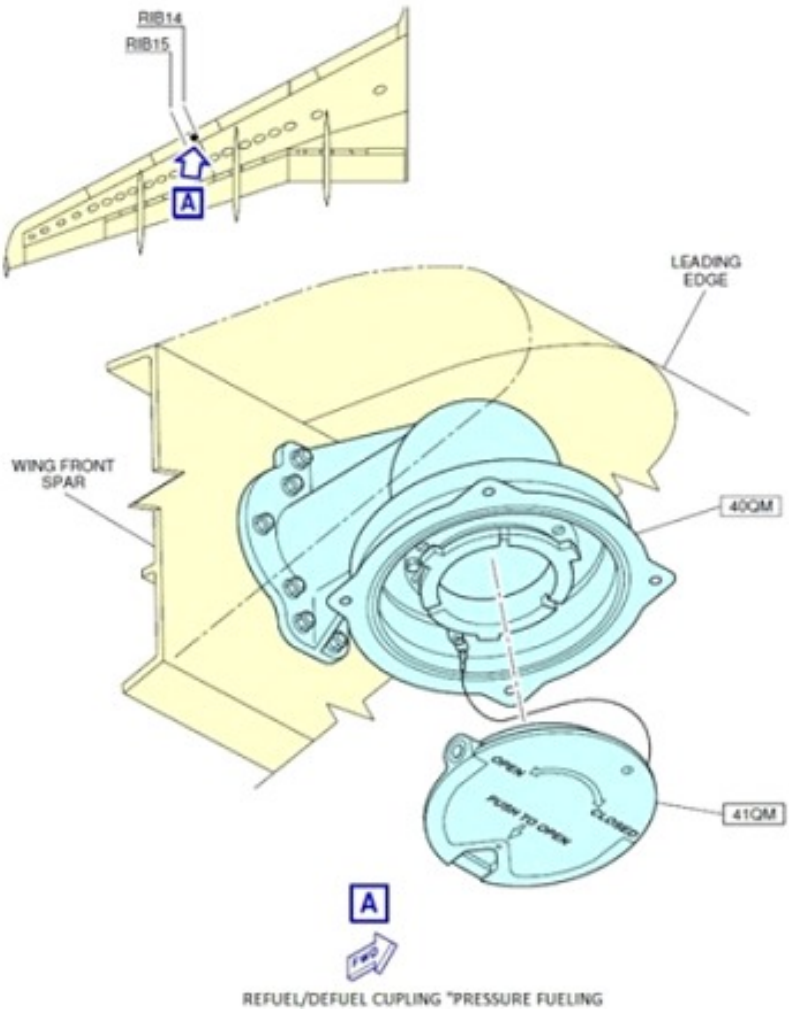


8.1.3 Pressure Refuel with Manual Control

A. Safety Precautions

- You must obey the refuel/defuel safety precautions .CAUTION : do not refuel or defuel through the two refuel/defuel couplings at the same time. this is to prevent pressure difference problems.
- Put the ACCESS PLATFORM 5M (16 FT)- ADJUSTABLE adjacent to the applicable refuel coupling.
- Make sure that the chocks do not touch the tires. The weight of the fuel can lower the aircraft and catch the chocks.
- Put the safety barriers in position.

B. Drain the Water from the Fuel

- Make sure that a fuel sampling for water contamination check is done to the fuel in the fuel tanker/pump unit.

C. Aircraft Maintenance Configuration

WARNING : make sure that the fuel supply hose is correctly connected to the coupling before you refuel/defuel the aircraft. do not connect the fuel supply hose if there are signs of damage to the aircraft coupling lugs or slots.

- Remove the applicable refuel coupling cap. Make sure that the aircraft and the fuel tanker/pump unit are grounded correctly and electrically bonded together corre.
- Make sure that the coupling of the fuel supply-hose is clean, then connect it to the aircraft refuel coupling.
- If you have external power available , energize the aircraft electrical circuits.
- If you have external power available :
  - do the EIS (ECAM only) start procedure.
  - on the panel, push (in) the FUEL pushbutton switch.

D. Get Access

- Open the access door.

NOTE : If operating in battery power:

- put the MODE SELECT switch to the OFF and guarded position
- do not keep the door open longer than necessary because the battery can discharge .

E. Aircraft Maintenance Configuration

If you do not have ground power available :

WARNING : when you refuel the aircraft with battery power, it is not always possible to refuel to full capacity. This is because the intercell transfer valves are not always in the correct position.

- On the refuel/defuel control panel, put the BATT POWER switch to the ON position and release . NOTE : The HOT BUSS 701PP is energized for ten minutes only (this is to prevent discharge of the aircraft batteries), unless you put the MODE SELECT switch (on the refuel/de-fuel panel) to REFUEL NOTE : It is recommended that all of the fuel pumps are switched to off to do this procedure. This decreases the risk of possible fuel spills . It is permitted for the wing-tank pumps to be switched to on, if:
- there is a minimum of 750 kg (1653 lb) of fuel in the applicable wing-tank

NOTE : If it becomes necessary , defuel or transfer fuel (Ref. TASK 28-25-00-869-001 -A).

- To prevent a fuel spill , on the panel, make sure that:
  - the X FEED P/BSW 4QE is released out (OFF)
  - the MODE SEL P/BSW 48QA is in the AUTO position
  - the CTR TK PUMP 1 & 2 P/BSW are released out (OFF).

On the refuel/defuel control panel:

- Put the MODE SELECT switch to the REFUEL position.
- Put the REFUEL VALVES switch(es) for the applicable fuel tank(s) to the OPEN position.
- Put the REFUEL VALVES switch(es) for the tank(s) which will not be refuelled to the SHUT position.

Start the pump on the fuel tanker/pump unit.

CAUTION : do not let the refuel pressure be more than the maximum safe pressure of 50psi (3.45bar,)

- On the refuel/defuel control panel Make sure that the numbers on the ACTUAL and the FUEL QTY displays increase .
- Monitor the FUEL QTY displays . NOTE : Refer to the fuel tables for the maximum capacity of each fuel tank and for the total fuel capacity (Ref. TASK 12-11-28-650-007 - NOTE : Make sure that the outer wing fuel tanks are full. This will prevent the risk of structural damage.
- When each tank has the correct fuel quantity put its REFUEL VALVE switch to the SHUT position.

When the fuel tank quantities are correct stop the pump on the fuel tanker/pump unit.

- On the refuel/defuel control panel:
  - Put the MODE SELECT switch to the OFF position and put the guard on the switch.
  - Put the applicable REFUEL VALVES switch(es) to the NORM position and put the guard(s) on the

switch(es).

- If you have ground power available , make sure that the ECAM lower DU shows the correct fuel quantities.

