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|  | ETHIOPIAN AIRLINES GROUND OPERATIONS PROCEDURE MANUAL | Rev.1.6 |
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Section 00.04 INTRODUCTION

1. PURPOSE

- 1.1. The procedures set forth in this section are to define miscellaneous processes in the GOM.
- 1.2. The Ground Operation Procedure Manual (GOM) has the following Purposes:
 - a. Provides policies and procedures as well as other materials for the guidance and information of all personnel involved in ground operations and related activities. It has been prepared in accordance with the relevant provisions of IATA, JAR OPS, ICAO, ETCAA and other applicable regulatory publications.
 - b. Provides detail working procedures for high level policies established in the Ethiopian Management Policy Manual (MPM) and other aviation regulations as required.
 - c. Establishes Standard Operating Procedures (SOP) for other objectives not covered by the MPM but is performed by the various Department, Sections and area offices so as to achieve Ethiopian Customer Services objectives.
 - d. Establishes procedures for administrative matters that are applicable to the Ethiopian Ground Services division and not covered by the Management Policy Manual (MPM).
- 1.3. By providing the above procedures, the Ground Operations Manual (GOM) is intended to ensure compliance with Regulatory requirements, enhance safety, standardize work practices, foster employees productivity, and bring trust among employees through transparent decision processes.
- 1.4. Customer Airlines shall be handled as per the procedures which will be endorsed by them. However, in case of its absence, the procedures set forth in this manual will be applicable.
- 1.5. Processes and procedures contained in the Operational Manual for the conduct of ground handling operations are, as a minimum, equivalent to processes and procedures contained in the IGOM

2. REVISION HISTORY

| Date | Rev No. | Change | Reference Section |
|-------------------|---------|--|-------------------|
| 01 December 2013 | 1.0 | Complete | 00.04 |
| 15 December 2015 | 1.1 | New organizational structure | 00.04 |
| 31 December 2016 | 1.2 | General annual revision | 00.04 |
| 31-September 2017 | 1.3 | To comply with IOSA requirement regarding processes and procedures related to minimum Ground Handling requirements | 00.04 |
| 31-Dec-2018 | 1.4 | General revision | 00.04 |
| 31-Jul-2019 | 1.5 | General Revision | 00.04 |

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| 15-Mar-2020 | 1.6 | <ul style="list-style-type: none"> • General annual revision • To change manual distribution system in to web based application | 00.04 item 7.2 (g,h,i) |
|-------------|-----|---|-------------------------------|

3. PERSONS AFFECTED

All employees who are using the Ground Operations Procedure Manual and those listed under the distribution list in this section.

4. POLICY

- 4.1. Refer the [MPM Chapter 00, Section 00.04, Paragraph 4.5.2 \(b\)](#) for Procedure Manuals Policy.
- 4.2. The Ethiopian Ground Operations Manual shall be used as a general guideline, dealing with detail procedures that are not covered by MPM in order to streamline the administrative processes in the Enterprise.

5. DEFINITION

N/A

6. RESPONSIBILITY

- 6.1. It is the responsibility of VP Customer Service to:
 - 6.1.1 Update and distribute this Manual after owner's procedures get approved.
- 6.2. It is the responsibility of all supervisory personnel to:
 - 6.3.1 Assure all employees under their supervision are aware of the procedures set forth and comply with the rules and regulations established in the section.
- 6.3. Each holder of the Manual is individually responsible for the security and safeguarding of their copy (or copies) and for maintaining the correct amendment status and is responsible to acknowledge receipt by filling out the confirmation receipt

7. PROCEDURES

- 7.1. Transmittal Page Numbering & Revision Date:
 - a. Each revision will be accompanied by a transmittal sheet and all revised pages are to be inserted according to the transmittal instructions immediately upon recipient.
 - b. Each Manual holder is responsible for maintaining the Manual in a current condition.
 - c. Periodically, updated list of effective pages shall be issued and all Manual holders shall review the list and submit their request for missing pages.
 - d. The section number and individual page number are given at the bottom of each page. The revision number and date of the current revision are indicated at the top right side of the GOM title and the Ethiopian Airlines logo.



