



Ground Handling Manual

**Revision: 04
30 June, 2022**

Approval	Title	Signature	Date
Prepared by	Director Ground and Cargo Operations		05.07.2022
Reviewed by	VP Safety & Quality Assurance		08 July 2022
Approved by	COO/SVP		08 July 2022

The employee to whom this document is assigned is personally responsible for it until it has been returned to **flynas**. While in his custody, the employee shall maintain and keep it up-to-date at all times and shall keep it secure in his possession. No portion or part of it is to be copied or made available to persons not employed by **flynas**, and upon the employee's end of service, this document shall be returned to **flynas**.

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Trading as **flynas**

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0.0 Preliminary Pages

0.1 Scope and Condition of Use

Flynas as an AOC holder certified under Part 119, conducts operations in compliance with all relevant parts of the GACAR including, but not limited to; Part 91, Part 117, Part 121, and applicable Advisory Circulars issued by GACA from time to time. In addition, Flynas complies with the UN Annexes to the Convention on International Aviation and The Convention on International Trade in Endangered Species of Wild Fauna and Flora as applicable to its operations, incorporated not only by the Kingdom of Saudi Arabia but also of foreign countries, except when the requirements of the GACA override those of the foreign country.

Flynas, its staff and Ground Handling Agents (GHA) are required by law to be familiar with, and work in compliance with GACAR and supporting documentation. The Ground Handling Manual (GHM) is issued to Company personnel as a guide to the correct discharge of their duties and should be used in conjunction with other Company documentation and policy instructions. The Ground Handling Manual provides specific operating instructions and must be made available to all Company personnel.

The Ground Handling Manual is, and remains the property of Flynas and is provided to applicable personnel in the course of their employment. The Ground Handling Manual contains proprietary information and under no circumstances should it be provided, or disclosed, to third parties. The Ground Handling Manual should be stored securely at all times to prevent unauthorized access or use.

From time to time revisions will be issued to the Ground Handling Manual. These may be re-issues, revisions, intermediate revisions or temporary revisions depending upon the urgency. All changes received will be incorporated without delay, and details entered in the Record of Revision or Temporary Revision Table. Obsolete information will be destroyed or rendered unusable. Upon receipt of notification of change to the Ground Handling Manual, staff must acknowledge the changes, review the manual and comply with directions, instructions, policies and procedures without delay.

The Ground Handling Manual must only be altered for the incorporation of authorized amendments.

NOTE

For Airbus and company issued documentation the following terms are interchangeable:

1. "Weight" and "Mass", and
2. "Airport" and "Aerodrome".

Enquiries regarding the Ground Services Manual must be addressed to:

Email: gops@nasaviation.com

**Ground Operations Department,
Flynas,
Riyadh, Kingdom of Saudi Arabia**

All references in this Manual to "the Company" refer to Flynas.

All References in this manual "Weight" means MASS.

0.2 Authorisation and Compliance

The Ground Handling Manual forms part of Flynas internal documentation suite and is part of Flynas General Manual.

This Manual is created in accordance with the applicable GACAR Part 121 & 151, IOSA Edition Standards and industry best practices.

Flynas chose to adopt IGOM Manual (IATA Ground Operations Manual) through the use of IGOM gap analysis spreadsheet as per the following requirements:

- a. Director of Ground Operations and Cargo shall maintain the IGOM Gap Analysis Spreadsheet current at all times by conducting a review of compliance whenever:
 - i. New IGOM or IOSA standards are issued.
 - ii. There are changes to Flynas scope of activities, policies and procedures affecting Ground & Cargo operations.
 - iii. New or amended State or regulatory requirements are issued.
- b. Variations identified against the IGOM procedures and that are applicable to the flynas operations shall be incorporated in the Ground Handling Manual (GHM) in the form of revision and will be notified to all operational personnel and as required to the ground handling service provider.
- c. Variations identified against safety critical procedures shall undergo a safety risk assessment by the Director of Ground Operations and Cargo in coordination with the Safety Department, if applicable.

The process and procedures contained in this manual for the performance of ground handling operations are reviewed and verified by Director of Ground Operations and Cargo and accepted as Flynas minimum standard. IGOM last revision is considered part of this manual and completing it.

All staff must comply with the directions, instructions, policies and procedures contained in this manual in the performance of their duties.

As a result of experience, legislative change or new technology, it may need amending from time to time. We encourage all staff to contribute ideas for the improvement of the content or the work practices covered by policies and procedures in this manual.

The individual listed as the manual owner or their delegate, is the only person who can authorize changes to this manual.

Director, Ground and Cargo Operations
Sajid Abdul Kader

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0.3 Statement of GACA (Approval/Acceptance)

Re-issue, Revision and Intermediate Revision to the Ground Handling Manual are approved/ accepted by the General Authority of Civil Aviation (GACA).

This page verifies that the current version of the Ground Handling Manual in accordance with the List of Effective Pages are 19-26, Rev 04, 30/06/2022 and is approved/ accepted by GACA. The stamp below validates the practice of policies, procedures and guidelines stated in the current revision.

NOTE

Under no circumstance except for the incorporation of authorized amendment, should the Statement of GACA Approval/Acceptance be removed from the manual. Any manual that does not include this page will be rendered unusable.

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0.4 Controlled Document Change Request

All staff are encouraged to provide input into the content of policy and procedure documentation. Staff should photocopy the Controlled Document Change Request Form (can be located in the General Manual - Document Control chapter) and document their suggestions in Section A. Copies of applicable documentation should be attached to the request.

Completed Controlled Document Change Request forms and attachments, for the manual in question must be submitted to the Manual Owner for review. Valid suggestions will be forwarded to Ground Operations Department.

The Ground Operations Department is responsible for ensuring that all change requests are reviewed by the manual author in a timely manner. Where deemed necessary this review will include consultation with other personnel who may be affected by the change.

Where a change suggestion is accepted for incorporation into the manual, the manual owner will approve (sign and date) the shaded part of Section A of the Controlled Document Change Request form.

Where a change suggestion is declined, the manual owner or the VP Safety and Quality will ensure an explanation is provided to the originator of the request.

Completed and approved Controlled Document Change Requests forms and attachments will be returned to the Technical Publication Section for processing.

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0.5 Distribution

This manual is accessible to all concerned staff through the flynas Intranet on the following address:

<https://portal.nasaviation.com/eLibrary/Library.aspx>

It is the responsibility of all concerned staff to check the new amendments and updates.

Handling agents and third party contractors who do not have access to flynas GCPL through the intranet will be given access to following address:

<https://online.nasaviation.com/gpl/LoginPage.aspx>

or Flynas will sent a Hard copy of the GHM. Any update / amendments to the Manual will be dispatched as a soft copy by the Training and Technical Publications department. A local print of the update shall be produced and inserted in to the corresponding chapter of the GHM.

Each GHM Hard Copy will have a control number in order to identify the department/person, to whom it is sent and a record of such control number is maintained by the Training and Technical Publications department.

0.6 Revision Table

The document owner is the only person who can authorize changes to the Ground Handling Manual. Any **Flynas** staff member can initiate changes to the manual by raising a Controlled Document Change Request form (that can be located in the General manual - document control chapter.)

Applicable revision numbers are shown in the footer of each page. The initial issue of this manual is shown as "01". Subsequent revisions are shown as 02, 03 etc. and intermediate revisions are shown as 1.1, 1.2, 1.3 etc.; or 2.1, 2.2, etc. Revisions are marked with change bars beside the applicable text.

Upon issuance of a revision the Record of Revision Table (on the following page) will indicate the latest revision number. This revision number can be verified against the Statement of GACA (Approval/Acceptance). Staff will be notified of the latest revisions and the revision status ledger will be made available in each of the electronic library to ensure proper availability of information.

Upon receipt of notification of revision to the Ground Handling Manual, staff must acknowledge the changes, review the manual and comply with directions, instructions, policies and procedures without delay.

If paper copy distribution is conducted, upon receipt of white page revisions, the registered copy holder, or their delegate, is responsible for inserting or replacing pages as instructed in the Change Advice Incorporation Notice. This includes removing and destroying all obsolete pages and temporary revisions. The Record of Revision Table (on the following page), should be completed, indicating the revision number and date of the amendment, the name and signature of the person who made the change and the date on which updated pages were inserted.

Upon completion of the incorporation, ensure Change Advice Incorporation Notice is signed and returned to the Ground Operations Department within seven (7) days of receipt.

0.6.1 Record of Revision Table

0.7 Record Temporary Revisions

The document owner is the only person who can authorize Ground Handling Manual Temporary Revisions.

Temporary Revisions are published on blue paper and are changes to the Ground Handling Manual that are issued out of the normal amendment cycle.

Temporary Revisions are marked with change bars beside the applicable text.

Temporary Revision pages will be incorporated into the Ground Handling Manual, by the Ground Operations Department. Obsolete information on the white manual pages will be crossed out and a link will be added to the blue page Temporary Revision that replaces it.

Upon issuance of Temporary Revision, the Record of Temporary Revision Table (on the following page) will indicate the active Temporary Revisions. Staff will be notified of the issue or removal Temporary Revisions and the revision status ledger will be made available in each electronic library to ensure proper availability of information. Staff must use the table to check the validity of the Temporary Revisions.

Upon receipt of notification, staff must acknowledge the changes, review the manual and comply with directions, instructions, policies and procedures without delay.

If paper copy distribution is conducted, upon receipt of blue page Temporary Revision, the registered copy holder, or their delegate, is responsible for inserting pages as instructed in the Change Advice Incorporation Notice.

Temporary Revision blue pages must be inserted facing the page to which they refer. Cross out the obsolete information on the white pages and make a notation referring to the Temporary Revision. Then complete the Record of Temporary Revisions table (on the following page), indicating the details, title and insertion date. When the next white page amendment is received, all Temporary Revisions should be removed, destroyed and the date of removal noted in the table.

0.7.1 Record of Temporary Revision Table

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0.8 Warning, Caution, Notes

This page has been included to provide information about the use of warnings, cautions and notes.

WARNING

A warning immediately precedes an operating procedure or maintenance practice, which, if not correctly followed, could result in loss of life or personal injury.

CAUTION

A caution immediately precedes an operating procedure or maintenance practice which, if not correctly followed, could result in damage to or destruction of equipment, or corruption of data.

NOTE

A note immediately precedes or follows an operating procedure, maintenance practice or condition that requires highlighting.

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0.9 List of Effective Pages			Page	Date	Revision
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27	01.08.2018	01			
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5	01.08.2018	01
6	01.08.2018	01
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11	01.04.2016	00
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15	30.01.2020	03
16	01.04.2016	00
17	01.04.2016	00
18	01.04.2016	00
19	01.04.2016	00
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22	01.04.2016	00
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31	01.04.2016	00	12	01.04.2016	00
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34	01.04.2016	00			
35	01.04.2016	00	1	01.08.2018	01
36	01.04.2016	00	2	01.04.2016	00
37	01.04.2016	00	3	01.04.2016	00
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39	01.04.2016	00	5	01.04.2016	00
40	01.04.2016	00	6	01.04.2016	00
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42	01.04.2016	00	8	01.04.2016	00
43	01.04.2016	00	9	01.04.2016	00
44	01.04.2016	00	10	01.08.2018	01
45	01.04.2016	00	11	01.08.2018	01
46	01.04.2016	00	12	01.04.2016	00
47	01.04.2016	00	13	01.04.2016	00
48	01.04.2016	00	14	01.08.2018	01
49	01.04.2016	00	15	01.08.2018	01
50	01.04.2016	00	16	01.04.2016	00
51	30.06.2022	04	17	30.01.2020	03
52	01.04.2016	00	18	01.04.2016	00
53	01.04.2016	00	19	01.04.2016	00
54	01.04.2016	00	20	01.04.2016	00
55	01.08.2018	01	21	01.08.2018	01
56	01.04.2016	00	22	01.04.2016	00
57	01.04.2016	00	23	01.04.2016	00
58	30.06.2022	04	24	01.04.2016	00
59	30.01.2020	03	25	01.04.2016	00
60	30.01.2020	03	26	01.04.2016	00
61	30.01.2020	03	27	01.04.2016	00
62	30.01.2020	03	28	01.04.2016	00
			29	01.04.2016	00
			30	01.04.2016	00
			31	01.04.2016	00
			32	01.04.2016	00
			33	01.04.2016	00
			34	01.08.2018	01
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18	30.06.2022	04	10	01.04.2016	00
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37	30.01.2020	03	8	30.06.2022	04
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55	30.06.2022	04	26	01.04.2016	00
56	01.04.2016	00	27	01.04.2016	00
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62	30.06.2022	04	33	01.04.2016	00
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66	01.04.2016	00	37	01.04.2016	00
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68	01.04.2016	00	39	01.04.2016	00
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48	01.08.2018	01	24	01.04.2016	00
49	01.04.2016	00	25	01.04.2016	00
50	01.04.2016	00	26	01.04.2016	00
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53	30.01.2020	03	29	01.04.2016	00
54	01.04.2016	00	30	01.04.2016	00
55	30.06.2022	04	31	01.04.2016	00
56	30.06.2022	04	32	01.04.2016	00
57	01.04.2016	00	33	01.04.2016	00
58	01.04.2016	00	34	01.04.2016	00
59	30.06.2022	04	35	01.04.2016	00
60	01.04.2016	00	36	01.04.2016	00
61	01.04.2016	00	37	01.04.2016	00
62	01.04.2016	00	38	01.04.2016	00
63	01.04.2016	00			
64	01.04.2016	00			
65	01.04.2016	00			
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3	01.08.2018	01	7	30.01.2020	03
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6	01.04.2016	00	10	30.01.2020	03
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8	01.04.2016	00	12	30.01.2020	03
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11	01.04.2016	00	15	30.06.2022	04
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16	01.04.2016	00	20	30.01.2020	03
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30	30.01.2020	03	76	30.01.2020	03
31	30.01.2020	03	77	30.01.2020	03
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34	30.01.2020	03	80	30.01.2020	03
35	30.01.2020	03	81	30.01.2020	03
36	30.06.2022	04	82	30.01.2020	03
37	30.01.2020	03	83	30.01.2020	03
38	30.01.2020	03	84	30.06.2022	04
39	30.01.2020	03	85	30.01.2020	03
40	30.01.2020	03	86	30.01.2020	03
41	30.01.2020	03	87	30.01.2020	03
42	30.01.2020	03	88	30.01.2020	03
43	30.01.2020	03	89	30.01.2020	03
44	30.01.2020	03	90	30.01.2020	03
45	30.01.2020	03	91	30.01.2020	03
46	30.01.2020	03	92	30.01.2020	03
47	30.01.2020	03	93	30.01.2020	03
48	30.01.2020	03	94	30.01.2020	03
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50	30.01.2020	03	96	30.01.2020	03
51	30.01.2020	03	97	30.01.2020	03
52	30.01.2020	03	98	30.01.2020	03
53	30.01.2020	03	99	30.01.2020	03
54	30.01.2020	03	100	30.01.2020	03
55	30.01.2020	03	101	30.01.2020	03
56	30.01.2020	03	102	30.06.2022	04
57	30.01.2020	03	103	30.01.2020	03
58	30.06.2022	04	104	30.01.2020	03
59	30.01.2020	03	105	30.01.2020	03
60	30.01.2020	03	106	30.01.2020	03
61	30.01.2020	03			
62	30.06.2022	04			
63	30.06.2022	04			
64	30.01.2020	03	1	30.01.2020	03
65	30.01.2020	03	2	30.01.2020	03
66	30.01.2020	03	3	30.01.2020	03
67	30.01.2020	03	4	30.01.2020	03
68	30.01.2020	03	5	30.01.2020	03
69	30.01.2020	03	6	30.01.2020	03
70	30.01.2020	03	7	30.01.2020	03
71	30.01.2020	03	8	30.01.2020	03
72	30.01.2020	03	9	30.01.2020	03
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18	30.01.2020	03	5	01.04.2016	00
19	30.01.2020	03	6	01.04.2016	00
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7	01.04.2016	00	7	01.04.2016	00
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9	01.04.2016	00	9	01.04.2016	00
10	01.04.2016	00	10	01.04.2016	00
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5	01.04.2016	00	20	01.04.2016	00
6	01.04.2016	00	21	01.04.2016	00
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4	30.06.2022	04	4	01.04.2016	00
5	30.06.2022	04	5	01.04.2016	00
6	30.06.2022	04	6	01.04.2016	00
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			9	01.04.2016	00
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4	01.04.2016	00	16	01.04.2016	00
5	01.04.2016	00	17	01.04.2016	00
6	01.04.2016	00	18	01.04.2016	00
7	01.04.2016	00	19	01.04.2016	00
8	01.04.2016	00	20	01.04.2016	00
9	01.04.2016	00	21	01.04.2016	00
10	01.04.2016	00	22	01.04.2016	00
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0.10 Structure of Manual

- Chapter 0 – Preliminary Pages
- Chapter 1 – Introduction
- Chapter 2 – Organization
- Chapter 3 – Training and Qualifications
- Chapter 4 – Safety Management Systems (SMS)
- Chapter 5 – Quality Assurance
- Chapter 6 – Security
- Chapter 7 – Emergency Response
- Chapter 8 – Guest Services
- Chapter 9 – Baggage Handling
- Chapter 10 - Weight and Balance
- Chapter 11 - Ramp Services
- Chapter 12 - Aircraft Servicing
- Chapter 13 - Dangerous Goods
- Chapter 14 - Special Loads
- Chapter 15 - Punctuality Management
- Chapter 16 - Aircraft Movement and Messages
- Chapter 17 - Aircraft Specifications
- Chapter 18 - Airport Sales
- Chapter 19 - Aircraft De-Icing/Anti Icing
- Chapter 20 - Stationaries and Forms

Appendices

- A1- Dangerous Goods

0.11 Abbreviations

A

- (1) A/C – Aircraft
 - (2) ADV – Advisory
 - (3) AFT – Rear
 - (4) ALTN - Alternate
 - (5) AOC - Air Operator Certificate
 - (6) AOG - Aircraft on Ground
 - (7) APU – Auxiliary Power Unit
 - (8) ARMS – Airline Resources Management System
 - (9) ARPT - Airport
 - (10) ASAP - As Soon As Possible
 - (11) ASD – Airport Services Department
 - (12) ASU – Air Starter Unit
 - (13) ATA – Actual Time of Arrival, or Airport to Airport, or Air Transport Association
 - (14) ATC – Air Traffic Control
 - (15) ATD - Actual Time of Departure
 - (16) AVI – Live animals / Live stocks
 - (17) AWB – Air Waybill
 - (18) AIB – Aviation Investigation Bureau of Saudi Arabia
 - (19) APU – Auxiliary Power Unit
 - (20) ASR – Air Safety Report
-

B

- (1) BSCT – Baby Bassinet
-

C

- (2) CAPT - Captain
- (3) CAR - Civil Air Regulations
- (4) CBT – Computer Based Training
- (5) CC - Cabin Crew
- (6) CCM – Cabin Crew Manual
- (7) CCS – Cabin Crew Supervisor
- (8) CCSM - Cabin Crew Safety Manual
- (9) CG - Center of Gravity
- (10) CLC – Centralized Load Control
- (11) CLP – Centralized Load Planning
- (12) COM – Communication
- (13) COMAT – Company Mail
- (14) CP – Co-Pilot
- (15) CP – Chief Pilot

D

- (1) DCS – Departure Control System
 - (2) DEST - Destination
 - (3) DG - Dangerous Goods
 - (4) DH – Deadhead
 - (5) DSP – Aircraft Dispatcher
-

E

- (1) EAT – Foodstuffs – food for human or animal consumption
 - (2) EBT - Excess Baggage Ticket
 - (3) EKP – Enterprise Knowledge Portal
 - (4) ETA - Estimated Time of Arrival
 - (5) ETD - Estimated Time of Departure
 - (6) ETOPS – Extended Range Operations by Twin-engine Airplanes
-

F

- (1) FAA – Federal Aviation Administration (U.S.A.)
 - (2) FBA - Free Baggage Allowance
 - (3) FD – Flight Deck
 - (3) FOB – Fuel On Board
 - (4) FOC – Free of Charge
 - (5) FOD – Foreign Object Damage
 - (6) FWD – Forward
 - (7) FARs – Federal Aviation Regulations (U.S.A)
 - (8) FOO – Flight Operations Officer
-

G

- (1) GEN - Generator
 - (2) GMT - Greenwich Mean Time
 - (3) GPS – Global Positioning System
 - (4) GPU - Ground Power Unit
 - (5) GS – Ground Speed
 - (6) GSA – General Sales Agent
 - (7) GACA – General Authority of Civil Aviation – Saudi Arabia
 - (8) GACAR- General Authority of Civil Aviation Regulations – Saudi Arabia
-

H

- (1) HK - Flight Status Code: Confirmed Flight
 - (2) HL – Flight Status Code: Standby Flight
 - (3) HUM – Human remains in Coffins
-

I

- (1) IATA - International Air Transport Association
- (2) ICAO - International Civil Aviation Organization
- (3) INOP - Inoperative
- (4) IOCC – Integrated Operations Control Center
- (5) IPRAM – Integrated Pre Recorded Announcement and Music

K

- (1) Kt, KT - knot
-

L

- (1) L/G – Landing Gear
 - (2) LC - Load Controller
 - (3) LFA – Lead Flight Attendant
 - (4) LCC – Lead Cabin Crew
 - (5) LCCD - Lead Cabin Crew Domestic
 - (6) LCCI - Lead Cabin Crew International
 - (7) LOI – Letter of Inquiry
 - (8) LPC - Less Paper Cockpit (Airbus concept)
 - (9) LW - Landing Weight
-

M

- (1) MID – Middle Runway Portion
 - (2) MSG - Message
 - (3) MWTOW - Maximum Take Off Weight
 - (4) MZFW - Maximum Zero Fuel Weight
-

N

- (1) N/A - Not Applicable
 - (2) NBAG - No Baggage
 - (3) NCASP – National Civil Aviation Security Program
 - (4) NOTOC - Notice to Crew
-

O

- (1) OCC – Operations Control Center
 - (2) ODLN – ULD Operational Damage Limits Notice
 - (3) OEM – Original Equipment Manufacturer
 - (4) OEW – Operating Empty Weight
 - (5) OSS - Online Seat Selection
 - (6) OWE - Overwing
-

P

- (1) PAX - Passenger
 - (3) PEF – Flowers/Plants
 - (4) PEM – Meat
 - (5) PEP – Fresh fruit and vegetables
 - (6) PER – All perishable goods other than flowers, meat, seafood or fish
 - (7) PES – Seafood/Fish
 - (8) PIC - Pilot in Command
 - (9) PNR – Passenger Name Record
 - (10) PRM – Persons with Reduced Mobility
 - (11) PSMR - Positive Space Must Ride
 - (11) PSQ - Positive Space Qualified
 - (12) PTT – Press to Talk
-

Q

- (1) QTY - Quantity
-

R

- (1) RA - Ramp Agent
 - (2) RPB – With poisons
 - (3) RTOW – Regulatory Take Off Weight
 - (4) RWY - Runway
-

S

- (1) SA – Space Availability
 - (2) SEF - Sports Equipment Fee
 - (2) SI - Security Item
 - (3) SOS - Sum of Sectors
 - (4) SPF – Laboratory Animals
 - (5) SSF - Seat Selection Fee
 - (6) SSR – Special Service Requirement
 - (7) SMS – Safety Management System
-

T

- (1) T/O - Take-off
- (2) TDZ – Touch Down Zone
- (3) TOGA – Take-Off/Go-Around
- (4) TOGW – Take-Off Gross Weight
- (5) TOW - Take-off Weight
- (6) TR - Temporary Revision
- (7) TWR - Tower

(8) TWY -Taxiway

U

- (1) ULD - Unit Load Device
 - (2) UN – United Nations
 - (3) UM - Unaccompanied Minor
-

V

- (1) VAT – Value-Added Tax
- (2) Vmin – Minimum operating speed
- (3) Vmo – Maximum operating speed
- (4) VOR – VHF Omni-directional Range
- (5) VIP – Very Important Person

W

- (1) WAF - Web Admin Fee
 - (2) WET – Wet Freight / Wet materials not packed in waterlight
 - (3) WWF - Word Wildlife Fund
 - (4) WX - Weather
-

Z

- (1) Z -Zulu time (UTC)
- (2) ZFCG - Zero Fuel Centre of Gravity
- (3) ZFW -Zero Fuel Weight

0.12 Glossary / Terms and Definitions

- (1) **XY:** A 2 character airline designator of FLYNAS
- (2) **Adult Passenger:** A passenger who has attained his 18th birthday.
- (3) **Accountable Manager:** The person acceptable to the Authority who has corporate authority for ensuring that all operations and maintenance activities can be financed and carried out to the standard required by the Authority, and any additional requirements defined by the operator.
- (4) **Agent:** A person or organization authorized to act for or on behalf of another person or organization.
- (5) **Agent – Handling:** A company or organization appointed by the airline to perform ground handling functions.
- (6) **Agent – Ramp:** A person designated by the airline to supervise and coordinate with the Load Controller on the ramp task of the ground handling for an aircraft departure or arrival operations.
- (7) **Air Traffic:** All aircraft in flight or operating on the maneuvering area of an aerodrome.
- (8) **Air Traffic Control:** A service that promotes the safe, orderly, and expeditious flow of air traffic at aerodromes and during the approach, departure, and en route environments.
- (9) **Air Waybill:** A bill of landing that covers both international and domestic flights transporting goods to a specified destination. This is a non-negotiable document of air transport that serves as a receipt for the shipper, indicating that the carrier has accepted the goods listed and obligates itself to carry the consignment to the airport of destination according to specified conditions.
- (10) **Air Waybill (AWB):** Means the document made out by or on behalf of the shipper which evidences the contract between the shipper and carrier(s) for carriage of goods over routes of the carrier(s).
- (11) **Aircraft:** Any machine that can derive support in the atmosphere from the reactions of the air other than the reactions of the air against the earth surface.
- (12) **Aircraft – Type of:** All aircraft of the same basic design including all modifications thereto except those modifications which result in a change in handling or flight characteristics.
- (13) **Aircraft Airplane:** (as used by an airline for commercial purposes, military or private). A power driven heavier-than-air aircraft, deriving its lift in flight chiefly from aerodynamic reactions on stirrups which remain fixed under given conditions of flight.
- (14) **Aircraft Configuration:** Planned utilization layout of aircraft interior space.
- (15) **Air Operator Certificate (AOC):** A certificate authorizing an operator to carry out specified commercial air transport operations.
- (16) **Airline:** See Carrier
- (17) **Airplane (aeroplane):** A power-driven heavier-than-air aircraft, deriving its lift in flight chiefly from aerodynamic reactions on surfaces which remain fixed under given conditions on flight.
- (18) **Airport (aerodrome):** A defined area on land or water including any buildings, installations and equipment intended to be used either wholly or in part for the arrival, departure and surface movement of aircraft.
- (19) **Airport – Alternate:** Planned alternative en route and destination airport(s) for a flight.

- (20) **Airport – Departure:** The airport from which the aircraft last departed.
- (21) **Airport – Destination:** Ultimate intended airport of a flight.
- (22) **Airport – Origin:** The place from where the flight commences.
- (23) **Airport Traffic:** All traffic in the maneuvering area of an airport and all aircraft flying in the vicinity of an airport.
- (24) **Airside:** The movement area of an airport, adjacent terrain and buildings or portions thereof, access to which is controlled.
- (25) **Airworthy ULD:** An in-service Certified ULD that still meets the conditions of its original airworthiness approval and which has no damage or other condition greater than that permitted as reflected in the FLYNAS manual.
- (26) **Allowable Damage Limitation:** Damage which the ULD may sustain while continuing to be airworthy or serviceable.
- (27) **Ammunition:** Generic term related mainly to articles of military application consisting of all kinds of bombs, grenades, rockets, mines, projectiles and other similar devices or contrivances.
- (28) **Apron:** A defined area, on a land aerodrome, intended to accommodate aircraft for purposes of loading or unloading passengers, mail or cargo, fuelling, parking or maintenance.
- (29) **Area Load Limitation:** Maximum load acceptable on any m² (ft²) of an aircraft floor.
- (30) **Baggage:** Personal property of passengers or crew carried on an aircraft by agreement with the operator.
- (31) **Baggage:** Such articles, effects and other personal property of a passenger as are necessary or appropriate for wear, use, comfort, or convenience in connection with his/her trip. Unless otherwise specified, it includes both checked and uncheck baggage.
- (32) **Baggage:** Any article checked-in and/or hand carried by a passenger that is not prohibited by the carrier's tariffs.
- (33) **Baggage Allowance:** The weight or the number of baggage permitted per passenger ticket without additional charge.
- (34) **Baggage – Carry on:** Baggage of which the passenger retains custody during his/her entire trip.
- (35) **Baggage Check:** A number claim check containing the airport destination code. A portion is attached to the baggage and a portion is given to the passenger.
- (36) **Baggage – Checked:** Baggage of which the carrier takes sole custody and for which carrier has issued a baggage claim check.
- (37) **Baggage – Crew:** Baggage which is the property of operating crew and which is separately identified.
- (38) **Baggage – Transfer:** Baggage arriving at a point on one flight and continuing its trip there from on another flight within a defined time limit.
- (39) **Baggage Storage Area:** Space in which checked/ hold baggage is stored pending transport to aircraft and space in which mishandled baggage may be held until forwarded, claimed or otherwise disposed of.

- (40) **Baggage Tag:** The passenger's own ID to be attached to the outside of the baggage. It is strongly recommended that another copy be taped inside the baggage.
- (41) **Baggage, Unaccompanied:** Baggage carried as cargo.
- (42) **Bags:** Flexible packagings made of paper, plastic film, textiles, woven material or other suitable materials.
- (43) **Ballast:** Deadload weight carried in the forward cargo compartment to achieve a particular balance condition.
- (44) **Boarding or Embarkation:** Passenger entering an aircraft.
- (45) **Boxes:** Packaging with complete rectangular or polygonal faces, made of metal, wood, plywood, reconstituted wood, fibre board, plastic or other suitable material. Small holes for purposes such as ease of handling or opening, or to meet classification requirements, are permitted as long as they do not compromise the integrity of the package during transport.
- (46) **Cabin:** A compartment where passenger seat are installed.
- (47) **Cabin Crew Member:** A crew member who performs, in the interest of safety of passengers, duties assigned by the operator or the PIC of the aircraft, but who shall not act as a flight crew member.
- (48) **Cabin Supervisor:** Administrative personnel tasked with the authority in training, monitoring and/or evaluating the cabin crew during the flight.
- (49) **Calendar Day:** The period of elapsed time, using Co-ordinated Universal Time or local time, that begins at midnight and ends 24 hours later in the next midnight.
- (50) **Call Center Fee:** Fee applied to guest who purchased his/her ticket using credit card through the Call Center.
- (51) **Cargo:** Goods carried on the aircraft which are covered by an air waybill.
- (52) **Cargo:** Any property carried on an aircraft other than mail, stores and accompanied or mishandled baggage.
- (53) **Carriage:** Also known as Transportation. This means the carriage of cargo by air, whether gratuitously or for reward.
- (54) **Carriage:** Transport of passenger and/or baggage by air from origin to destination.
- (55) **Carrier's Tariffs:** Rules approved by the CAB and in effect on the date of payment of reservations, governing carriage of passenger and baggage.
- (56) **Certified ULD:** A ULD that received airworthiness approval under a TSO/ETSO authorization or other procedure. Certified ULD may be regarded as a removable aircraft hold, structurally capable of fully restraining its load and providing adequate protection to the aircraft systems and structure. It must be noted that the certification process is conducted solely between the ULD manufacturer and the applicable regulatory authorities such as FAA and EASA. Mutual recognition of certification standards and procedures is dependent on the various regulatory authorities. In general, a Certified ULD is proven to meet the Minimum Performance Standards of NAS 3610. Certified ULDs (containers, pallets, nets) are marked with A, B, J, L, N, P, Q, R, S, or U in Position 1 of the IATA ULD Identification Code.

- (57) **Check-in:** The process of checking baggage and having a portion of the boarding pass surrendered to the gate agent during the boarding process.
- (58) **Check-in Time:** The shortest time prior to flight departure that a passenger's seat is held for him/her.
- (59) **Checklist/Checksheet:** A written description or instruction covering each simple step in a process/procedure designed to be used to provide evidence of completion of the process/procedure.
- (60) **Child Passenger:** A passenger who has attained his second (2nd) birthday but not his twelfth (12th) birthday.
- (61) **Class:** Segregation of passengers according to the facilities and services offered.
- (62) **Compartment:** A space designated within a section or hold.
- (63) **Commercial Air Transport Operation:** An aircraft operation involving the transport of passengers, cargo or mail for remuneration or hire.
- (64) **Conditions of Carriage:** The terms and conditions established by a carrier in respect to its carriage.
- (65) **Configuration:** The interior seating and cabin arrangement of an airline.
- (66) **Confirmed Reservation:** An oral statement than an airline seat or seats will be held for a passenger. To make a confirmed reservation legally binding, a ticket (contract) must be purchased to cover the itinerary.
- (67) **Connecting Flights:** Part of the passenger's itinerary that requires him/her to change aircraft at an airport between his points of origin and destination.
- (68) **Consignee:** Any person, organization or government which is entitled to take delivery of a consignment.
- (69) **Continued Airworthiness:** The technical requirements and procedures through which the minimum performance of a certified ULD can be maintained and checked in service in accordance with its original airworthiness approval.
- (70) **Co-Pilot:** A licensed pilot serving in any piloting capacity other than as Pilot-In-Command, but excluding a pilot who is on board the aircraft for the sole purpose of receiving flight instruction. Co-pilot may also mean Second-in-command (SIC) or First Officer (FO).
- (71) **Corrective Action:** A corrective action is a change undertaken in order to eliminate the causes of existing incongruence, irregularities, or any other undesirable action in order to prevent its repetition or recurrence.
- (72) **Crew – Flight or Cockpit:** Persons operating the flight in the cockpit.
- (73) **Crew member:** A person assigned by an operator to duty on an aircraft during a flight duty period.
- (74) **Cruising Level:** A level maintained during a significant portion of a flight.
- (75) **Currency:** The recent experience necessary for the exercise of rating acquired.
- (76) **Customer:** Is a group or individual who has business relationships with the organization -- those who receive, use or are directly affected by the products and services provided by an organization.

- (77) **Customs:** The agency responsible for collecting the duties charged on a goods entering a country.
- (78) **Customs Clearance:** The process of getting cargo released by customs.
- (79) **Dangerous Goods:** Articles or substances, which are capable of posing a risk to health, safety, property or the environment and which are shown in the list of dangerous goods in the Technical Instructions or which are classified according to those Instructions.
- (80) **Dangerous Goods:** Articles or substance capable of posing a significant risk to health, safety or property, and that ordinarily require special attention when being transported.
- (81) **Dangerous Goods Accident:** An occurrence associated with and related to the transport of dangerous goods which results in fatal or serious injury to a person or major property damage.
- (82) **Dangerous Goods Incident:** An occurrence, other than a dangerous goods accident, associated with and related to the transport of dangerous goods, not necessarily occurring on board an aircraft, which results in injury to a person, property damage, fire, breakage, spillage, leakage of fluid or radiation or other evidence that the integrity of the packaging has not been maintained. Any occurrence relating to the transport of dangerous goods which seriously jeopardizes an aircraft or its occupants is deemed to constitute a dangerous goods incident.
- (83) **Dangerous Goods Transport Document:** a document specified by the ICAO Technical Instructions for the Safe Transportation of Dangerous Goods by Air. It is completed by a person who offers dangerous goods for air transport and contains information about those dangerous goods. The document bears a signed declaration indicating that the dangerous goods are fully and accurately described by their proper shipping names and UN numbers and that they are correctly classified, packed, marked, labeled and in proper condition for transport.
- (84) **Days:** Full calendar days, including Sundays and legal holidays.
- (85) **Deadload:** Baggage, cargo, ballast and equipment in compartments not included in the dry operating weight of the aircraft.
- (86) **Declared Value for Carriage:** The value of goods declared to the carrier by the shipper for the purpose of determining charges or of establishing the limit of the carrier's liability for loss, damage or delay. It is also the basis for possible applicable valuation charges.
- (87) **Denied Boarding Compensation:** The penalty paid to a passenger when an airline fails to honor confirmed reservation due to overbooking.
- (88) **Departure Concourse:** Space between the check-in and pre-departure/ waiting area.
- (89) **Departure Control System:** Automated method of performing check-in, capacity and dispatch of flights.
- (90) **Deplaning Point:** Point at which a passenger disembarks from aircraft.
- (91) **Destination:** Ultimate stopping for the carriage of a passenger according to the Contract of Carriage.
- (92) **Disembarkation:** The leaving of an aircraft after a landing, except by crew or passengers continuing on the next stage of the same through flight.
- (93) **Dolly:** A platform type towed vehicle equipped with rollers, casters or ball mat, used to accept, discharge and handle unit load devices on the ground.