Close-up

A. Aircraft Configuration

- Make an entry in the aircraft technical log, to check the fuel configuration before the subsequent flight.
- Do the EIS stop procedure (Ref. TASK 31-60-00-860-002 -A).
- Disconnect the coupling of the fuel supply-hose from the aircraft refuel/defuel coupling.
- Install the coupling cap.CAUTION : make sure that the handle of the refuel coupling cap points aft when the cap is closed and locked.
- Install the refuel coupling cap.

B. Close Access

- Make sure that the work area is clean and clear of tool(s) and other items.
- Close the access door.

C. Removal of Equipment

- Disconnect these bonding/ground cables:
  - between the aircraft and the fuel tanker/pump unit
  - applicable , between the fuel tanker/pump unit and the ground
  - if applicable , between the aircraft and the ground.
- Remove the safety barriers.
- Remove the warning notice(s).
- Remove the ground support and maintenance equipment, the special and standard tools and all other items.

8.1.4 Pressure Refuel without Electrical Power

A. Safety Precautions

- You must obey the refuel/defuel safety precautions. CAUTION : do not refuel or defuel through the two refuel/defuel couplings at the same time. This is to prevent pressure difference problems.
- Put the ACCESS PLATFORM 5M (16 FT)- ADJUSTABLE adjacent to the applicable refuel coupling.
- Make sure that the chocks do not touch the tires. The weight of the fuel can lower the aircraft and catch the chocks.
- Put the safety barriers in position.

B. Drain the Water from the Fuel

- Make sure that a fuel sampling for water contamination check is done to the fuel in the fuel tanker/pump unit.

C. Get Access

- Open the applicable access panel.
- If you refuel the center tank, do these steps: WARNING : make sure that the ground safety-locks are in position on the landing gear.
- Open the MLG door.
- Make sure that the SLEEVE - GROUND LOCK is on the applicable MLG door actuator.

- Put the ACCESS PLATFORM 3M (10 FT)- ADJUSTABLE in position.

D. Aircraft Maintenance Configuration

WARNING : make sure that the fuel supply hose is correctly connected to the coupling before you refuel/defuel the aircraft. do not connect the fuel supply hose if there are signs of damage to the aircraft coupling lugs or slots.

- Make sure that the aircraft and the fuel tanker/pump unit are grounded correctly and electrically bonded together correctly. NOTE : Bonding is mandatory. For grounding you must obey the local area regulations.
- Remove the applicable refuel coupling cap.
- Make sure that the coupling of the fuel supply-hose is clean, then connect it to the aircraft refuel coupling.
- Release the Magnetic Level Indicators (MLI) of the tanks to be refueled.
- If the intercell transfer valves are open:
  - the inner and outer cells of the wing tanks fill together
  - the full capacity of the wing tank is less than normal
  - make an entry in the aircraft technical log, to check the fuel configuration before the subsequent flight

WARNING : be careful not to fill the tanks more than necessary near the end of the refuel. because there is no electrical power, the high-level protection system will not operate

CAUTION : do not refuel or defuel through the two refuel/defuel couplings at the same time. This is to prevent pressure difference problems.

CAUTION : do not let the refuel pressure be more than the maximum safe pressure of 50psi (3.45bar).

A. Pressure Refuel without Electrical Power

- Start the pump on the fuel tanker/pump unit.
- Push and hold in the manual plunger(s) on the refuel valve(s) of the applicable fuel tank(s).
- Use the MLIs to monitor the quantity of fuel in each tank.

NOTE : Refer to the fuel tables for the maximum capacity of each fuel tank and for the total fuel capacity. If the intercell transfer valves are open, the full capacity of a wing tank is less than normal.

NOTE : Make sure that the outer wing fuel tanks are full. This will prevent the risk of structural damage.

- When the quantity of fuel in a tank is correct, release the manual plunger on the related refuel valve.
- When all the fuel quantities are correct, stop the pump on the fuel tanker/pump unit.
- Make an entry in the aircraft technical log, to check the fuel configuration before the subsequent flight.

Close-up

A. Aircraft Configuration

- Retract and lock the MMIs .
- Disconnect the coupling of the fuel supply-hose from the aircraft refuel coupling.
- Disconnect these bonding/ground cables :
  - between the aircraft and the fuel tanker/pump unit
  - if applicable , between the fuel tanker/pump unit and the ground
  - if applicable , between the aircraft and the ground.

B. Close Access

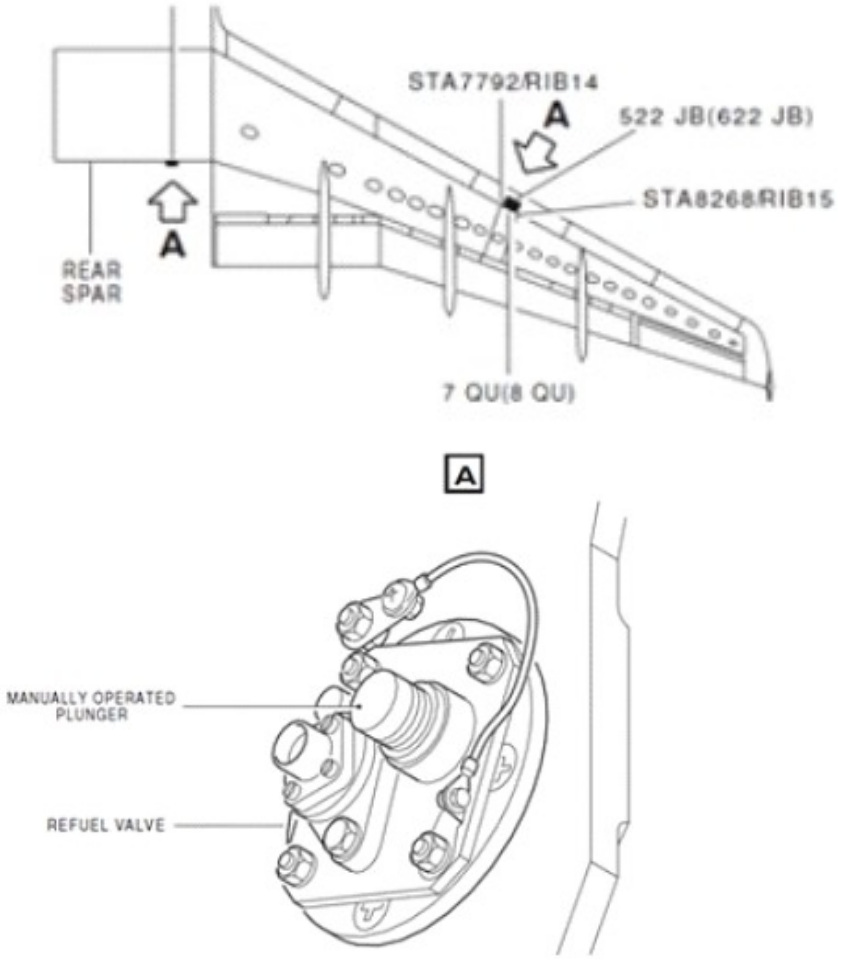
- To install the coupling cap and the access panel:

CAUTION : make sure that the handle of the refuel coupling cap points aft when the cap is closed and locked.