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REVISION TRANSMITTAL SHEET

| Revision Number | Chapter/ Section | Effective Date | Cancels and Supersedes (Enter old effective date, if any) | Date Inserted | Entered By |
|-----------------|---------------------|----------------|--|------------------|---------------|
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7.2. Manual Revision Procedure:

- a. Amendment /revisions and /or introduction of new policies and procedures to the Ground Operations Manual are mainly sourced from external organization/Offices such as IATA, JAR OPS, ICAO, ETCAA and other Authorities, the provisions of which have been used in the preparation of the Ground Operations Manual. But, revision or changes to the GOM may be issued by any employee in whose opinion a change seems necessary.
- b. Such recommendation shall be approved by the Department Head of the originating section and shall be approved by other Departments which may be affected by the proposed change for review and comments and must secure final approval by concerned Division Heads as well as VP Customer Services and MD Ethiopian Ground Services.
- c. Revision, addition and/or deletion shall be made frequently enough to prevent large accumulations of changes not properly converted by revision.
- d. All changes affecting the contents of the manual shall be filed in the appropriate section opposite the page it affects.
- e. Revision portion of the Manual shall be marked with a bar along the left hand margin of the printed columns.
- f. Each section of GOM shall be reviewed at least every two years by procedure owner departments to reflect current working procedures, regulatory body requirements and Ethiopian experiences.
- g. Revision date of the manual shall be the date of the revised or newly introduced procedure inclusion in the manual. Revision date shall be indicated on the revision history.
- h. Effective date of the manual shall be the date of the revised or newly introduced procedure implementation. Effective date shall be indicated on the header of the revised procedure section.
- i. There shall be at least 15 days gap between the revision date and effective date of the revised/introduced procedure. (That is the implementation/effective date of the revised/newly introduced procedure shall be at least 15 days after the revision date of the procedure).
- j. Revisions, additions and/or deletions to the Ground Operations Manual, sourced externally or internally shall be produced and distributed by Ground Service Standards & Ground Handling Contracts Management Section.
- k. Retention and obsolescence of policy & procedures from such external sources, once adopted into the Ground Operations Manual, shall assume the retention and obsolescence period prescribed in the Ground Operations Manual except when it is required by Law or an Authority's special request demanding a longer retention, that the exception shall be reviewed and entertained accordingly.
- l. Revised parts of the manual shall be identified by the revision or effective dates and the month and year shall be reflected on each of the affected pages also on the "Revision/Effective Dates" of the manual.

7.3. Distribution of the GOM


- a. Distribution of the GOM is made per Distribution list below. A single copy of the manual shall serve as many employees as possible.
- b. Request for additional Manuals or for specific sections of the manual shall be submitted to the office of VP Customer Services.


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- c. All Ethiopian employees, Ethiopian Senior Managements, Directors and Managers can access this manual in portal. It must be fully accessible to all Ethiopian personnel engaged in the ground operations and related activities at all times including personnel of external ground handling agents (companies).
- d. Copies of this manual shall be assigned to operational offices, Ground Handling Companies and other Ethiopian airlines offices or individual staff via web based application. The manuals shall also be available on ET Portal for internal consumption.

7.4. Symbols representing addition, change and cancellation on procedures and terms having high importance are presented below:

| Terms | Meaning |
|--|---|
| must not shall not | This must never be done, this shall never be done, this is not allowed, this is not permitted, this is forbidden. |
| must necessary need required | This must be always done or observed, this is required, this is mandatory, this is needed, this is necessary, this is desired. |
| May need not not necessary not required | This may be done if needed, this is not forbidden, this is allowed, this is permitted, this may be omitted if not possible or not needed or not desired. |
| if possible whenever possible | These instructions make sense, help you, help others, are recommended, avoid misunderstandings, make handling easier, but: they need not be observed, if there is time pressure, if there are no facilities, if there are exceptional conditions (heavy traffic, bad weather etc.) |
| etc. e.g. for example | If the text says "e.g." or "for example", or the last item of a list is 'etc.' (et cetera): One or more frequently occurring situations or items are shown or listed, but not all . Others are possible and not excluded, but we could not list or show all of them, If none of these terms is used in the text or in a list: Other situations or items are not allowed, not possible, or not applicable |
| Symbols | Meaning |
| * * * * | Denotes end of the page/section |
| □ | Denotes addition of a new item |
| Δ | Change of an item |

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| ⊗ | Cancellation of an item | | |