- (94) **Dry runway:** A dry runway is one which is neither wet nor contaminated, and includes those paved runways which have been specially prepared with grooves or porous pavement and maintained to retain “effectively dry” braking action even when moisture is present.
- (95) **Duty:** A tax imposed on imports by the customs authority of a country based on the value of the goods being shipped.
- (96) **Embarkation:** The boarding of an aircraft by agreement with the operator.
- (97) **Engine:** A unit used or intended to be used for aircraft propulsion. It consists of at least those components and equipment necessary for the functioning and control, but excludes the propeller (if applicable).
- (98) **Estimated Time of Arrival:** The time a flight is expected to arrive at an airport (used only when a flight has been delayed beyond scheduled arrival time).
- (99) **Estimated Time of Departure:** The time a flight is expected to depart at an airport (used only when a flight has been delayed beyond scheduled arrival time).
- (100) **E-voucher:** Electronic voucher entitling guest affected by flight disruption to a free ticket.
- (101) **Exception:** A provision in these Regulations which excludes a specific item of dangerous goods from the requirements normally applicable to that item.
- (102) **Excess Baggage:** Weight of the baggage beyond the Free Baggage Allowance or Prepaid Baggage.
- (103) **Exemption:** A formal authorization issued by the Authority providing relief from part or all of the provisions of a CAR. The authorization may or may not be conditional.
- (104) **Extra Crew:** Any licensed employee or crewmember assigned or allowed by Flight Operations to board a flight. He may be assigned by the Pilot-in-Command to take on any duty commensurate to his rating and qualifications when the need arises.
- (105) **Extra Section:** An extra flight operating over the same route, in addition to a regularly scheduled flight –usually to accommodate surplus load.
- (106) **Fare:** Amount charged for the carriage of a passenger over the route specified on the itinerary receipt.
- (107) **Fare Amount:** Charged for the carriage of a passenger and his/her free baggage allowance (if applicable) over the route specified on the itinerary receipt.
- (108) **Fire Extinguishers:** Are devices containing one or more non-flammable gases under pressure. They have a mechanism to spray the contained gas, or expel a liquid or powder through some type of nozzle.
- (109) **First Need:** Compensation given to guest if his/her checked baggage was left in the origin station.
- (110) **Flight(s):** The period from take-off to landing.
- (111) **Flight:** A plane which travels between cities (stations) and is operated by an airline company and identified by a flight number.
- (112) **Flight Coordinator:** May be a Ramp Agent or a Load Controller
- (113) **Flight Crew Member:** A licensed crew member charged with duties essential to the operation of an aircraft on the flight deck during a flight duty period.

- (114) Flight Itinerary:** A complete schedule for a particular flight number identifying the origin station, intermediate stations, and the terminating station by name or code.
- (115) Flight Number:** The alpha-numerical designator of a flight, prefixed by a two-letter or three character designator.
- (116) Flight Number:** The destination of a flight.
- (117) Flight Safety Document System:** a set of inter-related documentation established by the operator, compiling and organizing information necessary for flight and ground operations, and comprising, as a minimum, the operations manual and the operator's maintenance control manual.
- (118) Force Majeure:** The title of a standard clause found in marine contracts exempting the parties for nonfulfillment of their obligations by reasons of occurrences beyond their control, such as earthquakes, floods or war.
- (119) Forklift:** Industrial truck used to lift and transport loads by means of twin tines, usually mounted on the front of the vehicle.
- (120) Forklift Pockets:** Refers to apertures in a ULD that permit the insertion of forklift tines.
- (121) Forklitable ULD:** Refers to ULD having apertures as an integral part of its base that permit the insertion of forklitable tines.
- (122) Form:** A printed document with spaces in which to write and/or record data for objective evidence and information directly related to a procedure, process and/or work instruction.
- (123) Free of Charge:** Free of charge travel
- (124) Free Baggage Allowance:** Allowable weight for checked baggage.
- (125) Freight Container:** see Unit Load Device
- (126) Ground Handling:** Services necessary for an aircraft's arrival at, and departure from, an airport/heliport, other than air traffic services.
- (127) General Sales Agent:** Acting on behalf of an airline. Usually Broker or Forwarder.
- (128) Guest:** Any person, except member of the crew, carried in an aircraft with the consent of the carrier.
- (129) Hand Baggage:** Any baggage and all other items brought by the guest into the aircraft cabin. Hand baggage allowed on board must not exceed the dimension 56cm x 36cm x 23 cm for Airbus and 56cm x 35 cm x 20cm for ATR and must not weigh more than seven (7) kilograms for Airbus and five (5) kilograms for selected ATR flights.
- (130) Handling Agent:** An agency which performs on behalf of the operator some or all of the latter's functions including receiving, loading, unloading, transferring or other processing of passengers, or cargo.
- (131) Hold:** A space confined bi ceiling, floor, walls and bulkhead, used for carrying load.
- (132) Hold Option:** Maximum time given to the guest to finalize his/her booked flight as seats are being held in a reservation. The deadline given to the person who booked the flight to purchase the ticket.
- (133) Holdover Time:** The estimated time de- icing/anti-icing fluid will prevent the formation of frost or ice and the accumulation of snow on the protected surfaces of an aircraft. Holdover time begins

when the final application of de-icing or anti-icing fluid commences and expires when the de-icing or anti-icing fluid applied to the aircraft loses its effectiveness.

- (134) **Hub:** A central location to which traffic from many cities is directed and from which traffic is fed to other areas.
- (135) **International Air Transport Association:** Promotes safety, standardization in forms (baggage checks, tickets, weigh bills), and aids in establishing international airfares.
- (136) **International Civil Aviation Organization:** A specialized agency of the United Nations, with headquarters in Montreal. Its task is to promote general development of civil aviation (e.g. aircraft design and operation, safety procedures, contractual agreements).
- (137) **Inadmissible Person:** A person refused admission by state authorities.
- (138) **Infant Passenger:** A passenger who has attained at least 16 days old from his/her date of birth but not his/her 2nd birthday
- (139) **Interline:** Mutual agreement between airlines to link their route network.
- (140) **Itinerary Receipt:** A conclusive proof of the contract of carriage that includes the Passenger's name, flight information, booking number, excerpts or summary of the General Conditions and the Regulations Carriage and notices.
- (141) **Landside:** That area of an airport and buildings to which the non-traveling public has free access.
- (142) **Lashing:** The process of securing the cargo within a container with ropes/wires
- (143) **Late Check-In:** Passenger who did not showed up for check-in 45 minutes prior estimated time of departure.
- (144) **Lite Fare:** Fare with no checked baggage allowance.
- (145) **Load Controller:** A person designated by the airline to do the weight and balance of the aircraft.
- (146) **Load Factor:** The ratio of a specified load to the weight of the aircraft, the former being expressed in terms of aerodynamic forces, inertia forces, or ground reactions. Capacity sold as against capacity available, expressed as a percentage.
- (147) **Load Spreading:** Process of placing suitable materials between the load and the pallet or container base surface to spread the load over a larger area.
- (148) **Loading:** Stowing load on board the aircraft in accordance with the loading instructions of Load Controller.
- (149) **Loading Instructions:** Instructions given by the Load Controller to the Ramp Agent and/or responsible for the aircraft loading.
- (150) **Loadsheets:** A document containing all the weight data pertaining to a particular flight, i.e. the weight of the aircraft, crew, pantry, fuel, passenger, baggage, cargo and mail. It also contains where necessary details of the distribution of this load in the aircraft.
- (151) **Maintenance:** The performance of tasks required to ensure the continuing airworthiness of an aircraft, including any one or combination of overhaul, inspection, replacement, defect, rectification, and the embodiment of a modification or repair.
- (152) **Manifest:** A list of the goods being transported by a carrier.

- (153) Manifest – Cargo:** A traffic document listing the details of cargo to be carried on a flight.
- (154) Manifest – Passenger:** A traffic document listing the names of passenger to be carried on a flight.
- (155) Manifest – Security:** A flight document listing the all security items carried on a flight.
- (156) Maximum Weight:** Maximum certificated take-off weight.
- (157) Mishandled Baggage:** Baggage involuntary, or inadvertently separated from passengers or crew.
- (158) Movement:** The arrival or departure of an aircraft.
- (159) Movement Area:** That part of an aerodrome used for take-off, landing and taxiing of aircraft, consisting of maneuvering area and apron(s).
- (160) Non-forkliftable ULD:** ULD without apertures as an integral part of its base that permit the insertion of forklift tines.
- (161) Non-certified ULD:** ULD used exclusively for the lower deck of wide-body aircraft, which is not subject to airworthiness approval, but may be carried under conditions specified by the aircraft's Weight and Balance Manual. Non-Certified ULDs (containers, pallets, nets) are marked with D, F, G, or M in Position 1 of the IATA ULD Identification Code.
- (162) No-show:** A passenger who did not appear for the flight on which he was holding a reservation and his failure to appear was not a result of a missed connection.
- (163) No-Show Passenger:** A properly manifested passenger of a commercial carrier who failed to appear and board the aircraft during its scheduled departure.
- (164) One Way:** Type of journey involving travel from one point to another on a particular sector or combination of sectors.
- (165) Open Jaw:** An Open Jaw flight is a two-way involving three Airports. The Destination City for the outgoing flight being different from the Origin City of the Return Flight.
- (166) Operating Carrier:** Refers to the carrier on whose aircraft or flight the ULD is carried.
- (167) Operations Manual:** A manual containing procedures, instructions and guidance for use by operational personnel in the execution of their duties.
- (168) Operator:** A person, organization or enterprise engaged in or offering to engage in an aircraft operation.
- (169) Original Equipment Manufacturer:** Refers to the original manufacturer of any hardware component or sub-component, including aircraft, aircraft engines, aircraft components and other equipment used in operations.
- (170) Originating Station (Origin):** City or airport where a flight begins and where it is assigned a flight number for that particular trip
- (171) Outer Packaging:** The outer protection of a composite or combination packaging together with any absorbent materials, cushioning and any other components necessary to contain and protect inner receptacles or inner packagings.
- (172) Overpack:** An enclosure used by a single shipper to contain one or more packages and to form one handling unit for convenience of handling and stowage.

(173) Owner - ULD: Owner of the ULD whose designator/owner code is shown in the last two positions of the IATA ULD Identification Code, or whose name is otherwise conspicuously marked on the ULD.

A ULD may be owned by:

- an airline
- a ULD leasing/renting company
- a ULD pooling company
- a freight forwarder
- a private ULD owner which is none of the above.

(174) Package: The complete product of the packing operation consisting of the packaging and its contents prepared for transport.

(175) Packaging: Receptacles and any other components or materials necessary for the receptacle to perform its containment function and to ensure compliance with the packing requirements.

(176) Packing: Any container or covering in which the contents of a shipment are packed.

(177) Packing: The art and operation by which articles or substances are enveloped in wrappings and/or enclosed in packaging or otherwise secured.

(178) Passenger: Any person, except members of the crew, carried or to be carried on an aircraft with the consent of the airline.

(179) Passenger Aircraft: An aircraft that carries any person other than a crew member, an operator's employee in an official capacity, an authorized representative of an appropriate national authority or a person accompanying a consignment or other cargo.

(180) Passenger Exit Seats: Those seats having direct access to an exit, and those seats in a row of seats through which passengers would have to pass to gain access to an exit, from the first seat inboard of the exit to the first aisle inboard of the exit. A passenger seat having "direct access" means a seat from which a passenger can proceed directly to the exit without entering an aisle or passing around an obstruction.

(181) Passenger Name Record (PNR): A record of the passenger's travel requirement which contains the passenger's name, contact number and details of the itinerary and the services that are required.

(182) Perishable Cargo: Goods which will deteriorate over a given period of time or if exposed to adverse temperature, humidity or other environmental conditions.

(183) Perishables: Any cargo that loses considerable value if it is delayed in transportation (Usually refers to fresh fruit and vegetables).

(184) Pilot-In-Command (PIC): The pilot designated by the operator, or in the case of general aviation, the owner, as being in command and charged with the safe conduct of a flight.

(185) Port of Entry: A port at which foreign goods are re-admitted into the receiving country.

(186) Positive Space Must Ride: A type of FOC which is bookable and is not subject to embargo restrictions.

- (187) Positive Space Qualified:** A type of FOC which may be booked on confirmed status 24 hours prior flight departure.
- (188) Procedure:** A written, approved specification for execution of some activity - often composed of steps, using established methods or forms - designed to achieve a uniform approach to compliance with applicable policies or directives.
- (189) Process:** A set of interdependent means and actions which transform the input elements into output ones. The means can include staff, facilities, equipment, techniques and methods. Work as a whole is a process with input and output elements as its results.
- (190) Promotional Fare:** Any discounted fare that is part of a marketing campaign. This type of fare is utilized to induce travel and is granted when certain conditions and/or requirements are met.
- (191) Proper Shipping Name:** the name to be used to describe a particular article or substance in all shipping documents and notifications and where appropriate, or packaging.
- (192) Quality Assurance:** as distinguished from quality control, involves activities in the business, systems, and technical audit areas. It is a set of pre-determined, systematic actions which are required to provide adequate confidence that a product or service satisfies quality requirements.
- (193) Quality Control:** The regulatory inspection process through which actual performance is compared with standards, such as the maintenance of standards of manufactured aeronautical products, and any difference is acted upon.
- (194) Quality System:** Documented organizational procedures and policies, internal audit of those policies and procedures, management review and recommendation for quality improvement.
- (195) Receptacle:** A containment vessel, including closures, for receiving and holding substances or articles.
- (196) Record Locator:** The alphanumeric code assigned to a PNR. It is also used to retrieve a passenger name record.
- (197) Refund:** The repayment to the purchaser or passenger of all or a portion of a fare for unused carriage.
- (198) Registration – Aircraft:** A unique alpha/ numeric designation for an aircraft.
- (199) Reservation:** The allotment in advance of seating accommodation for a passenger.
- (200) Reservation Agent:** An employee (airline, hotel, car rental, etc) who sells (reserves) seat/s, room/s, car rental/s. In addition, this person quotes rates/fares for the service/s required.
- (201) Rules:** The general terms and conditions of carriage.
- (202) Running Load Limitation:** Maximum load acceptable on any given fuselage length of an aircraft floor. This limitation is expressed in kg/m, lb/inch or kg/inch of fuselage length.
- (203) Runway:** A defined rectangular area on a land aerodrome prepared for the landing and take-off of aircraft.
- (204) Safety Management System (SMS):** A systematic approach to managing safety, including the necessary organizational structures, accountabilities, policies and procedures.
- (205) Scheduled Flight:** Any service that operates to a set timetable.

(206) Sector: Equivalent to "LEG" means the space between two consecutive scheduled stops on any given flight.

(207) Sector: Distance between two ground points within a route.

(208) Sector: Direct travel from one point to another.

(209) Security Item: Firearms Handling Fee. Fee applied that entitles guest to carry firearms.

(210) Segment: The city pair that identifies the boarding point and the deplaning point of the passenger's itinerary.

(211) Senior Citizen Passenger: A passenger who has attained his sixtieth (60th) birthday.

(212) Serious Injury: An injury which is sustained by a person in an accident and which:

- (i) Requires hospitalization for more than 48 hours, commencing within seven (7) days from the date the injury was received;
- (ii) Results in a fracture of any bone (except simple fractures of fingers, toes or nose); or
- (iii) Involves lacerations which cause severe hemorrhage, nerve, muscle or tendon damage; or
- (iv) Involves injury to any internal organ; or
- (v) Involves second or third degree burns, or any burns affecting more than 5% of the body surface; or
- (vi) Involves verified exposure to infectious substances or injurious radiation.

(203) Shipment: The specific movement of a consignment from origin to destination.

(204) Shipment: Freight tendered to a carrier by one consignor at one piece at one time for delivery to one consignee at one place on one bill of lading.

(205) Signature: An individual's unique identification used as a means of authenticating a maintenance record entry or maintenance record. A signature may be hand-written, electronic, or any other form acceptable to the Authority.

(206) Sign-In: The method of providing control, security and restrictions when accessing an application. Sign-in establishes an agent's ability to use certain function designators and authority to modify records and files.

(207) Sign-Out: The method of disassociating an agent with an application.

(208) Space Availability: A type of FOC that is booked on waitlisted status.

(209) Special Load: A load which, owing to its nature or value, requires special attention and treatment during the process of acceptance, transportation, loading and unloading.

(210) Special Service Requirement (SSR): This refers to special requests from passengers that require immediate action.

(211) Sports Equipment Fee: A fixed fee that entitles guest to a discount on sports equipment he/she intends to check-in on his/her flight.

(212) Spreader: Devices on which items of dead load are placed to distribute the weight of the load over a greater area to ensure that maximum floor loading limitations are not exceeded.

- (213) Spreading Devices:** Materials used for load spreading such as wood, plywood, wooden pallets.
- (214) Stand-by:** A passenger who does not have a confirmed reservation, but goes to the airport with hope of being accommodated at departure time.
- (215) Station:** The equivalent to the term "Airport".
- (216) Station:** City/airport that is serviced by scheduled flights.
- (217) Station Head:** Head of the Station responsible for its overall operations.
- (218) Stopover:** A deliberate interruption of a journey by the passenger at a point between the place of departure and destination, which has been agreed to in advance by the carrier.
- (219) Stopper:** A device for preventing lateral movement of a ULD on a roller bed.
- (220) Sum of Sectors:** Denoted by a sigma sign Σ ; is determined by adding the lowest available price of two flight sectors and charging a SoS fee on the first sector.
- (221) Tariff:** A general term for any listing of rates, charges, etc. the tariffs most frequently encountered in foreign trade are tariffs of the international transportation companies operating on sea, on land, and in the air;
- (222) Taxiing:** Movement of an aircraft on the surface of an aerodrome under its own power, excluding takeoff and landing.
- (223) Taxiway:** A defined path on a land aerodrome established for the taxiing of aircraft and intended to provide a link between one part of the aerodrome and another.
- (224) Technical Instructions:** the latest effective edition of the Technical Instructions for the Safe Transport of Dangerous Goods by Air, including the supplement and any addendum, approved and published by decision of the Council of the ICAO.
- (225) Through Fare:** Also known as Sum of Sectors
- (226) Through Passenger:** A passenger who arrived at an intermediate station on a flight and stays on the plane while it is at this station. He/she then continues on this flight to his/her destination or connecting city.
- (227) Through Fare:** Total sector fares from point of origin to point of destination passing through any intermediate point without making a stopover.
- (228) Tie-down fitting:** An attachment device designed to transfer forces between a load bearing device(net, strap, rope or bar) and a tie-down track or receptacle. For example, single stud fittings, double stud fittings.
- (229) Ton:** Freight rates for liner cargo generally are quoted on the basis of a certain rate per ton, depending on the nature of the commodity. This ton, however, may be weight ton or a measurement ton.
- (230) Touchdown:** The point where the nominal glide path intercepts the runway.
- (231) Transfer Passengers/ Baggage:** Passenger/ baggage on direct connection between two different flights.
- (232) Transit:** An en route stopping place where cargo remains on board.

- (233) Transit Passengers:** Passengers departing from an airport on the same flight which they arrived.
- (234) Travel Fund:** The fund created for the passenger's convenience which can be used to offset the expenses of future bookings (net of fees).
- (235) Travel Fund:** Is a credit applied to reservations through a credit shell, which is created when you attempt to end a reservation with a negative balance due.
- (236) Unit Load Device (ULD):** Any type of aircraft container, aircraft pallet with a net, or aircraft pallet with a net over an igloo.
- (237) ULD Base Support System:** ULD storage or transport devices such as dolly, roller bed, conveyor, slave pallets, etc. equipped with rollers, ball mats, casters or other suitable load bearing devices, being able to support the ULD without damage to the base, allowing easy sideways movement of the ULD, and having stoppers/locks to hold the ULD in place.
- (238) UN Number:** the four digit number assigned by the United Nations Committee of Experts on the Transport of Dangerous Goods to identify a substance or a particular group of substances.
- (239) Unaccompanied Baggage:** Baggage, which is transported as cargo and may or may not be carried on the same aircraft with the person to whom it belongs. May also refer to a baggage carried as cargo.
- (240) Un-airworthy ULD:** A condition of a Certified UDL that precludes it from being approved for release to service and being flown.
- (241) Unidentified Baggage:** Baggage at an airport with or without baggage tag, which is not picked up by or identified with a passenger.
- (242) Unloading:** Removing load from the aircraft.
- (243) UN number:** The four-digit number assigned by the United Nations Committee of experts on the transport of dangerous goods to identify a substance or a particular group of substances.
- (244) Used Portion:** A part of the itinerary that has been flown.
- (245) Validity Period:** That period of time when the privileges of a rating, approval or qualification may be exercised.
- (246) VAT (Value-Added Tax):** A sales or consumption tax which the end user pays. Typically, this is a "hidden" tax, added to the list price of the goods in question.
- (247) Voluntary Refund:** Repayment/reversal of all or a portion of unused SkySpeed PNR thereof other than an involuntary refund.
- (248) Web Administration Fee:** Fee applied to guest who purchased his/her ticket through the web.
- (249) Weight Load Factor:** Payload achieved as against available, expressed as a percentage. Cargo is frequently limited by volume rather than weight; load factors of 100% are rarely achieved.
- (250) Wet Cargo:** A shipment which contains liquids or which by its nature may produce liquids or give off large amounts of moisture.
- (251) Wet Runway:** A runway is considered wet when the runway surface is covered with water, or equivalent, less than or equal to 3 mm or when there is sufficient moisture on the runway surface to cause it to appear reflective, but without significant areas of standing water.

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1.0 Introduction

1.1 Purpose

The purpose of the Manual is to document the operational policies, processes, procedures and other guidance or information necessary for ground handling personnel to perform their duties and be in compliance with applicable regulations, laws, rules and corporate standards. Manuals will be written in the English language, but a controlled revision of Arabic translated version may be issued ONLY for guidance/training purpose and it shall NOT supersede the current GACA approved revision issued in English language, and current editions must be available in a usable format at each location where ground handling operations are conducted.

Each manual shall stipulate availability of current issues, withdrawal of superseded issues, maintenance of revision status and amendments. All manuals must be legible, dated, with page numbers and authorized. Handwritten amendments and revisions of manuals are not permitted except in situations requiring immediate amendment or revision in the interests of safety.

Control of new, revised, amended and deleted, procedures and processes will be managed through Ground Operations Training and Quality Department prior to issue. Changes will be agreed with representatives from appropriate areas through consultation process and managed through the Ground Operations Training & Quality Procedures Department.

1.2 Commitment

The Director of Ground Operations is committed to the policies described in this manual. Director of Ground Operations has the corporate authority for ensuring that Ground Operations can be financed and that, within reason, all necessary resources are available to meet the relevant legislative, regulatory and corporate standards and requirements.

The Director of Ground Operations is committed to continually evaluating and improving its operation to ensure that it complies with the applicable legislative, regulatory and corporate standards and requirements under which it operates.

Flynas is committed to the excellent standards of operational performance, Training, Quality, Safety and Occupational Health & Safety. These elements are essential in maintaining a safe and secure airline, and the well being of our people, reputation and business performance.

Director of Ground Operations is accountable for compliance with the relevant ground handling & safety standards as required by General Authority of Civil Aviation, Kingdom of Saudi Arabia (GACA) and other regulatory authorities.

The aim of Flynas is to integrate safety, health and quality into every element of ground operations, i.e. aircraft handling and loading, passenger services, baggage handling, cargo and mail handling at aircraft side, and load control activities. We are committed to ensuring the:

- Conduct of all our activities System-wide in accordance with regulation, industry standards and best practice;
- Health and safety of our staff, customers, handling agents and all others affected by our operations;
- Maintenance of safety and quality standards and continuous improvement in all relevant areas of activity. In order to implement this policy, all managers / supervisors will:
- Demonstrate leadership of and commitment to highest standards of safety, health and quality.
- Ensure safety and quality management is an integral element of business decision-making and the management of change.
- Ensure that corporate procedures and instructions, relating to ground operations and, where necessary, local procedures are widely available, understood and complied with.
- Provide appropriate safety and quality training and information for staff, handling agents and others who work with us.
- Set objectives, measure delivery and target progressive improvement in performance.
- Ensure prompt and enduring action is taken to learn from and prevent recurrence of incidents and non-compliance.
- Effectively and openly communicate safety, health and quality performance.

We must ensure that we satisfy our statutory responsibilities under relevant legislation, and comply with ground operations and company policies. We shall regularly review effective safety, health and quality policy formation, implementation and development.

Thank You,

Sajid AbdulKader

**Director, Ground and Cargo Operations
Flynas.**

1.3 Flynas Safety Policy

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SAFETY - A flynas CORPORATE VALUE

The corporate values of flynas are Safety, Service Excellence, Innovation, People and Financial Strength. The Corporate Value of Safety is defined as follows:

"We will protect our passengers, employees, partners and assets through a continuous commitment to international, GACA and all other appropriate safety standards and the adoption of industry best practices which emphasize safety as a paramount personal responsibility".

The Corporate Value of Safety therefore sets out high level safety objectives for flynas and in conjunction with the Safety, Quality, Security and other policies within the airline, demonstrates and maintains a commitment to the continuous improvement of safety, quality, security and overall the management system of the airline.

flynas SAFETY POLICY

The Safety Policy sets out high level safety objectives for flynas and reflects the management commitment to providing our employees, partners, and customers with a safe and secure operating environment at all times and the provision of necessary resources for its implementation. The Safety Policy is endorsed by the Accountable Manager and communicated throughout the organization via manuals, GCPL, company electronic media and visibly displayed in all prominent operational areas.

The responsibility for promoting and maintaining positive "safety culture" at flynas rests with the Accountable Manager and the Senior Management. We, the Senior Management of flynas, in support of the flynas Corporate Value of Safety, and acknowledging our accountability of safety, support and endorse the flynas Safety Policy. In this way, we demonstrate our collective commitment to the maintenance and continuous improvement of the levels of safety, and the development of a generative Safety Culture within our airline.

In doing so we will:

- Ensure compliance with all regulations, standards, and best safety and business practices.
- Ensure, through Safety Communication activities, that all flynas staff and sub-contractors are aware of our safety policy and its principles, and that feedback and communication on safety related issues is provided.
- Ensure that all necessary human and financial resources are provided to ensure that this policy is fully implemented.
- Ensure that all elements of the regulatory Safety Management System are implemented within the airline.
- Establishing and implementing hazard identification, threat assessment and risk management processes in order to eliminate or mitigate risks associated with any business activity to a point which is 'as low as reasonably practicable'.
- Actively encourage all aspects of safety reporting, within a non-punitive reporting culture where acceptable standards of behavior are established and promulgated.
- Safety reporting encompassing errors or mistakes made by the reporter will be dealt with in accordance with the flynas 'just culture policy' and no such report will result in sanctions or penalties against the reporter or the reported. flynas will however take action against any employee who wilfully or repeatedly violates the rules, policies and procedures outlined in the flynas Manuals and other official documentation.
- Conduct in-depth safety data analysis as an integral part of flynas SMS and investigations of all safety related reports and events, review of FODA data and operational and safety related data considering the human factors element, to ensure effectiveness of corrective and preventive actions are implemented, latent hazards and safety risks are identified and moving from a proactive towards the full implementation of a predictive safety culture.
- Ensure that the results of safety data analysis, investigations, and safety oversight activities are distributed to maximize the safety benefits from their outcomes.
- Ensure that all management and staff are aware of their responsibilities with respect to safety performance and our airlines safety objectives.
- Ensure that the departmental Safety Performance Indicators and Safety Performance Targets are linked to this policy and achieve continuous improvement in safety and operations standards.
- Communicate our safety objectives and our safety performance against these objectives throughout flynas, and to our stakeholders.
- Develop strategies and policies to enhance safety leadership through out flynas and ensuring that flynas core safety value is embedded to every one of our employees and subcontractors.
- Review the safety policy & objectives periodically to ensure its continued relevance, currency and effectiveness.
- Provide, through the Safety Training Program all management and staff with safety training, appropriate to their role and on how to effectively undertake their responsibilities of safety.
- Adopt a forward-looking view on future business decisions and changes within our airline that may have an impact on safety through a robust management of change process.
- Ensure the effective implementation of the flynas Emergency Response Plan which regularly tested and updated.
- Take all measures to protect and preserve the environment.

Compliance with this policy is mandatory for all flynas management and staff, and for our contractors and subcontractors.


CAPT. MANSOOR AL HARBI
Accountable Manager / Chief Operating Officer

Feb/ 2022

1.4 Flynas Non-Punitive Reporting Policy – English

flynas
طيران ناس

NON-PUNITIVE POLICY STATEMENT

flynas promotes a just culture and a Non Punitive Policy in which an atmosphere of trust exists and is committed to continually striving for, and achieving, enhanced safety outcomes. To do so, it is imperative that we learn from mistakes; strive to reduce instances of human error, and to improve safety standards.

flynas SMS depends crucially on the willing participation of the front line personnel who are in direct contact with hazards; this includes but not limited to

- Flight crew & Cabin crew
- Operation control Centre-Flight despatchers/ controllers & Crew control
- Maintenance & Engineering
- Ground Operations staff- airport and ramp personnel.
- Security personnel and

All other divisional employees who can provide key information about safety problems and potential solutions.

Consistent with this, we would like to emphasize by reminding the individual safety responsibilities, therefore we ask that each flynas personnel to accept the responsibility to communicate/disclose any information that may affect the integrity of flight safety, Thus it becomes IMPERATIVE that all flynas personnel shall report any incident or occurrence directly or through the appropriate reporting channel to the Safety department.

To assure this outcome, a Non-Punitive policy is followed. This means Personnel must be assured that, no disciplinary action will be taken against any member of staff who reports an incident or occurrence involving human error in which they are personally involved, or that they become aware of, and who openly participates in the investigation and subsequent development of error prevention strategies, thus allowing a timely, uninhibited flow of information to occur.

Our method of collecting, recording and disseminating information obtained has been developed to protect the identity of the reporter, to the extent permissible by law, hence the identity of any personnel who reports crucial information that may affect the integrity of the safety of flynas operation shall be kept confidential.

A Non-Punitive approach to discipline does not preclude the use of a general progressive approach to discipline. flynas personnel must be aware about where the line must be drawn between acceptable and unacceptable behavior. Naturally, it follows that the Non-Punitive Policy SHALL not apply to the following

- Information received by the Company from a source other than the employee personally involved or;
- Personnel that have acted in a willful, reckless and illegal or wanton manner, or
- Personnel who have committed a series of human errors that indicate a general lack of care and professionalism or
- Willful / gross negligence with the intention to disregard flynas documented policies and procedures, or in a manner not consistent with the level of professionalism expected of all flynas employees.

Safety of flynas operations is everybody's responsibility and the most important commitment and to ensure that, flynas Just Culture operates inherently to encourage compliance with the applicable regulations and procedures, and foster safe operating practices. It is imperative that we have uninhibited reporting of all incidents and Occurrences that compromise the safety of our operations with this crucial trust established.

Please do all you can to ensure that flynas remains safe and secure and use the reporting system.


CAPT. MANSOOR AL HARBI
Chief Operating Officer

1.5 Flynas Non-Punitive Reporting Policy –*Arabic*

Reserved

1.6 Flynas Security Policy



flynas Security Policy

flynas security procedures are designed to ensure a secure working environment within an airport and other work environment, the ultimate aim is to provide protection against act of unlawful interference. Security measures are necessary to prevent attack to employees, guest, aircraft, information and other company property. All staff must be familiar with the contents of this statement and be vigilant in all areas of the airport.

This statement is intended to provide a broad overview of the major security implications of not adhering to security procedures. It is important to note that comprehensive security processes and procedures are detailed in the flynas Security Program. Managers and supervisors are responsible and accountable for ensuring that security and training standards are adhered to always.

All flynas employees and contractors, in conjunction with the airlines Director of Security, are responsible for identifying any security threat or breach of security regulations. Any such threat or breach of regulations must be rectified and reported to the Airport Authorities and to the Director of Security. All Supervisory staff/contractors of flynas are expected to fully involve themselves in flynas operations and to take steps to ensure that an appropriate level of supervision is provided to maintain standards in security procedures.

Flynas Security Policy (Cont'd.)



flynas Security Policy

flynas is committed to a culture that has security as a fundamental operational priority. It is the security policy of flynas to;

- Provide the resources necessary for the successful implementation of flynas security program
- Comply with applicable regulation and standards
- Promote security awareness and establish a security culture
- Establish security objective and security performance standards
- Continual improvement of the established security management system
- Periodical review of this policy to ensure continual relevance to the organization and improvement of the security program and culture
- Always adapt industry best practices for security management
- Include operational security imperatives in the description of duties and responsibility of senior and frontline management
- Communicate throughout the company this security policy
- Ensure that all consumables, equipment or product from external suppliers or contractor are screened to meet flynas technical specification before utilization.

It is the responsibility of every employee, to observe and adhere the requirements of this policy and procedures outlined in the security program. Non-compliance may have serious consequence and could result in serious injury and/or loss of life. Accordingly, security procedure have the highest priority.

flynas staff must be aware that most areas of an airport are restricted to authorized persons and vehicles only. Any authorization granted to a staff member to enter or operate equipment in a specific part of an airport is not transferable to another person. Staff member shall be continually vigilant for any access gate or door that may have been left open and ensure that is closed.

Accountable Executive - Chief Operating Officer /SVP

CAPT. MANSOOR AL HARBI
Chief Operating Officer

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2.0 Organization

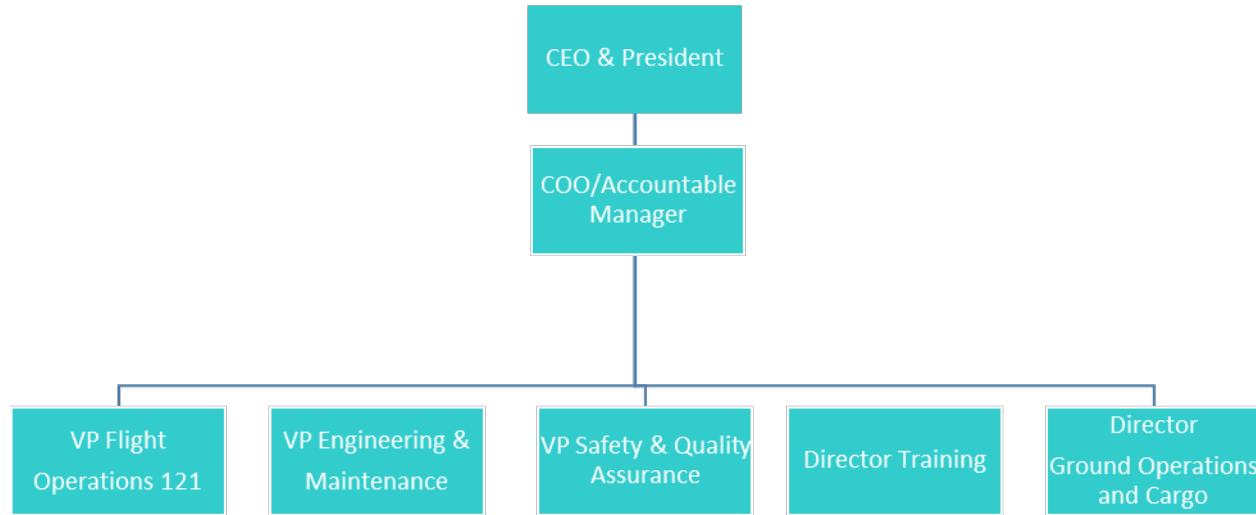
2.1 Applicability

The organization structure, duties and responsibilities laid down in this chapter shall be applicable to all Flynas staff, Ground Handling Agents and any other contracted third party or outsource facilities.