  - Install the applicable refuel coupling ca
  - Close the applicable access panel 522JB (622JB) (Ref. TASK 57-41-37-400-006 -A).
- If you have refueled the center tank, close the MLG door.

C. Removal of Equipment

- Make sure that the work area is clean and clear of tool(s) and other items.
- Remove the safety barriers.
- Remove the warning notice(s).
- Remove the access platform(s).
- Remove the ground support and maintenance equipment, the special and standard tools and all other items.



8.2 Mooring

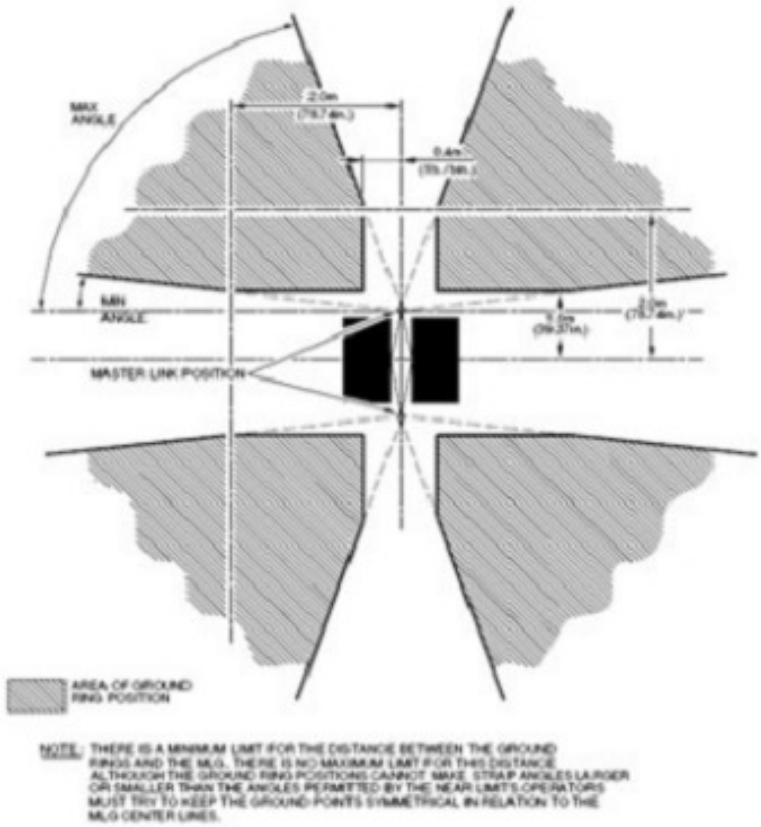
Wind conditions

- For wind speeds of less than 50 Kts:
  - Mooring is not necessary if the aircraft configuration is in the limits
- If the wind speed is between 50 and 70 Kts and stable (no gusts and the wind direction does not change by more than +/- 30 degrees) and the aircraft points into the wind:
  - Moor the aircraft at the NLG only. NOTE : Point the aircraft into the wind.

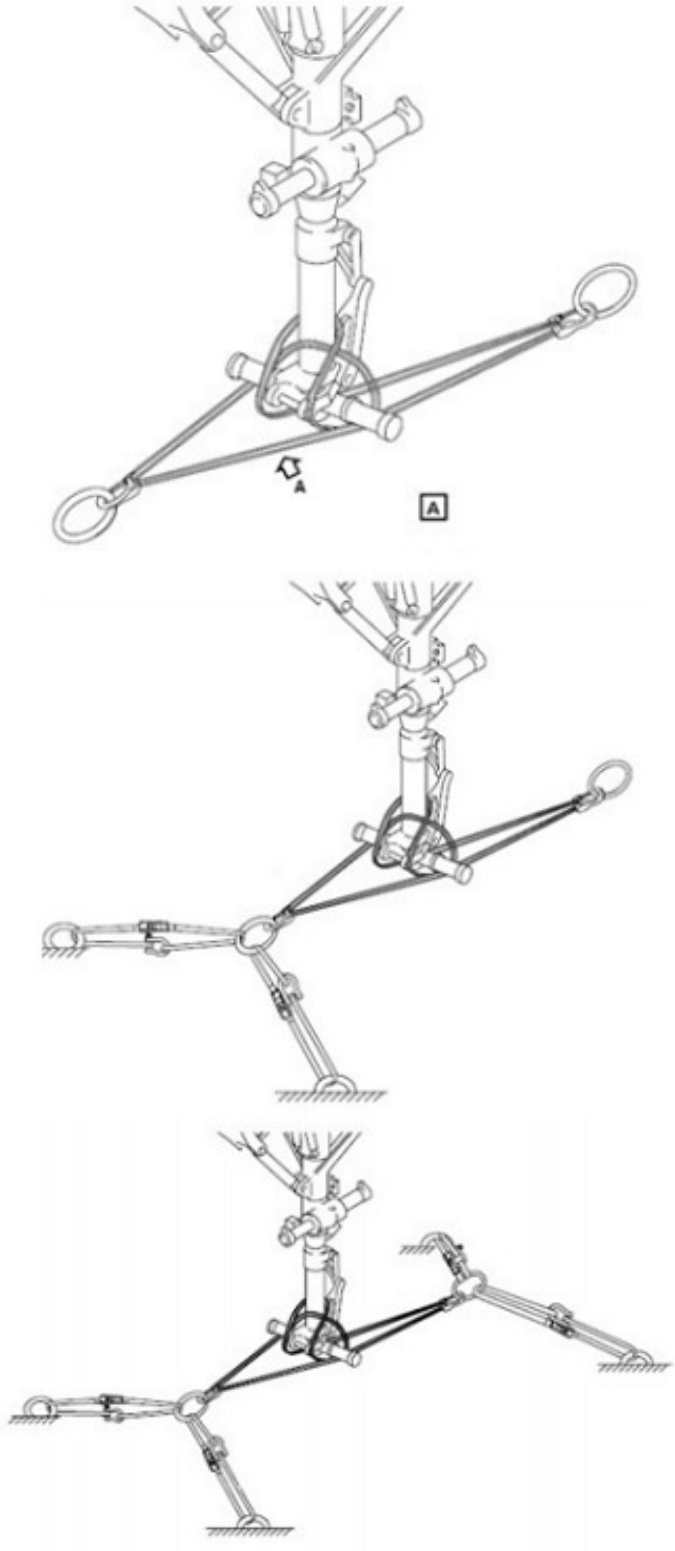
- If the wind speed is between 50 and 70 Kts and not stable, with the direction that changes by more than +/- 30 degrees:
  - Point the aircraft into the primary wind direction (if possible) and moor at the NLG and the MLG
- If the wind speed is between 70 Kts and the upper limits
  - Make sure that the aircraft variant mass is sufficient for the necessary wind speed
  - Point the aircraft into the primary wind direction (if possible) and moor at the NLG and MLG.