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DISTRIBUTION LIST

| Dept./ Sec | Position or Office | Control Number | QTY | Means of Distribution | |
|---------------|--|-------------------|-----|--------------------------|--------|
| | | | | HC | SC(CD) |
| | Chief Executive Officer | 01. | 1 | | X |
| | Chief Operating Officer | 02. | 1 | | X |
| | Chief Commercial Officer | 03. | 1 | | X |
| | Chief Financial Officer | 04. | 1 | | X |
| | Chief Information Officer | 05. | 1 | | X |
| | General Counsel & Corporate Secretariat | 06. | 1 | | X |
| | MD Ethiopian International Services | 07. | 1 | | X |
| | MD Ethiopian MRO Services | 09. | 1 | | X |
| | MD Ethiopian Ground Services | 10. | 1 | | X |
| | MD Ethiopian Aviation Academy | 11. | 1 | | X |
| | MD Catering Services | 12. | 1 | | X |
| | MD Ethiopian Cargo Services | 13. | 1 | | X |
| | VP Internal Audit & Compliance | 14. | 1 | | X |
| | VP Corporate Strategy, Communications and Alliances | 15. | 1 | | X |
| | VP Marketing | 16. | 1 | | X |
| | VP Flight Operations | 17. | 1 | | X |
| | VP Customer services | 18. | 1 | | X |
| | VP Corporate Human Resources Management | 19. | 1 | | X |
| | Regional Director China, Mongolia & North Korea | 20. | 1 | | X |
| | Regional Director Sales and Services Europe | 21. | 1 | | X |
| | Ethiopian Civil Aviation Authority | 22 | 1 | | X |

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| Dept./ Sec | Position or Office | Control Number | QTY | Means of Distribution | |
|---------------|---|-------------------|-----|--------------------------|--------|
| | | | | HC | SC(CD) |
| | Regional Director Sales and Services- USA | 23. | 1 | | X |
| | Regional Director Austria & Eastern Europe | 24+. | 1 | | X |
| | Regional Director Sales and Services Middle East, Gulf and Asia | 24. | 1 | | X |
| | Regional Director Sales and Services Southern Africa | 25. | 1 | | X |
| | Regional Director Sales and Services West Africa | 26. | 1 | | X |
| | Regional Director Sales and Services Eastern Africa | 27. | 1 | | X |
| | Regional Director Cargo for Europe | 28. | 1 | | X |
| | Director Ethiopian Express | 29. | 1 | | x |
| | Ethiopian Civil Aviation Authority | 30. | 1 | X | X |
| | Director Flying and Training | 31. | 1 | | X |
| | Director In-flight Services | 32. | 1 | | X |
| | Director Internal Audit | 33. | 1 | | X |
| | Director Integrated Operation Control Center (IOCC) | 34. | 1 | | X |
| | Director Addis Ababa Sales | 35. | 1 | | X |
| | Director Global Cargo Sales & Services | 36. | 1 | | X |
| | Director ADD-Hub Cargo Traffic Handling | 37. | 1 | | X |
| | Director Procurement & Supply Management | 38. | 1 | | X |
| | Director Corporate Quality Assurance, SMS, EMS, Industrial Safety & ERP | 39. | 1 | | X |

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| Dept./ Sec | Position or Office | Control Number | QTY | Means of Distribution | |
|---------------|--|-------------------|-----|--------------------------|--------|
| | | | | HC | SC(CD) |
| | Head Medical and Health Services | 40. | 1 | | X |
| | Head IT Application Design & Delivery | 41. | 1 | | X |
| | Head Commercial & Ground Services Training | 42. | 1 | | X |
| | Head Cabin Crew and Catering Training | 43. | 1 | | X |
| | Manager Passenger Schedule & Charter/Lease | 44. | 1 | | X |
| | Manager Online Pricing and Concession | 45. | 1 | | X |
| | Manager Advertising and Sales Promotions | 46. | 1 | | X |
| | Manager Distribution & GSA Administration | 47. | 1 | | X |
| | Manager Customer Loyalty | 48. | 1 | | X |
| | Manager Revenue Management and Pricing- Africa | 49. | 1 | | X |
| | Manager Revenue Management and Pricing- Non Africa | 50. | 1 | | X |
| | Manager Market Research & Route Management | 51. | 1 | | X |
| | Manager National Distribution Company | 52. | 1 | | X |
| | Manager Global Call Center Quality Assurance | 53. | 1 | | X |
| | Duty Manager Global Call Center Day/Night | 54. | 1 | | X |
| | Duty Manager Passenger Services | 55. | 1 | | X |
| | Duty Manager Ramp Services | 56. | 1 | | X |
| | Manager Lounge & Appearance Control | 57. | 1 | | X |
| | Manager Baggage Services | 58. | 1 | | X |
| | Manager Other Airlines Handling Services and Business Development | 59. | 1 | | X |