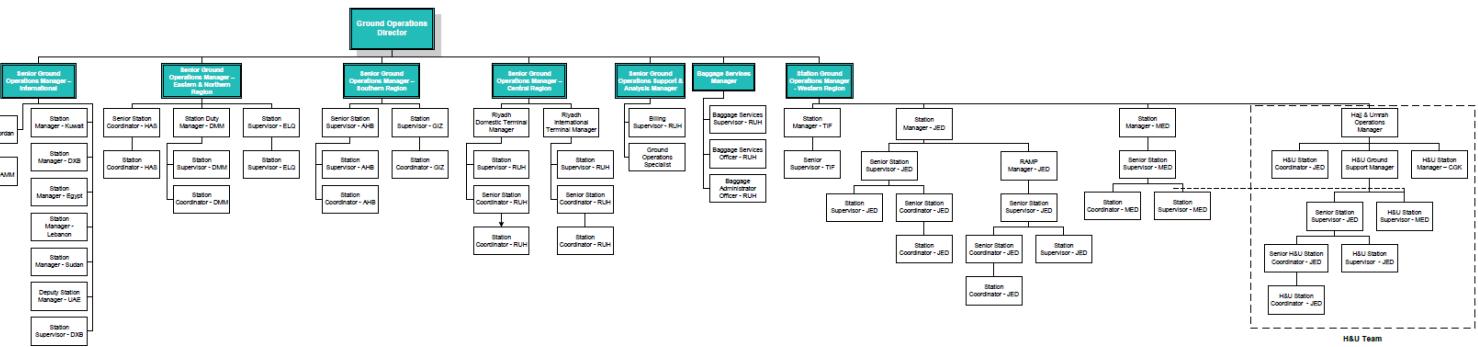
The applicable hierarchy shall be followed at all time but with an exemption when it comes to safety, then the prescribed safety reporting procedures in Chapter 4 of this manual which connects any level employee directly with the Flynas Safety Department shall be followed.

2.2 Organization Structure

2.2.1 Flynas Executive Structure



2.2.2 Flynas Ground Operations Department Structure



2.3 Duties and Responsibilities

2.3.1 Director, Ground and Cargo Operations

1. Reporting Line

Chief Operating Officer – COO/SVP

2. Duties and Responsibilities

- A. The authority to make decisions regarding risk tolerability with respect to the safety and/or security of ground handling operations
- B. Ensures that Ground handling operations are conducted in accordance with applicable regulations and standards of Flynas
- C. Ensures control of ground handling operations and the management of safety and security outcomes
- D. To contribute as a member of the senior management team of FLYNAS to the development & implementation of the overall growth strategy with particular emphasis on Ground Operations matters.
- E. To lead, develop, agree & effectively implement the Ground Operations strategy, operating plan and budget to deliver highly cost-effective and efficient services that meet customer expectations and support achievement of strategic market/revenue, customer retention and cost-containment goals and targets.
- F. To ensure cost-effective and efficient Ground Operations services to meet/exceed customer expectations through establishing, implementing, distributing and monitoring/enforcing compliance with effective policies, procedures and standards governing all operational activities and promoting effective quality assurance/management culture and practice.
- G. To drive and ensure cost-effective performance of Ground Operations through the development and effective implementation/use of financial and performance monitoring systems, planning and using resources in the most effective manner to assist the company in meeting operational standards and targets
- H. To ensure delivery against strategic aims, objectives and standards through establishing and managing an effective organization structure for Ground Operations, assigning responsibilities and authority levels appropriately to provide effective operational control and supervision of activities that impact upon customer satisfaction, safety, cost-effectiveness and legal operation.
- I. To ensure high-quality and efficient Ground Operations to meet customer expectations by negotiating cost-effective Ground Handling agreements and liaising with various government agencies.
- J. To deliver a consistent and highly effective service to customers through selecting, supervising, training, equipping and monitoring performance of all staff and subcontracted ground handling providers against agreed standards of performance/behavior, taking effective and prompt action to ensure corrective action is taken with regard to any breaches

- K. To monitor performance/safety records, constructing reports as required & proactively seeking, recommending, leading & supporting cost-effective initiatives/changes to improve products/quality systems/approaches to meet needs/expectations & enhance customers' perceptions of FLYNAS products.
- L. To support operational efficiency through ensuring all ground handling facilities are cost-effectively maintained/available to ensure safe, legal and effective fulfillment of ground handling obligations and requirements
- M. To select, direct, develop & motivate Ground Operations managers and staff to deliver the highest levels of professional performance, further build their capabilities and achieve established objectives and targets.
- N. To effectively assist and encourage the implementation of fly safety management system within the ground operations departments.
- O. Monitor the effectiveness and progression of flynas safety management system.
- P. Submit Aircraft ground damages, occurrences or events associated with ground operations, which results in a near miss or aircraft damage

3. Required Experience

- A. 10 years of Experience in ground operations/handling in commercial aviation company.

4. Required Skills

- A. Independent or able to work in a group of operation team.
- B. Excellent analytical and problem solving skills.
- C. Strong communications Skills
- D. Computer literate and familiar with Microsoft Office (Word, Excel).
- E. Excellent communications skills.

5. Required Qualifications

- A. Diploma in Airport Services or any related course.

2.3.2 Senior Manager, Airport Operations

1. Reporting Line

Director, Ground Operations

2. Duties and Responsibilities

- A. To contribute as a member of the senior management team of FLYNAS to the development & implementation of the overall growth strategy with particular emphasis on Ground Operations matters.
- B. To drive and ensure cost-effective performance of Ground Operations through the development and effective implementation/use of financial and performance monitoring systems, planning and using resources in the most effective manner to assist the company in meeting operational standards and targets
- C. To lead, develop, agree & effectively implement the Ground Operations strategy, operating plan and budget to deliver highly cost-effective and efficient services that meet customer expectations and support achievement of strategic market/revenue, customer retention and cost-containment goals and targets.
- D. To ensure delivery against strategic aims, objectives and standards through establishing and managing an effective organization structure for Ground Operations, assigning responsibilities and authority levels appropriately to provide effective operational control and supervision of activities that impact upon customer satisfaction, safety, cost-effectiveness and legal operation.
- E. To ensure high-quality and efficient Airports Operations to meet customer expectations by negotiating cost-effective Ground Handling agreements and liaising with various government agencies.
- F. To deliver a consistent and highly effective service to customers through selecting, supervising, training, equipping and monitoring performance of all staff and subcontracted ground handling providers against agreed standards of performance/behavior, taking effective and prompt action to ensure corrective action is taken with regard to any breaches
- G. To monitor performance/safety records, constructing reports as required & proactively seeking, recommending, leading & supporting cost-effective initiatives/changes to improve products/quality systems/approaches to meet needs/expectations & enhance customers' perceptions of FLYNAS products.
- H. To support operational efficiency through ensuring all ground handling facilities are maintained/available to ensure safe, legal and effective fulfillment of ground handling obligations and requirements.

- I. To select, direct, develop & motivate airports operations teams to deliver the highest levels of professional performance, further build their capabilities and achieve established objectives and targets.

3. Required Experience

- A. 10 years of Experience in ground operations/handling in commercial aviation company.

4. Required Skills

- A. Ability to communicate fluently in spoken and written Arabic & English.
- B. Ability to be well organized, able to work on own initiative and under pressure, Strong communications Skills
- C. Computer literate and familiar with Microsoft Office (Word, Excel).
- D. Excellent in Customer Service
- E. Leadership Qualities & Strong communication skills.
- F. Excellent team-management and motivational skills
- G. Excellent analytical and problem solving skills
- H. Independent or able to work in a group of operation team.

5. Required Qualifications

- A. Diploma in Airport Services or any related course.

6. Required Certificates

N/A

2.3.3 Senior Manager GOPS – Support

1. Reporting Line

Director, Ground and Cargo Operations

2. Duties and Responsibilities

- A. Oversee cargo contracted service providers.
- B. Coordinate oversight of cargo operations with Station Managers
- C. Ensure all regulatory requirements are met by each vendor.
- D. Responsible for establishing and administration of Lost and Found Policy of FLYNAS.
- E. Develop professional relationship with internal and external customer to ensure effective cargo operations.
- F. Strategically lead and manage the Cargo, billing, lost and found to run smoothly and efficiently in line with company policies, safety and security requirements; and ensure our customers always feel special, valued and recognized.
- G. Develop and carry out Quality Assurance audits of cargo vendors.
- H. Implement a review and risk assessment process on all SOPs and working practices to identify any unsafe practice areas for quality improvement.
- I. Other duties as assigned by the Director of Ground Operations

3. Required Experience

- A. 5 years in Service Industry background where of at least 3 years must be with a reputable airline or Ground Handling Organization.
- B. Relevant experience in auditing, delivery of training in the areas of ground operations.

4. Required Skills

- A. Excellent in Customer Service
- B. People Management in multicultural environment.
- C. Excellent analytical and problem solving skills.
- D. Must be fluent in written and spoken English with good communication skills.
- E. Computer literate and familiar with Microsoft Office (Word, Excel).

- F. Independent or able to work in a group of operation team.
- G. Knowledge in GACA and IATA Cargo Handling Procedures and Regulations
- H. Knowledge in SITA WorldTracer System

5. Required Qualifications

5 years in Service Industry background where of at least 3 years must be with a reputable airline or Ground Handling Organization.

6. Required Certificates

N/A

2.3.4 Senior Manager, Domestic Airports

1. Reporting Line

Senior Manager, Airport Operations

2. Duties and Responsibilities

- A. Ensure that flynas Mission and Vision are achieved through the attainment of approved Department objectives.
- B. Ensure compliance of both organic and contracted personnel to corporate policies, regulations, quality, security, safety and customer service standard in accordance with GACARs, IOSA and other applicable regulations.
- C. Assist the Senior Manager Airport Operations in the over-all management of all Domestic Airport operations.
- D. Manage the performance of his Station Managers, heads of Domestic Stations and other incumbent directly reporting to him; including performance reviews, recommendations on discipline, rewards and annual increases
- E. Manage the performance of all third party service providers engaged in the pursuit of efficient operations of all his international stations.
- F. Initiate negotiation/renewal of international airports operations-related contracts, and recommend positions to be taken on commercial and operational items therein; this includes but is not limited to ground handling contract, diversion contracts, contracts with airport authority and the like.
- G. Ensures on time departure and arrival of flights.
- H. Ensure cost efficient operations and resources are managed accordingly.
- I. Prepare, finalize and recommend the stations' yearly budget per schedule.
- J. Monitors compliance to budget and submit actual vs. budget expense report.
- K. Monitor/review systems, procedures and standards and recommend changes thereon to ensure good customer experience.
- L. Coordinate with other departments on flight scheduling, station opening and changes in over-all flight profile to ensure smooth international operations.
- M. Performs other tasks as may be assigned by Director, Ground Operations

3. Required Experience

- A. 5-10 years of Experience in ground operations/handling in commercial aviation company.

4. Required Skills

- A. Ability to communicate fluently in spoken and written Arabic & English.
- B. Ability to be well organized, able to work on own initiative and under pressure, Strong communications Skills
- C. Computer literate and familiar with Microsoft Office (Word, Excel).
- D. Excellent in Customer Service
- E. Leadership Qualities & Strong communication skills.
- F. Excellent team-management and motivational skills
- G. Excellent analytical and problem solving skills
- H. Independent or able to work in a group of operation team.

5. Required Qualifications

- A. Diploma in Airport Services or any related course.

6. Required Certificates

N/A

2.3.5 Senior Manager, International Airports

1. Reporting Line

Senior Manager, Airport Operations

2. Duties and Responsibilities

- N. Ensure that flynas Mission and Vision are achieved through the attainment of approved Department objectives.
- O. Ensure compliance of both organic and contracted personnel to corporate policies, regulations, quality, security, safety and customer service standard in accordance with GACARs, IOSA and other applicable regulations.
- P. Assist the Senior Manager Airport Operations in the over-all management of all international Airport operations.
- Q. Manage the performance of his Regional Area Managers, heads of International Stations and other incumbent directly reporting to him; including performance reviews, recommendations on discipline, rewards and annual increases
- R. Manage the performance of all third party service providers engaged in the pursuit of efficient operations of all his international stations.
- S. Initiate negotiation/renewal of international airports operations-related contracts, and recommend positions to be taken on commercial and operational items therein; this includes but is not limited to ground handling contract, diversion contracts, contracts with airport authority and the like.
- T. Ensures on time departure and arrival of flights.
- U. Ensure cost efficient operations and resources are managed accordingly.
- V. Prepare, finalize and recommend the stations' yearly budget per schedule.
- W. Monitors compliance to budget and submit actual vs. budget expense report.
- X. Monitor/review systems, procedures and standards and recommend changes thereon to ensure good customer experience.
- Y. Coordinate with other departments on flight scheduling, station opening and changes in over-all flight profile to ensure smooth international operations.
- Z. Performs other tasks as may be assigned by Director, Ground Operations

3. Required Experience

- A. 5-10 years of Experience in ground operations/handling in commercial aviation company.

4. Required Skills

- A. Ability to communicate fluently in spoken and written Arabic & English.
- B. Ability to be well organized, able to work on own initiative and under pressure, Strong communications Skills
- C. Computer literate and familiar with Microsoft Office (Word, Excel).
- D. Excellent in Customer Service
- E. Leadership Qualities & Strong communication skills.
- F. Excellent team-management and motivational skills
- G. Excellent analytical and problem solving skills
- H. Independent or able to work in a group of operation team.

5. Required Qualifications

- A. Diploma in Airport Services or any related course.

6. Required Certificates

N/A

2.3.6 Manager, Baggage Service

1. Reporting Line

Senior Manager, Airport Operations

2. Duties and Responsibilities

- A. Assure effective delegation of tasks and responsibilities to the Supervisors and their subordinates.
- B. Exercising cost control in expenditure and operating cost within the approved budget.
- C. Ensure company's rules and regulations are understood and strictly adhered to at all times
- D. Ensuring compliance with the applicable workplace health and safety regulations.
- E. Ensuring compliance with security regulation.
- F. Maintain close relations with civil aviation, airport authorities' officials to facilitate smooth operations and improve company image.
- G. Ensuring flynas brand is effectively represented at specific airports.
- H. To maintain the standard and ensure to offer good quality customer services at all times.
- I. Overseeing and managing of day-to-day performance standards as identified.
- J. Prepare and compile reports, statistic, and budgets in respect to related activities.
- K. Ensuring contract obligations and terms of service level agreements are enforced at all times.
- L. Drive through change to enhance and improve the ground operations product
- M. Providing direction and support as required to internal departments within flynas with a view to improving operational performance within the network.
- N. Prepare and obtain agreement to annual financial budget and annual operational plan for all business areas in baggage service management, detailing capital expenditure, expenditure budgets and operational requirements.

- O. Ensuring dress standards and code of conduct of GHA personnel are within company standards.
- P. Identify training needs for all staff and recommend programs for manpower development.
- Q. To set-up tracing procedures and up-date these procedures according to IATA resolution/recommended practice and World Tracer System.
- R. To represent flynas in the World Tracer Conferences and participate in other regional meetings related to Mishandled Baggage.
- S. To handle all related problems in the World Tracer System with IATA and SITA Resolution/Recommended Practice.
- T. To monitor Stations for the performance of Baggage Services to meet the objectives of mishandled Baggage percentage and recovery ratio.
- U. To issue discrepancies, monthly/ quarterly/ annually report of Station's performance on wrongly tagged/ short-shipped/ wrongly loaded baggage.
- V. To design all Forms used for baggage services "LL".
- W. To support stations for effective tracing of baggage.
- X. To send circulars, bulletins to all concerned Baggage Services Section System Wide as necessary.
- Y. Analyze/Prepare all sorts of Station Discrepancies and to dispatch to all concerned via Email.
- Z. Monitor Stations performance activities if compliance to Baggage Procedures and World Tracer System.
- AA. Receive/Arrange Reports related to Tracing and Store on monthly/quarterly/annually basis.
- HH. Conduct meetings with stations managers and GHA managements in kingdom
- BB. Assist and guide Stations to improve their performance.
- CC. Assist Stations to resolve any obstacles related to baggage services Section
- DD. Coordination with World Tracer Management for Updates/Outage/Amendments/Enhancements.
- EE. Attend IATA/SITA meetings issues related to mishandled baggage in the Airlines Industries.
- FF. Monitor HDQXY main store (LZ) and Incoming/Outgoing Email and entire activities.
- GG. Monitor multi requests from stations and not responded by Stations or out kingdom to discuss all issues related to mishandled baggage and for improvement in recovery Ratio.

3. Required Experience

- A. 10 years of Experience in ground operations/handling in commercial aviation company.

4. Required Skills

- A. Strong communications Skills
- B. Computer literate and familiar with Microsoft Office (Word, Excel).
- C. Excellent in Customer Service
- D. Leadership Qualities & Strong communication skills.
- E. Excellent team-management and motivational skills
- F. Excellent analytical and problem solving skills
- G. Independent or able to work in a group of operation team.

5. Required Qualifications

- A. Diploma in Airport Services or any related course.

6. Required Certificates

N/A

2.3.7 Manager, Cost Control

1. Reporting Line

Senior Manager, Airport Operations

2. Duties and Responsibilities

1. Coordinates with Estimating Unit and Finance & Accounting Department in establishing Project Chart of Accounts of Contract job.
2. Preparation of project schedule after contract award. This includes the original baseline schedule, manpower and equipment schedule and all subsequent field working schedules required per the contract requirements.
3. Timely allocation, distribution and assessment of manpower resource to project in accordance with qualification and skills requirements.
4. Monitors and evaluate Cost / Man-hour performance on Weekly and Monthly basis and prepare Executive Summary Report to Top Management.
5. Analyzing cost & revenue trends and reporting problems or potential problems to Executive Management.
6. Set-up Cost Control System to monitor all invoices and payables.
7. Organize Cost Control Project task force unit composed of cost engineers, cost clerks/encoders in periodical cost reporting and evaluation i.e. daily, weekly and monthly reports.
8. Monitoring, reporting and forecasting project cost & revenue trends .
9. AnalyzingcostrevenuetrendsandreportingproblemsorpotentialproblemstoProjectManagement.
10. Monitoring, reporting and forecasting actual versus scheduled progress, productivity and reporting problems or potential problems to Project and Executive management.
11. Assist in evaluating Capital Expenditures, Proposals/Review and justification; recommend solutions to above problems where possible.
12. Lead the Project Cost Control Unit in the preparation of terminal cost reports upon completion of project and collaborates with Finance & Accounting Department for the preparation of Profit & Loss Statement of completed projects.
13. Maintaining controls records for the duration of the project. Archiving controls records as required.
14. Provide assistance on Extra Works and Claim Issues in collaboration with Project Manager and Estimating Unit.

3. Required Experience

- A. 5 years of Experience in ground operations/handling in commercial aviation company.

4. Required Skills

- A. Ability to communicate fluently in spoken and written Arabic & English.
- B. Ability to be well organized, able to work on own initiative and under pressure, Strong communications Skills
- C. Computer literate and familiar with Microsoft Office (Word, Excel).
- D. Excellent in Customer Service
- E. Leadership Qualities & Strong communication skills.
- F. Excellent team-management and motivational skills
- G. Excellent analytical and problem solving skills
- H. Independent or able to work in a group of operation team.

5. Required Qualifications

- A. Diploma in Airport Services or any related course. Or Finance

6. Required Certificates

N/A

2.3.8 Manager, Commissary and Logistics

1. Reporting Line

Senior Manager, Airport Operations

2. Duties and Responsibilities

- A. Manage the staff for stores up keeping.
- B. Manage monthly report of the store's items and provide approval for the reorder of the items.
- C. Review with the senior management and relevant department on the reported discrepancies.
- D. Manage schedule and un-schedule inspection on the buses are in good condition to transport the crew.
- E. Establish and review of the policy and procedures of the department.
- F. Receive and secure any goods belong to the company coming in arrival flights.
- G. Interchange - send and/or receive- commissary items between the stations and meeting the supplier to receive the goods and proceed to the stocking.
- H. Observe the commissary staff and ensure they are performing the duty in proper way.
- I. Meet the venders\Suppliers and receive the request items with ensure matching with PO's.
- J. Finalize invoices payment with finance if needed and advise the supplier accordingly.

3. Required Experience

- A. Minimum 4 years or work experience in equivalent field.

4. Required Skills

- A. Ability to communicate fluently in spoken and written Arabic & English.
- B. Ability to be well organized, able to work on own initiative and under pressure,
- C. Strong communications Skills
- D. Computer literate and familiar with Microsoft Office (Word, Excel).
- E. Good Scheduling and Planning Skills
- F. Excellent Knowledge of airport regulations and structure.
- G. Interaction and communication skills must be able to communicate with vendors and service provider.

5. Required Qualifications

- A. Diploma in Airport Services or any related course.

6. Required Certificates

N/A

2.3.9 Manager, Station

1. Reporting Line

- A. International Stations – Manager, International Airports (as applicable)
B. Domestic Stations - Manager, Domestic Airports (as applicable)

2. Duties and Responsibilities

- A. Ensure that the day to day operations activities to obtain maximum safety, punctuality and efficient handling of aircraft, guests, cargo and ramp services according to company's needs
 - B. Acting as the custodian of all flynas manuals at the airport and maintaining these in an up-to-date condition in accordance with company requirements
 - C. Assure effective delegation of tasks and responsibilities to the Station Supervisors and their subordinates
 - D. Exercising cost control in expenditure and operating cost within the approved budget.
 - E. Performing administrative duties as required such as the verification and reconciliation of airport revenue and expenditures items.
 - F. Ensure company's rules and regulations are understood and strictly adhered to at all times
 - G. Ensuring compliance with the applicable workplace health and safety regulations
 - H. Ensuring compliance with security regulations
 - I. Maintain close relations with civil aviation, airport authorities' officials to facilitate smooth operations and improve company image
 - J. Ensuring flynas brand is effectively represented at specific airports.
 - K. To maintain the standard and ensure to offer good quality customer services at all times
 - L. Overseeing and managing of day-to-day performance standards as identified
 - M. Prepare and compile reports, statistic, and budgets in respect to airport related activities.
 - N. Ensuring contract obligations and terms of service level agreements are enforced at all times.
 - O. Drive through change to enhance and improve the ground operations product
 - P. Ensuring all airport staff including GHA are trained and certified for their assigned duties
 - Q. Providing direction and support as required to internal departments within flynas with a view to improving operational performance within the network.
 - R. Prepare and obtain agreement to annual financial budget and annual operational plan for all business areas in the station, detailing capital expenditure, expenditure budgets and operational requirements
 - S. Assure continuous station readiness and effective response to emergency cases

- T. Ensuring dress standards and code of conduct of GHA personnel are within company standards
- U. Recommending procedural or system changes to the Manager Airports to improve efficiency and safety with a view to cost minimization
- V. Identify training needs for all staff and recommend programs for manpower development
- W. During unforeseen/planned/un-planned disruptions, your presence at the airport is mandatory to facilitate the operation.
- X. Meet with the ground handling suppliers at least once a month with a view to identifying and improving service standards
- Y. Overseeing management of baggage claims
- Z. To perform various other operation / administrative functions as required by the Manager, Airport (as applicable International/Domestic)

3. Required Experience

- A. 5 years in Service Industry background where of at least 3 years shall be from the airport ground operations.

4. Required Skills

- A. Ability to be well organized, able to work on own initiative and under pressure, Strong communications Skills
- B. Computer literate and familiar with Microsoft Office (Word, Excel).
- C. Excellent in Customer Service
- D. Leadership Qualities & Strong communication skills.
- E. Excellent team-management and motivational skills
- F. Excellent analytical and problem solving skills
- G. Independent or able to work in a group of operation team.
- H. Familiarity with technical writing process.

5. Required Qualifications

- A. Diploma in Airport Services or any related course.

6. Required Certificates

N/A

2.3.10 Deputy, Station Manager

1. Reporting Line

Station Manager

2. Duties and Responsibilities

- A. Ensure that the day to day operations activities to obtain maximum safety, punctuality and efficient handling of aircraft, guests, cargo and ramp services according to company's needs
- B. Acting as the custodian of all flynas manuals at the airport and maintaining these in an up-to-date condition in accordance with company requirements
- C. Assure effective delegation of tasks and responsibilities to the Station Supervisors and their subordinates
- D. Exercising cost control in expenditure and operating cost within the approved budget.
- E. Performing administrative duties as required such as the verification and reconciliation of airport revenue and expenditures items.
- F. Ensure company's rules and regulations are understood and strictly adhered to at all times
- G. Ensuring compliance with the applicable workplace health and safety regulations
- H. Ensuring compliance with security regulations
- I. Maintain close relations with civil aviation, airport authorities' officials to facilitate smooth operations and improve company image
- J. Ensuring flynas brand is effectively represented at specific airports.
- K. To maintain the standard and ensure to offer good quality customer services at all times
- L. Overseeing and managing of day-to-day performance standards as identified
- M. Prepare and compile reports, statistic, and budgets in respect to airport related activities.
- N. Ensuring contract obligations and terms of service level agreements are enforced at all times.
- O. Drive through change to enhance and improve the ground operations product
- P. Ensuring all airport staff including GHA are trained and certified for their assigned duties
- Q. Providing direction and support as required to internal departments within nas with a view to improving operational performance within the network.
- R. Prepare and obtain agreement to annual financial budget and annual operational plan for all business areas in the station, detailing capital expenditure, expenditure budgets and operational requirements
- S. Assure continuous station readiness and effective response to emergency cases
- T. Ensuring dress standards and code of conduct of GHA personnel are within company standards

- U. Recommending procedural or system changes to the Manager Airports to improve efficiency and safety with a view to cost minimization
- V. Identify training needs for all staff and recommend programs for manpower development
- Z. During unforeseen/planned/un-planned disruptions, your presence at the
- W. Meet with the ground handling suppliers at least once a month with a view to identifying and improving service standards
- X. Overseeing management of baggage claims
- Y. To perform various other operation / administrative functions as required by the Manager, Airport (as applicable International/Domestic)

3. Required Experience

- A. 5 years in Service Industry background where of at least 3 years shall be from the airport ground operations.

4. Required Skills

- A. Ability to be well organized, able to work on own initiative and under pressure, Strong communications Skills
- B. Computer literate and familiar with Microsoft Office (Word, Excel).
- C. Excellent in Customer Service
- D. Leadership Qualities & Strong communication skills.
- E. Excellent team-management and motivational skills
- F. Excellent analytical and problem solving skills
- G. Independent or able to work in a group of operation team.
- H. Familiarity with technical writing process.

5. Required Qualifications

- A. Diploma in Airport Services or any related course.

6. Required Certificates

N/A

2.3.11 Duty Station Manager

1. Reporting Line

Station Manager

2. Duties and Responsibilities

- A. Providing operational support to ensure all activities and outcomes are delivered in strict accordance with the company safety, security and customer relations policies and such policies are adhered to at all times.
- B. Establishing and maintaining local procedures in line with the airline's standards
- C. Exercising cost control in expenditure and operating cost within the approved budget. Coordinate and maintain good relationship with other departments including the airport authority committee.
- D. To ensure all tools and other equipment needed for services are serviceable and well-maintained.
- E. Ensure effective procedures are in place to cover all activities before aircraft arrival, during turn round and after departure, covering sales, check-in, departure control, documentation, unloading, loading, cleaning, transportation, crew liaison, communication, etc.
- F. Prepare and compile reports, statistic, and budgets in respect to airport related activities.
- G. To ensure all telexes, E-mails, Phones and baggage handling claims are timely executed.
- H. To maintain the standard and ensure to offer good quality customer services at all times.
- I. Build and maintain an efficient operation team and seek to gain and retain the cooperation of the individual
- J. Supervise & Monitor all Mishandled Baggage Claims
- K. During unforeseen/planned/un-planned disruptions, your presence at the airport is mandatory to facilitate the operations
- L. Maintain the station log, recording all flights movement and pertinent detail, monitor staff attendance, overtime recording
- M. Proactively minimizing any operational impact to the company's performance standards and consistently delivery of the customer recovery management policy.

- N. Monitoring services performed by the service partner on a day to day basis in accordance with the Service Level Agreement (SLA).
- O. To ensure baggage handling to its highest quality, targeting zero baggage discrepancy. Attend and respond to guest complaints promptly and professionally.
- P. Providing operational support and direction to ground handling suppliers for delay and disruption handling activities.
- Q. Coordinate with Airport Civil Aviation Authority, Immigration Authority and other Agencies for Station requirements and guest handling procedures prior to flight arrival and departure.
- R. Ensure Safety and security of Aircraft and passengers
- S. Monitor any discrepancy and report that to Station Manager immediately
- T. Check, monitor, indent, and distribute stationary stock to ensure availability of stock.
- U. Supervision of Loading and Offloading of Aircraft
- V. To perform various other administrative functions as required by the Station Manager.
- W. To ensure the operation efficiency of all pre/post flight handling procedures.
- X. Ensure all communication, operational or administration, are action promptly

3. Required Experience

- A. 5 years in Service Industry background where of at least 3 years shall be from the airport ground operations.

4. Required Skills

- A. Computer literate and familiar with Microsoft Office (Word, Excel).
- B. Ability to be well organized, able to work on own initiative and under pressure, Strong communications Skills
- C. Excellent in Customer Service
- D. Leadership Qualities & Strong communication skills.
- E. Excellent team-management and motivational skills
- F. Excellent analytical and problem solving skills
- G. Independent or able to work in a group of operation team.
- H. Familiarity with technical writing process.

5. Required Qualifications

- A. Diploma in Airport Services or any related course.

6. Required Certificates

N/A

2.3.12 Station Supervisor

1. Reporting Line

Station Manager

2. Duties and Responsibilities

- A. Exercising cost control in expenditure and operating cost within the approved budget. Coordinate and maintain good relationship with other departments including the airport authority committee.
- B. To ensure all tools and other equipment needed for services are serviceable and well maintained.
- C. Ensure effective procedures are in place to cover all activities before aircraft arrival, during turn round and after departure, covering sales, check-in, departure control, documentation, unloading, loading, cleaning, transportation, crew liaison, communication, etc.
- D. Prepare and compile reports, statistic, and budgets in respect to airport related activities.
- E. To ensure all telexes, E-mails, Phones and baggage handling claims are timely actioned.
- F. Monitor flights closing.
- G. To maintain the standard and ensure to offer good quality customer services at all times.
- H. Ensure that GHA is following SLA.
- I. Follow up any pending issues with GHA, airport authorities or service providers as a supporting hand to SM & provide feedback.
- J. Ensure station is using correct forms and documents.
- K. To ensure baggage handling to its highest quality, targeting zero baggage discrepancy. Attend and respond to guest complaints promptly and professionally.
- L. Build and maintain an efficient operation team and seek to gain and retain the cooperation of the individual
- M. Supervise all Mishandled Baggage Claims
- N. During unforeseen/planned/un-planned disruptions, your presence at the airport is mandatory to facilitate the operations
- O. To perform various other administrative functions as required by the Station Manager
- P. To perform various other administrative functions as required by the Station Manager.
- Q. Coordinate with Airport Civil Aviation Authority, Immigration Authority and other Agencies for Station requirements and guest handling procedures prior to flight arrival and departure
- R. Ensure Safety and security of Aircraft and passengers
- S. Monitor any discrepancy and report that to Station Manager immediately

- T. Check, monitor, indent, and distribute stationary stock to ensure availability of stock.
- U. Supervision of Loading and Offloading of Aircraft
- V. Check trip file on daily basis for all flights and ensure that all required flight docs are available and have been filed.
- W. To ensure the operation efficiency of all pre/post flight handling procedures.
- X. Report issues and delays directly to concerned dept. same day, copy Station Manager and Ground OPS management.
- Y. Send NCR's to report any delays or discrepancies direct to GHA, copy to Station Manager and other Ground OPS management.

3. Required Experience

- A. 3 years relevant work experience where of at least 2 years shall be from the airport ground operations

4. Required Skills

- A. Computer literate and familiar with Microsoft Office (Word, Excel).
- B. Ability to be well organized, able to work on own initiative and under pressure,
- C. Fluent in Arabic and English.
- D. Strong communications Skills.
- E. Good Organizational Skills.
- F. Excellent team-management and motivational skills.
- G. Excellent analytical and problem solving skills.

5. Required Qualifications

- A. Diploma In Airport Services or any other related.

6. Required Certificates

N/A

2.3.13 Office Support Supervisor

1. Reporting Line

Senior Manager, Airport Operations

2. Duties and Responsibilities

- A. Review all billing and payment advise for accuracy and required supporting documents, prior to approval process.
- B. Coordination with Station Heads regarding monthly meetings and trainings; and prepares travel and hotel accommodation for personnel/attendees.
- C. Monitor and manage all incoming and outgoing documents, correspondences, memos and etc.
- D. Act as the administrator of GACA related documents and correspondences.
- E. Coordinate distribution and shipment of Airport Services Department's ramp equipment.
- F. Liaises with all Airport Services Department sub units on procedures, directives and guidelines.
- G. Provides assistance to Director, Ground Operations on his administrative concerns. Performs other tasks as may be assigned by the Director, Ground Operations.

3. Required Experience

- A. 5 years of Experience in ground operations/handling in commercial aviation company.

4. Required Skills

- A. Ability to communicate fluently in spoken and written Arabic & English.
- B. Ability to be well organized, able to work on own initiative and under pressure, Strong communications Skills
- C. Computer literate and familiar with Microsoft Office (Word, Excel).
- D. Excellent in Customer Service
- E. Leadership Qualities & Strong communication skills.
- F. Excellent team-management and motivational skills
- G. Excellent analytical and problem solving skills
- H. Independent or able to work in a group of operation team.

5. Required Qualifications

- A. Relevant certificate relating ground operations.

6. Required Certificates

N/A

2.3.14 Logistic Supervisor

1. Reporting Line

Senior Manager, Airport Operations

2. Duties and Responsibilities

- A. Maintain the stores cleaned, arranged and up to standard.
- B. Monitor the level of the store's items and request when reach the reorder level.
- C. Record any discrepancies and report them immediately.
- D. Maintain the buses are in good condition to transport the crew.
- E. Monitor crew movement and register the movement timing with cover if need
- F. Cover all commissary & stationery tasks and provide cleaning team by desired commissary items with maintain smooth move for the items between the stores (Commercial terminal stores and private aviation stores)
- G. Receive and secure any goods belong to the company coming in arrival flights.
- H. Handle the stationery requests and follow up till ultimate destination.
- I. Interchange - send and/or receive- commissary items between the stations and meeting the supplier to receive the goods and proceed to the stocking.
- J. Follow up with GR for renewing gate pass, car pass, and airport driving license.
- K. Observe the commissary staff and ensure they are performing the duty in proper way.
- L. Meet the venders\Suppliers and receive the request items with ensure matching with PO's.
- M. Finalize invoices payment with finance if needed and advise the supplier accordingly.

3. Required Experience

- A. 5 years of Experience in ground operations/handling in commercial aviation company.

4. Required Skills

- A. Ability to communicate fluently in spoken and written Arabic & English.
- B. Ability to be well organized, able to work on own initiative and under pressure, Strong communications Skills
- C. Computer literate and familiar with Microsoft Office (Word, Excel).
- D. Excellent in Customer Service
- E. Leadership Qualities & Strong communication skills.
- F. Excellent team-management and motivational skills
- G. Excellent analytical and problem solving skills

H. Independent or able to work in a group of operation team.

5. Required Qualifications

- A. Diploma in Airport Services or any related course.