NOTE : If you cannot get the necessary aircraft variant mass, you must move the aircraft into a hangar or evaquate.

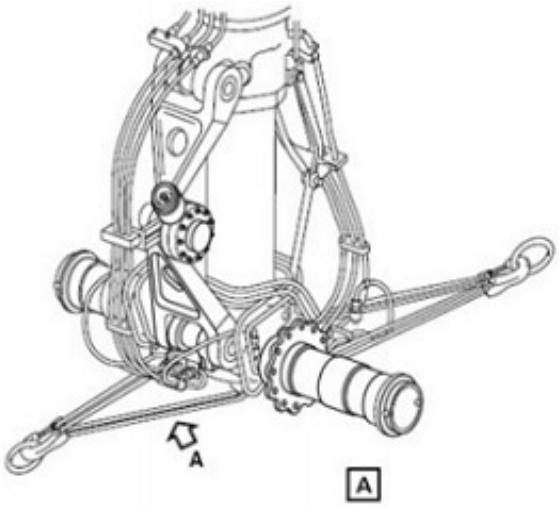
- If the wind speed is more than the maximum limits given in:
  - You must move the aircraft into a hangar or evaquate.

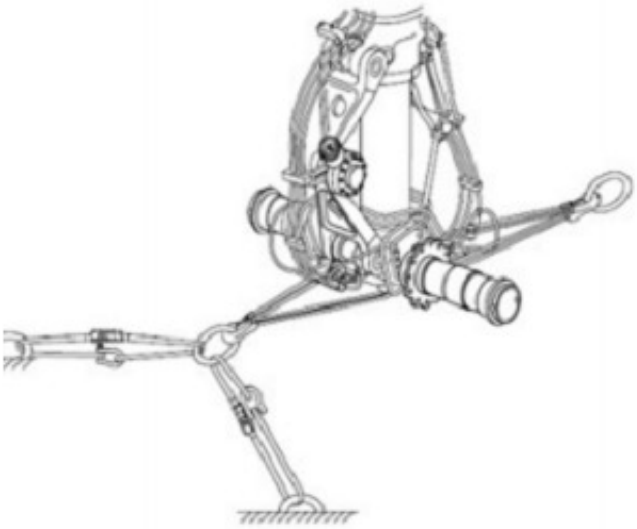


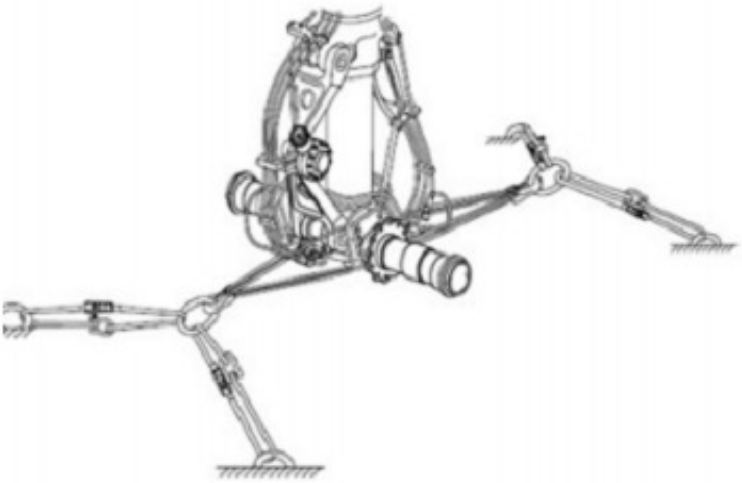
Nose Landing Gear



Main Landing Gear







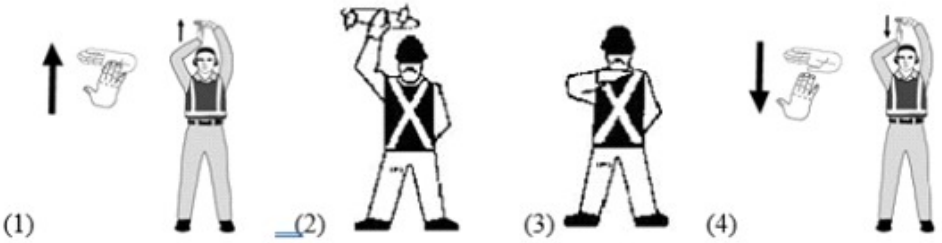
8.3 Air Starter

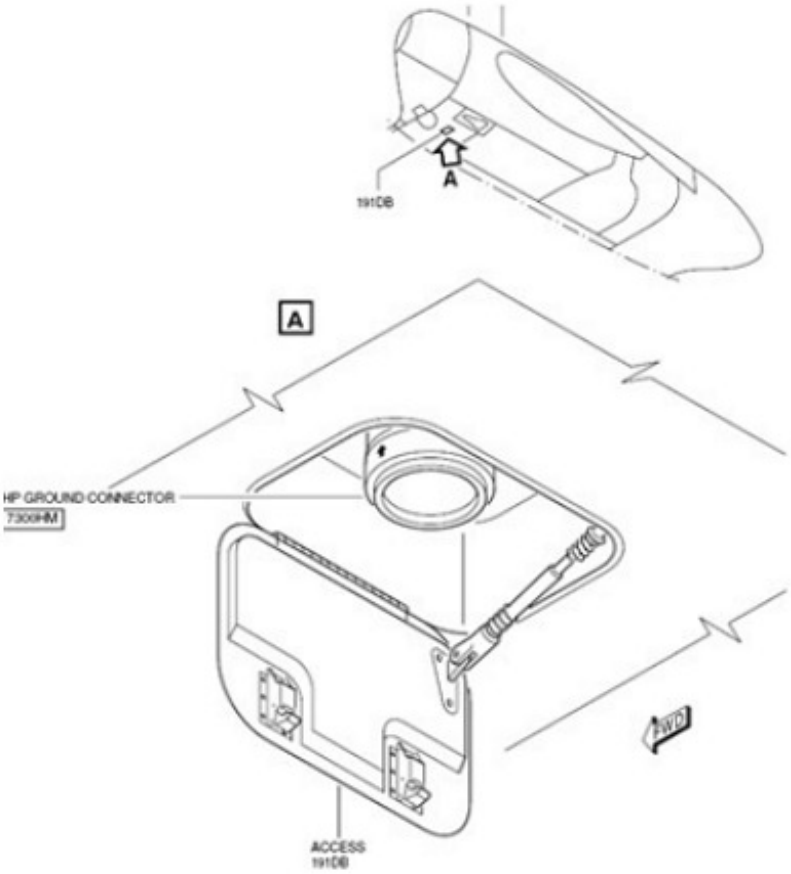
NOTE: Minimum 2 ground crew for HP ground air startup. One for communication to the cockpit and one controlling the air starter unit