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|---------------|---|-------------------|-----|--------------------------|--------|
| | | | | HC | SC(CD) |
| | Manager GSE/ULD Management | 60. | 1 | | X |
| | Manager Passenger Services Quality Assurance | 61. | 1 | | X |
| | Manager Ramp Quality Assurance & Safety | 62. | 1 | | X |
| | Manager Flight Dispatch and FMC | 63. | 1 | | X |
| | Manager Ground Service Standards and Ground Handling Contracts Management | 64. | 1 | X | X |
| | Manager In-flight Products Development & Standards | 65. | 1 | | X |
| | Manager Customer Relations Management | 66. | 1 | | X |
| | Manager Customer Service QMS & SMS | 67. | 1 | | X |
| | Manager Cargo Infrastructure Development & Management | 68. | 1 | | X |
| | Manager Import Cargo Traffic Handling | 69. | 1 | | X |
| | Manager Export Cargo Traffic Handling | 70. | 1 | | X |
| | Manager Cargo Transit Handling | 71. | 1 | | X |
| | Manager Cargo Sales & Services Europe & America | 72. | 1 | | X |
| | Manager Cargo Sales & Services Africa & Asia | 73. | 1 | | X |
| | Manager Cargo Sales ADD | 74. | 1 | | X |
| | Manager Cargo Market Distribution & Promotions | 75. | 1 | | X |
| | Manager Ethiopian Cargo Far East | 76. | 1 | | X |
| | Cargo Manager BOM | 77. | 1 | | X |
| | Manager Ethiopian Cargo-Gulf | 78. | 1 | | X |

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|---------------|--|-------------------|-----|--------------------------|--------|
| | | | | HC | SC(CD) |
| | Manager Cargo Market Planning & Route Management | 79. | 1 | | X |
| | Manager Cargo Revenue Management | 80. | 1 | | X |
| | Manager Cargo Quality/Services & Assurance | 81. | 1 | | X |
| | Manager Passenger Revenue Accounting | 82. | 1 | | X |
| | Manager Cargo Accounting | 83. | 1 | | X |
| | Manager General Accounting | 84. | 1 | | X |
| | Manager Change & Performance Management | 85. | 1 | | X |
| | Area Manager – Angola | 86. | 1 | | X |
| | Area Manager – Bahir Dar | 87. | 1 | | X |
| | Area Manager – Belgium | 88. | 1 | | X |
| | Area Manager - Benin | 89. | 1 | | X |
| | Area Manager - Brazil | 90. | 1 | | X |
| | Area Manager - Burkina Faso | 91. | 1 | | X |
| | Area Manager – Burundi | 92. | 1 | | X |
| | Area Manager – Cameroon | 93. | 1 | | X |
| | Area Manager - Canada | 94. | 1 | | X |
| | Area Manager – Chad | 95 | 1 | | X |
| | Area Manager - Comoros | 96 | 1 | | X |
| | Area Manager - Congo Brazzaville | 97 | 1 | | X |
| | Area Manager - Congo Kinshasa | 98 | 1 | | X |
| | Area Manager - Cote D'Ivoire | 99 | 1 | | X |

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|---------------|----------------------------------|-------------------|-----|--------------------------|--------|
| | | | | HC | SC(CD) |
| | Area Manager – Djibouti | 100 | 1 | | X |
| | Area Manager - Eastern Ethiopia | 101 | 1 | | X |
| | Area Manager – Egypt | 102 | 1 | | X |
| | Area Manager – Equatorial Guinea | 103 | 1 | | X |
| | Area Manager – France | 104 | 1 | | X |
| | Area Manager – Gabon | 105 | 1 | | X |
| | Area Manager – Gaborone | 106 | 1 | | X |
| | Area Manager – Germany | 107 | 1 | | X |
| | Area Manager – Ghana | 108 | 1 | | X |
| | Area Manager – Gulf | 109 | 1 | | X |
| | Area Manager – Hargeisa | 110 | 1 | | X |
| | Area Manager – Hong Kong | 111 | 1 | | X |
| | Area Manager – India | 112 | 1 | | X |
| | Area Manager – Indonesia | 113 | 1 | | X |
| | Area Manager – Israel | 114 | 1 | | X |
| | Area Manager – Italy | 115 | 1 | | X |
| | Area Manager – Japan | 116 | 1 | | X |
| | Area Manager – Kenya | 117 | 1 | | X |
| | Area Manager – Kuwait | 118 | 1 | | X |
| | Area Manager – Lebanon | 119 | 1 | | X |
| | Area Manager – Liberia | 120 | 1 | | X |
| | Area Manager – Malawi | 121 | 1 | | X |
| | Area Manager – Malaysia | 122 | 1 | | X |
| | Area Manager – Mali | 123 | 1 | | X |