6. Required Certificates

N/A

2.3.15 Administration Supervisor

1. Reporting Line

Senior Manager, Airport Operations

2. Duties and Responsibilities

- A. Coordinate to various ground operations personnel important matters as directed by ground operations management by verbal instruction or e-mail.
- B. Generate travel authorizations to ground operations management and personnel as directed.
- C. Generate duty travel expense report as directed.
- D. Issue purchase requisitions i.e. staff uniform, laptop and SIM requirement, office supplies, etc.
- E. Manage ground operations online e-filing via EDMS and hard copy filing system.
- F. Coordinate to Human Resources Department various issues such as ground operations leave request, medical insurance claim, company I.D. request, position status notification (PSN), business card request, employee overtime claim, etc.
- G. Coordinate to Government Relations Department various issues such as company guest visit visa request, iqama renewal, exit/re-entry visa, etc.
- H. Coordinate flight, hotel, and car reservation to corporate relations – travel services unit.
- I. Coordinate with Finance Department unpaid invoices of various ground handling agents and update Director of Ground Operations. Also, to coordinate various issues such as duty travel cash advance request, individual expense report reimbursement, GACA payments i.e. airport lease contracts, etc.
- J. Coordinate with Information Technology Department all ground operations IT requirements and e-mail address request as directed.
- K. Coordinate with Facilities Engineering all ground operations related maintenance work request.
- L. Coordinate with legal department all airport lease (offices and counters) contracts and update Director and Deputy Director - Ground Operations and Manager – Airport Services.
- M. Maintain a database system for all ground operations personnel starting from management level down to the last personnel and update if necessary Director and Deputy Director - Ground Operations.
- N. Maintain a database system of all stations contact list and update ground operations management on any changes.

- O. Check and sort out with corporate relations mail room clerk all ground operations incoming mail and distribute to the concerned ground operations personnel.
- P. Ensure that all administrative actions required by Director and Deputy Director - Ground Operations is executed promptly and coordinated well in advance.
- Q. Act on any ground operations management instruction as deemed necessary.

3. Required Experience

- A. 2 years of work experience in aviation industry.

4. Required Skills

- A. Computer literate and familiar with Microsoft Office (Word, Excel).
- B. Ability to be well organized, able to work on own initiative and under pressure,
- C. Fluent in Arabic and English.
- D. Strong communications Skills.
- E. Good Organizational Skills.
- F. Excellent team-management and motivational skills.
- G. Excellent analytical and problem solving skills.

5. Required Qualifications

- A. Diploma in Airport Services or any related course.

6. Required Certificates

N/A

2.3.16 Ground Operations Billing Supervisor

1. Reporting Line

Senior Manager, Airport Operations

2. Duties and Responsibilities

- A. Daily Checking & signing the flight Ground operation work orders after cross checked with the ground operation availing services documents i.e.:
 - I. Air craft cleaning check list
 - II. Technical ground equipment's check list.
 - III. Baggage handling check list
 - IV. Transportation check list
 - V. Work orders details matching with Flight schedule
 - VI. Work orders ground operation services crossed checking with Ground operation report GHS-SGS & FLYNAS.
 - VII. Ground operation cost controlling by each flight work order
- B. Controlling & Assisting the International and domestic station flight Ground operation services cost as per above work orders procedures.
- C. Preparing the monthly report and updating daily basis the Ground operation service COST for managements.
- D. International and domestic station Ground operations and others services suppliers checking the invoices as per GHS-AGREEMENTS and others agreements.
- E. Controlling Ground operation cost through GHS & OTHERS INVOICES as per agreements/Contracts.
- F. Studying & Applying the GHS-AGREEMENTS as per SGHS-Edition.2013
- G. Coordinating with finance & accounts for financial matters and GHS-INVOICES payments process.
- H. Coordination with Audit for Ground operational financial over Head Charges.
 - I. Preparing Airport Traffic statistics monthly report for KKIA & GACA.
 - J. Preparing monthly & updating flight handing data daily basis.
 - K. Preparing monthly report Total Passenger turnover for analysis the stations
 - L. Preparing EBT RATE OF COLLECTION ANALYSIS REPORT Monthly Basis.
 - M. Preparing Monthly Airports/Stations Total Ticket Sales Analysis Report and matching with system.
 - N. Coordinating with Revenue for the Airports/stations Ticket Sales daily basis and monthly basis for matching the Airport Revenue.
 - O. Preparing International and Domestics Ticket & EBT sales analysis Report.
 - P. Weaving Excess Baggage Report preparing monthly basis and up dating daily.

Q. Ground operation cost controlling by each flight work order

3. Required Experience

- A. 3 years of work experience in aviation industry.

4. Required Skills

- A. Computer literate and familiar with Microsoft Office (Word, Excel).
- B. Ability to be well organized, able to work on own initiative and under pressure,
- C. Fluent in Arabic and English.
- D. Strong communications Skills.
- E. Good Organizational Skills.
- F. Excellent team-management and motivational skills.
- G. Excellent analytical and problem solving skills.

5. Required Qualifications

- A. Diploma in finance or similar accounting background.

6. Required Certificates

N/A

2.3.17 Training and Quality Specialist

1. Reporting Line

Senior Manager, Training

2. Duties and Responsibilities

- A. Plan and prepare training modules as required.
- B. Scheduling and planning of training courses for the staff.
- C. Scheduling and planning audits and safety inspections in-conjunction with the safety, quality and security department.
- D. Assisting safety department in Risk Assessment of new stations.
- E. Promotion of flynas safety management system with in the organisations.
- F. Review of training system, records and training modules.

3. Required Experience

- A. 5-10 years of Experience in ground operations/handling in commercial aviation company.

4. Required Skills

- A. Ability to communicate fluently in spoken and written Arabic & English.
- B. Ability to be well organized, able to work on own initiative and under pressure, Strong communications Skills
- C. Computer literate and familiar with Microsoft Office (Word, Excel).
- D. Excellent in Customer Service
- E. Leadership Qualities & Strong communication skills.
- F. Excellent team-management and motivational skills
- G. Excellent analytical and problem solving skills
- H. Independent or able to work in a group of operation team.

5. Required Qualifications

- A. Diploma in Airport Services or any related course.
- B. Train to trainer course.
- C. Certificates in the course relating to ground operations.
- D. Auditor Training.
- E. SMS Training.

6. Required Certificates

N/A

2.3.18 Ground Operations Billing Specialist

1. Reporting Line

Senior Manager, Airport Operations

2. Duties and Responsibilities

- A. Daily Checking & signing the flight Ground operation work orders after cross checked with the ground operation availing services documents i.e.:
 - I. Air craft cleaning check list
 - II. Technical ground equipment's check list.
 - III. Baggage handling check list
 - IV. Transportation check list
 - V. Work orders details matching with Flight schedule
 - VI. Work orders ground operation services crossed checking with Ground operation report GHS-SGS & FLYNAS.
 - VII. Ground operation cost controlling by each flight work order
- B. Controlling & Assisting the International and domestic station flight Ground operation services cost as per above work orders procedures.
- C. Preparing the monthly report and updating daily basis the Ground operation service COST for managements.
- D. International and domestic station Ground operations and others services suppliers checking the invoices as per GHS-AGREEMENTS and others agreements.
- E. Controlling Ground operation cost through GHS & OTHERS INVOICES as per agreements/Contracts.
- F. Studying & Applying the GHS-AGREEMENTS as per SGHS-Edition.2013
- G. Coordinating with finance & accounts for financial matters and GHS-INVOICES payments process.
- H. Coordination with Audit for Ground operational financial over Head Charges.
 - I. Preparing Airport Traffic statistics monthly report for KKIA & GACA.
 - J. Preparing monthly & updating flight handing data daily basis.
 - K. Preparing monthly report Total Passenger turnover for analysis the stations
 - L. Preparing EBT RATE OF COLLECTION ANALYSIS REPORT Monthly Basis.
 - M. Preparing Monthly Airports/Stations Total Ticket Sales Analysis Report and matching with system.
 - N. Coordinating with Revenue for the Airports/stations Ticket Sales daily basis and monthly basis for matching the Airport Revenue.
 - O. Preparing International and Domestics Ticket & EBT sales analysis Report.
 - P. Weaving Excess Baggage Report preparing monthly basis and up dating daily.

3. Required Experience

- A. 3 years of Work Experience in aviation industry.

4. Required Skills

- A. Ability to be well organized, able to work on own initiative and under pressure,
- B. Computer literate and familiar with Microsoft Office (Word, Excel).
- C. Strong communications Skills.
- D. Good Organizational Skills.
- E. Excellent team-management and motivational skills.
- F. Excellent analytical and problem solving skills.

5. Required Qualifications

- A. Diploma in Finance or similar accounting background.

6. Required Certificates

N/A

2.3.19 Baggage Officer

1. Reporting Line

Manager, Mishandling Baggage

2. Duties and Responsibilities

- A. Responsible to set-up tracing procedures and up-date these procedures according to IATA resolution/recommended practice and World Tracer System.
- B. To ensure all telexes, Emails, phone and handling claims are timely auctioned.
- C. To maintain the standard and ensure to offer good quality customer service at all time
- D. Saving all unclaimed baggage
- E. Following FLZ (unclaimed baggage sent to HDQ).
- F. Following up international and domestic stations baggage service daily reports.
- G. Connecting between all station claims and unclaimed baggage day by day.
- H. Feeding unclaimed reports in the system by registering contains to enable highly match percentage with pending claims.
- I. Retrieving all pending claims and searching for suitable match.
- J. Follow up requests sent by other stations.
- K. Tracing for any possibility match with other airlines main store.
- L. Saving found property and contact the passengers to collect.
- M. Following up world tracer action files and messages
- N. To ensure baggage handling to its highest quality, targeting Zero baggage discrepancy, attend and respond to guest complaints promptly and professionally.

3. Required Experience

- A. 2 years of work in baggage lost & found department.

4. Required Skills

- A. Ability to communicate fluently in spoken and written Arabic & English.
- B. Ability to be well organized, able to work on own initiative and under pressure,
- C. Strong communications Skills
- D. Computer literate and familiar with Microsoft Office (Word, Excel).
- E. Excellent in Customer Service
- F. Excellent analytical and problem solving skills
- G. Independent or able to work in a group of operation team.

5. Required Qualifications

- A. High School Graduation Certificate.

6. Required Certificates

N/A

2.3.20 Coordinator, Commissary

1. Reporting Line

Manager, Commissary and Logistic

2. Duties and Responsibilities

- A. Maintain the stores cleaned, arranged and up to standard.
- B. Monitor the level of the store's items and request when reach the reorder level.
- C. Record any discrepancies and report them immediately.
- D. Maintain the buses are in good condition to transport the crew.
- E. Monitor crew movement and register the movement timing with cover if need
- F. Cover all commissary & stationery tasks and provide cleaning team by desired commissary items with maintain smooth move for the items between the stores (Commercial terminal stores and private aviation stores)
- G. Receive and secure any goods belong to the company coming in arrival flights.
- H. Handle the stationery requests and follow up till ultimate destination.
- I. Interchange - send and/or receive- commissary items between the stations and meeting the supplier to receive the goods and proceed to the stocking.
- J. Follow up with GR for renewing gate pass, car pass, and airport driving license.
- K. Observe the commissary staff and ensure they are performing the duty in proper way.
- L. Meet the venders\Suppliers and receive the request items with ensure matching with PO's.
- M. Finalize invoices payment with finance if needed and advise the supplier accordingly.

3. Required Experience

- A. Minimum 2 Years work experience in equivalent field.

4. Required Skills

- A. Interaction and communication skills must be able to communicate with vendors and service provider.
- B. Physically fit.
- C. Computer literate and familiar with Microsoft Office (Word, Excel, etc.).
- D. Good verbal and written English & Arabic.
- E. Ability to work under pressure.
- F. Excellent knowledge of airport regulations and structure.

5. Required Qualifications

- A. High School Graduation Certificate

6. Required Certificates

N/A

2.3.21 Traffic Coordinator

1. Reporting Line

Station Manager

2. Duties and Responsibilities

- A. Fully adhere to all operational procedures (SOP) with regards to travel, immigration and safety regulations.
- B. Monitor the overall operation performance; targeting areas of concern and ensuring adequate levels of staff & resource are available to deal with operation.
- C. Ensure effective procedures are in place that cover activities of aircraft arrival, turn round and departure such as but not limited to sales, check-in, boarding, departure control, documentation, unloading, loading, cleaning, transportation, crew liaison, communication, safety & security etc.
- D. Identify and meet the standard and special service requirements of the passengers at check-in, transfer desk, special services and boarding gates by adhering to the set service standards and procedures so that the passengers are handled in a friendly and efficient manner.
- E. Collect briefing sheet and staff allocation, check all the counters equipment's and stationary, report any shortfalls to GHA shift management,
- F. Prepare and compile reports, statistic, and budgets in respect to airport related activities.
- G. To ensure all telexes, E-mails, Phones and baggage handling claims are timely auctioned.
- H. Provide a proactive service to passengers prior to check-in such as, managing queues, removing old baggage tags, handling denied boarding passenger, staff passengers, helping families, identifying those with special needs and code share passengers, so that they are directed to the relevant check-in counters and are handled efficiently.
- I. Monitor booked loads and ensure to plane strategy to handle overbookings or weight problems, which would necessitate the upgrade/downgrade of customers, seeking voluntary offloads & dealing with resulting denied boarding customers,
- J. Communicate and enforce safety regulations,
- K. Ensure security regulations are enforced, including Security Questioning at point of check-in; passenger profiling, correct procedures for passenger baggage reconciliation are carried out.
- L. Manage shift according operational need, ensuring that all areas of the airport operation covered on shift. Assess the greatest need for assistance and support at any one time,
- M. Initiate boarding at the gates, following laid down boarding priorities, announcements, hand baggage removal, flight coupon reconciliation and head

count confirmation in order to assist the process for a safe and on time departure of Flynas flights. For flights boarding from remote, ensure the handling procedure applies.

- N. Deliver an efficient service at the transfer desks for arriving Flynas passengers who are connecting to another Flynas flights by verifying that their baggage details are recorded prior to checking in passenger and issuing boarding cards where appropriate so that the transfer passengers are processed accurately and expeditiously.
- O. Ascertain the handling requirements of the various categories of passengers (e.g. wheelchair, elderly and incapacitated etc.) then ensures that appropriate special services and facilities are provided to meet the special services requirements of the customers.
- P. Checks messages from outstations relating to short shipped baggage and ensures that those passengers who are affected are notified as soon as they reach the baggage arrival carousels, then escorts or directs passengers to the GHA Baggage Services Office where necessary and assists with the raising of Property Irregularity reports, the issuance of Interim relief payments and the restoration of items left on board aircraft, so that passengers are not kept waiting unnecessarily.

3. Required Experience

- A. 2 years experience in a customer service role and knowledge of airline passenger and baggage handling preferable.

4. Required Skills

- A. Independent or able to work in a group of operation team.
- B. Able to read, write and speak fluently Arabic & English.
- C. Excellent in Customer Service & communication skills,
- D. Ability to adaptability and Innovation.
- E. Computer literate and familiar with Microsoft Office (Word, Excel). Good typing skill will be advantage.

5. Required Qualifications

- A. High School Graduation Certificate.

6. Required Certificates

N/A

2.3.22 Administration Clerk – Domestic Airports

1. Reporting Line

Administration Supervisor

2. Duties and Responsibilities

- A. Coordinate to various ground operations personnel important matters as directed by ground operations management by verbal instruction or e-mail.
- B. Generate travel authorizations to ground operations management and personnel as directed.
- C. Generate duty travel expense report as directed.
- D. Issue purchase requisitions i.e. staff uniform, laptop and SIM requirement, office supplies, etc.
- E. Manage ground operations online e-filing via EDMS and hard copy filing system.
- F. Coordinate to Human Resources Department various issues such as ground operations leave request, medical insurance claim, company I.D. request, position status notification (PSN), business card request, employee overtime claim, etc.
- G. Coordinate to Government Relations Department various issues such as company guest visit visa request, iqama renewal, exit/re-entry visa, etc.
- H. Coordinate flight, hotel, and car reservation to corporate relations – travel services unit.
- I. Coordinate with Finance Department unpaid invoices of various ground handling agents and update Director of Ground Operations. Also, to coordinate various issues such as duty travel cash advance request, individual expense report reimbursement, GACA payments i.e. airport lease contracts, etc.
- J. Coordinate with Information Technology Department all ground operations IT requirements and e-mail address request as directed.
- K. Coordinate with Facilities Engineering all ground operations related maintenance work request.
- L. Coordinate with legal department all airport lease (offices and counters) contracts and update Director and Deputy Director - Ground Operations and Manager – Airport Services.
- M. Maintain a database system for all ground operations personnel starting from management level down to the last personnel and update if necessary Director and Deputy Director - Ground Operations.
- N. Maintain a database system of all stations contact list and update ground operations management on any changes.

- O. Check and sort out with corporate relations mail room clerk all ground operations incoming mail and distribute to the concerned ground operations personnel.
- P. Ensure that all administrative actions required by Director and Deputy Director Ground Operations is executed promptly and coordinated well in advance.
- Q. Act on any ground operations management instruction as deemed necessary.

3. Required Experience

- A. 2 years work experience in aviation industry

4. Required Skills

- A. Independent or able to work in a group of operation team.
- B. Computer literate and familiar with Microsoft Office (Word, Excel, etc.).
- C. Good organizational skills

5. Required Qualifications

- A. Diploma in Airport Services or any related course.

6. Required Certificates

N/A

2.4 Ground Operations Performance Group (GOPG)

2.4.1 General

Ground Operation procedures are determined through Ground Operations Performance Group for final endorsement by Director, Ground Operations, and will be recorded within the appropriate manual. Procedures can be proposed and submitted to GOPG by any department according to the Ground Operations Reporting Structure.

2.4.2 Functions of GOPG

The Ground Operations Performance Group will be held to review operational performance and policies. It will be chaired by Director Ground Operations, and will be responsible for the:

- 1) Development and review of operating policies for ground operations.
- 2) Propose policy changes, review safety cases for any changes that may affect areas of ground operation policies, procedures and/or standards.
- 3) Review scope of those manuals and publications that are appropriate to ground operations.
- 4) Establish processes to review policy or procedural change within Ground Operations to ensure compliance is achieved and maintained.
- 5) Ensure the impact of changes to legislation are understood and reflected in the ground handling manual.
- 6) The Group must ensure such standards and procedures are fully compliant with regulatory requirements.
- 7) Review and monitor quality standards and procedures through effective quality audits.
- 8) Development and Implementation of effective and integrated safety and quality process.
- 9) All proposed, revised or new policies or alternative means of compliance will be taken to the Director Ground Operations for approval.
- 10) Review and Enhancement of Training and Standards.
- 11) Review Departmental, Operational, Safety and Performance KPIs,
- 12) Review and Issuance of operations and safety Bulletin, Memos and Notices,
- 13) Review of the implementation of flynas SMS and QMS.
- 14) Review of findings from Audits, Inspections, Spot Check and Safety Investigations.

2.4.3 Member of GOPG

The following are the members of the Ground Handling Procedure Group (GOPG), which are as follows:

1. Director, Operations
2. Sr. Manager, Airport Operations
3. Sr. Manager, Training and Quality

4. Office Support Supervisor,
5. Manager, International Airport
6. Manager, Domestic Airports,
7. Manager, Cost Control,
8. Manager, Quality
9. Manager, Training
10. Manager, Mishandling Baggage (MHB)
11. Manager, Hub Station
12. Representative, Safety Department
13. Representative, Quality Department
14. Representative, Customer Service Unit,
15. Representative, Catering
16. Any other departments like flight operations, IFS, OCC, etc maybe invited upon agreement from Director, Ground Operations.

2.4.4 Departmental Groups Review

Flynas Ground Operations Department are required to be part of the following groups for the enhancement of safety, operational procedures and policies. These are as follows:

- 1) Safety Action Group (SAG)
- 2) Safety Review Board (SRB)
- 3) Other Groups participation as instructed by Director, Ground Operation.

2.4.5 Frequency of Meeting

Flynas GOPS department shall hold this meeting minimum of once every calendar month but not limited to this.

2.4.6 Circulating of Meeting Minutes and Action Item Tracking.

At the end of every meeting, the minutes of the meeting shall be produced with the following:

1. Issues discussed,
2. Actions plan to be taken,
3. Attendance Sheet,
4. Responsibility – which individual would be conducting the task – (department name is not acceptable),
5. Date first action noted,
6. Target deadline – this deadline shall not be changed in order to track on time deliverables.
7. Amended Deadline – This will be noted beside the target deadline in order to track in case of delays.
8. Finish Date.
9. Remarks

10. Next schedule meeting date, location, and agenda.

2.5 Handling Agency/Third Party Contractors or Companies

SGHA Agreement

Where handling companies performs an activity that affects matters for Ground Operations, a written agreement shall exist between the relevant station/section and the handling company indicating the required standard of any sub-contract activity.

In conjunction with Ground Operations Department, the station/section will require confirmation of compliance with applicable legislation, Ground Operations safety policy and the contractual arrangements between the two companies.

The Manager Airports and/or the local manager/supervisor responsible for the activity will:

- 1) Evaluate the handling companies on the basis of their ability to meet specified requirements for performing ground operations activity. Ground Handling Agent Assessment, must be followed for assessing/selecting GHA's that may be required to perform ground handling activities.
- 2) Establish written procedures for proper control and measurement against agreed performance standards.
- 3) Establish that the handling agent is able to manage and perform any corrective action that may be required subsequent to any audits or inspections.
- 4) Ensure that the handling agent is fully aware of the need to monitor and exercise control on any third party that he may use in the course of performing his duties.
- 5) Where an internal customer/supplier relationship exists, a written Service Level Agreement (SLA) is recommended. Both contract and SLA should:
 - A. Specify, define and document requirements.
 - B. Clearly identify performance specifications and service standards.
 - C. Include measurable performance and service standards
 - D. Identify how amendments to a contract are made and correctly communicated to the relevant parts of the organization.
 - E. Be made available for inspection.

The manager airports services and/or the local manager/supervisor responsible must hold regular meetings with the handling company minimum of once every fortnight (15days), with "Safety and Security included as part of the Agenda. Minutes must be maintained and documented for inspection.

2.6 General Responsibilities of All Airport Staff

In addition to the individual roles and tasks described in the previous paragraphs, all staff shall assume an equal responsibility for:

- 1) The security of all restricted areas of the airport,
- 2) Passenger security and safety in all areas,
- 3) Awareness and control of loose articles and items that could result in Foreign Object Damage (FOD) to aircraft,
- 4) Awareness and intervention of any suspicious persons or articles that may be encountered,
- 5) Awareness and intervention of any identified Dangerous goods item that may be present while conducting their daily job function.
- 6) Promote flynas SMS,
- 7) Promote the brand of Flynas.
- 8) Submit Reports (GOPs, Safety)- if there is a doubt whether to submit a report or not, the staff shall always submit the report.
- 9) Strictly follow the flynas prescribed policies and procedures at all the time and if in doubt, then the staff shall always revert to the latest revision of flynas GHM and consult his/her Line Manager.

2.7 Designation and Managerial Continuity

2.7.1 General Statement and Authority

In order to ensure the managerial continuity when operational managers, including Director Ground Operations, are absent from work, the following will apply:

All deputies shall assume the associated responsibilities and accountabilities for which they are deputizing.

In the event of Director Ground Operations being absent, Senior Manager, Airport Operations will continue with their normal responsibilities and will report directly to the Accountable Manager.

In any of the above circumstances, the relevant management community will be made aware of this through established communications such as e-mail, fax, phone, etc.

Furthermore, as part of their Business Continuity plans, all operational areas are required to document how managerial continuity is maintained when operational managers are absent from the workplace. This will include how the information is communicated to appropriate staff.

2.7.2 Procedure to Assign Delegation

- 1) Deputies for the key management positions are specified in the duties and responsibilities of that position description in section 2.3 of this chapter.
- 2) Manager/Supervisor, shall communicate to all relevant internal and external parties with the following information:
 - A. Name and Position of the person assuming the responsibility;
 - B. Time/Date of start and end,
 - C. The delegated persons contact details,
- 3) A Handover shall be provided to the delegated person on the actions to perform and pending issues,
- 4) Before the delegation, the person should attend meetings with the Manager in order to have the understanding and knowledge of current and future plans.
- 5) The flynas Management shall be communicate with the delegation.
- 6) Delegated person shall be briefed on the company ERP in order to be able to deal with any emergencies arising.

2.7.3 Guidance on nominating the staff for delegation

- 1) The delegated person shall be qualified to the level acceptable to assume responsibility.
- 2) Delegated person shall be aware of relevant current and upcoming actions/task achievement by the senior management.
- 3) Delegated person shall have good leadership and communication skills with front line employees and senior management.
- 4) Delegated shall be aware of the daily operational issues and be capable of dealing high stressful problems.

2.7.4 Communications

- 1) DGO will ensure that regulatory and key requirements are communicated to the appropriate safety & quality units within Ground Operations through e-mail using group e-mail addresses.
- 2) It is the responsibilities of each department to further communicate to their respective areas through the quickest means possible.
- 3) All Delegations shall be communicated to relevant external and internal departments for the continuation of managerial activity.

2.8 General Communication

Flynas Ground Operations Management have established the follow communication channel in order to keep departmental staff all informed with the latest progress, new policies and procedures, but also to other department whether its flynas or GHA or Third Contractor.

This is done through the following and such update records are maintained:

1. Emails
2. Phone Calls ONLY relating to urgent matter which shall be followed by written bulletin,
3. Performance Groups Meetings,
4. Bulletin, Memos, and Notices,
5. Off Site meeting announcements,
6. Flynas Ground Operations dedicated Intranet,
7. Other means like Staff Ipads and etc.

2.9 Management of Change

Changes to the organizational structure or transfer of responsibility that affect safety shall be managed in accordance with flynas Safety Policy, ensuring that appropriate assessment is made to identify the affect of changes that may affect safety and quality which is not to be compromised at any point.

This risk assessment shall be conducted in accordance with Flynas safety management system and the procedure that is prescribed in the Flynas Safety Management System (SMS) Manual.

2.10 Personnel Standards and Responsibility

All staff engaged in ground handling (**Flynas** and GHA) must be thoroughly familiar with all policies and procedures laid down by **Flynas** at all times.

While initial and recurrent training may cover many of these aspects the obligation is on the individual staff members to ensure that all work practices are in accordance with Kingdom of Saudi Arabia's General Authority of Civil Aviation (GACA) direction, regulations and company policies and procedures.

2.10.1 Responsibility Distribution

All procedures and responsibilities are subject to local conditions, practices and contract arrangements.

Note: The ramp supervisor has overall control of the turnaround

Table 1 PRE-ARRIVAL

TASK	DIRECT RESPONSIBILITY
FOD check of stand area before arrival of aircraft	Marshaller
Control of turnaround	Ramp Supervisor
Docking guidance system switched on, or Marshaller availability	Ramp Supervisor
equipment and personnel in position ready for aircraft arrival all behind marked lines or in safe areas	Ramp Supervisor

Table 2 ARRIVAL

TASK	DIRECT RESPONSIBILITY
A/C taxis on to stand	Marshaller
A/C is chocked, (engines switched off and anti-collision lights switched off)	Marshaller
Mobile steps or air bridge maneuvers into position – banks men used to control positioning of steps	Ramp supervisor
height and stability and lighting of steps are checked	Ramp Supervisor
Safe positioning of air bridge is checked	Ramp Supervisor
Wing cones or passenger guidance chains deployed	Ramp Supervisor
Crew given clearance to open a/c doors	Ramp Supervisor
Walkways clear or coaches in position	Ramp Supervisor
PAX allowed to disembark	Ramp Supervisor
Reduced Mobility PAX disembark by use of suitable equipment e.g. ambulift	Cabin crew/ ambulift crew

2.11 Personnel Conduct and Standards

Flynas, GHA staff must:

- 1) Never compromise safety and adhere to company policies and procedures at all times,
- 2) Not consume illegal psychoactive substances while on duty or perform company duties while under the influence of psychoactive substances,
- 3) Dress in a manner appropriate to their duties, as per the company policy and procedures,
- 4) Wear company issued uniform only while on/or travelling to and from duty,
- 5) Maintain issued uniforms or equipment in a clean and serviceable condition,
- 6) Refrain from smoking, eating, chewing or drinking while in public view,
- 7) Comply with laws regarding smoking in terminals or on tarmac areas,
- 8) Report for duty on time to commence duties at the scheduled time and remain on duty, as required until all tasks are completed,
- 9) Notify immediate supervisor as soon as possible if unable to commence duty for any reason,
- 10) Not behave in a manner that would bring the Airline into disrepute, and
- 11) Adhere to the compulsory wearing of Personal Protective Equipment whilst on duty in the workplace.

2.12 Psychoactive Substances

The purpose of this policy is to ensure the highest standards of employee safety, productivity, reliability and efficiency in company operations as well as maintain a workplace free of psychoactive substances and their abuse.

The Policies are designed to help prevent accidents and injuries resulting from the problematic use of psychoactive substances by employees who perform safety sensitive functions in the Company.

Director of HR **Flynas** is the responsible person to control Policies with regard to the problematic use of psychoactive substances, prevention and Safety Program in compliance to the regulatory requirements.

Director HR will ensure the implementation of the Policies across the Company network.

Further details of the psychoactive substances policy can be viewed in the Psychoactive Substances Manual (also known as Drug and Alcohol Manual).

2.13 Attendance for Duty

Staff must ensure they arrive at their place of duty in sufficient time to commence duties at the required time. Should this not be possible, the immediate supervisor or manager must be informed as soon as practical.

Staff should arrive in a well rested manner. Personnel are required to remain alert in order to carry out their functions to the highest possible level.

2.14 No Smoking Policy

Flynas have a strict No-Smoking policy. All Staff, GHA, Third Part Contractors shall abide this policy and shall refrain from smoking in flynas premises, aircrafts, around the aircraft, jet bridge and where no smoking signs are displayed.

Smoking is only permitted in the designated smoking areas for staff.

2.15 Station Audit and Review

Station operation Services Audit/ Review will be conducted periodically. All services provided must be as per the GHA Agreement and with the SLAS with GHA or as specified in the GHM and other manuals. Station Managers at station will do a minimum once a month and the relevant audit document shall be maintained at the station and be kept for future audit requirements.

This will be further audited by flynas Quality Department. for maintenance of service quality and standards.

2.16 Statement to Media

Flynas staff or contractors are not permitted to pass on information or make statements to the media.

All requests are to be directed to the Flynas Public Relation (PR) Department and or the designated representative of the airline at the time.

2.17 Ground Operations Department Memberships

2.17.1 Airport Authority Meetings

Ground Operations Department are required to attend frequently Airport Management Meeting where flynas have any opportunity to highlight the issues being faced at the airport.

2.17.2 Safety Committee – KSA

Saudi Arabia or other countries may have a state wide safety committee for aviation, it is encourage for flynas to participate in these meeting in order to promote flynas plus gained latest update in the industry relating to regulations or business expansion.

2.17.3 International Membership

Flynas Ground Operations department will gain memberships to various organizations relevant to ground operation in order to assist in the enhancement of flynas operations.

2.18 Minimum Manual Requirement – Station Office

All online stations must have the following **Flynas** manuals at stations for ready reference. All staff must be familiar with contents of following manuals.

Station Manager and/or GHA designate are responsible for periodical updating of the manual:

- 1) Ground Handling Manual, (Via GCPL)
- 2) Cargo Operation Manual (Via GCPL)
- 3) Operation Manual Part A, (Via GCPL)
- 4) Emergency Response Manual, (Via GCPL)
- 5) Psychoactive Substance Policy, (Via GCPL)
- 6) Safety Management System Manual, (Via GCPL) and
- 7) Transportation of Dangerous Goods Manual. (If Applicable, Via GCPL)

2.19 Records System

2.19.1 Documentation and Records

Refer to corporate manual document and records control

All documentation used in the conduct or support of Ground Handling Operations:

- 1) Contains legible and accurate information;
- 2) Is presented in a format that is appropriate for use by Ground and Cargo operations personnel;
- 3) If applicable, is accepted or approved by the Authority

All records related to all Ground Handling Operations activities shall be maintained as records for at least three month from the date of Flight. It must be ensured by staff that information entered is legible and accurate.

The content and retention of records shall be in accordance with requirements of the GACA, and operational records are subjected to standardized processes for:

- 1) Identification;
- 2) Legibility;
- 3) Maintenance;
- 4) Retention and retrieval;
- 5) Protection and security;
- 6) Disposal or deletion (electronic records).

Please refer to General Manual (Document Control Section) for records retention.

2.19.2 Electronic Recording System

- 1) **Storage and Retrieval:** Whereas Flynas uses Ground Operations Performance Dashboard (GPD) intranet an electronic system for the management and control of records is utilized, the system shall provide for a scheduled generation of back-up files. To preclude the loss of records due to hardware or software failures, the electronic system shall be programmed to create back-up files on a schedule basis.
- 2) **Security:** The system must be capable of producing paper copies of the viewed information at the request of a GACA or AIB authorized representative.
 - A. Any electronic recordkeeping system must—
 - i. Ensure that records are retained for the periods prescribed in this part.
 - ii. Protect confidential information.
 - iii. Ensure that the information is not altered in an unauthorized way.
- 3) **Audit:** Flynas shall conduct an audit of the electronic recordkeeping system every 60 days and retain a record of the audit as per GACAR 121.1567. The audit may be performed automatically by the computer program.
- 4) **Procedures:** Before employing an electronic recordkeeping system, flynas shall incorporate electronic recordkeeping procedures into its operations manual to include the following:
 - A. Procedures for making required records available to authorized AIB personnel and GACA inspectors. If the computer hardware and software

system is not compatible with the GACA and AIB systems, flynas must provide an employee or representative to assist in accessing the necessary electronic information.

- B. Procedures for reviewing the electronic personal identification codes system to ensure that the system will not permit password duplication.
- C. Procedures for auditing the electronic recordkeeping system as required in paragraph 2.19.2 (3) of this section.
- D. Audit procedures to ensure the integrity of each computerized workstation unless the workstations are server based and contain no inherent attributes that enable or disable access.
- E. Procedures describing how flynas will ensure that the electronic records are transmitted in accordance with the appropriate regulatory requirements.
- F. Procedures to ensure that records required to be transferred with an aircraft are in a format (either electronic or on paper) that is acceptable to the new aircraft owner/operator.
- G. A description of requirements and training necessary to authorize access to the computer hardware and software system.
- H. For electronic recordkeeping systems employing digital or electronic signatures, guidelines for authorized representatives of the certificate holder to use electronic signatures and to have access to the appropriate records.

2.19.3 Personal Records

Flynas Ground Operations department shall maintain the personal records of all staff (management, managers, supervisors, etc). These records shall include the following:

- 1) Full Name of the staff;
- 2) Date of birth;
- 3) ID copy – Airport/Flynas;
- 4) Passport and Iqama (Resident Permit) copy;
- 5) All qualifications and certificates.

2.19.4 Training Records

Training records of each Flynas ground operations personnel are accessible through the GOPS dashboard.

Flynas Ground Operations department will maintain the personnel training records with the following minimum:

- 1) The individual names;
- 2) Course Name;
- 3) The most recent training completion date;

- 4) Description of course profile;
- 5) Instructor Name and signature;
- 6) The name and address of the organization providing the training;
- 7) Evidence of test result showing that it has been completed satisfactorily;
- 8) Shall also show the due date for mandatory and refresher training.

Record shall be made available when requested by the Flynas Safety, Quality department, GACA and AIB.

2.19.5 Retention Period

- 1) The retention period for the record in section 2.19.3 and 2.19.4 shall be retained for a period of 3 years.
- 2) When employee is released from duty, his/her records shall be retained for a minimum 6 months from the date of last working day/night.