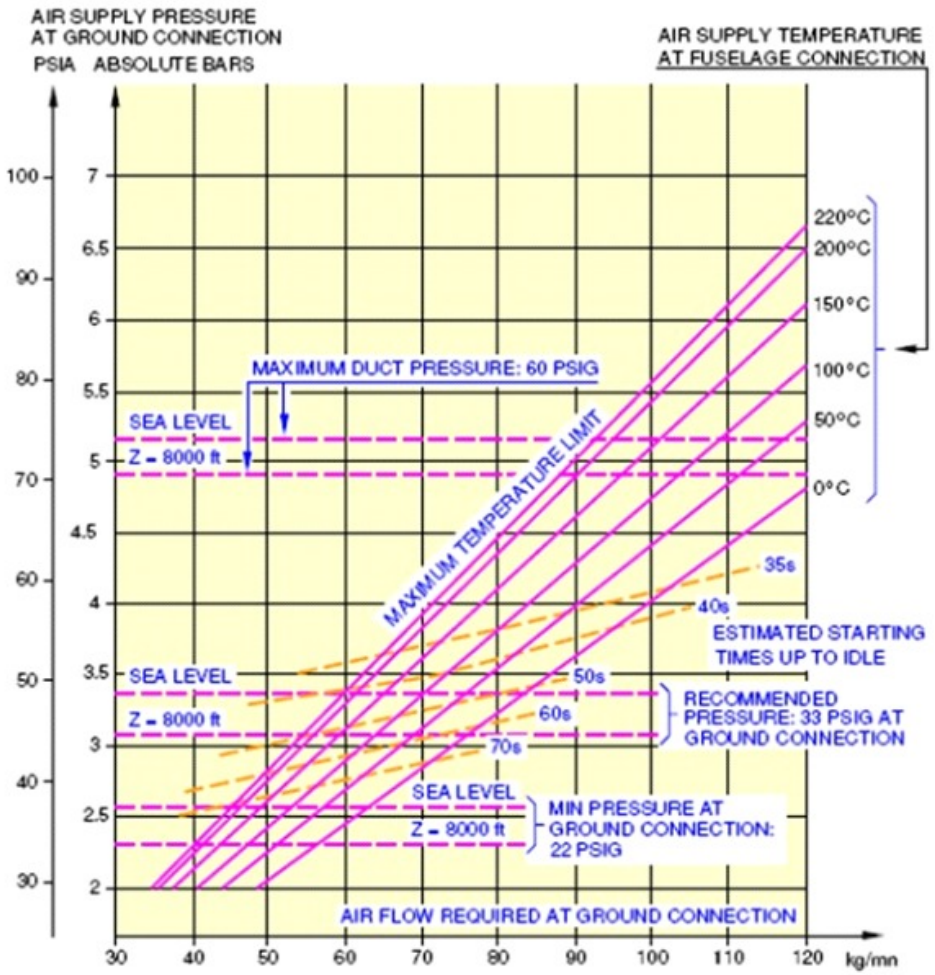
- Connect the hose into the HP ground connector (see picture 1)
- Activate the HP air, after signal from the cockpit (see picture 2)

NOTE: Engine no. 2 will be started

- After startup of engine no. 2, the cockpit give signal for turning off the HP air (see picture 3)
- Disconnect the HP air hose from ground connector after signal from cockpit (see picture 4)







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9 Appendix

9 Appendix

9.1 Hand Signals

9.1.1 Guide Person Hand Signals (for GSE)

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 maneuver. You will take orders only from me.

Forward Movement (toward person):

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

Backward Movement :

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

Turn Right :

Left arm downward, hand extended, right arm repeatedly moved upwards towards the Guideman's left. Speed of arm movement indicating rate of turn.

Turn Left:

Right arm downward, hand extended, left arm repeatedly moved upwards towards the Guideman's right. Speed of arm movement indicating rate of turn.

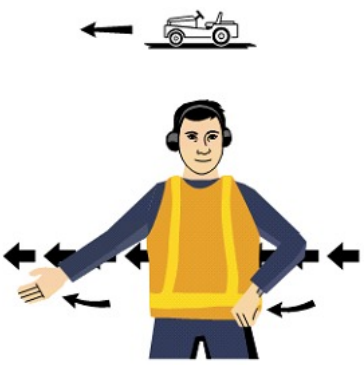
Lift:

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.

Accompanied Movement :



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

Indicate Distance :

Distance shown between hands must correspond exactly with existing margin.

Stop :

Arms raised and crossed over head.
Immediate stop: Hands cross over head with clenched fists.

OK. All is Clear or continue on Your Own or Drive Away:

Lift stretched right arm, hand closed, thumb raised

Chocks Inserted ; Stabilizers On:

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

Chocks Removed ; Stabilizers Off:

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

To Interrupt Power Source (electricity , fuel, air):

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

Stop Engine :

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

Brakes On/Off:

Right arm and hand raised 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.

9.1.2 Pushback Hand Signals–Headset Operator to Tug Driver

Vehicle Brakes Off

Raise hand just above shoulder height with closed fist and ensuring eye contact with tug driver open palm.

Clear to Push

Hold arm straight out at a 90° angle from the shoulder and display hand with thumb up. This indicates to the tug driver that all equipment is clear of the aircraft, the chocks have been removed, the aircraft brakes are off and the flight crew has given clearance to commence pushback.

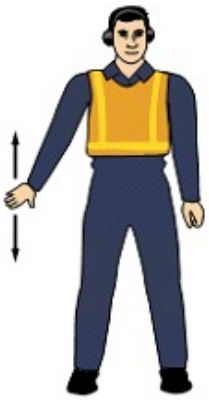
Negative /Hold

Hold arm straight out at 90° angle from the shoulder and display hand with thumb down. This indicates to the tug driver that the aircraft is not ready for pushback and to hold position.

Vehicle Brakes On/Stop

Raise hand just above shoulder height with open palm and ensuring eye contact with tug driver close into a fist. At the end of the pushback also indicates to tug driver that aircraft brakes have been set. Tug driver should return the signal to the Headset operator to confirm vehicle brakes set.

Slow Down



With hand at a 45° angle downward to the side make a "patting" motion.