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|---------------|--------------------------------------|-------------------|-----|--------------------------|--------|
| | | | | HC | SC(CD) |
| | Area Manager – Mozambique | 124 | 1 | | X |
| | Area Manager – Mogadishu | 125 | 1 | | |
| | Area Manager – Moscow | 126 | 1 | | |
| | Area Manager - Namibia | 127 | 1 | | X |
| | Area Manager – Niger | 128 | 1 | | X |
| | Area Manager – Nigeria | 129 | 1 | | X |
| | Area Manager – Northern Ethiopia | 130 | 1 | | X |
| | Area Manager - Oman | 131 | 1 | | X |
| | Area Manager – Philippines | 132 | 1 | | X |
| | Area Manager – Qatar | 133 | 1 | | X |
| | Area Manager – Rwanda | 134 | 1 | | X |
| | Area Manager – Saudi Arabia | 135 | 1 | | X |
| | Area Manager – Senegal | 136 | 1 | | X |
| | Area Manager - Seychelles | 137 | 1 | | X |
| | Area Manager - Singapore | 138 | 1 | | X |
| | Area Manager – South & West Ethiopia | 139 | 1 | | X |
| | Area Manager – South Africa | 140 | 1 | | X |
| | Area Manager – South Korea | 141 | 1 | | X |
| | Area Manager – South Sudan | 142 | 1 | | X |
| | Area Manager – Sudan | 143 | 1 | | X |
| | Area Manager – Tanzania | 144 | 1 | | X |
| | Area Manager – Thailand | 145 | 1 | | X |
| | Area Manager – Togo | 146 | 1 | | X |
| | Area Manager – Uganda | 147 | 1 | | X |
| | | 148 | | | |

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|---------------|--------------------------------|-------------------|-----|--------------------------|--------|
| | | | | HC | SC(CD) |
| | Area Manager – UK | 149 | 1 | | X |
| | Area Manager - Zambia | 150 | 1 | | X |
| | Area Manager – Zimbabwe | 151 | 1 | | X |
| | Area Manager –Ireland | 152 | 1 | | X |
| | Area Manager Spain | 153 | 1 | | X |
| | Manager Airport Service – BJS | 154 | 1 | | X |
| | Manager Airport Services – ACC | 155 | 1 | | X |
| | Manager Airport Services – BEY | 156 | 1 | | X |
| | Manager Airport Services – BKK | 157 | 1 | | X |
| | Manager Airport Services – BOM | 158 | 1 | | X |
| | Manager Airport Services – BRU | 159 | 1 | | X |
| | Manager Airport Services – CAI | 160 | 1 | | X |
| | Manager Airport Services – CAN | 161 | 1 | | X |
| | Manager Airport Services – CDG | 162 | 1 | | X |
| | Manager Airport Services – DAR | 163 | 1 | | X |
| | Manager Airport Services – DLA | 164 | 1 | | X |
| | Manager Airport Services – DUB | 165 | 1 | | X |
| | Manager Airport Services – DXB | 166 | 1 | | X |
| | Manager Airport Services – EBB | 167 | 1 | | X |
| | Manager Airport Services – FCO | 168 | 1 | | X |
| | Manager Airport Services – FIH | 169 | 1 | | X |
| | Manager Airport Services – FRA | 170 | 1 | | X |