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2.0 Organization

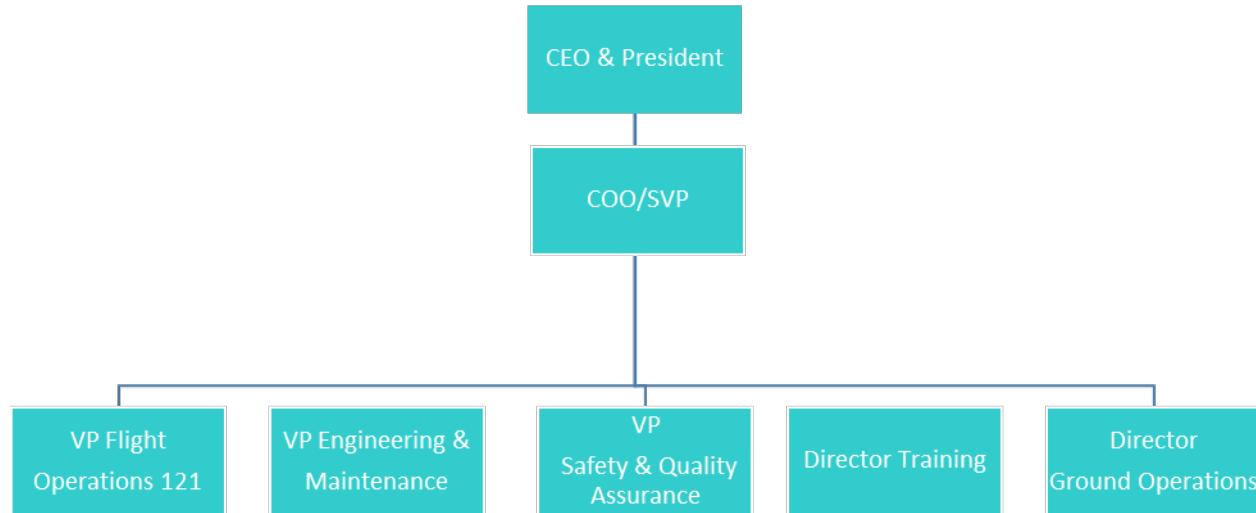
2.1 Applicability

The organization structure, duties and responsibilities laid down in this chapter shall be applicable to all Flynas staff, Ground Handling Agents and any other contracted third party or outsource facilities.

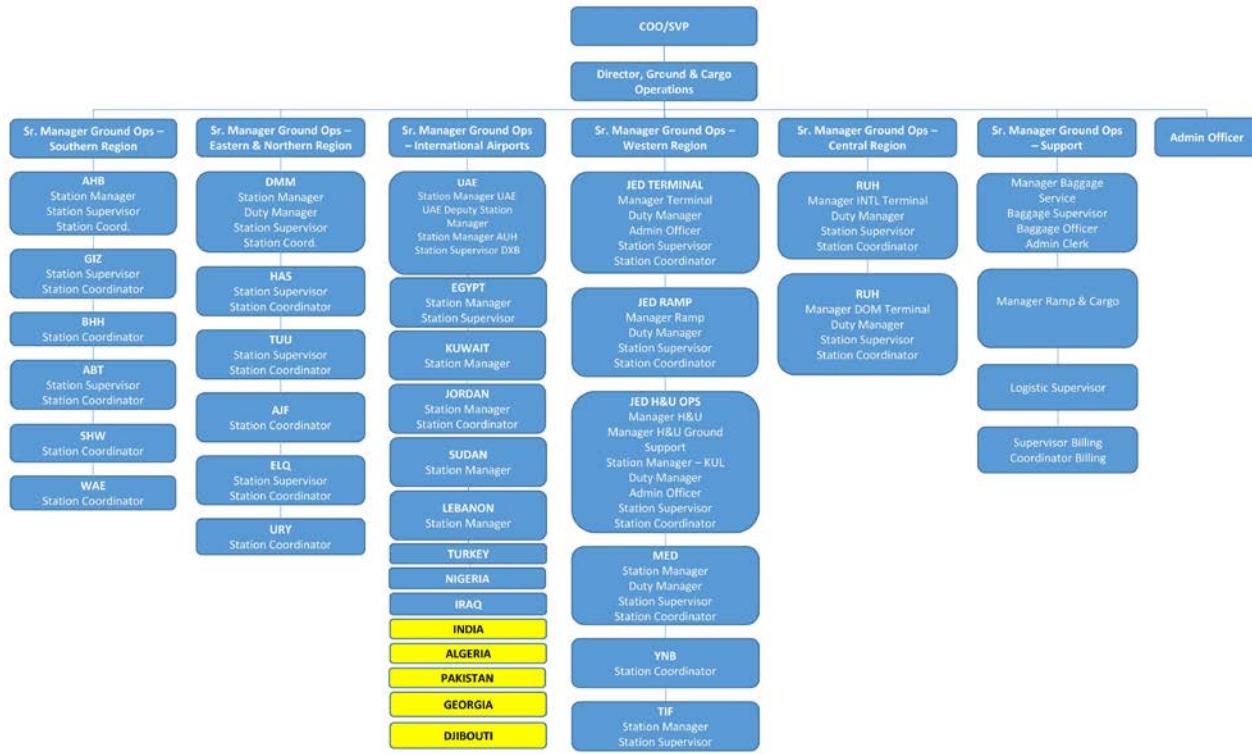
The applicable hierarchy shall be followed at all time but with an exemption when it comes to safety, then the prescribed safety reporting procedures in Chapter 4 of this manual which connects any level employee directly with the Flynas Safety Department shall be followed.

2.2 Organization Structure

2.2.1 Flynas Executive Structure



2.2.2 Flynas Ground Operations Department Structure



2.3 Duties and Responsibilities

2.3.1 Director, Ground and Cargo Operations

1. Reporting Line

Chief Operating Officer – COO/SVP

2. Duties and Responsibilities

- A. The authority to make decisions regarding risk tolerability with respect to the safety and/or security of ground handling operations
- B. Ensures that Ground handling operations are conducted in accordance with applicable regulations and standards of Flynas
- C. Ensures control of ground handling operations and the management of safety and security outcomes
- D. To contribute as a member of the senior management team of FLYNAS to the development & implementation of the overall growth strategy with particular emphasis on Ground Operations matters.
- E. To lead, develop, agree & effectively implement the Ground Operations strategy, operating plan and budget to deliver highly cost-effective and efficient services that meet customer expectations and support achievement of strategic market/revenue, customer retention and cost-containment goals and targets.
- F. To ensure cost-effective and efficient Ground Operations services to meet/exceed customer expectations through establishing, implementing, distributing and monitoring/enforcing compliance with effective policies, procedures and standards governing all operational activities and promoting effective quality assurance/management culture and practice.
- G. To drive and ensure cost-effective performance of Ground Operations through the development and effective implementation/use of financial and performance monitoring systems, planning and using resources in the most effective manner to assist the company in meeting operational standards and targets
- H. To ensure delivery against strategic aims, objectives and standards through establishing and managing an effective organization structure for Ground Operations, assigning responsibilities and authority levels appropriately to provide effective operational control and supervision of activities that impact upon customer satisfaction, safety, cost-effectiveness and legal operation.
- I. To ensure high-quality and efficient Ground Operations to meet customer expectations by negotiating cost-effective Ground Handling agreements and liaising with various government agencies.
- J. To deliver a consistent and highly effective service to customers through selecting, supervising, training, equipping and monitoring performance of all staff and subcontracted ground handling providers against agreed standards of performance/behavior, taking effective and prompt action to ensure corrective action is taken with regard to any breaches

- K. To monitor performance/safety records, constructing reports as required & proactively seeking, recommending, leading & supporting cost-effective initiatives/changes to improve products/quality systems/approaches to meet needs/expectations & enhance customers' perceptions of FLYNAS products.
- L. To support operational efficiency through ensuring all ground handling facilities are cost-effectively maintained/available to ensure safe, legal and effective fulfillment of ground handling obligations and requirements
- M. To select, direct, develop & motivate Ground Operations managers and staff to deliver the highest levels of professional performance, further build their capabilities and achieve established objectives and targets.
- N. To effectively assist and encourage the implementation of fly safety management system within the ground operations departments.
- O. Monitor the effectiveness and progression of flynas safety management system.
- P. Submit Aircraft ground damages, occurrences or events associated with ground operations, which results in a near miss or aircraft damage

3. Required Experience

- A. 10 years of Experience in ground operations/handling in commercial aviation company.

4. Required Skills

- A. Independent or able to work in a group of operation team.
- B. Excellent analytical and problem solving skills.
- C. Strong communications Skills
- D. Computer literate and familiar with Microsoft Office (Word, Excel).
- E. Excellent communications skills.

5. Required Qualifications

- A. Diploma in Airport Services or any related course.

2.3.2 Senior Manager, Airport Operations

1. Reporting Line

Director, Ground Operations

2. Duties and Responsibilities

- A. To contribute as a member of the senior management team of FLYNAS to the development & implementation of the overall growth strategy with particular emphasis on Ground Operations matters.
- B. To drive and ensure cost-effective performance of Ground Operations through the development and effective implementation/use of financial and performance monitoring systems, planning and using resources in the most effective manner to assist the company in meeting operational standards and targets
- C. To lead, develop, agree & effectively implement the Ground Operations strategy, operating plan and budget to deliver highly cost-effective and efficient services that meet customer expectations and support achievement of strategic market/revenue, customer retention and cost-containment goals and targets.
- D. To ensure delivery against strategic aims, objectives and standards through establishing and managing an effective organization structure for Ground Operations, assigning responsibilities and authority levels appropriately to provide effective operational control and supervision of activities that impact upon customer satisfaction, safety, cost-effectiveness and legal operation.
- E. To ensure high-quality and efficient Airports Operations to meet customer expectations by negotiating cost-effective Ground Handling agreements and liaising with various government agencies.
- F. To deliver a consistent and highly effective service to customers through selecting, supervising, training, equipping and monitoring performance of all staff and subcontracted ground handling providers against agreed standards of performance/behavior, taking effective and prompt action to ensure corrective action is taken with regard to any breaches
- G. To monitor performance/safety records, constructing reports as required & proactively seeking, recommending, leading & supporting cost-effective initiatives/changes to improve products/quality systems/approaches to meet needs/expectations & enhance customers' perceptions of FLYNAS products.
- H. To support operational efficiency through ensuring all ground handling facilities are maintained/available to ensure safe, legal and effective fulfillment of ground handling obligations and requirements.

- I. To select, direct, develop & motivate airports operations teams to deliver the highest levels of professional performance, further build their capabilities and achieve established objectives and targets.

3. Required Experience

- A. 10 years of Experience in ground operations/handling in commercial aviation company.

4. Required Skills

- A. Ability to communicate fluently in spoken and written Arabic & English.
- B. Ability to be well organized, able to work on own initiative and under pressure, Strong communications Skills
- C. Computer literate and familiar with Microsoft Office (Word, Excel).
- D. Excellent in Customer Service
- E. Leadership Qualities & Strong communication skills.
- F. Excellent team-management and motivational skills
- G. Excellent analytical and problem solving skills
- H. Independent or able to work in a group of operation team.

5. Required Qualifications

- A. Diploma in Airport Services or any related course.

6. Required Certificates

N/A

2.3.3 Senior Manager GOPS – Support

1. Reporting Line

Director, Ground and Cargo Operations

2. Duties and Responsibilities

- A. Oversee cargo contracted service providers.
- B. Coordinate oversight of cargo operations with Station Managers
- C. Ensure all regulatory requirements are met by each vendor.
- D. Responsible for establishing and administration of Lost and Found Policy of FLYNAS.
- E. Develop professional relationship with internal and external customer to ensure effective cargo operations.
- F. Strategically lead and manage the Cargo, billing, lost and found to run smoothly and efficiently in line with company policies, safety and security requirements; and ensure our customers always feel special, valued and recognized.
- G. Develop and carry out Quality Assurance audits of cargo vendors.
- H. Implement a review and risk assessment process on all SOPs and working practices to identify any unsafe practice areas for quality improvement.
- I. Other duties as assigned by the Director of Ground Operations

3. Required Experience

- A. 5 years in Service Industry background where of at least 3 years must be with a reputable airline or Ground Handling Organization.
- B. Relevant experience in auditing, delivery of training in the areas of ground operations.

4. Required Skills

- A. Excellent in Customer Service
- B. People Management in multicultural environment.
- C. Excellent analytical and problem solving skills.
- D. Must be fluent in written and spoken English with good communication skills.
- E. Computer literate and familiar with Microsoft Office (Word, Excel).

- F. Independent or able to work in a group of operation team.
- G. Knowledge in GACA and IATA Cargo Handling Procedures and Regulations
- H. Knowledge in SITA WorldTracer System

5. Required Qualifications

5 years in Service Industry background where of at least 3 years must be with a reputable airline or Ground Handling Organization.

6. Required Certificates

N/A

2.3.4 Senior Manager, Domestic Airports

1. Reporting Line

Senior Manager, Airport Operations

2. Duties and Responsibilities

- A. Ensure that flynas Mission and Vision are achieved through the attainment of approved Department objectives.
- B. Ensure compliance of both organic and contracted personnel to corporate policies, regulations, quality, security, safety and customer service standard in accordance with GACARs, IOSA and other applicable regulations.
- C. Assist the Senior Manager Airport Operations in the over-all management of all Domestic Airport operations.
- D. Manage the performance of his Station Managers, heads of Domestic Stations and other incumbent directly reporting to him; including performance reviews, recommendations on discipline, rewards and annual increases
- E. Manage the performance of all third party service providers engaged in the pursuit of efficient operations of all his international stations.
- F. Initiate negotiation/renewal of international airports operations-related contracts, and recommend positions to be taken on commercial and operational items therein; this includes but is not limited to ground handling contract, diversion contracts, contracts with airport authority and the like.
- G. Ensures on time departure and arrival of flights.
- H. Ensure cost efficient operations and resources are managed accordingly.
- I. Prepare, finalize and recommend the stations' yearly budget per schedule.
- J. Monitors compliance to budget and submit actual vs. budget expense report.
- K. Monitor/review systems, procedures and standards and recommend changes thereon to ensure good customer experience.
- L. Coordinate with other departments on flight scheduling, station opening and changes in over-all flight profile to ensure smooth international operations.
- M. Performs other tasks as may be assigned by Director, Ground Operations

3. Required Experience

- A. 5-10 years of Experience in ground operations/handling in commercial aviation company.

4. Required Skills

- A. Ability to communicate fluently in spoken and written Arabic & English.
- B. Ability to be well organized, able to work on own initiative and under pressure, Strong communications Skills
- C. Computer literate and familiar with Microsoft Office (Word, Excel).
- D. Excellent in Customer Service
- E. Leadership Qualities & Strong communication skills.
- F. Excellent team-management and motivational skills
- G. Excellent analytical and problem solving skills
- H. Independent or able to work in a group of operation team.

5. Required Qualifications

- A. Diploma in Airport Services or any related course.

6. Required Certificates

N/A

2.3.5 Senior Manager, International Airports

1. Reporting Line

Senior Manager, Airport Operations

2. Duties and Responsibilities

- N. Ensure that flynas Mission and Vision are achieved through the attainment of approved Department objectives.
- O. Ensure compliance of both organic and contracted personnel to corporate policies, regulations, quality, security, safety and customer service standard in accordance with GACARs, IOSA and other applicable regulations.
- P. Assist the Senior Manager Airport Operations in the over-all management of all international Airport operations.
- Q. Manage the performance of his Regional Area Managers, heads of International Stations and other incumbent directly reporting to him; including performance reviews, recommendations on discipline, rewards and annual increases
- R. Manage the performance of all third party service providers engaged in the pursuit of efficient operations of all his international stations.
- S. Initiate negotiation/renewal of international airports operations-related contracts, and recommend positions to be taken on commercial and operational items therein; this includes but is not limited to ground handling contract, diversion contracts, contracts with airport authority and the like.
- T. Ensures on time departure and arrival of flights.
- U. Ensure cost efficient operations and resources are managed accordingly.
- V. Prepare, finalize and recommend the stations' yearly budget per schedule.
- W. Monitors compliance to budget and submit actual vs. budget expense report.
- X. Monitor/review systems, procedures and standards and recommend changes thereon to ensure good customer experience.
- Y. Coordinate with other departments on flight scheduling, station opening and changes in over-all flight profile to ensure smooth international operations.
- Z. Performs other tasks as may be assigned by Director, Ground Operations

3. Required Experience

- A. 5-10 years of Experience in ground operations/handling in commercial aviation company.

4. Required Skills

- A. Ability to communicate fluently in spoken and written Arabic & English.
- B. Ability to be well organized, able to work on own initiative and under pressure, Strong communications Skills
- C. Computer literate and familiar with Microsoft Office (Word, Excel).
- D. Excellent in Customer Service
- E. Leadership Qualities & Strong communication skills.
- F. Excellent team-management and motivational skills
- G. Excellent analytical and problem solving skills
- H. Independent or able to work in a group of operation team.

5. Required Qualifications

- A. Diploma in Airport Services or any related course.

6. Required Certificates

N/A

2.3.6 Manager, Baggage Service

1. Reporting Line

Senior Manager, Airport Operations

2. Duties and Responsibilities

- A. Assure effective delegation of tasks and responsibilities to the Supervisors and their subordinates.
- B. Exercising cost control in expenditure and operating cost within the approved budget.
- C. Ensure company's rules and regulations are understood and strictly adhered to at all times
- D. Ensuring compliance with the applicable workplace health and safety regulations.
- E. Ensuring compliance with security regulation.
- F. Maintain close relations with civil aviation, airport authorities' officials to facilitate smooth operations and improve company image.
- G. Ensuring flynas brand is effectively represented at specific airports.
- H. To maintain the standard and ensure to offer good quality customer services at all times.
- I. Overseeing and managing of day-to-day performance standards as identified.
- J. Prepare and compile reports, statistic, and budgets in respect to related activities.
- K. Ensuring contract obligations and terms of service level agreements are enforced at all times.
- L. Drive through change to enhance and improve the ground operations product
- M. Providing direction and support as required to internal departments within flynas with a view to improving operational performance within the network.
- N. Prepare and obtain agreement to annual financial budget and annual operational plan for all business areas in baggage service management, detailing capital expenditure, expenditure budgets and operational requirements.

- O. Ensuring dress standards and code of conduct of GHA personnel are within company standards.
- P. Identify training needs for all staff and recommend programs for manpower development.
- Q. To set-up tracing procedures and up-date these procedures according to IATA resolution/recommended practice and World Tracer System.
- R. To represent flynas in the World Tracer Conferences and participate in other regional meetings related to Mishandled Baggage.
- S. To handle all related problems in the World Tracer System with IATA and SITA Resolution/Recommended Practice.
- T. To monitor Stations for the performance of Baggage Services to meet the objectives of mishandled Baggage percentage and recovery ratio.
- U. To issue discrepancies, monthly/ quarterly/ annually report of Station's performance on wrongly tagged/ short-shipped/ wrongly loaded baggage.
- V. To design all Forms used for baggage services "LL".
- W. To support stations for effective tracing of baggage.
- X. To send circulars, bulletins to all concerned Baggage Services Section System Wide as necessary.
- Y. Analyze/Prepare all sorts of Station Discrepancies and to dispatch to all concerned via Email.
- Z. Monitor Stations performance activities if compliance to Baggage Procedures and World Tracer System.
- AA. Receive/Arrange Reports related to Tracing and Store on monthly/quarterly/annually basis.
- HH. Conduct meetings with stations managers and GHA managements in kingdom
- BB. Assist and guide Stations to improve their performance.
- CC. Assist Stations to resolve any obstacles related to baggage services Section
- DD. Coordination with World Tracer Management for Updates/Outage/Amendments/Enhancements.
- EE. Attend IATA/SITA meetings issues related to mishandled baggage in the Airlines Industries.
- FF. Monitor HDQXY main store (LZ) and Incoming/Outgoing Email and entire activities.
- GG. Monitor multi requests from stations and not responded by Stations or out kingdom to discuss all issues related to mishandled baggage and for improvement in recovery Ratio.

3. Required Experience

- A. 10 years of Experience in ground operations/handling in commercial aviation company.

4. Required Skills

- A. Strong communications Skills
- B. Computer literate and familiar with Microsoft Office (Word, Excel).
- C. Excellent in Customer Service
- D. Leadership Qualities & Strong communication skills.
- E. Excellent team-management and motivational skills
- F. Excellent analytical and problem solving skills
- G. Independent or able to work in a group of operation team.

5. Required Qualifications

- A. Diploma in Airport Services or any related course.

6. Required Certificates

N/A

2.3.7 Manager, Cost Control

1. Reporting Line

Senior Manager, Airport Operations

2. Duties and Responsibilities

1. Coordinates with Estimating Unit and Finance & Accounting Department in establishing Project Chart of Accounts of Contract job.
2. Preparation of project schedule after contract award. This includes the original baseline schedule, manpower and equipment schedule and all subsequent field working schedules required per the contract requirements.
3. Timely allocation, distribution and assessment of manpower resource to project in accordance with qualification and skills requirements.
4. Monitors and evaluate Cost / Man-hour performance on Weekly and Monthly basis and prepare Executive Summary Report to Top Management.
5. Analyzing cost & revenue trends and reporting problems or potential problems to Executive Management.
6. Set-up Cost Control System to monitor all invoices and payables.
7. Organize Cost Control Project task force unit composed of cost engineers, cost clerks/encoders in periodical cost reporting and evaluation i.e. daily, weekly and monthly reports.
8. Monitoring, reporting and forecasting project cost & revenue trends .
9. AnalyzingcostrevenuetrendsandreportingproblemsorpotentialproblemstoProjectManagement.
10. Monitoring, reporting and forecasting actual versus scheduled progress, productivity and reporting problems or potential problems to Project and Executive management.
11. Assist in evaluating Capital Expenditures, Proposals/Review and justification; recommend solutions to above problems where possible.
12. Lead the Project Cost Control Unit in the preparation of terminal cost reports upon completion of project and collaborates with Finance & Accounting Department for the preparation of Profit & Loss Statement of completed projects.
13. Maintaining controls records for the duration of the project. Archiving controls records as required.
14. Provide assistance on Extra Works and Claim Issues in collaboration with Project Manager and Estimating Unit.

3. Required Experience

- A. 5 years of Experience in ground operations/handling in commercial aviation company.

4. Required Skills

- A. Ability to communicate fluently in spoken and written Arabic & English.
- B. Ability to be well organized, able to work on own initiative and under pressure, Strong communications Skills
- C. Computer literate and familiar with Microsoft Office (Word, Excel).
- D. Excellent in Customer Service
- E. Leadership Qualities & Strong communication skills.
- F. Excellent team-management and motivational skills
- G. Excellent analytical and problem solving skills
- H. Independent or able to work in a group of operation team.

5. Required Qualifications

- A. Diploma in Airport Services or any related course. Or Finance

6. Required Certificates

N/A

2.3.8 Manager, Commissary and Logistics

1. Reporting Line

Senior Manager, Airport Operations

2. Duties and Responsibilities

- A. Manage the staff for stores up keeping.
- B. Manage monthly report of the store's items and provide approval for the reorder of the items.
- C. Review with the senior management and relevant department on the reported discrepancies.
- D. Manage schedule and un-schedule inspection on the buses are in good condition to transport the crew.
- E. Establish and review of the policy and procedures of the department.
- F. Receive and secure any goods belong to the company coming in arrival flights.
- G. Interchange - send and/or receive- commissary items between the stations and meeting the supplier to receive the goods and proceed to the stocking.
- H. Observe the commissary staff and ensure they are performing the duty in proper way.
- I. Meet the venders\Suppliers and receive the request items with ensure matching with PO's.
- J. Finalize invoices payment with finance if needed and advise the supplier accordingly.

3. Required Experience

- A. Minimum 4 years or work experience in equivalent field.

4. Required Skills

- A. Ability to communicate fluently in spoken and written Arabic & English.
- B. Ability to be well organized, able to work on own initiative and under pressure,
- C. Strong communications Skills
- D. Computer literate and familiar with Microsoft Office (Word, Excel).
- E. Good Scheduling and Planning Skills
- F. Excellent Knowledge of airport regulations and structure.
- G. Interaction and communication skills must be able to communicate with vendors and service provider.

5. Required Qualifications

- A. Diploma in Airport Services or any related course.

6. Required Certificates

N/A

2.3.9 Manager, Station

1. Reporting Line

- A. International Stations – Manager, International Airports (as applicable)
- B. Domestic Stations - Manager, Domestic Airports (as applicable)

2. Duties and Responsibilities

- A. Ensure that the day to day operations activities to obtain maximum safety, punctuality and efficient handling of aircraft, guests, cargo and ramp services according to company's needs
- B. Acting as the custodian of all flynas manuals at the airport and maintaining these in an up-to-date condition in accordance with company requirements
- C. Assure effective delegation of tasks and responsibilities to the Station Supervisors and their subordinates
- D. Exercising cost control in expenditure and operating cost within the approved budget.
- E. Performing administrative duties as required such as the verification and reconciliation of airport revenue and expenditures items.
- F. Ensure company's rules and regulations are understood and strictly adhered to at all times
- G. Ensuring compliance with the applicable workplace health and safety regulations
- H. Ensuring compliance with security regulations
- I. Maintain close relations with civil aviation, airport authorities' officials to facilitate smooth operations and improve company image
- J. Ensuring flynas brand is effectively represented at specific airports.
- K. To maintain the standard and ensure to offer good quality customer services at all times
- L. Overseeing and managing of day-to-day performance standards as identified
- M. Prepare and compile reports, statistic, and budgets in respect to airport related activities.
- N. Ensuring contract obligations and terms of service level agreements are enforced at all times.
- O. Drive through change to enhance and improve the ground operations product
- P. Ensuring all airport staff including GHA are trained and certified for their assigned duties
- Q. Providing direction and support as required to internal departments within flynas with a view to improving operational performance within the network.
- R. Prepare and obtain agreement to annual financial budget and annual operational plan for all business areas in the station, detailing capital expenditure, expenditure budgets and operational requirements
- S. Assure continuous station readiness and effective response to emergency cases

- T. Ensuring dress standards and code of conduct of GHA personnel are within company standards
- U. Recommending procedural or system changes to the Manager Airports to improve efficiency and safety with a view to cost minimization
- V. Identify training needs for all staff and recommend programs for manpower development
- W. During unforeseen/planned/un-planned disruptions, your presence at the airport is mandatory to facilitate the operation.
- X. Meet with the ground handling suppliers at least once a month with a view to identifying and improving service standards
- Y. Overseeing management of baggage claims
- Z. To perform various other operation / administrative functions as required by the Manager, Airport (as applicable International/Domestic)

3. Required Experience

- A. 5 years in Service Industry background where of at least 3 years shall be from the airport ground operations.

4. Required Skills

- A. Ability to be well organized, able to work on own initiative and under pressure, Strong communications Skills
- B. Computer literate and familiar with Microsoft Office (Word, Excel).
- C. Excellent in Customer Service
- D. Leadership Qualities & Strong communication skills.
- E. Excellent team-management and motivational skills
- F. Excellent analytical and problem solving skills
- G. Independent or able to work in a group of operation team.
- H. Familiarity with technical writing process.

5. Required Qualifications

- A. Diploma in Airport Services or any related course.

6. Required Certificates

N/A

2.3.10 Deputy, Station Manager

1. Reporting Line

Station Manager

2. Duties and Responsibilities

- A. Ensure that the day to day operations activities to obtain maximum safety, punctuality and efficient handling of aircraft, guests, cargo and ramp services according to company's needs
- B. Acting as the custodian of all flynas manuals at the airport and maintaining these in an up-to-date condition in accordance with company requirements
- C. Assure effective delegation of tasks and responsibilities to the Station Supervisors and their subordinates
- D. Exercising cost control in expenditure and operating cost within the approved budget.
- E. Performing administrative duties as required such as the verification and reconciliation of airport revenue and expenditures items.
- F. Ensure company's rules and regulations are understood and strictly adhered to at all times
- G. Ensuring compliance with the applicable workplace health and safety regulations
- H. Ensuring compliance with security regulations
- I. Maintain close relations with civil aviation, airport authorities' officials to facilitate smooth operations and improve company image
- J. Ensuring flynas brand is effectively represented at specific airports.
- K. To maintain the standard and ensure to offer good quality customer services at all times
- L. Overseeing and managing of day-to-day performance standards as identified
- M. Prepare and compile reports, statistic, and budgets in respect to airport related activities.
- N. Ensuring contract obligations and terms of service level agreements are enforced at all times.
- O. Drive through change to enhance and improve the ground operations product
- P. Ensuring all airport staff including GHA are trained and certified for their assigned duties
- Q. Providing direction and support as required to internal departments within nas with a view to improving operational performance within the network.
- R. Prepare and obtain agreement to annual financial budget and annual operational plan for all business areas in the station, detailing capital expenditure, expenditure budgets and operational requirements
- S. Assure continuous station readiness and effective response to emergency cases
- T. Ensuring dress standards and code of conduct of GHA personnel are within company standards

- U. Recommending procedural or system changes to the Manager Airports to improve efficiency and safety with a view to cost minimization
- V. Identify training needs for all staff and recommend programs for manpower development
- Z. During unforeseen/planned/un-planned disruptions, your presence at the
- W. Meet with the ground handling suppliers at least once a month with a view to identifying and improving service standards
- X. Overseeing management of baggage claims
- Y. To perform various other operation / administrative functions as required by the Manager, Airport (as applicable International/Domestic)

3. Required Experience

- A. 5 years in Service Industry background where of at least 3 years shall be from the airport ground operations.

4. Required Skills

- A. Ability to be well organized, able to work on own initiative and under pressure, Strong communications Skills
- B. Computer literate and familiar with Microsoft Office (Word, Excel).
- C. Excellent in Customer Service
- D. Leadership Qualities & Strong communication skills.
- E. Excellent team-management and motivational skills
- F. Excellent analytical and problem solving skills
- G. Independent or able to work in a group of operation team.
- H. Familiarity with technical writing process.

5. Required Qualifications

- A. Diploma in Airport Services or any related course.

6. Required Certificates

N/A

2.3.11 Duty Station Manager

1. Reporting Line

Station Manager

2. Duties and Responsibilities

- A. Providing operational support to ensure all activities and outcomes are delivered in strict accordance with the company safety, security and customer relations policies and such policies are adhered to at all times.
- B. Establishing and maintaining local procedures in line with the airline's standards
- C. Exercising cost control in expenditure and operating cost within the approved budget. Coordinate and maintain good relationship with other departments including the airport authority committee.
- D. To ensure all tools and other equipment needed for services are serviceable and well-maintained.
- E. Ensure effective procedures are in place to cover all activities before aircraft arrival, during turn round and after departure, covering sales, check-in, departure control, documentation, unloading, loading, cleaning, transportation, crew liaison, communication, etc.
- F. Prepare and compile reports, statistic, and budgets in respect to airport related activities.
- G. To ensure all telexes, E-mails, Phones and baggage handling claims are timely executed.
- H. To maintain the standard and ensure to offer good quality customer services at all times.
- I. Build and maintain an efficient operation team and seek to gain and retain the cooperation of the individual
- J. Supervise & Monitor all Mishandled Baggage Claims
- K. During unforeseen/planned/un-planned disruptions, your presence at the airport is mandatory to facilitate the operations
- L. Maintain the station log, recording all flights movement and pertinent detail, monitor staff attendance, overtime recording
- M. Proactively minimizing any operational impact to the company's performance standards and consistently delivery of the customer recovery management policy.

- N. Monitoring services performed by the service partner on a day to day basis in accordance with the Service Level Agreement (SLA).
- O. To ensure baggage handling to its highest quality, targeting zero baggage discrepancy. Attend and respond to guest complaints promptly and professionally.
- P. Providing operational support and direction to ground handling suppliers for delay and disruption handling activities.
- Q. Coordinate with Airport Civil Aviation Authority, Immigration Authority and other Agencies for Station requirements and guest handling procedures prior to flight arrival and departure.
- R. Ensure Safety and security of Aircraft and passengers
- S. Monitor any discrepancy and report that to Station Manager immediately
- T. Check, monitor, indent, and distribute stationary stock to ensure availability of stock.
- U. Supervision of Loading and Offloading of Aircraft
- V. To perform various other administrative functions as required by the Station Manager.
- W. To ensure the operation efficiency of all pre/post flight handling procedures.
- X. Ensure all communication, operational or administration, are action promptly

3. Required Experience

- A. 5 years in Service Industry background where of at least 3 years shall be from the airport ground operations.

4. Required Skills

- A. Computer literate and familiar with Microsoft Office (Word, Excel).
- B. Ability to be well organized, able to work on own initiative and under pressure, Strong communications Skills
- C. Excellent in Customer Service
- D. Leadership Qualities & Strong communication skills.
- E. Excellent team-management and motivational skills
- F. Excellent analytical and problem solving skills
- G. Independent or able to work in a group of operation team.
- H. Familiarity with technical writing process.

5. Required Qualifications

- A. Diploma in Airport Services or any related course.

6. Required Certificates

N/A

2.3.12 Station Supervisor

1. Reporting Line

Station Manager

2. Duties and Responsibilities

- A. Exercising cost control in expenditure and operating cost within the approved budget. Coordinate and maintain good relationship with other departments including the airport authority committee.
- B. To ensure all tools and other equipment needed for services are serviceable and well maintained.
- C. Ensure effective procedures are in place to cover all activities before aircraft arrival, during turn round and after departure, covering sales, check-in, departure control, documentation, unloading, loading, cleaning, transportation, crew liaison, communication, etc.
- D. Prepare and compile reports, statistic, and budgets in respect to airport related activities.
- E. To ensure all telexes, E-mails, Phones and baggage handling claims are timely actioned.
- F. Monitor flights closing.
- G. To maintain the standard and ensure to offer good quality customer services at all times.
- H. Ensure that GHA is following SLA.
- I. Follow up any pending issues with GHA, airport authorities or service providers as a supporting hand to SM & provide feedback.
- J. Ensure station is using correct forms and documents.
- K. To ensure baggage handling to its highest quality, targeting zero baggage discrepancy. Attend and respond to guest complaints promptly and professionally.
- L. Build and maintain an efficient operation team and seek to gain and retain the cooperation of the individual
- M. Supervise all Mishandled Baggage Claims
- N. During unforeseen/planned/un-planned disruptions, your presence at the airport is mandatory to facilitate the operations
- O. To perform various other administrative functions as required by the Station Manager
- P. To perform various other administrative functions as required by the Station Manager.
- Q. Coordinate with Airport Civil Aviation Authority, Immigration Authority and other Agencies for Station requirements and guest handling procedures prior to flight arrival and departure
- R. Ensure Safety and security of Aircraft and passengers
- S. Monitor any discrepancy and report that to Station Manager immediately

- T. Check, monitor, indent, and distribute stationary stock to ensure availability of stock.
- U. Supervision of Loading and Offloading of Aircraft
- V. Check trip file on daily basis for all flights and ensure that all required flight docs are available and have been filed.
- W. To ensure the operation efficiency of all pre/post flight handling procedures.
- X. Report issues and delays directly to concerned dept. same day, copy Station Manager and Ground OPS management.
- Y. Send NCR's to report any delays or discrepancies direct to GHA, copy to Station Manager and other Ground OPS management.

3. Required Experience

- A. 3 years relevant work experience where of at least 2 years shall be from the airport ground operations

4. Required Skills

- A. Computer literate and familiar with Microsoft Office (Word, Excel).
- B. Ability to be well organized, able to work on own initiative and under pressure,
- C. Fluent in Arabic and English.
- D. Strong communications Skills.
- E. Good Organizational Skills.
- F. Excellent team-management and motivational skills.
- G. Excellent analytical and problem solving skills.

5. Required Qualifications

- A. Diploma In Airport Services or any other related.

6. Required Certificates

N/A

2.3.13 Office Support Supervisor

1. Reporting Line

Senior Manager, Airport Operations

2. Duties and Responsibilities

- A. Review all billing and payment advise for accuracy and required supporting documents, prior to approval process.
- B. Coordination with Station Heads regarding monthly meetings and trainings; and prepares travel and hotel accommodation for personnel/attendees.
- C. Monitor and manage all incoming and outgoing documents, correspondences, memos and etc.
- D. Act as the administrator of GACA related documents and correspondences.
- E. Coordinate distribution and shipment of Airport Services Department's ramp equipment.
- F. Liaises with all Airport Services Department sub units on procedures, directives and guidelines.
- G. Provides assistance to Director, Ground Operations on his administrative concerns. Performs other tasks as may be assigned by the Director, Ground Operations.

3. Required Experience

- A. 5 years of Experience in ground operations/handling in commercial aviation company.

4. Required Skills

- A. Ability to communicate fluently in spoken and written Arabic & English.
- B. Ability to be well organized, able to work on own initiative and under pressure, Strong communications Skills
- C. Computer literate and familiar with Microsoft Office (Word, Excel).
- D. Excellent in Customer Service
- E. Leadership Qualities & Strong communication skills.
- F. Excellent team-management and motivational skills
- G. Excellent analytical and problem solving skills
- H. Independent or able to work in a group of operation team.