Change of Pushback Direction

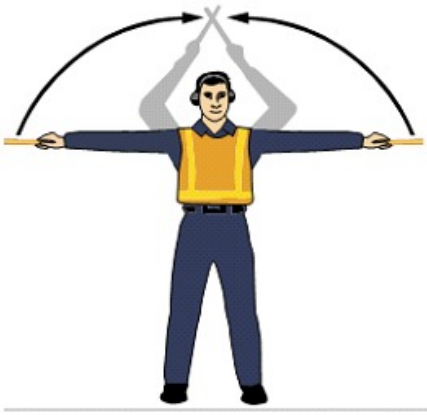
Touch nose with finger and with arm at a 90° angle to the shoulder, point in the direction that the aircraft needs to be turned to.

9.1.3 Pushback Hand Signals–Wingwalker to Headset Operator/Tug Driver

Clear to Move Aircraft

Raise one fully extended arm with wand straight above head and with the other arm and wand at a 45° angle downward to the side.

Stop Movement of Aircraft



Fully extend arms and wands to cross above the head.

Hold Movement of Aircraft

Fully extend arms and wands downwards at a 45° angle to the sides. Hold this position until it is clear for the aircraft to move.

9.1.4 Marshalling Hand Signals (for aircraft)

a. Do not perform aircraft marshalling unless it is permitted by the local airport authority and you have been trained and authorized.
b. Give marshalling hand signals from a position forward of the aircraft while facing and within view of the pilot.
c. Wear high visibility vest.
d. Use illuminated torch lights /wands to improve the visibility of the hand signals in the following situations :
    1. insufficient apron lighting .
    2. poor visibility .
    3. night conditions .
    4. when required by local Airport Authorities or regulations .

Identify Gate

Raise fully extended arms straight above head with wands pointing up, move hands fore and aft to keep from blending into background.

Continue to Taxi Straight Ahead

Bend extended arms at elbows and move wands up and down from waist to head.

Slow Down

Move extended arms downwards in a “patting gesture”, moving wands up and down from waist to knees.

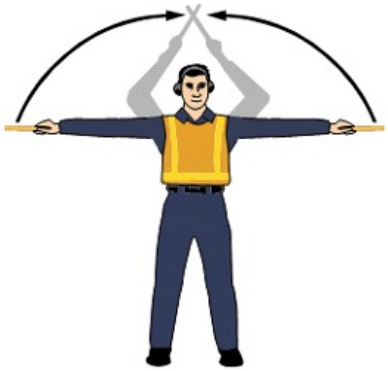
Turn Right (from the pilot's point of view)

With left arm and wand extended at a 90° angle to the body, right hand makes the come ahead signal. The rate of signal motion indicates to the pilot the rate of aircraft movement desired.

Turn Left (from the pilot's point of view)

With right arm and wand extended at a 90° angle to the body, left hand makes the come ahead signal. The rate of signal motion indicates to the pilot the rate of aircraft movement desired.

Stop /Emergency Stop



Fully extend arms and wands to cross above the head.

Hold Position /Stand -by

Fully extend arms and wands downwards at a 45° angle to the sides. Hold the position until the aircraft is clear for the next maneuver.

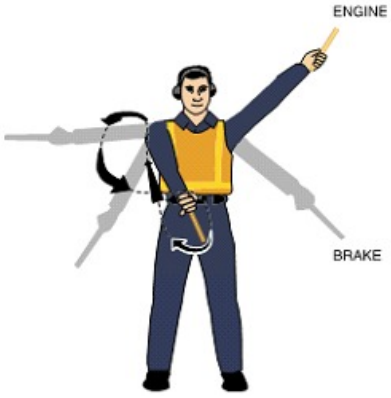
Proceed to Next Marshaller or as Directed by Tower/Ground Control

Point both arms upward, move and extend arms outward to side of body and point with wands to direction of next marshaller or taxi area.

Dispatch Aircraft

Perform a standard military salute with right hand and/or wand to dispatch the aircraft. Maintain eye contact with the flight crew until the aircraft has begun to taxi.

Fire



Fire–Move right hand in an exaggerated figure of eight (8), or a fanning type motion, from the shoulder to the knee, while at the same time pointing with the left-hand wand to the area of the fire

Set Brakes

Raise hand just above shoulder height with open palm. Ensuring eye contact with the flight crew, close hand into a fist. DO NOT move until receipt of thumbs up acknowledgment from the flight crew.

Release Brakes

Raise hand just above shoulder height with hand closed in a fist. Ensuring eye contact with the flight crew, open palm. DO NOT move until receipt of thumbs up acknowledgment from the flight crew.

Chocks Inserted

With arms and wands fully extended above head, move wands inward in a “jabbing” motion until the wands touch.

Chocks Removed

With arms and wands fully extended above head, move wands outward in a “jabbing” motion. DO NOT NOT remove chocks until authorised by the flight crew.

Start Engines

Raise right arm to head level with wand pointing up and start a circular motion with hand, at the same time with the left arm raised above head level point to aircraft.

Emergency Engine Shut Down

Extend arm with wand forward of body at shoulder level, move hand and wand to top of left shoulder and draw wand to top of right shoulder in a slicing motion across throat.

9.1.5 Technical/Servicing Hand Signals–Ground Staff to Flight Crew

Only use manual signals when verbal communication is not possible.
(b) Make sure acknowledgement is received from the flight crew on all occasions.

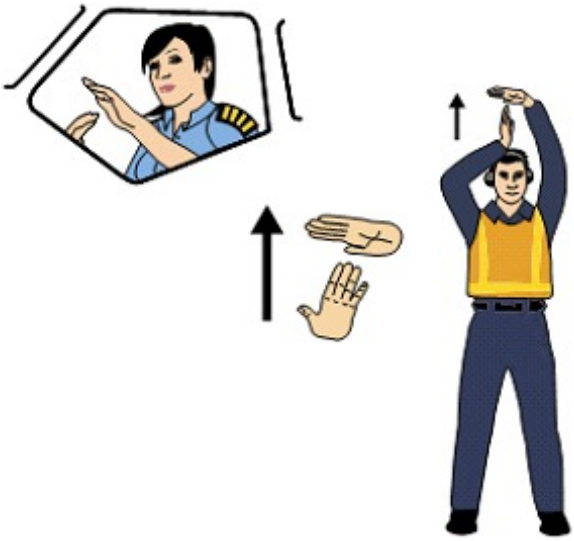
Connect Towbar:

Bring arms above the head and grasp forearm with opposite hand.

Air Up (supply pressurised air for engine start):

Wave arms up & don from thigh to waist with palms up.