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|---------------|--|-------------------|-----|--------------------------|--------|
| | | | | HC | SC(CD) |
| | Manager Airport Services – IAD | 171 | 1 | | X |
| | Manager Airport Services – JED | 172 | 1 | | X |
| | Manager Airport services – JIB | 173 | 1 | | X |
| | Manager Airport Services – JNB | 174 | 1 | | X |
| | Manager Airport Services – KRT | 175 | 1 | | X |
| | Manager Airport Services – LAD | 176 | 1 | | X |
| | Manager Airport Services – LFW | 177 | 1 | | X |
| | Manager Airport Services – LHR | 178 | 1 | | X |
| | Manager Airport Services – LOS | 179 | 1 | | X |
| | Manager Airport Services – LUN | 180 | 1 | | X |
| | Manager Airport Services – MBA | 181 | 1 | | X |
| | Manager Airport Services – MQX | 182 | 1 | | X |
| | Manager Airport Services – MXP | 183 | 1 | | X |
| | Manager Airport Services – NBO | 184 | 1 | | X |
| | Manager Airport Services - Shanghai | 185 | 1 | | X |
| | Manager Airport Services – ZNZ | 186 | 1 | | X |
| | Regional Manager Nordic & Baltic Countries | 187 | 1 | | X |
| | Traffic & Sales Manager - ABK | 188 | 1 | | X |
| | Traffic & Sales Manager – ABV | 189 | 1 | | X |
| | Traffic & Sales Manager - AMH | 190 | 1 | | X |
| | Traffic & Sales Manager - ASO | 191 | 1 | | X |
| | Traffic & Sales Manager - AWA | 192 | 1 | | X |

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|---------------|-------------------------------|-------------------|-----|--------------------------|--------|
| | | | | HC | SC(CD) |
| | Traffic & Sales Manager - AXU | 193 | 1 | | X |
| | Traffic & Sales Manager - BLZ | 194 | 1 | | X |
| | Traffic & Sales Manager - CAN | 195 | 1 | | X |
| | Traffic & Sales Manager - CPT | 196 | 1 | | X |
| | Traffic & Sales Manager - DEL | 197 | 1 | | X |
| | Traffic & Sales Manager - DEM | 198 | 1 | | X |
| | Traffic & Sales Manager - DMM | 199 | 1 | | X |
| | Traffic & Sales Manager - DSE | 200 | 1 | | X |
| | Traffic & Sales Manager - DUR | 201 | 1 | | X |
| | Traffic & Sales Manager - ENU | 202 | 1 | | X |
| | Traffic & Sales Manager - FBM | 203 | 1 | | X |
| | Traffic & Sales Manager - GDE | 204 | 1 | | X |
| | Traffic & Sales Manager - GDQ | 205 | 1 | | X |
| | Traffic & Sales Manager - GMB | 206 | 1 | | X |
| | Traffic & Sales Manager - GOM | 207 | 1 | | X |
| | Traffic & Sales Manager - HGH | 208 | 1 | | X |
| | Traffic & Sales Manager - HUE | 209 | 1 | | X |
| | Traffic & Sales Manager - JIJ | 210 | 1 | | X |
| | Traffic & Sales Manager - JIM | 211 | 1 | | X |
| | Traffic & Sales Manager - JRO | 212 | 1 | | X |
| | Traffic & Sales Manager - JUB | 213 | 1 | | X |
| | Traffic & Sales Manager - KAN | 214 | 1 | | X |

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| | | | | HC | SC(CD) |
| | Traffic & Sales Manager – LAX | 215 | 1 | | X |
| | Traffic & Sales Manager – LLI | 216 | 1 | | X |
| | Traffic & Sales Manager – MBA | 217 | 1 | | X |
| | Traffic & Sales Manager – NLA | 218 | 1 | | X |
| | Traffic & Sales Manager – NSI | 219 | 1 | | X |
| | Traffic & Sales Manager – PNR | 220 | 1 | | X |
| | Traffic & Sales Manager – RUH | 221 | 1 | | X |
| | Traffic & Sales Manager – SHC | 222 | 1 | | X |
| | Traffic & Sales Manager – SZE | 223 | 1 | | X |
| | Traffic and Sales manager – EWR | 224 | 1 | | X |
| | Traffic and Sales manager – ORD | 225 | 1 | | |
| | Traffic and Sales manager – Manchester | 226 | 1 | | |
| | Traffic and Sales manager – Victoria Falls | 227 | 1 | | |
| | Traffic and Sales manager – Bones Aires | 228 | 1 | | |
| | Traffic and Sales manager – Nose Be | 229 | 1 | | |
| | Traffic and Sales Manager MBUJI-MAYI | 230 | 1 | | |
| | Traffic and Sales Manager KISANGANI | 231 | 1 | | |
| | All Ground Handling Companies | The respective Station/Ar ea office number | | | X |

Key: HC = Hard Copy

SC = Soft Copy, CD = Compact Disk

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