5. Required Qualifications

- A. Relevant certificate relating ground operations.

6. Required Certificates

N/A

2.3.14 Logistic Supervisor

1. Reporting Line

Senior Manager, Airport Operations

2. Duties and Responsibilities

- A. Maintain the stores cleaned, arranged and up to standard.
- B. Monitor the level of the store's items and request when reach the reorder level.
- C. Record any discrepancies and report them immediately.
- D. Maintain the buses are in good condition to transport the crew.
- E. Monitor crew movement and register the movement timing with cover if need
- F. Cover all commissary & stationery tasks and provide cleaning team by desired commissary items with maintain smooth move for the items between the stores (Commercial terminal stores and private aviation stores)
- G. Receive and secure any goods belong to the company coming in arrival flights.
- H. Handle the stationery requests and follow up till ultimate destination.
- I. Interchange - send and/or receive- commissary items between the stations and meeting the supplier to receive the goods and proceed to the stocking.
- J. Follow up with GR for renewing gate pass, car pass, and airport driving license.
- K. Observe the commissary staff and ensure they are performing the duty in proper way.
- L. Meet the venders\Suppliers and receive the request items with ensure matching with PO's.
- M. Finalize invoices payment with finance if needed and advise the supplier accordingly.

3. Required Experience

- A. 5 years of Experience in ground operations/handling in commercial aviation company.

4. Required Skills

- A. Ability to communicate fluently in spoken and written Arabic & English.
- B. Ability to be well organized, able to work on own initiative and under pressure, Strong communications Skills
- C. Computer literate and familiar with Microsoft Office (Word, Excel).
- D. Excellent in Customer Service
- E. Leadership Qualities & Strong communication skills.
- F. Excellent team-management and motivational skills
- G. Excellent analytical and problem solving skills

H. Independent or able to work in a group of operation team.

5. Required Qualifications

- A. Diploma in Airport Services or any related course.

6. Required Certificates

N/A

2.3.15 Administration Supervisor

1. Reporting Line

Senior Manager, Airport Operations

2. Duties and Responsibilities

- A. Coordinate to various ground operations personnel important matters as directed by ground operations management by verbal instruction or e-mail.
- B. Generate travel authorizations to ground operations management and personnel as directed.
- C. Generate duty travel expense report as directed.
- D. Issue purchase requisitions i.e. staff uniform, laptop and SIM requirement, office supplies, etc.
- E. Manage ground operations online e-filing via EDMS and hard copy filing system.
- F. Coordinate to Human Resources Department various issues such as ground operations leave request, medical insurance claim, company I.D. request, position status notification (PSN), business card request, employee overtime claim, etc.
- G. Coordinate to Government Relations Department various issues such as company guest visit visa request, iqama renewal, exit/re-entry visa, etc.
- H. Coordinate flight, hotel, and car reservation to corporate relations – travel services unit.
- I. Coordinate with Finance Department unpaid invoices of various ground handling agents and update Director of Ground Operations. Also, to coordinate various issues such as duty travel cash advance request, individual expense report reimbursement, GACA payments i.e. airport lease contracts, etc.
- J. Coordinate with Information Technology Department all ground operations IT requirements and e-mail address request as directed.
- K. Coordinate with Facilities Engineering all ground operations related maintenance work request.
- L. Coordinate with legal department all airport lease (offices and counters) contracts and update Director and Deputy Director - Ground Operations and Manager – Airport Services.
- M. Maintain a database system for all ground operations personnel starting from management level down to the last personnel and update if necessary Director and Deputy Director - Ground Operations.
- N. Maintain a database system of all stations contact list and update ground operations management on any changes.

- O. Check and sort out with corporate relations mail room clerk all ground operations incoming mail and distribute to the concerned ground operations personnel.
- P. Ensure that all administrative actions required by Director and Deputy Director - Ground Operations is executed promptly and coordinated well in advance.
- Q. Act on any ground operations management instruction as deemed necessary.

3. Required Experience

- A. 2 years of work experience in aviation industry.

4. Required Skills

- A. Computer literate and familiar with Microsoft Office (Word, Excel).
- B. Ability to be well organized, able to work on own initiative and under pressure,
- C. Fluent in Arabic and English.
- D. Strong communications Skills.
- E. Good Organizational Skills.
- F. Excellent team-management and motivational skills.
- G. Excellent analytical and problem solving skills.

5. Required Qualifications

- A. Diploma in Airport Services or any related course.

6. Required Certificates

N/A

2.3.16 Ground Operations Billing Supervisor

1. Reporting Line

Senior Manager, Airport Operations

2. Duties and Responsibilities

- A. Daily Checking & signing the flight Ground operation work orders after cross checked with the ground operation availing services documents i.e.:
 - I. Air craft cleaning check list
 - II. Technical ground equipment's check list.
 - III. Baggage handling check list
 - IV. Transportation check list
 - V. Work orders details matching with Flight schedule
 - VI. Work orders ground operation services crossed checking with Ground operation report GHS-SGS & FLYNAS.
 - VII. Ground operation cost controlling by each flight work order
- B. Controlling & Assisting the International and domestic station flight Ground operation services cost as per above work orders procedures.
- C. Preparing the monthly report and updating daily basis the Ground operation service COST for managements.
- D. International and domestic station Ground operations and others services suppliers checking the invoices as per GHS-AGREEMENTS and others agreements.
- E. Controlling Ground operation cost through GHS & OTHERS INVOICES as per agreements/Contracts.
- F. Studying & Applying the GHS-AGREEMENTS as per SGHS-Edition.2013
- G. Coordinating with finance & accounts for financial matters and GHS-INVOICES payments process.
- H. Coordination with Audit for Ground operational financial over Head Charges.
 - I. Preparing Airport Traffic statistics monthly report for KKIA & GACA.
 - J. Preparing monthly & updating flight handing data daily basis.
 - K. Preparing monthly report Total Passenger turnover for analysis the stations
 - L. Preparing EBT RATE OF COLLECTION ANALYSIS REPORT Monthly Basis.
 - M. Preparing Monthly Airports/Stations Total Ticket Sales Analysis Report and matching with system.
 - N. Coordinating with Revenue for the Airports/stations Ticket Sales daily basis and monthly basis for matching the Airport Revenue.
 - O. Preparing International and Domestics Ticket & EBT sales analysis Report.
 - P. Weaving Excess Baggage Report preparing monthly basis and up dating daily.

Q. Ground operation cost controlling by each flight work order

3. Required Experience

- A. 3 years of work experience in aviation industry.

4. Required Skills

- A. Computer literate and familiar with Microsoft Office (Word, Excel).
- B. Ability to be well organized, able to work on own initiative and under pressure,
- C. Fluent in Arabic and English.
- D. Strong communications Skills.
- E. Good Organizational Skills.
- F. Excellent team-management and motivational skills.
- G. Excellent analytical and problem solving skills.

5. Required Qualifications

- A. Diploma in finance or similar accounting background.

6. Required Certificates

N/A

2.3.17 Training and Quality Specialist

1. Reporting Line

Senior Manager, Training

2. Duties and Responsibilities

- A. Plan and prepare training modules as required.
- B. Scheduling and planning of training courses for the staff.
- C. Scheduling and planning audits and safety inspections in-conjunction with the safety, quality and security department.
- D. Assisting safety department in Risk Assessment of new stations.
- E. Promotion of flynas safety management system with in the organisations.
- F. Review of training system, records and training modules.

3. Required Experience

- A. 5-10 years of Experience in ground operations/handling in commercial aviation company.

4. Required Skills

- A. Ability to communicate fluently in spoken and written Arabic & English.
- B. Ability to be well organized, able to work on own initiative and under pressure, Strong communications Skills
- C. Computer literate and familiar with Microsoft Office (Word, Excel).
- D. Excellent in Customer Service
- E. Leadership Qualities & Strong communication skills.
- F. Excellent team-management and motivational skills
- G. Excellent analytical and problem solving skills
- H. Independent or able to work in a group of operation team.

5. Required Qualifications

- A. Diploma in Airport Services or any related course.
- B. Train to trainer course.
- C. Certificates in the course relating to ground operations.
- D. Auditor Training.
- E. SMS Training.

6. Required Certificates

N/A

2.3.18 Ground Operations Billing Specialist

1. Reporting Line

Senior Manager, Airport Operations

2. Duties and Responsibilities

- A. Daily Checking & signing the flight Ground operation work orders after cross checked with the ground operation availing services documents i.e.:
 - I. Air craft cleaning check list
 - II. Technical ground equipment's check list.
 - III. Baggage handling check list
 - IV. Transportation check list
 - V. Work orders details matching with Flight schedule
 - VI. Work orders ground operation services crossed checking with Ground operation report GHS-SGS & FLYNAS.
 - VII. Ground operation cost controlling by each flight work order
- B. Controlling & Assisting the International and domestic station flight Ground operation services cost as per above work orders procedures.
- C. Preparing the monthly report and updating daily basis the Ground operation service COST for managements.
- D. International and domestic station Ground operations and others services suppliers checking the invoices as per GHS-AGREEMENTS and others agreements.
- E. Controlling Ground operation cost through GHS & OTHERS INVOICES as per agreements/Contracts.
- F. Studying & Applying the GHS-AGREEMENTS as per SGHS-Edition.2013
- G. Coordinating with finance & accounts for financial matters and GHS-INVOICES payments process.
- H. Coordination with Audit for Ground operational financial over Head Charges.
 - I. Preparing Airport Traffic statistics monthly report for KKIA & GACA.
 - J. Preparing monthly & updating flight handing data daily basis.
 - K. Preparing monthly report Total Passenger turnover for analysis the stations
 - L. Preparing EBT RATE OF COLLECTION ANALYSIS REPORT Monthly Basis.
 - M. Preparing Monthly Airports/Stations Total Ticket Sales Analysis Report and matching with system.
 - N. Coordinating with Revenue for the Airports/stations Ticket Sales daily basis and monthly basis for matching the Airport Revenue.
 - O. Preparing International and Domestics Ticket & EBT sales analysis Report.
 - P. Weaving Excess Baggage Report preparing monthly basis and up dating daily.

3. Required Experience

- A. 3 years of Work Experience in aviation industry.

4. Required Skills

- A. Ability to be well organized, able to work on own initiative and under pressure,
- B. Computer literate and familiar with Microsoft Office (Word, Excel).
- C. Strong communications Skills.
- D. Good Organizational Skills.
- E. Excellent team-management and motivational skills.
- F. Excellent analytical and problem solving skills.

5. Required Qualifications

- A. Diploma in Finance or similar accounting background.

6. Required Certificates

N/A

2.3.19 Baggage Officer

1. Reporting Line

Manager, Mishandling Baggage

2. Duties and Responsibilities

- A. Responsible to set-up tracing procedures and up-date these procedures according to IATA resolution/recommended practice and World Tracer System.
- B. To ensure all telexes, Emails, phone and handling claims are timely auctioned.
- C. To maintain the standard and ensure to offer good quality customer service at all time
- D. Saving all unclaimed baggage
- E. Following FLZ (unclaimed baggage sent to HDQ).
- F. Following up international and domestic stations baggage service daily reports.
- G. Connecting between all station claims and unclaimed baggage day by day.
- H. Feeding unclaimed reports in the system by registering contains to enable highly match percentage with pending claims.
- I. Retrieving all pending claims and searching for suitable match.
- J. Follow up requests sent by other stations.
- K. Tracing for any possibility match with other airlines main store.
- L. Saving found property and contact the passengers to collect.
- M. Following up world tracer action files and messages
- N. To ensure baggage handling to its highest quality, targeting Zero baggage discrepancy, attend and respond to guest complaints promptly and professionally.

3. Required Experience

- A. 2 years of work in baggage lost & found department.

4. Required Skills

- A. Ability to communicate fluently in spoken and written Arabic & English.
- B. Ability to be well organized, able to work on own initiative and under pressure,
- C. Strong communications Skills
- D. Computer literate and familiar with Microsoft Office (Word, Excel).
- E. Excellent in Customer Service
- F. Excellent analytical and problem solving skills
- G. Independent or able to work in a group of operation team.

5. Required Qualifications

- A. High School Graduation Certificate.

6. Required Certificates

N/A

2.3.20 Coordinator, Commissary

1. Reporting Line

Manager, Commissary and Logistic

2. Duties and Responsibilities

- A. Maintain the stores cleaned, arranged and up to standard.
- B. Monitor the level of the store's items and request when reach the reorder level.
- C. Record any discrepancies and report them immediately.
- D. Maintain the buses are in good condition to transport the crew.
- E. Monitor crew movement and register the movement timing with cover if need
- F. Cover all commissary & stationery tasks and provide cleaning team by desired commissary items with maintain smooth move for the items between the stores (Commercial terminal stores and private aviation stores)
- G. Receive and secure any goods belong to the company coming in arrival flights.
- H. Handle the stationery requests and follow up till ultimate destination.
- I. Interchange - send and/or receive- commissary items between the stations and meeting the supplier to receive the goods and proceed to the stocking.
- J. Follow up with GR for renewing gate pass, car pass, and airport driving license.
- K. Observe the commissary staff and ensure they are performing the duty in proper way.
- L. Meet the venders\Suppliers and receive the request items with ensure matching with PO's.
- M. Finalize invoices payment with finance if needed and advise the supplier accordingly.

3. Required Experience

- A. Minimum 2 Years work experience in equivalent field.

4. Required Skills

- A. Interaction and communication skills must be able to communicate with vendors and service provider.
- B. Physically fit.
- C. Computer literate and familiar with Microsoft Office (Word, Excel, etc.).
- D. Good verbal and written English & Arabic.
- E. Ability to work under pressure.
- F. Excellent knowledge of airport regulations and structure.

5. Required Qualifications

- A. High School Graduation Certificate

6. Required Certificates

N/A

2.3.21 Traffic Coordinator

1. Reporting Line

Station Manager

2. Duties and Responsibilities

- A. Fully adhere to all operational procedures (SOP) with regards to travel, immigration and safety regulations.
- B. Monitor the overall operation performance; targeting areas of concern and ensuring adequate levels of staff & resource are available to deal with operation.
- C. Ensure effective procedures are in place that cover activities of aircraft arrival, turn round and departure such as but not limited to sales, check-in, boarding, departure control, documentation, unloading, loading, cleaning, transportation, crew liaison, communication, safety & security etc.
- D. Identify and meet the standard and special service requirements of the passengers at check-in, transfer desk, special services and boarding gates by adhering to the set service standards and procedures so that the passengers are handled in a friendly and efficient manner.
- E. Collect briefing sheet and staff allocation, check all the counters equipment's and stationary, report any shortfalls to GHA shift management,
- F. Prepare and compile reports, statistic, and budgets in respect to airport related activities.
- G. To ensure all telexes, E-mails, Phones and baggage handling claims are timely auctioned.
- H. Provide a proactive service to passengers prior to check-in such as, managing queues, removing old baggage tags, handling denied boarding passenger, staff passengers, helping families, identifying those with special needs and code share passengers, so that they are directed to the relevant check-in counters and are handled efficiently.
- I. Monitor booked loads and ensure to plane strategy to handle overbookings or weight problems, which would necessitate the upgrade/downgrade of customers, seeking voluntary offloads & dealing with resulting denied boarding customers,
- J. Communicate and enforce safety regulations,
- K. Ensure security regulations are enforced, including Security Questioning at point of check-in; passenger profiling, correct procedures for passenger baggage reconciliation are carried out.
- L. Manage shift according operational need, ensuring that all areas of the airport operation covered on shift. Assess the greatest need for assistance and support at any one time,
- M. Initiate boarding at the gates, following laid down boarding priorities, announcements, hand baggage removal, flight coupon reconciliation and head

count confirmation in order to assist the process for a safe and on time departure of Flynas flights. For flights boarding from remote, ensure the handling procedure applies.

- N. Deliver an efficient service at the transfer desks for arriving Flynas passengers who are connecting to another Flynas flights by verifying that their baggage details are recorded prior to checking in passenger and issuing boarding cards where appropriate so that the transfer passengers are processed accurately and expeditiously.
- O. Ascertain the handling requirements of the various categories of passengers (e.g. wheelchair, elderly and incapacitated etc.) then ensures that appropriate special services and facilities are provided to meet the special services requirements of the customers.
- P. Checks messages from outstations relating to short shipped baggage and ensures that those passengers who are affected are notified as soon as they reach the baggage arrival carousels, then escorts or directs passengers to the GHA Baggage Services Office where necessary and assists with the raising of Property Irregularity reports, the issuance of Interim relief payments and the restoration of items left on board aircraft, so that passengers are not kept waiting unnecessarily.

3. Required Experience

- A. 2 years experience in a customer service role and knowledge of airline passenger and baggage handling preferable.

4. Required Skills

- A. Independent or able to work in a group of operation team.
- B. Able to read, write and speak fluently Arabic & English.
- C. Excellent in Customer Service & communication skills,
- D. Ability to adaptability and Innovation.
- E. Computer literate and familiar with Microsoft Office (Word, Excel). Good typing skill will be advantage.

5. Required Qualifications

- A. High School Graduation Certificate.

6. Required Certificates

N/A

2.3.22 Administration Clerk – Domestic Airports

1. Reporting Line

Administration Supervisor

2. Duties and Responsibilities

- A. Coordinate to various ground operations personnel important matters as directed by ground operations management by verbal instruction or e-mail.
- B. Generate travel authorizations to ground operations management and personnel as directed.
- C. Generate duty travel expense report as directed.
- D. Issue purchase requisitions i.e. staff uniform, laptop and SIM requirement, office supplies, etc.
- E. Manage ground operations online e-filing via EDMS and hard copy filing system.
- F. Coordinate to Human Resources Department various issues such as ground operations leave request, medical insurance claim, company I.D. request, position status notification (PSN), business card request, employee overtime claim, etc.
- G. Coordinate to Government Relations Department various issues such as company guest visit visa request, iqama renewal, exit/re-entry visa, etc.
- H. Coordinate flight, hotel, and car reservation to corporate relations – travel services unit.
- I. Coordinate with Finance Department unpaid invoices of various ground handling agents and update Director of Ground Operations. Also, to coordinate various issues such as duty travel cash advance request, individual expense report reimbursement, GACA payments i.e. airport lease contracts, etc.
- J. Coordinate with Information Technology Department all ground operations IT requirements and e-mail address request as directed.
- K. Coordinate with Facilities Engineering all ground operations related maintenance work request.
- L. Coordinate with legal department all airport lease (offices and counters) contracts and update Director and Deputy Director - Ground Operations and Manager – Airport Services.
- M. Maintain a database system for all ground operations personnel starting from management level down to the last personnel and update if necessary Director and Deputy Director - Ground Operations.
- N. Maintain a database system of all stations contact list and update ground operations management on any changes.

- O. Check and sort out with corporate relations mail room clerk all ground operations incoming mail and distribute to the concerned ground operations personnel.
- P. Ensure that all administrative actions required by Director and Deputy Director Ground Operations is executed promptly and coordinated well in advance.
- Q. Act on any ground operations management instruction as deemed necessary.

3. Required Experience

- A. 2 years work experience in aviation industry

4. Required Skills

- A. Independent or able to work in a group of operation team.
- B. Computer literate and familiar with Microsoft Office (Word, Excel, etc.).
- C. Good organizational skills

5. Required Qualifications

- A. Diploma in Airport Services or any related course.

6. Required Certificates

N/A

2.4 Ground Operations Performance Group (GOPG)

2.4.1 General

Ground Operation procedures are determined through Ground Operations Performance Group for final endorsement by Director, Ground Operations, and will be recorded within the appropriate manual. Procedures can be proposed and submitted to GOPG by any department according to the Ground Operations Reporting Structure.

2.4.2 Functions of GOPG

The Ground Operations Performance Group will be held to review operational performance and policies. It will be chaired by Director Ground Operations, and will be responsible for the:

- 1) Development and review of operating policies for ground operations.
- 2) Propose policy changes, review safety cases for any changes that may affect areas of ground operation policies, procedures and/or standards.
- 3) Review scope of those manuals and publications that are appropriate to ground operations.
- 4) Establish processes to review policy or procedural change within Ground Operations to ensure compliance is achieved and maintained.
- 5) Ensure the impact of changes to legislation are understood and reflected in the ground handling manual.
- 6) The Group must ensure such standards and procedures are fully compliant with regulatory requirements.
- 7) Review and monitor quality standards and procedures through effective quality audits.
- 8) Development and Implementation of effective and integrated safety and quality process.
- 9) All proposed, revised or new policies or alternative means of compliance will be taken to the Director Ground Operations for approval.
- 10) Review and Enhancement of Training and Standards.
- 11) Review Departmental, Operational, Safety and Performance KPIs,
- 12) Review and Issuance of operations and safety Bulletin, Memos and Notices,
- 13) Review of the implementation of flynas SMS and QMS.
- 14) Review of findings from Audits, Inspections, Spot Check and Safety Investigations.

2.4.3 Member of GOPG

The following are the members of the Ground Handling Procedure Group (GOPG), which are as follows:

1. Director, Operations
2. Sr. Manager, Airport Operations
3. Sr. Manager, Training and Quality

4. Office Support Supervisor,
5. Manager, International Airport
6. Manager, Domestic Airports,
7. Manager, Cost Control,
8. Manager, Quality
9. Manager, Training
10. Manager, Mishandling Baggage (MHB)
11. Manager, Hub Station
12. Representative, Safety Department
13. Representative, Quality Department
14. Representative, Customer Service Unit,
15. Representative, Catering
16. Any other departments like flight operations, IFS, OCC, etc maybe invited upon agreement from Director, Ground Operations.

2.4.4 Departmental Groups Review

Flynas Ground Operations Department are required to be part of the following groups for the enhancement of safety, operational procedures and policies. These are as follows:

- 1) Safety Action Group (SAG)
- 2) Safety Review Board (SRB)
- 3) Other Groups participation as instructed by Director, Ground Operation.

2.4.5 Frequency of Meeting

Flynas GOPS department shall hold this meeting minimum of once every calendar month but not limited to this.

2.4.6 Circulating of Meeting Minutes and Action Item Tracking.

At the end of every meeting, the minutes of the meeting shall be produced with the following:

1. Issues discussed,
2. Actions plan to be taken,
3. Attendance Sheet,
4. Responsibility – which individual would be conducting the task – (department name is not acceptable),
5. Date first action noted,
6. Target deadline – this deadline shall not be changed in order to track on time deliverables.
7. Amended Deadline – This will be noted beside the target deadline in order to track in case of delays.
8. Finish Date.
9. Remarks

10. Next schedule meeting date, location, and agenda.

2.5 Handling Agency/Third Party Contractors or Companies

SGHA Agreement

Where handling companies performs an activity that affects matters for Ground Operations, a written agreement shall exist between the relevant station/section and the handling company indicating the required standard of any sub-contract activity.

In conjunction with Ground Operations Department, the station/section will require confirmation of compliance with applicable legislation, Ground Operations safety policy and the contractual arrangements between the two companies.

The Manager Airports and/or the local manager/supervisor responsible for the activity will:

- 1) Evaluate the handling companies on the basis of their ability to meet specified requirements for performing ground operations activity. Ground Handling Agent Assessment, must be followed for assessing/selecting GHA's that may be required to perform ground handling activities.
- 2) Establish written procedures for proper control and measurement against agreed performance standards.
- 3) Establish that the handling agent is able to manage and perform any corrective action that may be required subsequent to any audits or inspections.
- 4) Ensure that the handling agent is fully aware of the need to monitor and exercise control on any third party that he may use in the course of performing his duties.
- 5) Where an internal customer/supplier relationship exists, a written Service Level Agreement (SLA) is recommended. Both contract and SLA should:
 - A. Specify, define and document requirements.
 - B. Clearly identify performance specifications and service standards.
 - C. Include measurable performance and service standards
 - D. Identify how amendments to a contract are made and correctly communicated to the relevant parts of the organization.
 - E. Be made available for inspection.

The manager airports services and/or the local manager/supervisor responsible must hold regular meetings with the handling company minimum of once every fortnight (15days), with "Safety and Security included as part of the Agenda. Minutes must be maintained and documented for inspection.

2.6 General Responsibilities of All Airport Staff

In addition to the individual roles and tasks described in the previous paragraphs, all staff shall assume an equal responsibility for:

- 1) The security of all restricted areas of the airport,
- 2) Passenger security and safety in all areas,
- 3) Awareness and control of loose articles and items that could result in Foreign Object Damage (FOD) to aircraft,
- 4) Awareness and intervention of any suspicious persons or articles that may be encountered,
- 5) Awareness and intervention of any identified Dangerous goods item that may be present while conducting their daily job function.
- 6) Promote flynas SMS,
- 7) Promote the brand of Flynas.
- 8) Submit Reports (GOPs, Safety)- if there is a doubt whether to submit a report or not, the staff shall always submit the report.
- 9) Strictly follow the flynas prescribed policies and procedures at all the time and if in doubt, then the staff shall always revert to the latest revision of flynas GHM and consult his/her Line Manager.

2.7 Designation and Managerial Continuity

2.7.1 General Statement and Authority

In order to ensure the managerial continuity when operational managers, including Director Ground Operations, are absent from work, the following will apply:

All deputies shall assume the associated responsibilities and accountabilities for which they are deputizing.

In the event of Director Ground Operations being absent, Senior Manager, Airport Operations will continue with their normal responsibilities and will report directly to the Accountable Manager.

In any of the above circumstances, the relevant management community will be made aware of this through established communications such as e-mail, fax, phone, etc.

Furthermore, as part of their Business Continuity plans, all operational areas are required to document how managerial continuity is maintained when operational managers are absent from the workplace. This will include how the information is communicated to appropriate staff.

2.7.2 Procedure to Assign Delegation

- 1) Deputies for the key management positions are specified in the duties and responsibilities of that position description in section 2.3 of this chapter.
- 2) Manager/Supervisor, shall communicate to all relevant internal and external parties with the following information:
 - A. Name and Position of the person assuming the responsibility;
 - B. Time/Date of start and end,
 - C. The delegated persons contact details,
- 3) A Handover shall be provided to the delegated person on the actions to perform and pending issues,
- 4) Before the delegation, the person should attend meetings with the Manager in order to have the understanding and knowledge of current and future plans.
- 5) The flynas Management shall be communicate with the delegation.
- 6) Delegated person shall be briefed on the company ERP in order to be able to deal with any emergencies arising.

2.7.3 Guidance on nominating the staff for delegation

- 1) The delegated person shall be qualified to the level acceptable to assume responsibility.
- 2) Delegated person shall be aware of relevant current and upcoming actions/task achievement by the senior management.
- 3) Delegated person shall have good leadership and communication skills with front line employees and senior management.
- 4) Delegated shall be aware of the daily operational issues and be capable of dealing high stressful problems.

2.7.4 Communications

- 1) DGO will ensure that regulatory and key requirements are communicated to the appropriate safety & quality units within Ground Operations through e-mail using group e-mail addresses.
- 2) It is the responsibilities of each department to further communicate to their respective areas through the quickest means possible.
- 3) All Delegations shall be communicated to relevant external and internal departments for the continuation of managerial activity.

2.8 General Communication

Flynas Ground Operations Management have established the follow communication channel in order to keep departmental staff all informed with the latest progress, new policies and procedures, but also to other department whether its flynas or GHA or Third Contractor.

This is done through the following and such update records are maintained:

1. Emails
2. Phone Calls ONLY relating to urgent matter which shall be followed by written bulletin,
3. Performance Groups Meetings,
4. Bulletin, Memos, and Notices,
5. Off Site meeting announcements,
6. Flynas Ground Operations dedicated Intranet,
7. Other means like Staff Ipads and etc.

2.9 Management of Change

Changes to the organizational structure or transfer of responsibility that affect safety shall be managed in accordance with flynas Safety Policy, ensuring that appropriate assessment is made to identify the affect of changes that may affect safety and quality which is not to be compromised at any point.

This risk assessment shall be conducted in accordance with Flynas safety management system and the procedure that is prescribed in the Flynas Safety Management System (SMS) Manual.

2.10 Personnel Standards and Responsibility

All staff engaged in ground handling (**Flynas** and GHA) must be thoroughly familiar with all policies and procedures laid down by **Flynas** at all times.

While initial and recurrent training may cover many of these aspects the obligation is on the individual staff members to ensure that all work practices are in accordance with Kingdom of Saudi Arabia's General Authority of Civil Aviation (GACA) direction, regulations and company policies and procedures.

2.10.1 Responsibility Distribution

All procedures and responsibilities are subject to local conditions, practices and contract arrangements.

Note: The ramp supervisor has overall control of the turnaround

Table 1 PRE-ARRIVAL

TASK	DIRECT RESPONSIBILITY
FOD check of stand area before arrival of aircraft	Marshaller
Control of turnaround	Ramp Supervisor
Docking guidance system switched on, or Marshaller availability	Ramp Supervisor
equipment and personnel in position ready for aircraft arrival all behind marked lines or in safe areas	Ramp Supervisor

Table 2 ARRIVAL

TASK	DIRECT RESPONSIBILITY
A/C taxis on to stand	Marshaller
A/C is chocked, (engines switched off and anti-collision lights switched off)	Marshaller
Mobile steps or air bridge maneuvers into position – banks men used to control positioning of steps	Ramp supervisor
height and stability and lighting of steps are checked	Ramp Supervisor
Safe positioning of air bridge is checked	Ramp Supervisor
Wing cones or passenger guidance chains deployed	Ramp Supervisor
Crew given clearance to open a/c doors	Ramp Supervisor
Walkways clear or coaches in position	Ramp Supervisor
PAX allowed to disembark	Ramp Supervisor
Reduced Mobility PAX disembark by use of suitable equipment e.g. ambulift	Cabin crew/ ambulift crew

2.11 Personnel Conduct and Standards

Flynas, GHA staff must:

- 1) Never compromise safety and adhere to company policies and procedures at all times,
- 2) Not consume illegal psychoactive substances while on duty or perform company duties while under the influence of psychoactive substances,
- 3) Dress in a manner appropriate to their duties, as per the company policy and procedures,
- 4) Wear company issued uniform only while on/or travelling to and from duty,
- 5) Maintain issued uniforms or equipment in a clean and serviceable condition,
- 6) Refrain from smoking, eating, chewing or drinking while in public view,
- 7) Comply with laws regarding smoking in terminals or on tarmac areas,
- 8) Report for duty on time to commence duties at the scheduled time and remain on duty, as required until all tasks are completed,
- 9) Notify immediate supervisor as soon as possible if unable to commence duty for any reason,
- 10) Not behave in a manner that would bring the Airline into disrepute, and
- 11) Adhere to the compulsory wearing of Personal Protective Equipment whilst on duty in the workplace.

2.12 Psychoactive Substances

The purpose of this policy is to ensure the highest standards of employee safety, productivity, reliability and efficiency in company operations as well as maintain a workplace free of psychoactive substances and their abuse.

The Policies are designed to help prevent accidents and injuries resulting from the problematic use of psychoactive substances by employees who perform safety sensitive functions in the Company.

Director of HR **Flynas** is the responsible person to control Policies with regard to the problematic use of psychoactive substances, prevention and Safety Program in compliance to the regulatory requirements.

Director HR will ensure the implementation of the Policies across the Company network.

Further details of the psychoactive substances policy can be viewed in the Psychoactive Substances Manual (also known as Drug and Alcohol Manual).

2.13 Attendance for Duty

Staff must ensure they arrive at their place of duty in sufficient time to commence duties at the required time. Should this not be possible, the immediate supervisor or manager must be informed as soon as practical.

Staff should arrive in a well rested manner. Personnel are required to remain alert in order to carry out their functions to the highest possible level.

2.14 No Smoking Policy

Flynas have a strict No-Smoking policy. All Staff, GHA, Third Part Contractors shall abide this policy and shall refrain from smoking in flynas premises, aircrafts, around the aircraft, jet bridge and where no smoking signs are displayed.

Smoking is only permitted in the designated smoking areas for staff.

2.15 Station Audit and Review

Station operation Services Audit/ Review will be conducted periodically. All services provided must be as per the GHA Agreement and with the SLAS with GHA or as specified in the GHM and other manuals. Station Managers at station will do a minimum once a month and the relevant audit document shall be maintained at the station and be kept for future audit requirements.

This will be further audited by flynas Quality Department. for maintenance of service quality and standards.

2.16 Statement to Media

Flynas staff or contractors are not permitted to pass on information or make statements to the media.

All requests are to be directed to the Flynas Public Relation (PR) Department and or the designated representative of the airline at the time.

2.17 Ground Operations Department Memberships

2.17.1 Airport Authority Meetings

Ground Operations Department are required to attend frequently Airport Management Meeting where flynas have any opportunity to highlight the issues being faced at the airport.

2.17.2 Safety Committee – KSA

Saudi Arabia or other countries may have a state wide safety committee for aviation, it is encourage for flynas to participate in these meeting in order to promote flynas plus gained latest update in the industry relating to regulations or business expansion.

2.17.3 International Membership

Flynas Ground Operations department will gain memberships to various organizations relevant to ground operation in order to assist in the enhancement of flynas operations.

2.18 Minimum Manual Requirement – Station Office

All online stations must have the following **Flynas** manuals at stations for ready reference. All staff must be familiar with contents of following manuals.

Station Manager and/or GHA designate are responsible for periodical updating of the manual:

- 1) Ground Handling Manual, (Via GCPL)
- 2) Operation Manual Part A, (Via GCPL)
- 3) Emergency Response Manual, (Via GCPL)
- 4) Psychoactive Substance Policy, (Via GCPL)
- 5) Safety Management System Manual, (Via GCPL) and
- 6) Transportation of Dangerous Goods Manual. (If Applicable, Via GCPL)

2.19 Records System

2.19.1 Documentation and Records

Refer to corporate manual document and records control

All documentation used in the conduct or support of Ground Handling Operations:

- 1) Contains legible and accurate information;
- 2) Is presented in a format that is appropriate for use by Ground and Cargo operations personnel;
- 3) If applicable, is accepted or approved by the Authority

All records related to all Ground Handling Operations activities shall be maintained as records for at least three month from the date of Flight. It must be ensured by staff that information entered is legible and accurate.

The content and retention of records shall be in accordance with requirements of the GACA, and operational records are subjected to standardized processes for:

- 1) Identification;
- 2) Legibility;
- 3) Maintenance;
- 4) Retention and retrieval;
- 5) Protection and security;
- 6) Disposal or deletion (electronic records).

Please refer to General Manual (Document Control Section) for records retention.

2.19.2 Electronic Recording System

- 1) **Storage and Retrieval:** Whereas Flynas uses Ground Operations Performance Dashboard (GPD) intranet an electronic system for the management and control of records is utilized, the system shall provide for a scheduled generation of back-up files. To preclude the loss of records due to hardware or software failures, the electronic system shall be programmed to create back-up files on a schedule basis.
- 2) **Security:** The system must be capable of producing paper copies of the viewed information at the request of a GACA or AIB authorized representative.
 - A. Any electronic recordkeeping system must—
 - i. Ensure that records are retained for the periods prescribed in this part.
 - ii. Protect confidential information.
 - iii. Ensure that the information is not altered in an unauthorized way.
- 3) **Audit:** Flynas shall conduct an audit of the electronic recordkeeping system every 60 days and retain a record of the audit as per GACAR 121.1567. The audit may be performed automatically by the computer program.
- 4) **Procedures:** Before employing an electronic recordkeeping system, flynas shall incorporate electronic recordkeeping procedures into its operations manual to include the following:
 - A. Procedures for making required records available to authorized AIB personnel and GACA inspectors. If the computer hardware and software

system is not compatible with the GACA and AIB systems, flynas must provide an employee or representative to assist in accessing the necessary electronic information.

- B. Procedures for reviewing the electronic personal identification codes system to ensure that the system will not permit password duplication.
- C. Procedures for auditing the electronic recordkeeping system as required in paragraph 2.19.2 (3) of this section.
- D. Audit procedures to ensure the integrity of each computerized workstation unless the workstations are server based and contain no inherent attributes that enable or disable access.
- E. Procedures describing how flynas will ensure that the electronic records are transmitted in accordance with the appropriate regulatory requirements.
- F. Procedures to ensure that records required to be transferred with an aircraft are in a format (either electronic or on paper) that is acceptable to the new aircraft owner/operator.
- G. A description of requirements and training necessary to authorize access to the computer hardware and software system.
- H. For electronic recordkeeping systems employing digital or electronic signatures, guidelines for authorized representatives of the certificate holder to use electronic signatures and to have access to the appropriate records.