Connect /Disconnect Ground Power

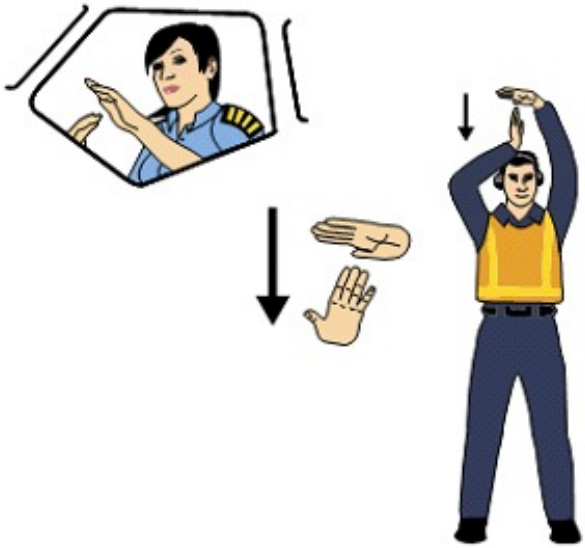


To connect ground power:

Hold arms fully extended above head, open left hand horizontally and move finger tips of right hand into and touch the open palm of left hand (forming a “T”). At night, illuminated wands can also be used to form the “T”

above the head.

To disconnect power :

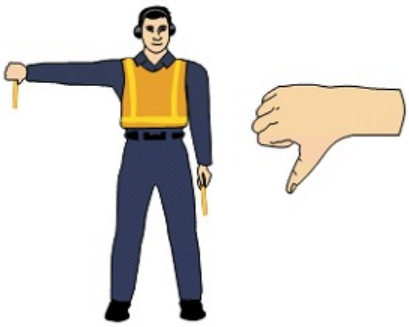


Hold arms fully extended above head with finger tips of right hand touching the open horizontal palm of the left hand (forming a “T”), then move right hand away from the left. DO NOT disconnect power until authorised by the flight crew. At night, illuminated wands can also be used to open the “T” above the head.

Affirmative /All Clear

Raise right arm to head level with wand pointing up or display hand with thumbs up, left arm remains at side by knee.

Negative



Hold right arm straight out at 90° from shoulder and point wand down to ground or display hand with thumbs down, left hand remains at side by knee.

Interphone

Extend both arms at 90° from body and move hands to cup both ears.

Do not Touch Controls

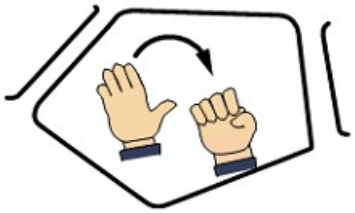
Raise right hand above head level and close fist or hold wand in horizontal position, left arm remains at side by knee.

Open /Close Stairs Forward /Aft

With right arm at side and left arm raised above head at a 45° angle, move right arm in sweeping motion towards top of left shoulder.

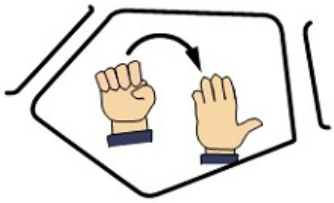
9.1.6 Technical/Servicing Hand Signals–Flight Crew to Ground Staff

Brakes Engaged :



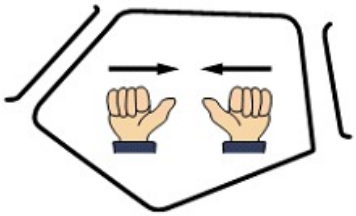
Raised arm and hand, with fingers extended, horizontally in front of face. Hand is then closed to a fist.

Brakes Released :



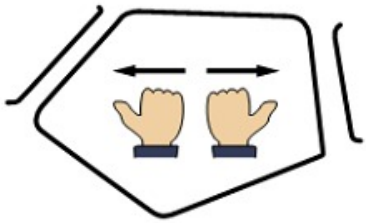
Raised arm, with fist clenched, horizontally in front of face. Hand is then opened to an open palm.

Insert Wheel Chocks



Arms extended, palms outwards, and hands moving inwards.

Remove Wheel Chocks :



Hands crossed in front of face, palms inwards, and arms moving outwards

Ready to Start Engine (s):

One hand raised with the appropriate number of fingers stretched indicating the number of the engine to be started.

All Clear:

Acknowledgement of all ground actions

9.2 Forms

9.2.1 Wailist Acceptance Priority List

RC SCHECULED

Priority for handling involuntary re-bookings, Customer Priority List:

The following priority order must be used for involuntary re-bookings. The reversed order must be used for involuntary denied boarding.

- UMNR, BLND/DEAF, DPNA, WCH*, INFANT
- EBD/EBG/EBP
- Passive crew
- Transfer/connecting flights (all ticket types)
- Groups
- FLEX ticket
- ECONOMY ticket

- ID Priority List

Priority List:

Confirmed			
1	S1	73 staff on duty	Z
2	R1	71 staff on leisure travel	N
3	R1	71 relatives	N
4	N1	70 travel agency employees	N
5	N1	70 ZED members	N
6	N1	70 non company travel	N
Standby			
7	S2	63 staff on duty standby	Z
8	R2	61 staff on leisure travel	N
9	R2	61 relatives	N
10	N2	60 ZED members	N
11	N2	60 non company travel	N