2.19.3 Personal Records

Flynas Ground Operations department shall maintain the personal records of all staff (management, managers, supervisors, etc). These records shall include the following:

- 1) Full Name of the staff;
- 2) Date of birth;
- 3) ID copy – Airport/Flynas;
- 4) Passport and Iqama (Resident Permit) copy;
- 5) All qualifications and certificates.

2.19.4 Training Records

Training records of each Flynas ground operations personnel are accessible through the GOPS dashboard.

Flynas Ground Operations department will maintain the personnel training records with the following minimum:

- 1) The individual names;
- 2) Course Name;
- 3) The most recent training completion date;

- 4) Description of course profile;
- 5) Instructor Name and signature;
- 6) The name and address of the organization providing the training;
- 7) Evidence of test result showing that it has been completed satisfactorily;
- 8) Shall also show the due date for mandatory and refresher training.

Record shall be made available when requested by the Flynas Safety, Quality department, GACA and AIB.

2.19.5 Retention Period

- 1) The retention period for the record in section 2.19.3 and 2.19.4 shall be retained for a period of 3 years.
- 2) When employee is released from duty, his/her records shall be retained for a minimum 6 months from the date of last working day/night.

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3.0 Training and Qualifications

3.1 Application

This chapter is applicable to all **Flynas** personnel and contracted Ground Handling Agents (GHA). Contractors performing any task on behalf of **Flynas** must meet the minimum training requirements wherever deemed necessary.

3.2 Objective

Flynas has developed a training facility, which is in-house and outsource to an approved organization. Flynas shall maintain training programs for all staff members engaged in aircraft ground operations, in order to achieve the highest levels of performance.

The objective of training is to promote awareness in all aspects of ground operations.

3.3 Scope of Training

Training programs are intended to qualify personnel engaged in various Ground Handling activities so that they can perform their duties and responsibilities in accordance with laid down company policies and international airline standards as laid down by IATA, whenever applicable.

General training needs are determined as follows and based on:

- 1) Each operational position has its own training programs which are already defined in the Training Matrix in accordance with IATA and local civil aviation authorities requirements (Technical Training Programs),
- 2) The Soft skill training needs are defined by:
 - A. The results of the yearly performance appraisal;
 - B. Development needs in accordance with individual's career path;
 - C. Customer feedbacks on the Service Accountability Form;
 - D. Quality Department reports.

3.4 Importance of Training

The safety of staff, passengers, facilities and equipment is directly related to the training and qualifications of those personnel performing their assigned tasks. The public image of the airline can be irreversibly affected by an accident or incident that could be attributed to lack of or insufficient training.

The confidence of all staff will be greatly enhanced by providing appropriate instructions, training and guidance to perform their assigned tasks.

3.5 General Training Policy

3.5.1 Training Rules

All new hired staff must complete orientation training and pass the exam which is provided by the Ground Operations Training department. Training and Quality department is responsible for the delivery of training and maintaining the standards.

All new hired staff (Operation, Passenger Services and Cargo) should complete successfully, approximately 15 days on the job training when they complete theoretical trainings. All On-the-job training is completed with a mentor. Successful ones are eligible to work.

Mentors are selected from between 3 to 5 years experienced and good high performing among staff.

3.5.2 Who May Conduct Training

All training when not conducted by **flynas** trainers must meet the desired standards required by **flynas**.

For the purpose of this document, any **flynas** staff member involved in training is referred to as 'Ground Operations Trainer'.

Irrespective of the method of delivery, all training will be conducted strictly in accordance with the syllabus of training applicable to the task ensuring all GACAR requirements are met.

Flynas internal trainers or contracted (approval required) can give the following trainings (but not limited) to Operational Departments: [L1] [SEP]

- 1) Ramp, [L1] [SEP]
- 2) Load & Balance, [L1] [SEP]
- 3) Passenger Services, [L1] [SEP]
- 4) Lost & Found, [L1] [SEP]
- 5) Cargo
- 6) Safety, Quality and Security.

3.5.3 Audit of Training

Only an approved trainer may deliver training. **flynas** has the right to inspect or audit training standards. This may be conducted by **flynas** Ground Operations Training and Quality Department or delegated department.

3.5.4 Training Plans

Training Plans are completed and tracked through the established process by the training and quality department of Ground Operations.

This is conducted either through in-house electronically (approved by GACA) or manually. All operational trainers are defined to the positions which specified in Training Matrix, Station Personnel department complete plans on the software program. Training Coordinator publish annual operational training calendar in the company.

3.5.5 Training Modules Updates

Review of the training module shall be conducted atleast once annually in order to check the compliance to the latest GACA regulations, IATA best practices and also based on findings published during safety investigations or safety/quality audits.

Ground Operations training department is responsible for the review and monitoring of the training modules and if any deficiencies are found, this shall be communicated to the Director, Ground Operations immediately.

Being compliant to the regulations is important but also to integrate the real environment into training, it demonstrates the real environment and thus enhances the performance and knowledge of the staff.

3.5.6 Training Facilities / Approved Training Organizations

Ground Operations Training Department shall only conduct training at facilities that are audited and approved by GACA.

The training facilities that are approved for the conduct of training are as follows:

- 1) Flynas Training Academy (Also known as NAS Academy)
- 2) IATA Approved Training Organization
- 3) IATA Recognized Training Centre
- 4) FAA Approved Training Organizations
- 5) GACA Approved Training Organizations.

In order to maintain the highest standard of training delivery, Ground Operations Training department shall maintain a list of approved centers with an appropriate approval certificate from the applicable authority.

3.6 Training Requirements

3.6.1 Training for All Ground Staff

1) Qualification and training of Ground Handling Staff

Operational positions within the scope of ground handling operations must be filled by personnel on the basis of knowledge, skills, training and experience appropriate for the position. Each staff member of must be trained, educated and have a thorough understanding of his responsibilities within the organization.

In performance of his duties each staff member shall contribute to an optimum operation of the flights planned in order

- A. Safety and security.
- B. Economy and efficiency.
- C. Regularity and punctuality.

All personnel involved in handling of Flynas operated flights including external service provider personnel must finish their training syllabus according to the function they are performing in order to provide safe and punctual services according to IATA/ICAO/GACAR rules, national and international regulations, and handling procedures as well as to Flynas instructions.

This includes regular update and refresher training every 36 months as maximum, except Dangerous Goods limited to 24 months and according to IATA DGR table 1.5.A Minimum Requirements for Training Curricula according to their job they will perform.

Ground handling staff has to be trained and qualified prior to be assigned without supervision to perform any of their duties.

And for what concerns the outsourced functions, Quality assurance department is scheduling all Handling agents for Audits, and part of the audit is to acquire training files and training syllabus their staff is being trained according training syllabus in GOTM Chapter 2.

2) Training Syllabus and Records Monitoring

The operations personnel engaged in the ground handling activities are divided in the following categories to identify necessary training syllabus for each:

- A. Flynas staff, Station Managers – Station Supervisors
- B. Airside Driving (Subcontracted)
- C. Load control (Subcontracted);
- D. Passenger Handling (Subcontracted);
- E. Baggage handling (Subcontracted);
- F. Aircraft Handling and Loading (Subcontracted);
- G. Passenger Boarding Bridge (Subcontracted);
- H. Aircraft Loading Supervision (Subcontracted);
- I. Cargo and Mail handling;
- J. Aircraft Ground Movement (Subcontracted);
- K. Fueling Operations (Subcontracted);
- L. De/Anti-Icing Operations (Subcontracted);
- M. Safety Training Specifications
- N. SMS Training
- O. Security Training Specifications
- P. Dangerous Goods Training

The training Plans are completed and tracked through the established process by the training department in coordination with Ground Operations Department.

This is conducted either through in-house in class/electronically (eLearning) in accordance to the approved training program that outlined in GOTM Chapter 2.

All operational trainers are defined to the positions which specified in Training Matrix, Station Personnel department complete plans on the software program. Training Coordinator publish annual operational training calendar in the company. According to the syllabus defined into GOTM Chapter 2, each staff qualification and training is recorded into his file at the Ground Handling office, by the Director of training, with an additional copy at his station, this file shows his qualifications, previous experiences and the training courses he had or scheduled on, also the time of the next refreshing training he is scheduled on, to ensure updated, secured, and easy retrieval for staff documentation, these files shall remain as long as the staff is employed and on duty.

For the rest of categories, part of auditing checklist is to check training records of subcontractors, to ensure same requirements of retention, update, easy retrieval, system of alerting once training expired.

Additionally the training syllabus to remain relevant and provide the knowledge necessary to perform duties, execute procedures and operate equipment associated with specific ground handling functions and responsibilities to include:

- A. Familiarization training on general provisions and regulations
- B. In-depth training on requirements, including policies procedures and operating practices
- C. Training in human factors principles
- D. Safety training on associated operational hazards.

Subject areas herein are typical for training of personnel in each associated ground handling function. Personnel assigned to perform more than one ground handling function could have different ground handling roles and responsibilities that would require training in a combination of the functions specified in this chapter.

NOTE

On-the-job Training is accepted provided that it is under the supervision of a well trained staff. And that the proficiency of the trainee is later evaluated through a written exam that covers all syllabus items, and in this case trainee must pass this exam with at least 80%.

3) Staff Evaluation

Director of ground handling carries out evaluation for staff annually based on Job Knowledge, Productivity, quality of work, adaptability, communication skills, Cooperation & Interpersonal Skills, Attendance & Punctually. On evaluation form.

- 4) Individual training courses shall be arranged for all staff undertaking any of the assigned duties listed below. Each of these courses is a self-contained module, and multiple modules may be combined at one training session.
- 5) Training for the operation of Ground Servicing Equipment (GSE) must be undertaken for each type of GSE. Each specific type of GSE has its own training module and license endorsement. It is the responsibility of all service providers to ensure that their staff are trained, tested and competent in operating equipment.
- 6) The training matrix for all modules is contained at the rear of this section.

3.6.2 Ground Handling Agents

Ground Handling Agents must be trained and demonstrate competence in the following:

- 1) Dangerous Goods Awareness training in accordance with approved and recognized IATA and ICAO training syllabuses, [SEP]
- 2) Security, [SEP]
- 3) Company operating policies and procedures,- including those relevant during delays and disruption, [SEP]
- 4) Check-in, and boarding policies and procedures, [SEP]
- 5) Ticket desk and reservation policies and procedures, [SEP]
- 6) Knowledge of the relevant sections of the Flynas Ground Handling Manual, Emergency Response Plan and Corporate Business Continuity Plan, [SEP]
- 7) Flynas Safety Management System Manual (SMS)
- 8) Work safety principles and requirements, and [SEP]
- 9) Load planning and weight and balance activities and hold valid licenses.

3.6.3 Flynas Hajj and Umrah Charters

As flynas hajj and Umrah charters conducts their operations under Flynas AOC, the staff shall follow the same training requirements as flynas ground operations staff.

3.6.4 Initial Training

Initial Training shall be conducted based on the following:

1. New Hire Staff,
2. Internal flynas staff transferred to Ground Operations Department,
3. Staff not performing or absent from work more than 12 calendar months.

3.6.5 Refresher/Re-Current Training

Recurrent training shall be conducted once every 24 calendar months for all training module unless restricted by GACA or applicable regulatory authority for International Stations.

If the GACA requirements are more restrictive than any other authority, flynas ground operations training department shall follow the most restrictive criteria.

If any staff is absent from work or didn't perform any task for more than 6 calendar months but less than 12 calendar month, then he/she shall attend a refresher training based on the assigned duties and responsibility before commencing work duties.

3.6.6 Return from Absence Training

If for any reason a qualified person does not perform the duties of a Load controller for 3 months or longer, the person may not re-commence duties until the following requirements have been met.

Absence Period	Revalidation Requirement
3-6 months	2 Load Sheet under Supervision 1 Check Load Sheet Manual
6-12 months	2 Manual Load sheet exercise 2 Load Sheet under Supervision 1 Check Load Sheet Manual
Over 12 months	Basic Load Control Course

- A. '**Checked**' means that a qualified and experienced Load Controller, prior to issue to the flight crew, checks the load sheet.
- B. '**Supervised**' means that the whole load control process, from the initial preparation to production of the final loadsheet is supervised and checked, and the staff member who is conducting the supervision countersigns the Loadsheets.
- C. **Records**
- D. An individual record for each staff member must be maintained and the last 2 sets of documents submitted for each type (manual and system) shall be retained. The record shall also include a log of all checked flights undertaken.
- E. Competency checks are subject to audit and records held by Ground Handling Agencies conducting the load control activity for Flynas shall make all records available for audit purposes, on demand.

3.7 Training Records and Retention

Flynas Ground Operations Training and Quality Department will be required to ensure all flynas Ground Operations Staff, Ground Handling Agents, Third Party Service Provider will maintain a current record of the qualifications of all staff and contractors who conduct tasks associated with ground operations, irrespective of their employment status.

3.7.1 Training Record Contents

Training records are required to provide details of staff including their:

- 1) Employment status (i.e. employed by **Flynas** or employed by contractor),
- 2) Details and date of the training undertaken,
- 3) Any limitations (i.e. training only valid on a certain piece of equipment), and
- 4) The date that the qualification expires.
- 5) Certificates of training and approvals,
- 6) ID copies (Flynas, Airports and any other issued as a part of job functions)
- 7) On-Job Training evaluation.
- 8) Mark sheets

Training records are to be completed by the Ground Operations training department for each module. The trainee is to sign the record to indicate that they have been trained in accordance with the **Flynas** training syllabus.

3.7.2 Records Retention Period

Ground Operations Training Department shall maintain the training records for a period 3 years after the employment have been ceased.

3.7.3 Location of Retained Training Records

Ground Operations Training Department shall maintained the training records of all the applicable employees at flynas Head Office, Riyadh, Saudi Arabia via personal employee files in the form of hard copies and if maintained electronically, then the system shall be approved by GACA.

Station Managers for their respective airports shall maintain valid copies of the training records in the flynas office for review and tracking purposes.

3.7.4 Ground Handling Agents (GHA) and Third Party Contractors

Flynas QA auditors shall audit GHAs and Third-Party Contractors training records to verify that the training complies with Flynas policies, GACARs, and IOSA training elements.

3.7.5 Flynas Hajj and Umrah Charters

Flynas Hajj and Umrah Ground Operations shall follow same policy as applicable to flynas.

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4.0 Safety Management System (SMS)

4.1 General Statement

All flynas ground operations staff, ground handling agents GHAs and third party service provider shall contribute towards the enhancement of flynas SMS and shall adhere the flynas policy and procedures for the highest standard of safe operation.

This chapter highlights the importance of safety which shall never be compromised at any time given time even if a delay on flight is deemed.

All staff shall report hazards, safety issues, short comings in the company procedures through the published reporting procedure in order for the management to Identify the problem and develop any mitigating action required to minimise the risk associated with it.

All staff shall also perform there daily and routine tasks with keeping safety in mind and shall not treat it as an additional task but shall incorporate with there daily work. In this way only, flynas will prosper a highly level of safety standards which will be integrate with the business.

If any staff have any doubt, they shall immediately contact there line manager for consultation or can even contact flynas safety department directly.

4.2 Flynas Safety Policy

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SAFETY - A flynas CORPORATE VALUE

The corporate values of flynas are Safety, Service Excellence, Innovation, People and Financial Strength. The Corporate Value of Safety is defined as follows:

"We will protect our passengers, employees, partners and assets through a continuous commitment to international, GACA and all other appropriate safety standards and the adoption of industry best practices which emphasize safety as a paramount personal responsibility".

The Corporate Value of Safety therefore sets out high level safety objectives for flynas and in conjunction with the Safety, Quality, Security and other policies within the airline, demonstrates and maintains a commitment to the continuous improvement of safety, quality, security and overall the management system of the airline.

flynas SAFETY POLICY

The Safety Policy sets out high level safety objectives for flynas and reflects the management commitment to providing our employees, partners, and customers with a safe and secure operating environment at all times and the provision of necessary resources for its implementation. The Safety Policy is endorsed by the Accountable Manager and communicated throughout the organization via manuals, GCPL, company electronic media and visibly displayed in all prominent operational areas.

The responsibility for promoting and maintaining positive "safety culture" at flynas rests with the Accountable Manager and the Senior Management. We, the Senior Management of flynas, in support of the flynas Corporate Value of Safety, and acknowledging our accountability of safety, support and endorse the flynas Safety Policy. In this way, we demonstrate our collective commitment to the maintenance and continuous improvement of the levels of safety, and the development of a generative Safety Culture within our airline.

In doing so we will:

- Ensure compliance with all regulations, standards, and best safety and business practices.
- Ensure, through Safety Communication activities, that all flynas staff and sub-contractors are aware of our safety policy and its principles, and that feedback and communication on safety related issues is provided.
- Ensure that all necessary human and financial resources are provided to ensure that this policy is fully implemented.
- Ensure that all elements of the regulatory Safety Management System are implemented within the airline.
- Establishing and implementing hazard identification, threat assessment and risk management processes in order to eliminate or mitigate risks associated with any business activity to a point which is 'as low as reasonably practicable'.
- Actively encourage all aspects of safety reporting, within a non-punitive reporting culture where acceptable standards of behavior are established and promulgated.
- Safety reporting encompassing errors or mistakes made by the reporter will be dealt with in accordance with the flynas 'just culture policy' and no such report will result in sanctions or penalties against the reporter or the reported. flynas will however take action against any employee who wilfully or repeatedly violates the rules, policies and procedures outlined in the flynas Manuals and other official documentation.
- Conduct in-depth safety data analysis as an integral part of flynas SMS and investigations of all safety related reports and events, review of FODA data and operational and safety related data considering the human factors element, to ensure effectiveness of corrective and preventive actions are implemented, latent hazards and safety risks are identified and moving from a proactive towards the full implementation of a predictive safety culture.
- Ensure that the results of safety data analysis, investigations, and safety oversight activities are distributed to maximize the safety benefits from their outcomes.
- Ensure that all management and staff are aware of their responsibilities with respect to safety performance and our airlines safety objectives.
- Ensure that the departmental Safety Performance Indicators and Safety Performance Targets are linked to this policy and achieve continuous improvement in safety and operations standards.
- Communicate our safety objectives and our safety performance against these objectives throughout flynas, and to our stakeholders.
- Develop strategies and policies to enhance safety leadership throughout flynas and ensuring that flynas core safety value is embedded to every one of our employees and subcontractors.
- Review the safety policy & objectives periodically to ensure its continued relevance, currency and effectiveness.
- Provide, through the Safety Training Program all management and staff with safety training, appropriate to their role and on how to effectively undertake their responsibilities of safety.
- Adopt a forward-looking view on future business decisions and changes within our airline that may have an impact on safety through a robust management of change process.
- Ensure the effective implementation of the flynas Emergency Response Plan which regularly tested and updated.
- Take all measures to protect and preserve the environment.

Compliance with this policy is mandatory for all flynas management and staff, and for our contractors and subcontractors.


CAPT. MANSOOR AL HARBI
Accountable Manager / Chief Operating Officer

Feb/ 2022

4.3 Introduction to flynas Safety Management System (SMS)

As the Director, Ground Operations, I wish to stress that safety is a subject that is a prerequisite for carrying out business in our industry. World Class safety is only achieved when everyone is deeply involved, starting with and lead by top management.

It is not only my responsibility but all staff, to provide strong, visible leadership and commitment and ensure that this is translated into the necessary resources to develop, operate and maintain flynas safety vision and goals.

We operate in a hazardous environment where the risks, be they in the air or on the ground, must be managed properly. Although processes, procedures and a clear definition of safety responsibilities and delegation of accountability for safety throughout the Company are essential, it is the people who make the real difference through their attitude and active participation. Without their wholehearted commitment any safety program will be ineffective.

A key feature in the continuous development of this commitment is company-wide participation in health and safety matters and the philosophy of an open and trusting culture where no employee will be formally disciplined if they report errors that they have made or that they observe. A distinction has to be drawn between unintentional errors or mistakes on the one hand, and gross misconduct or negligence on the other, since such behavior attracts disciplinary measures appropriate to that misdeed.

This chapter describes the policies, organization, responsibilities and the arrangements which will make it work for us all.

For Details on the flynas Safety Management System, all staff are required to review the flynas Safety Management Manual which is available online on NAS GCPL site.

Director, Ground and Cargo Operations
Sajid Abdul Kader

4.4 Safety Accountabilities

In accordance with the prescribe regulations by General Authority of Civil Aviation (GACA) of the Kingdom of Saudi Arabia, the accountable manager for safety is the flynas CEO.

This accountability is delegated to the flynas Safety and Security department in order to control, monitor and implement the flynas safety management system throughout whole flynas organization.

All flynas staff are responsible to ensure the SMS program in implemented through out the organization and also to participate in its enhancement with the help of establishing a just culture and by shifting focus from an individual blame to the existing system.

4.5 Safety Responsibilities

4.5.1 Director, Ground Operations

Director, Ground Operations shall be responsible for ensuring all the staff embraces the safety culture within his/her department and should support in providing training to the staff, GHAs or any third party contract in the areas of enhancing safety knowledge.

He/she shall also promote the positive Just culture within the department and shall shift focus from an individual blame to the systems being followed.

Director, Ground Operation shall also encourage the implementation of flynas Non-Punitive Safety Reporting policy which will take away any barriers from staff when reporting any safety issues, shortcomings in the existing policy and procedures allowing the management to identify hazards and then to develop a mitigating action, procedures in order to reduce the risk identified.

4.5.2 Flynas Ground Operations Staff

Ground Operations Manager, supervisors and general staff are all responsible in the implementation of flynas safety management system in there respective areas of work.

They are also responsible to submit a safety report if exposed to any safety hazard, issues and to exercise a proactive approach rather than be reactive ie (waiting for something to go wrong).

4.5.3 Ground Handling Agents (GHAs) and Third Party Contractors

As flynas have outsourced part of its ground handling activities to an ground handling company, and other third party contractor, any deficiencies in the work conducted by them will make flynas accountable for it including safety.

This safety accountability and responsibility dictates all staff falling under GHAs and third party contract when operating for flynas shall follow the prescribed procedure of the operator including safety reporting.

If alternative procedures are used, then flynas ground operations management shall identify and approve this during the pre-contractual audit.

4.5.4 Flynas Hajj and Umrah Charters

As flynas Hajj and Umrah Charter are operating under the Air Operators Certificate (AOC), they shall comply with the procedure as applicable to flynas staff.

4.6 Safety Management System (SMS) Training

All Flynas staff shall receive the SMS training in accordance with the requirements specified in Chapter 12 of the flynas Safety Management System Manual.

4.7 Ramp Safety Code

The ramp safety code contains some of the basic, but key safety elements which all staff need to observe when working on the ramp and operational areas.

Listed below is a list of extracts on safety practices which shall be maintained at all times by all personnel conducting tasks and activities related to Flynas operations.

1. Approaching an Aircraft

No Staff shall approach an aircraft, and equipment shall not be positioned onto an aircraft when aircraft engines are running or anti-collision beacons are 'on'. Staff and equipment shall wait in an appropriate area outside of the active stand (designated by ground markings as the Apron Safety Border Line) until safe to approach.

2. Personnel Safety Appliances

Appropriate personnel safety appliance shall be worn as directed/required in designated hazard zones or as required by each task/function. e.g: Ear protection devices / safety hand gloves).

3. Driving and Equipment Operation

Vehicles and equipment shall be driven/operated by trained and qualified persons and only used for its intended purpose. Extreme care shall be taken in adverse weather or ramp conditions to avoid injuries to personnel and/or damage to aircraft.

4. Equipment and Vehicle Inspection

Pre-use inspections of all equipment or vehicles shall be carried out to ensure that it is in a safe and serviceable condition. This will include inspection of all safety devices and never bypass any safety device or mechanism. All defects shall be reported immediately and equipment not used.

5. Aircraft Fuelling

All staff and contractors are to assume that fuelling will take place with passengers on board. All staff shall be aware of the local procedures for dealing with an incident during fuelling. Operation of motorized or radio equipment in safety zones is prohibited during refueling. All vehicles and equipment shall be positioned to ensure that a clear path is maintained from the aircraft to allow for the quick removal of the fuelling vehicle.

6. Foreign Objects Debris (FOD)

All staffs are responsible for the identification, collection and safe disposal of FOD. FOD Seen in restricted areas such as aircraft taxiways shall be reported to arrange its safe removal. FOD Bins should be of a suitable size, conveniently located, conspicuously marked and have a lid to prevent contents over-spilling.

7. Chocking of aircraft

After the engines have been shut down on arrival, and the anti-collision beacons have been turned off, a minimum of two chocks shall be inserted, one forward and one aft of the same nose wheel. After confirming to the flight deck that chocks are inserted, the outer wheels on both sets of outer main gear shall then be chocked forward and aft.

8. Aircraft Coning

On arrival, and after the engines have been shut down, the anti-collision beacons have been turned off and the aircraft has been chocked, cones shall be placed a maximum of 1 meter;

- A. In front of, and behind each engine
- B. Outside each wing tip. Cones shall remain in place for the duration of the turnaround. Additional cones should be placed around the aircraft in accordance with local regulations.

9. Emergency Procedures

All staff must be familiar with the Emergency Procedures relevant to their work location and/or tasks. Emergency Procedures, or a reference to them, must be detailed in the Local Procedures Manual.

10. Smoking

Staff and visitors shall not smoke in all places where statutory or local airport regulations prohibit smoking, or where no smoking signs are displayed. Naked flames (lighters matches etc.) are at not permitted except where proper control measures are being followed e.g. Permit to Work for approved Hot Works.

11. Spillages

The Senior Station Official is responsible for ensuring that all incidents involving spillages are safely handled, reported and investigated. All staff shall have awareness training on the immediate actions to take in the event of a spillage. The station shall notify the spillage to the authorities when required by local regulations.

12. Working at Height

All ground service vehicles and equipment fitted with safety rails / barriers, shall have them deployed when in use. Where this is not possible, safety nets shall be used.

Aircraft cabin doors shall **never** be opened, left open, or closed without having ground servicing equipment positioned at the door. Aircraft cabin doors shall only be opened and/or closed by trained and qualified staff.

13. Alcohol and Drugs

Unauthorized use of illegal or controlled drugs or alcohol is not permitted. Staff shall ensure that they report for duty unimpaired by alcohol or drugs.

14. Equipment / Vehicle Parking

All equipment / vehicles shall be parked in designated areas in accordance with local regulations.

15. Working near running Aircraft Engines

All ramp personnel shall be aware of the hazards associated with jet blast and running engines.

16. Reporting of Accidents and Incidents

All accidents / incidents shall be reported to the appropriate authority immediately.

4.8 Incident and Accident

4.8.1 Definitions

1. Incident

An occurrence, other than an accident, associated with the operation of an aircraft which affects or could affect the safety of operation. Note - The types of incidents which are of main interest to the International Civil Aviation Organization for accident prevention studies are listed in the Accident/Incident Reporting Manual (ADREP Manual) (Doc 9156).

2. Accident

An occurrence associated with the operation of an aircraft which takes place between the times any person boards the aircraft with the intention of flight until such time as all such persons have disembarked, in which:

- A. A person is fatally or seriously injured as a result of:— being in the aircraft, or— direct contact with any part of the aircraft, including parts which have become detached from the aircraft, or— direct exposure to jet blast, except when the injuries are from natural causes, self-inflicted or inflicted by other persons, or when the injuries are to stowaways hiding outside the areas normally available to the passengers and crew; or
- B. The aircraft sustains damage or structural failure which:— adversely affects the structural strength, performance or flight characteristics of the aircraft, and— would normally require major repair or replacement of the affected component, except for engine failure or damage, when the damage is limited to the engine, its cowlings or accessories; or for damage limited to propellers, wing tips, antennas, tires, brakes, fairings, small dents or puncture holes in the aircraft skin; or
- C. The aircraft is missing or is completely inaccessible. Note 1 - For statistical uniformity only, an injury resulting in death within thirty days of the date of the accident is classified as a fatal injury by ICAO. Note 2 - An aircraft is considered to be missing when the official search has been terminated and the wreckage has not been located.

4.8.2 Notification of Incident and Accident

Whenever an occurrence of any Incident and Accident take place, flynas ground operations staff; GHAs and Third Party Contract shall immediately notify emergency services to assist in saving lives and property during and after an incident/ accident, airport safety department, flynas OCC and the flynas Safety department through the prescribed procedures state in Chapter 13 of flynas Safety Management Manual (SMM).

4.8.3 Preservation of Incident and Accident Site

When an Incident or Accident occurs, it is important to preserve the site as it is until released by the appropriate authority.

Flynas staff whenever possible should take the necessary steps required in order to secure the site until the appropriate authority has arrived.

The reason why the site is required to be secured in order to assist the evidence and information required for the conduct of any investigation.

4.8.4 Information Gathering of the Incident and Accident

Retention of Reports

All Types of reports related to Incident/Accident or safety reports associated with aircraft ground handling operations are recorded into Station manager office into Separate file, and copy of these reports is also given to Safety Director, for indefinite period of time.

Flynas staff, GHAs or third party contractor shall follow the steps state below in gathering the information relating the incident and accident, these are as follows:

1. Inform Airport Safety Department, flynas OCC, and flynas Safety Department,
2. Preserve/secure the site;
3. Photograph the site as soon as you arrive at the incident or accident site by using smartphone, or camera.
4. Film – Video Record the site if possible.
5. Identify the individuals involved in the incident and accident.
6. Note the details on the individual involve like – name, ID number, company associated with, initial testimony or information.
7. Note details of the eyewitness if any.
8. Gather all documents relating that flights – (loadsheets, manifest station trip file).
9. Gather the training records and personnel file of the staff involved and if outsource then establish contact with the relevant safety department for assistance in gathering information.
10. Submit a Ground Handling Safety Report (GHSR) as soon as practical or at least an initial report in order to allow the investigating team to gather an understanding of what happened.

4.9 Safety Reports

4.9.1 Safety Reporting

Details on safety reporting can be found in the flynas safety management system manual (SMM) Chapter 13.

All flynas staff, GHAs and Third Party Contractor shall submit the safety report to flynas safety department through the establish safety reporting system upon being exposed to any safety hazard, safety issues, potential safety hazard.

All Safety reports shall be treated confidential and the aim of the investigation shall not abortion blame to any individual but the purpose is wholly to identify the root cause of the incident and prevent it from happening again.

4.9.2 Reportable Incidents

All Mandatory Occurrence Report (MORs) shall be submitted to the Saudi Arabian Aviation Investigation Bureau (AIB), this submission of MOR will be done by flynas safety department.

The criteria details on what to report to AIB can be found in flynas SMM manual or AIB website www.aib.gov.sa

Further more safety reports are required to be submitted by the flynas safety department as part of the flynas SMS programs and also to conduct trend analysis in order to identify potential safety hazard and then to minimize the risk associate to that hazard to an acceptable level.

Any accident or incident that comes under the following criteria shall be reported to the company in accordance with the relevant reporting procedures.

1. Causes injury to Flynas employee, or employee of a contracted company conducting services for, or on behalf of Flynas, during work.
2. Involves Flynas passengers when using carrier facilities, services or equipment, on aircraft or when under the direct control of Flynas employees.
3. Involves Flynas aircraft.
4. Results in damage to Flynas properties,
5. Involves Dangerous goods,
6. Is a near miss that has the potential to cause injury, damage or loss
7. Any wet lease or codeshare aircraft operating under flynas AOC or for flynas.

4.9.3 Reportable Incidents

Following incidents must be reported in accordance with Flynas reporting structure and to Operational Control Centre using the Ground Safety Report form which is provided in the appendix 1.

1. Injury or damage on ground excluding taxiing
2. Injury or damage during flight including taxiing
3. Aircraft damage or contamination
4. Illness, Birth or Death on Board
5. Dangerous Goods irregularities
6. Illness of crewmembers

In addition to the above, following incidents which may or may have an influence on scheduled operation of Flynas or airlines must be reported.

1. Strikes
2. Riots
3. Disasters such as earthquake, flood etc.
4. Aircraft accidents of other airlines
5. Bomb threats against other airlines or airports
6. Any rules or regulations implemented by authorities on short notice

Report must contain the following information, as minimum and any available detailed information must be reported as soon as possible.

1. Type of incident
2. Start time and estimated duration of the incident
3. Country and place
4. Cause and extend
5. Anticipated effects on scheduled operation

The Operations Control Centre will be responsible for alerting the route stations and instituting special crew briefing and monitoring procedures.

Airport Manager or his deputy officials are required to constantly update Operation Control Centre of the developments of the occurrence.

4.9.4 Dangerous Goods – Mis/Un-declared or Emergency Response Accident / Incident Report

Flynas Handling agents responsible for the station must send a report using safety cube when dangerous goods not permitted for carriage on board the aircraft are discovered on the person or in the baggage of a passenger, or during cargo loading, either dangerous goods was Mis or Un declared, a detailed report is made to the Director, Ground Operations within 24 hours of the occurrence, irrespective of whether the dangerous goods were as cargo, mail, passengers' baggage or crew baggage, for him to report this

Email: gops@flynas.com
SITA : N/A

And These dangerous goods must be removed from the passenger's baggage, or Cargo and disposed of in accordance with local requirements.

4.9.5 Prevention of dangerous goods from being inadvertently carried or loaded onto the aircraft

Handling agents must report to Flynas when dangerous goods not permitted are found in passengers' baggage, Or Cargo.

Flynas ensures that handling agents assigned to perform duties within the scope of ground handling related with Dangerous goods, are adequately trained to detect or recognize dangerous goods carried by passengers or hidden in cargo, through the scheduled audits, performed by the Quality assurance department, and confirming their knowledge of the proper procedures for reporting on occurrence.

Handling agents shall use the form in below and in case necessary, a copy of that form must be reported to the airport authorities where the prohibited dangerous goods is found depends on the subject occurrence.

4.9.6 Undeclared / Mis-declared DG Report

DATE:	FLT NR:	From/	To/
Passenger Name:			
Cargo AWB			
Address:			
TEL NR:			
CLASS	Explosives		
	Gases		
	Flammable liquids		
	Flammable Solids		
	Oxidizing substances and organic peroxides		
	Toxic and infectious substances		
	Radioactive materials		
	Corrosives		
	Miscellaneous DGR		
MARK <input checked="" type="checkbox"/> to the class			
Quantity and description:			
Action Taken			
Copy to Ground Handling Manager Copy to Civil Aviation Authority (GACA) Copy to Civil Aviation Authority (at the station country) Copy to Pilot In command			

4.10 Safety Precautions

4.10.1 Driving on Ramp

Moving vehicles on the ramp can be hazardous and requires drivers/operators to exercise caution at all times especially when moving around the aircraft and during positioning of equipment on the aircraft.

1. Airport regulations concerning speed limits, road signs and markings shall be respected at all times.
2. Equipment must never approach the aircraft until the anti collision beacon have been switched off, the wheels have been chocked and cones have been positioned around the aircraft.
3. Vehicles / equipment must give way to aircraft at all times.
4. Vehicles / equipment must not cross the path of taxiing aircraft or cross an aircraft path preparing to depart.
5. Equipment shall be used only for the intended purpose
6. Vehicles / equipment must not be driven under any part of the aircraft unless for assigned duties. (toilet / water servicing, fuelling, maintenance work)
7. Ground personnel must refrain from walking or standing on moving conveyor belts.
8. Personnel shall not be transported on vehicles / equipment's unless there is a seat available for them.

4.10.2 Positioning of Equipment on Aircraft

In order to ensure safe and satisfactory standard of aircraft ground handling, it is imperative that the various items of equipment that are required to service an aircraft are correctly positioned. Recommended positioning of service equipments can be found in aircraft related chapter.