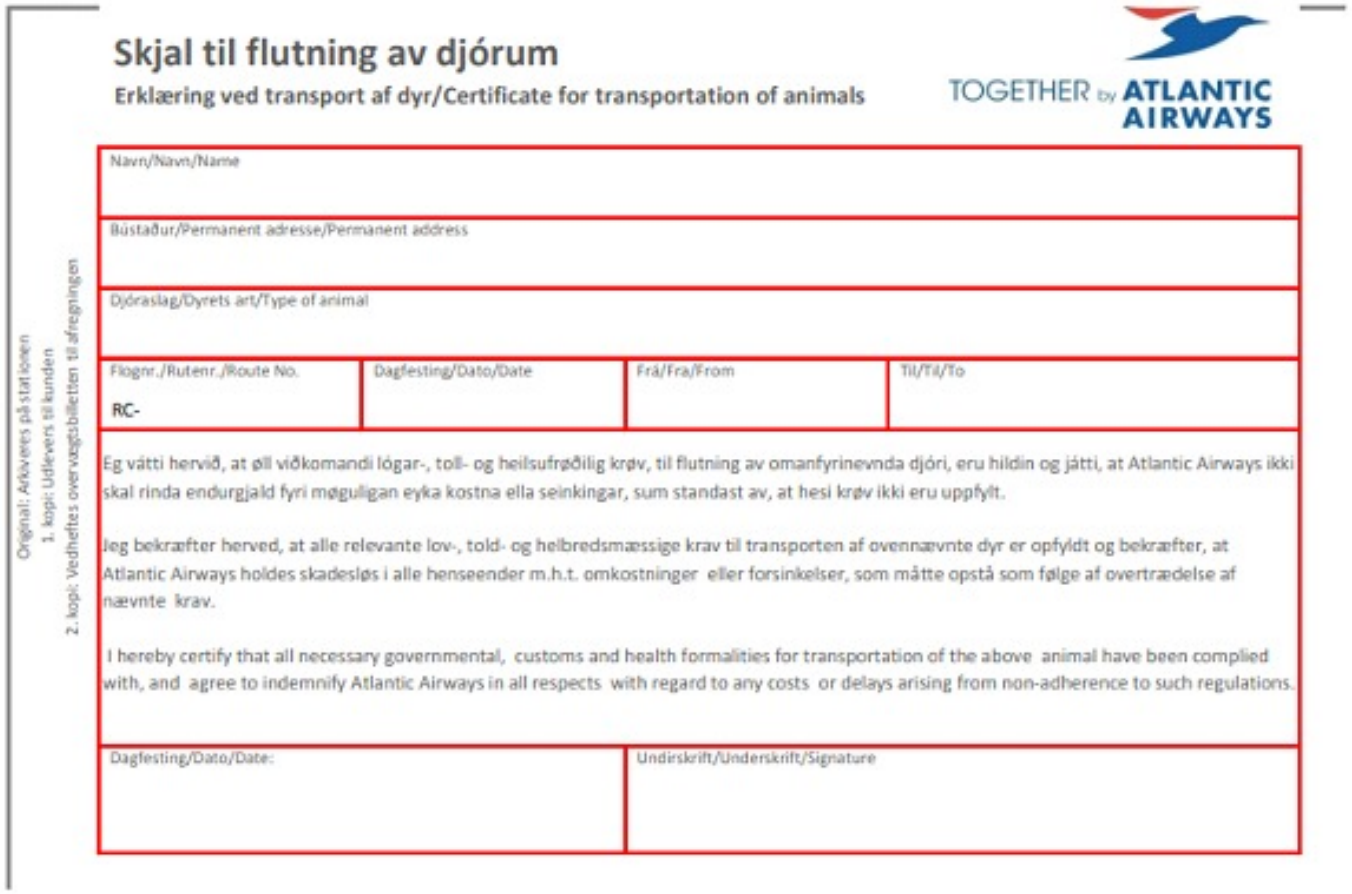
Compensation :
Denied boarding compensation shall always be paid for the RC journey

Exception :
If the passenger reaches the connecting flight despite being delayed on the first leg, he shall only receive DBC for the first leg.

Denied boarding compensation (DBC) never to be paid if:

- The passenger travels on any kind of ID-ticket
- Accommodation is not possible due to cancellations
- The passenger is unruly

9.2.2 Live Animals



Skjal til flutning av djórum

Erklæring ved transport af dyr/Certificate for transportation of animals

TOGETHER by ATLANTIC AIRWAYS

Original: Arkiveres på stationen
1. kopi: Udleveres til kunden
2. kopi: Vedhæftes overvægtsbilletten til afregningen

Navn/Navn/Name			
Bústaður/Permanent adresse/Permanent address			
Djóraslag/Dyrets art/Type of animal			
Flognr./Rutenr./Route No. RC-	Dagfesting/Dato/Date	Frá/Fra/From	Til/Til/To

Eg vátti hervið, at øll viðkomandi lógar-, toll- og heilsufrøðilig krøv, til flutning av omanfyrinevnda djóri, eru hildin og játti, at Atlantic Airways ikki skal rinda endurgjald fyri møguligan eyka kostna ella seinkingar, sum standast av, at hesi krøv ikki eru uppfylt.

Jeg bekræfter herved, at alle relevante lov-, told- og helbredsmæssige krav til transporten af ovennævnte dyr er opfyldt og bekræfter, at Atlantic Airways holdes skadesløs i alle henseender m.h.t. omkostninger eller forsinkelser, som måtte opstå som følge af overtrædelse af nævnte krav.

I hereby certify that all necessary governmental, customs and health formalities for transportation of the above animal have been complied with, and agree to indemnify Atlantic Airways in all respects with regard to any costs or delays arising from non-adherence to such regulations.

Dagfesting/Dato/Date:	Undirskrift/Underskrift/Signature

9.2.3 Carriage of Weapons

Check list for receipt of weapons for transport by air

(To be filled out by check-in agent)

Name	
Flight no.	
Destination	
Kind of weapon 1)	
Kind of ammunition (max 5 kg) 2)	
Handling company	
Date	
Sign	
Airport Security control is performed	
Airport (Three letter code)	
Date	
Sign	

1. E.g. rifle, shotgun, pistol, revolver or other
2. E.g. pointed bullet, lead shots, steel shots or other

Check list for receipt of weapons for transport by air

(To be filled out by Airport Security)

Validity of weapon licence checked:	**Yes • No •**
Identification of passenger and weapon licence compared and accepted:	**Yes • No •**
Weapon checked to be not loaded	**Yes • No •**
Weapon taken apart (if possible)	**Yes • No •**
Weapon and ammunition separately and properly packed	**Yes • No •**
This is accepted as safe and secure for air transportation:	**Yes • No •**
Name of Security personnel performing the judgement above:	
Block letters:	
Signature:	

9.2.4 Incompatibility Chart

Incompatibility Chart

ATLANTIC AIRWAYS

CAO, RCX, REX, RGX, RXB, RXC, RXD, RXE, RXG, RPG, RRW are not allowed
ALL imp codes not mentioned or without a note require no separation

Hazard class or Division		RCL	RFL	RSC	RFW	ROX	RPB	RIS	RCM	ICE	HUM	EAT	HEG	AVI	LHO
IMP code		2.2	3	4.2	4.3	5.1	6.1	6.2	8	9					
2.2	RCL												1	1	
3	RFL					1									
4.2	RSC					1									
4.3	RFW								1						
5.1	ROX	1	1												
6.1	RFB											2	2	2	2
6.2	RIS											2	2	2	2
8	RCM				1										
9	ICE												1	6	
	HUM											2		2	8
	EAT						2	2			2			8	8
	HEG						2	2		1				5	
	AVI						2	2		6	2	8	5	3	
	LHO						2	2			8	8			

Note 1: Shall not be loaded in close proximity of each other or in a position that would allow interaction between them in the event of leakage (minimum distance 1 m).
Note 2: Must not be loaded in the same bulk load compartment/ULD. If loaded in separate ULD's, the ULD's must not be loaded adjacent to each other (minimum distance 1 loading position).
Note 3: Animals which are natural enemies shall not be loaded in close proximity of each other.
Note 4: intentionally left blank
Note 5: Must no be loaded in the same hold.
Note 6: Must not be loaded in the same non-ventilated compartment. In ventilated compartments up to 200 kg ICE may be loaded together with animals but not in close proximity of each other (minimum distance 1m).
Note 7: intentionally left blank
Note 8: Shall not be loaded in close proximity of each other (minimum distance 1m). Animals which smell intensively shall not be loaded in the same hold as EAT and/or baggage, if possible.

Intentionally left blank