1. A guide person shall be used when driver/operator visibility is restricted or backing away from an aircraft.
2. Always ensure adequate clearance from other servicing vehicles / equipments and aircraft.
3. Drivers positioning equipment on to the aircraft must stop short to test the vehicle's brakes.
4. Vehicles must not be left at the aircraft side in such a position that it impedes other services such as refueling, maintenance etc.
5. Vehicles and equipments must not be positioned where they would obstruct the evacuation of persons from the aircraft in case of an emergency.
6. Ground stabilizers and choking of equipments shall be carried out as applicable to equipment type in use.
7. All safety guard rails on service equipment shall be retracted during positioning and fully extended once equipment is positioned.
8. Allow sufficient clearance between the aircraft and the equipment to allow for any vertical movement of the aircraft during loading/unloading and/or during fuelling.
9. Sharp turns shall be avoided while towing and positioning trolleys.

10. All vehicles/equipments shall be removed to their designated parking positions after the departure of the aircraft.
11. Parked vehicles must have their engine switched off, hand brake fully engaged and neutral is selected.

4.10.3 Use of Passengers Stairs

Before using passenger steps, always ensure

1. The treads are in good condition.
2. No edging strips or non-slip coverings are loose.
3. All buffering is in good condition.
4. No debris left on the passenger steps that could invite hazard to the passenger and staff.

4.10.4 Engine Start Using Air Starter Unit (ASU)

The area in front of the engine takes is extremely hazardous to personnel during engine start. When engines are started using Air Starter Unit (ASU), the following procedures shall be applied.

1. Ensure only ground handling staff and equipment involved in engine starting are permitted within the ERA during engine start.
2. Confirm communication with flight deck crew and the total number of engines to be started. Also the engine start sequence to be used and number of ASUs to be used.
3. The air starter unit must be positioned forward of the nose of the aircraft on the right hand side.
4. After connecting the air starter unit, the operator must confirm to the head set operator that they are clear of the engine hazard zone.
5. The head set operator confirm "clear to start engine number one" to the flight deck crew.
6. The flight deck crew will confirm with head set operator when engine number one is started and stabilized.
7. When disconnecting and returning air starter hose, the operator must take extreme caution and keep away from direct intake area.
8. Air starter operator must confirm with the head set operator when clear of the engine start up zone.
9. Head set operator will confirm with the flight deck crew "clear to start engine number two"

4.10.5 Precaution against Engine Hazards

An aircraft engine running on the ground creates hazards and is dangerous to ground staff and passengers.

The hazards are created by

1. Jet blast from the rear of the engine
2. Propellers
3. Intake suction at the front of the engine
4. Poisonous exhaust gases

5. Noise Ground staff in close vicinity to running aircraft engine should always be alerted to the above dangers and must observe following precautions

1. JET BLAST

- A. Ground Personnel or Equipment should never be closer to the running engines and must maintain minimum distance of the jet blast area. Jet blast area dimension can be referred to the aircraft type specification manual
- B. **Passengers** Passengers shall never be routed behind an aircraft with engine running. The boarding/disembarking process shall be delayed or interrupted if this condition cannot be met.
- C. **Passenger steps** Passenger steps are vulnerable to jet blasts. Never drive a passenger step in elevated position close to engine blast area.

2. CROSS WINDS

Cross winds will apparently deflect jet blast side ways from its normal course and care must be taken to avoid any damages to personnel or property.

3. HEAD WINDS

Head Winds are winds blowing from the nose to the tail of the aircraft. This will cause the dangerous effect of extended jet blast over a greater distance and staff must take precaution to avoid damage to personnel or property.

4. TAIL WINDS

Tail Winds are winds blowing from tail to the nose of the aircraft. These may have the effect of reducing the jet blast area. However the minimum safety distance for passengers and staff shall not be reduced.

5. INTAKE SUCTION

Ground personnel and or equipment shall never be within 20 feet of the air intakes of a running engine. Passengers shall never be allowed to approach the engine in take area or a starting engine.

Unit load Devices, especially containers also vulnerable to jet intake suction and proper care shall be taken to avoid it.

6. POISONOUS GAS

Danger of exposure to poisonous and irritating gas from jet blast can be prevented by observing precautions for the jet blast area.

7. ENGINE NOISE

The ramp area is designated as a hearing protection zone during normal airfield operation.

During normal operations, staff shall wear hearing protection devices at all times in designated hear protection zones.

Ear protection devices shall be obtained through normal stationary process.

Passengers are protected from noise as they are not allowed to approach a running aircraft engine while boarding/disembarkation.

4.10.6 Cleanliness of Ramps, Taxiways and Runways

It is important that the cleanliness of ramp, taxiways and runways are maintained at a high level. Aircraft engines can be damaged by sucking small objects and tyres can be cut by the presence of small sharp metal objects.

Staff should be encouraged to clear the ramp of such objects if found. Significant identification of foreign debris on the ramp shall be brought to the attention of airport authorities for corrective action.

4.10.7 Operation of Cabin Door

1. Cabin door shall never be opened, closed or left open without ground service equipment in place.
2. Only trained personnel may operate cabin doors in order to avoid damage and personnel injury from inadvertent falls.
3. Training records of all authorized staff must be retained and shall be available for audit purpose.
4. When cabin crew is on board, they are primarily responsible for opening and closing of all cabin doors.
5. When cabin doors are to be opened from inside, the doors shall be knocked to confirm that the service equipment is positioned and it is safe to open the door.
6. Unauthorized operating of cabin doors may result in deployment of emergency escape chute, causing serious injury to personnel and damage to aircraft and property.
7. Before closing the door, ground staff should look out for any possible obstruction around the door area that may hinder the door closure.
8. Ground staff may suitably assist the cabin crew in the initial closing of the cabin door.
9. Ground staff must not leave the vicinity of the cabin door until it is fully closed and the handle is stowed.

4.10.8 Positioning of servicing equipment at Cabin Door

1. Service equipments must not approach the aircraft until:
 - A. The aircraft has come to a complete stop
 - B. Chocks are in position
 - C. Engines shut down
 - D. Anti collision beacon switched off.
2. The walking surface on the steps and loading bridges should be cleaned regularly in order to avoid any slippery surface.
3. Operator must check area around the cabin door and report any damage found in accordance with the reporting instructions.
4. Clearance gaps between the aircraft and the steps shall not be large enough to allow personnel or equipments to fall or slip in to the clearance gap.

5. Protective rubber bumpers on equipment / stairs must not be compressed against the aircraft. A small gap must be maintained between the aircraft fuselage and the equipment.
6. During loading/unloading operations and fueling operations, there may be vertical movements of the aircraft and allowance must be maintained between equipment and aircraft fuselage for out ward door opening.
7. Cabin crew will check that the steps are positioned correctly and the guide rails are raised before passenger disembarkation.
8. Equipment stabilizers must not be retracted before cabin doors are closed.

4.11 Safety Inspections

As part of the SMS Hazard Identification Process, Responsible Managers are required to regularly and routinely conduct Safety Inspections/FOD walk of the company work area for which they are accountable.

Any deficiencies noted in the required standards are corrected and preventative actions implemented. The Inspections and subsequent actions are documented and are reviewed during Safety Audits. New risks are always referred to Safety Management for resolution.

4.12 Safety Walks/Observations

Refer to SMM Manual (3.1.4)

Refer to SMM Manual (3.2.2)

Regular Safety Walks by senior management demonstrate one of the clearest signs of leadership and commitment to safety and an important means of communication.

They are different to the more formal inspection or audit in that they are personal and specifically directed at people and can have an influence on attitude and behavior out of all proportion to the time they take.

4.12.1 Guidance to Safety Walks

Safety and housekeeping in a Managers' area of responsibility reflect the standards they are willing to accept. They will improve as soon as they are communicated convincingly. This guide has five steps:

1. Safety Walk/Observations
2. React
3. Communicate
4. Follow-up
5. Raise Standards

4.12.2 Safety Walk/Observations

The concerned managers should get into their area of responsibility at least once a week with one of their subordinates to conduct a Safety Walk. They do not neither have to devote a lot of time to the audit, nor do they have to conduct a complete tour of their area.

If they have several locations that they know are trouble spots, they should concentrate on them first. Managers should sample one or more portions of an area where they can observe employee work practices and conditions quickly and effectively. The way they allot time for the walk will reflect their style of management: some may elect to take 15 or 20 minutes each day; others may choose to make a single walk once a week, spending up to an hour.

They need to develop their own system; in fact, they will only get results if they develop a system and adhere to it. It is crucial that they do not try to combine a Safety Walk with a Safety Inspection.

4.12.3 React

The only way the managers and their specific area can benefit from the safety walk is for them to react. The manner in which they react may well be the strongest single element in improving the safety climate in their department. Managers reaction (or lack of it) tells their staff what is and is not acceptable. With the philosophy that all injuries and occupational illnesses can be prevented.

Managers must display confidence that high standards can be achieved in their department.

Each time managers conduct a walk, they must ask themselves a question and make a decision: "are all aspects of safety acceptable?" Whenever the answer is "no", they should record their reaction and comments about how the facility deviates from their standards. They must come away from each safety walk with a reaction:

1. The operation is acceptable because.....
2. The operation is not acceptable because.....
3. The operation has deteriorated because.....
4. The operation has improved because.....

4.12.4 Communicate

In keeping with the principle that safety is a line responsibility, managers' reaction to their Safety walk must be communicated. Managers should talk with their subordinates who have responsibility for the areas they visited.

Managers should not be casual about this communication. If the conversation is to be productive; their staff must understand that:

1. They are pleased or displeased with what they saw(discuss their observations)
2. They expect a reaction to their comments and, more importantly, to see more than a temporary improvement leading to a permanent one.

The implications of their comments and their expectations must be clearly understood but be sure that the person to take action has the authority and resources to deliver.

4.12.5 Follow-Up

Follow-up is the key to achieving results. Managers must react and communicate their observations effectively. They must also set up an effective reminder system for them to personally follow-up and control the closures of the noted observations in a timely manner. By doing so, subordinates learn to manage safety more effectively in their particular area of responsibility.

4.12.6 Raising Standards

By consistently following the first four steps of this guide, you will see steady improvements in safety and housekeeping. Part of your personal challenge will be to keep raising your standards and providing the leadership necessary to continue to make progress. First solve the major problems, then begin to fine-tune your safety and housekeeping efforts.

1. Approve and implement a Safety Walk schedule that includes management and supervisors.
2. Ensure those conducting walk comply with safety procedures themselves, i.e. wear appropriate Personal Protection Equipment (PPE)
3. Ensure walks are for safety only. Do not combine them with other visits.
4. Emphasize that walks must focus 100 per cent on people. (Inspections focus on equipment and conditions)
5. Agree a formal programme and frequency
6. Conduct the majority of walks with someone (superior, subordinate, peer or member of staff)

A Safety Walk Report should be completed and should include the observed commendable actions for employees and the unsafe conditions:

1. Determine the best way to communicate results and give feedback. • Analyze observations to determine trends.

4.12.7 Difference between Safety Inspection and Safety Walks

Safety Inspections (Checklist)	Safety Walks (No-Checklist)
Things	People
Passive	Interactive (Demonstrate I Care and Value you)
Carried out by Experts	Does not need Experts. We all know and understand importance of safety, everyone us.
Negative	Positive + Negative
Document / Follow Up	Not - Document / Follow up

4.13 Safety Audits

Safety Audits, a routine part of the Safety Management System, is the proactive safety management mechanism by which any potential risks associated with an existing service or product can be identified and controlled.

For Details: please refer to Chapter 7: Safety Assurance in Flynas Safety Management Manual (SMM).

4.13.1 Applicability

The Safety Management System is a fundamental management control process, Safety Audits are essentially similar to Quality Audits, but with a different focus. A Quality Audit identifies the process and audits against documented standards, procedures and practices, whereas a Safety Audit not only audits against the documented standards, procedures and practices, but also seeks to identify risk or hazards in that part of the organization / vendor under review.

Furthermore, a Safety Audit should also challenge existing standards to ensure that they are appropriately stringent and capable of protecting the corporate well being.

Safety Audits may be conducted at the same time as, or Safety Checkpoints incorporated into, routine Quality Audits. Safety Assurance audits follow the same process as quality assurance audits. (Refer to Chapter 3 of the FLYNAS Quality Assurance Handbook, as revised).

Safety Auditors require to be trained, however, persons who are trained Quality Auditors require minimal additional instruction in order to conduct Safety Audits. Persons selected to be Safety Auditors will require basic quality auditing training prior to specific Safety Auditing training.

The applicability of the audit shall be to the following but not limiting it:

1. Ground Operations Departments
2. Ground Operations Training Department
3. Ground Handling Agency
4. Third Part Service Provider or Contractors
5. Training Centers
6. Catering Companies
7. Flynas Hajj and Umrah Charters
8. Operating Airports
9. Pre-Audit for new Operations
10. Fuelling Companies – (Standards of fuel and quality)

4.13.2 Responsibility

1. Ground Operations Quality Department

The Director of Ground Operations is responsible for the Ground Operations Safety audit process. Competent and trained auditors from within the ground operations organization will conduct audits. Analysis and evaluation of all aspects of audits, non-compliances, including significant issues, will be submitted to the Director of Ground Operations.

2. Flynas Safety Department

Flynas Safety department have the ultimate responsibility for the conduct of safety audit and to monitor, follow up on the audit plan for the whole organization.

Both departments shall integrate their audit plans and consolidate their audit findings in order to achieve effective safety trend analysis and identification of hazards.

4.13.3 Scope of Audit

The ground operations audit process will cover:

1. Ground Operations Departments
2. Ground Operations Training Department
3. Ground Handling Agency
4. Third Part Service Provider or Contractors
5. Training Centers
6. Catering Companies
7. Flynas Hajj and Umrah Charters
8. Operating Airports
9. Pre-Audit for new Operations
10. Fuelling Companies
11. De-/Anti Icing Program

4.13.4 Types of Audit

1. Ground Operations Compliance Audit
2. Start up Audits / GHA Assessments
3. Station Self Audits.

4.13.5 Audit Frequency

The minimum number of station audits to be conducted shall be once (1) in every 24 calendar month.

However certain stations with high frequency operations can be minimum Twice (2) in 12 calendar months.

The frequency of the audits shall be determined and published in the Annual audit calendar published by the Ground Operations Training and Quality Department and also via the Flynas Safety Department.

4.13.6 Audit Plan

Scheduled internal and external audits are carried out at a rate appropriate to the risk in the processes and locations that are to be audited. This approach ensures that the audit effort is primarily focused on the greatest risks, both in terms of safety and Quality. Additionally, non-scheduled audits can be carried out and these are entered into the audit programme retrospectively to ensure the audit records are correctly controlled and maintained.

Audit plans are established on a risk based programme as detailed under.

1. Previous audit scores
2. Repeated non-compliances
3. Overdue non-compliances
4. Ground Handling Incidents, aircraft damage incidents per 1000 (departures)
5. High risk incidents
6. Frequency of operation
7. Findings and Recommendations arising from Safety Investigations.
8. Safety Reports and Trend analysis

All stations will be classified as High, Medium or Low risk, based upon the specified parameters. The frequency for completing the corporate audit is dependent upon the risk classification. (

These are: (**Station Risk Level Frequency (GUIDANCE)**) (

STATION RISK	FREQUENCY
HIGH	ONCE IN 6 CALENDAR MONTHS
MEDIUM	ONCE IN 12 CALENDAR MONTHS
LOW	ONCE IN CALENDAR 18 MONTHS
ALL OTHER	ONCE IN 24 CALENDAR MONTHS

4.13.7 Audit Calendar

The Audit calendar applicable to the Ground Operations department will published by the following departments:

1. Ground Operations Training & Quality Department;
2. Flynas Safety and Security Department
3. Flynas Quality Department.

The Ground Operation Training and Quality Department Calendar will be prepared at a more higher frequency which will coincide with flynas Safety and Quality Department Calendar and complimenting them at the same time.

This strategy will ensure continuous improvement of the company performance ensuring inline with the applicable regulatory and industries best standards.

The calendar can be viewed at any time when requested to the above mentioned department and is maintained electronically through a software keeping it company controlled.

Any re-scheduling/delay from the scheduled audit planned date, the responsible manager or personnel shall notify the Director, Ground Operations and Director/Manager, Quality with the following:

- 1) New proposed date of audit – (*proposed date shall be within the maximum allowable frequency for the audit that is 24 calendar months*);
- 2) Reason for Delay;
- 3) Updated calendar;
- 4) Resource allocation;
- 5) Any other relevant information;

Once the approval is received for the above responsible Manager, the Auditor shall advise the Auditee with the proposed new date.

4.13.8 Audit Process

The audit process will depend on the type of audit being conducted. Generally, it will consist of an interview with the manager responsible for the activity, meetings with ground handling agents and other contractors (if required), the checking of documentation and records, an inspection of the work areas associated with the department under audit (eg., airport terminal, ramp facilities, offices etc.).

The monitoring of a minimum of 2 arrivals and 2 departures must be incorporated within the overall audit as this provides a sufficient sample upon which to base audit findings.

The deadline by which audits should be completed will be determined by the start date of the previous audit and the station risk rating. Final dates will be agreed between the auditor and the manager responsible for the activity under audit, no later than one month before the audit.

Audit questions will relate to the following categories;

Section Category

1. Safety and Security Management
2. Manuals and Procedures
3. Dangerous Goods
4. Training
5. Passenger Service Activities

6. Baggage Services
7. Cargo
8. Ramp Activities
9. Load Control
10. Personal Safety
11. Facilities and Equipment
12. Emergency Planning
13. Ground Service Equipment (GSE)

4.13.9 Audit Report

Audit reports will be submitted to the Director of Ground Operations and be available for review by the flynas safety and quality department within 7 days of the completion of the audit.

Audit reports will be moderated and approved in accordance with the respective Quality Management System by the Training and Quality Manager. When an audit has been approved, the report and non- compliances will be submitted to the Director of Ground Operations.

4.13.10 Non-Conformance Report (NCR) Definitions

Finding Levels	Definition	Actions to be Taken
Level 1	Non-conformance representing a serious risk to the safety of personnel and the Operation or airworthiness of aircraft.	Accountable Manager to be informed. Operational Risk Mitigation to be taken immediately, rectification to be completed within a maximum 30 days
Level 2	Non-conformance with regulations or company documentation not representing an immediate threat to safety.	Any Actions to be taken within 60 Days
Level 3	Observation or non-systemic occurrence (one-off).	Any actions to be taken within 90 days

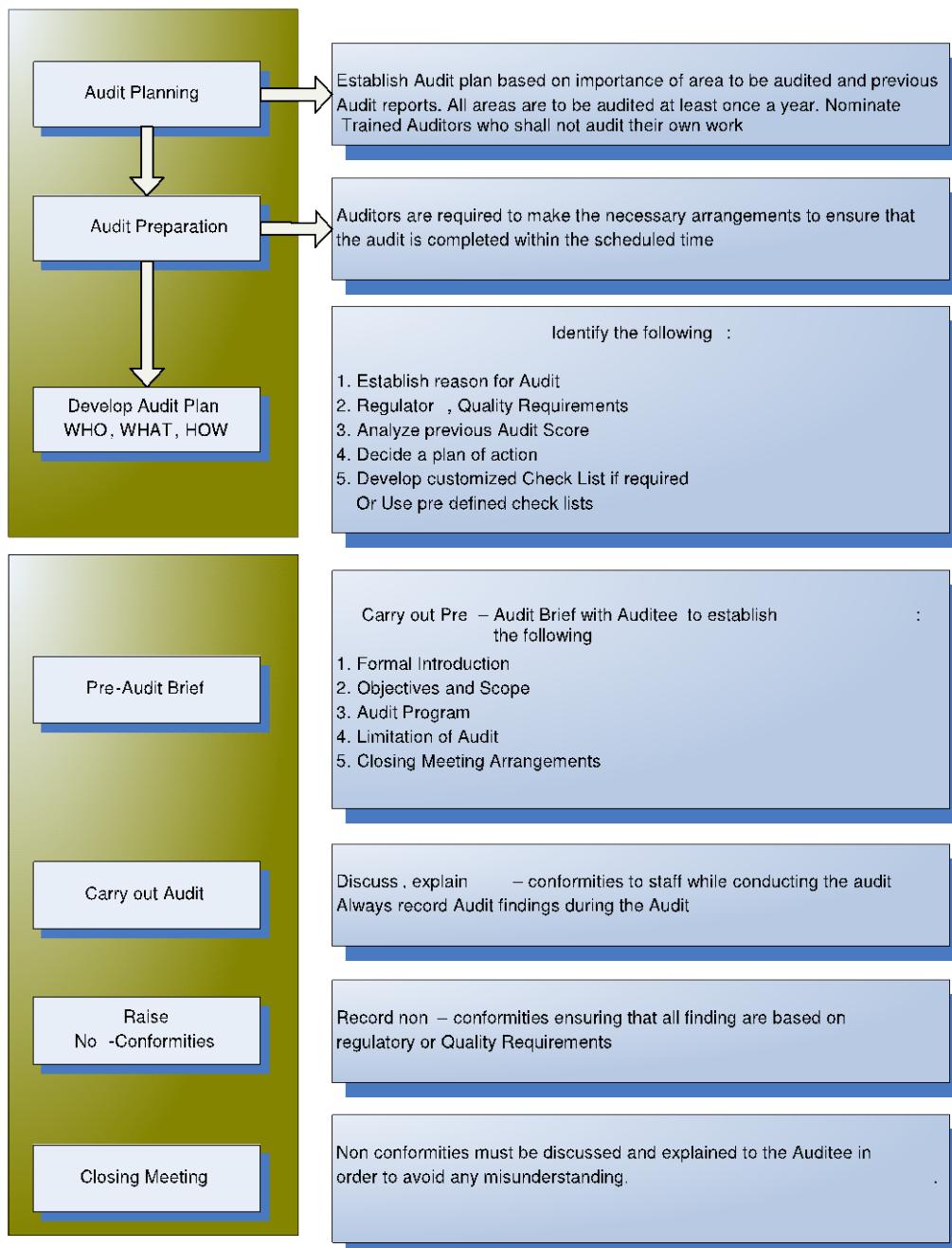
4.13.11 Corrective Actions Management

The resolution of shortfalls identified through audits, investigations, monitoring, or staff feedback is done through the Non-Conformity Report process. Each finding is separately recorded on a Non-Conformity Report (NCR) and accompanies the Audit Report sent to the Responsible Manager. He is responsible for indicating the planned Corrective and Preventive Actions they intend to put in place, together with proposed dates for completion of these actions.

Should the NCR be rejected or be found to require no additional action, this should be recorded in the action taken column.

Each NCR is the responsibility of the respective Responsible Manager for the activity to which the noted finding belongs. It is his responsibility to review the finding, assess the potential risks and benefits of resolution and take the appropriate action. NCR's are categorized according to their severity and the urgency of the required corrective action in section 4.13.10 of this chapter.

4.13.12 Audit Flow Chart



4.13.13 Archiving of Completed Audit Reports and NCRs

All closed Audits and associated NCRs are retained on file as a history of the changes made in the organization, the reasons and the action parties. The archiving period is

established at 5 years from date of closure and will be maintained electronically controlled process.

4.13.14 Station Self Audits

Self-Audits shall be conducted by a senior Flynas official at his/her own station, or by a department manager on his/her own department. It may also be considered useful to invite representatives from the management of handling agents and other contractors (e.g. catering and engineering companies and airport authorities) as observers on some audits.

Self-Audits shall be conducted periodically in accordance with the frequency as directed by the Director of Ground Operations. Action plans to correct any non-compliance found must be developed after each Self-Audits, as applicable.

Self-Inspection checklists, and any respective action plans must be retained for audit purposes.

The checklist at **Appendix 1** shall be used for Self Audit checks. Additional questions can be added to meet local regulations or requirements. The Self Audit check list is aligned with the main Ground Operations Compliance audit.

4.13.15 New Station Start up Audits

All new mainline stations, GHA changes, and airport changes or commencement of operations from a new terminal, will be subject to start-up audits.

Reports will be forwarded to Director of Ground Operations for consideration during the selection process. In the case of a monopoly GHA, a start-up audit will still be required so the relevant persons can be advised of any issues that require attention.

All new mainline stations, GHA changes and airport changes, or the commencement of operations from a new terminal will be initially categorized as high risk. Subsequently, a full audit must be conducted no earlier than 2 months and no later than 12 months from the start date. The appropriate risk rating will be assigned accordingly thereafter.

The start-up audit document is maintained by Director of Ground Operations and aims to review basic safety and procedural provisions of the airport and the GHA concerned. These documents shall be available for review by Flynas Safety and Quality Department whenever requested.

4.13.16 Ground Handling Agency/ Third Part Contractor Audit – Agreement

Flynas shall conduct new Ground Handling Agent or Third Party Service Provider Audit before binding into an agreement.

This audit will highlight standardization differences and will complement the Risk Assessment of that station, the standardization between flynas and proposed ground handling agency or Third Party Contractor shall be done to a minimum of flynas prescribed policies and procedure or can be greater.

Flynas shall not signed an agreement with the service provider unless the audit and risk assessment is completed to a acceptable level.

In case of a monopoly, flynas shall identify the differences and established the mitigating action to reduce the risk level to a level of acceptance by flynas and applicable authority.

A process with the acceptable deviation shall be documented and distributed to all the relevant parties with in flynas and external relevant parties including the applicable authorities.

Refer to section 4.13 of this manual on the Audit process and applicability.

4.14 Management of Change

Whenever FLYNAS experiences permanent change due to expansion; contraction; changes to existing systems, equipment, programmes, products and services; and introduction of new equipment or procedures.

To prevent Hazards from inadvertently be introduced into the operation whenever change occurs, FLYNAS Safety management practices require that hazards that are a by-product of change be systematically and proactively identified, implemented and subsequently evaluated.

Safety reviews are conducted to prevent change from introducing a new hazard, impact the appropriateness of existing safety risk mitigation strategies and/or impact the effectiveness of existing safety risk mitigation strategies. This include external changes to the organization, or internal. Examples of external changes include changes in regulatory requirements, changes in security requirements, and reorganization of air traffic control. Examples of internal changes include management changes, new equipment and new procedures.

The FLYNAS management of change takes into account the following three considerations:

1. *Criticality of systems and activities.*

Criticality is closely related to safety risk. Criticality relates to the potential consequences of equipment being improperly operated or an activity being incorrectly executed — essentially answering the question, “how important is this equipment/activity to safe system operations?” While this is a consideration that should be made during the system design process, it becomes relevant during a situation of change. Clearly, some activities are more essential for safe delivery of services than others.

For example, the changes in activities or procedures related to an aircraft's return to service after major maintenance in an organization that has first implemented its own maintenance organization after previously subcontracting third-party maintenance, might be considered to be more safety-critical than a similar scenario regarding changes in meal catering activities. Equipment and activities that have higher safety criticality should be reviewed following change to make sure that corrective actions can be taken to control potentially emerging safety risks.

2. *Stability of systems and operational environments.*

Changes may be the result of programmed change such as growth, operations to new destinations, changes in fleets, changes in contracted services, or other changes directly under the control of the organization.

Changes in the operational environment are also important, such as economic or financial status, labour unrest, changes in political or regulatory environments, or changes in the physical environment such as cyclical changes in weather patterns. While these factors are not under the direct control of the FLYNAS organization, it must take action to respond to them.

In the case of frequent changes in either systems or operational environments, FLYNAS managers are required to update key information more frequently than in more stable situations as part of the management of change process.

3. *Past performance.*

Past performance of critical systems is a proven indicator of future performance. This is where the closed-loop nature of safety assurance comes into play. Trend analysis in the safety assurance process is employed to track safety performance measures over time and to factor this information into the planning of future activities under situations of change.

Moreover, where deficiencies have been found and corrected as a result of past audits, evaluations, investigations or reports, a formal management of change process is used to identify changes within the organization which may affect established processes, procedures, products and services. A formal management of change process utilizes the risk assessment matrices to ensure effective safety performance.

4.15 Risk Assessment

Refer to SMM Manual (3.1.4)

Refer to SMM Manual (3.2.2)

Most work activities carry risks of some sort such as damage, injury or loss. A Risk Assessment is a careful examination of what could result in injury to persons, damage to aircraft, damage to equipment or damage to the Company's reputation. The purpose of Risk Assessment is to enable management to determine whether sufficient precautions have been taken, or whether further initiatives are required to ensure a safe operation.

It is important to have a proactive – as well as reactive – approach to the management of safety. Hazard identification and risk management are proactive methods. They are the systematic examination of potentially hazardous activities to establish safe, effective procedures and practices. Analysis of hazardous activities will identify areas of relatively higher risk that require monitoring.

This enables defenses to be developed and contingency plans to be produced and implemented

Risk assessment and mitigation is an element of the Safety Risk Management component of the SMS framework. To be completely effective Risk assessment and mitigation program is implemented and incorporated throughout the organization to ensure:

1. Hazards are analyzed to determine corresponding safety risks to aircraft operations;
2. Safety risks are assessed to determine the requirement for risk mitigation actions (s);
3. When required, risk mitigation actions are developed and implemented in operations.

FLYNAS risk assessment and mitigation program would typically be implemented in a manner that:

1. Is active in all areas of the organization where there is a potential for hazards that could affect aircraft operations;
2. Has some form of central coordination to ensure all existing or potential hazards that have been identified are subjected to risk assessment and, if applicable, mitigation.

The safety risks associated with an identified existing or potential hazard are assessed in the context of the potentially damaging consequences related to the hazard. Safety risks are generally expressed in two components:

1. Likelihood of an occurrence;
2. Severity of the consequence of an occurrence.

FLYNAS risk assessment and mitigation program is based on ICAO document – 9859, typically has matrices that quantify levels of Risk Severity and Probability and further classifies the levels of Risk. A risk register is often employed for the purpose of

documenting risk assessment information and Monitoring risk mitigation (control) actions.

The details on the procedure to follow for conducting the risk assessment are described in the Chapter 10 of flynas Safety Management Manual (SMM).

4.16 Monitoring of Ground Handling Agency / Third Party Service Contractors

It is the responsibility of flynas to monitor the operational activities performed by the GHA or Third Party Service contractors to be in line with the flynas prescribed policies and procedures in the flynas GHM.

In order to achieve a high level of monitoring, flynas shall achieve through the following but not limiting to it, these are as follows:

- 1) Scheduled Audits
- 2) Non-Scheduled Audits – (*required in response to a safety report, incident, investigations, spot checks*)
- 3) Safety Inspections
- 4) Safety Observations
- 5) Safety Walks
- 6) Quality Audits
- 7) Through Hazard Identification process - (*reports*)
- 8) Analysis outcomes through SMS,
- 9) Customer Service feedback and reviews,
- 10) Issues identified through review boards, -(SAG, SRB, GOPG.etc)
- 11) Self Audits.

For details on the above, please reference flynas GHM.

4.17 Safety Performance Monitoring and Measurements

Refer to SMM Manual (4.2)

Safety auditing is a core safety management activity embodied in the company's SMS. Like financial audits, safety audits provide a means for systematically assessing how well the company is meeting its safety objectives.

The safety audit program, together with other safety oversight activities, provides a feedback to managers of individual units and senior management concerning the safety performance of the company.

This feedback provides evidence of the level of safety performance being achieved. In this sense, safety auditing is a proactive safety management activity, providing a means of identifying potential problems before they have an impact on safety.

4.17.1 Safety Performance Indicators

Safety performance indicators are generally data based expressions of the frequency of occurrence of some events, incidents or reports. These occurrence data may be reactive, proactive or predictive in nature.

The results of monitoring tools (especially the FDA) are used as performance indicators of identified hazards. The trend monitoring of identified hazards enable to highlight the efficiency of the corrective actions that have been implemented.

The Safety and Security Department provides the company management with values of safety indicators to ensure a continuous monitoring of the Process Performance:

- 1) Safety Process Performance
 - A. Hazards Identification
 - B. Risk assessment
 - C. Corrective actions
 - D. Safety awareness
- 2) Safety Overall Performance:
 - A. Aircraft performance
 - B. Safety performance
 - C. Compliance to regulatory requirements and company standards
 - D. Security performance

4.17.2 Safety Performance Monitoring

Safety performance monitoring is the process by which safety indicators and/or goals of the Company are reviewed in relation to safety policies and objectives. Such monitoring is the responsibility of the company's Safety Committees.

Any significant abnormal trend or breach of Acceptable Level of Safety (ALS) indicators would warrant appropriate investigation into potential hazards or risks associated with such deviation.

Safety Performance Measurement quantifies events having low safety consequences, but which may be indicative of emerging safety risks. This dynamic activity involves continuous monitoring and measurement of selected operational activities.

This activity is focused mainly on the "Proactive" and "Predictive" Safety domain. The Director, Safety & Security with the support of the Flynas Safety Groups (SAG,SRB,

GOPG) defines indicators to measure the safety performance activities in function with the agreed safety performance objectives.

4.17.3 Acceptable Level of Safety (ALS)

Acceptable Level of Safety (ALS) is the expression of the company's minimum acceptable safety performance level (s). They are the minimum safety performance that the company should achieve while conducting its core business functions. Each organisation may have a slightly different ALS which will be commensurate with the complexity of the organisation's operational context.

The introduction of the concept of acceptable level of safety responds to the need to complement the prevailing approach to the management of safety based upon regulatory compliance, with a performance based approach that aims for continuous improvement to the overall level of safety.

Acceptable level of safety expresses the safety goals of the company. It provides the acceptable minimum safety objectives of the company while conducting its core business functions.

A commercial airline operation encounters a number of emergency situations considering the usually wide network it operates in geographically. It is therefore susceptible to the safety and security condition prevailing in the various airports it operates in, weather condition at origin, destination and enroute weather in between, peace and order situation such as strikes, rallies, demonstrations and other civil commotion. In any of these emergencies, the company has made priorities in terms of providing mantle of safety and security.

4.17.4 Areas of Safety Monitoring

1) Passenger Handling

The safety considerations in handling passengers may arise in any phase of the handling from pre-flight, in flight, and post flight.

- A. All access to building offices of the company must be in accordance with building codes providing safety features inclusive of those for the physically challenged e.g. ramp for the physically challenged, easy and safe ingress and egress, provisions for fire e.g. fire extinguishers and fire exits.
- B. Chairs and counters in public contact offices must be of safe structure and construction to prevent accidental collapsing and tumbling due to inability to carry the passenger weight.
- C. Passengers are given the right of way on ramp movement e.g. no ground vehicle or equipment ever obstructing the path of passenger movement.

- D. All ramp equipment operators have been sufficiently trained on safe driving on the ramp area particularly around an aircraft being serviced to avoid accidental bumping of any part of the aircraft.
- E. Air stairs are safely deployed in place to ensure safe boarding and disembarking; and if in an aerobridge, the bridge is free of any obstruction e.g. wheel chairs, stretchers, among others.
- F. Inflight, cockpit and cabin crew must have been thoroughly drilled on the SMS and sufficiently trained in emergency procedures e.g. aircraft accident, water ditching, fire on board, lifesaving, first aid, jungle and water survival.
- G. Aircraft must be provisioned with all the safety needs e.g. safety procedures handbook, first aid kit, oxygen bottle, safety belts in all seats, sufficient life vests including infant life vests.
- H. Safety markings and warnings in the cabin e.g. identification of emergency exits, guide lights to the emergency exits, stowage locations for fire extinguishers, life vests and emergency kits.
- I. Enforcement of cabin safety measures e.g. use of seat belts, no smoking, safety briefings, load distribution i.e. no congregation in rear or front, no jokes about bombs, explosives or anything that could alarm passengers unnecessarily.

2) Aircraft Handling

- A. Hangar and ramp handling: towing, parking, servicing to ensure that the aircraft is properly serviced before and after each flight.
- B. Assembly of load in bulk to ensure proper build-up to prevent cargo from shifting during take-off and landing
- C. Loading/off-loading of aircraft to ensure that no prohibited and/or dangerous items get on board
- D. Next to the passengers, the aircraft has right of way on the ramp and in all aircraft movement areas.
- E. Ground equipment used in servicing the aircraft must be in good operating conditions and positioned in specified areas that ensures efficient aircraft servicing and avoidance of creating damage to the aircraft
- F. All personnel in the aircraft movement and service areas must have sufficient training in their respective tasks and provided orientation in safety and security in the workstations. In this regard, they must have:
 - i. Knowledge of aircraft types and ability to identify all types normally operating at the aerodrome
 - ii. Knowledge of airline call signs
 - iii. Knowledge of aircraft terminology relating to engines, fuselage, control surfaces, undercarriage, lights, vents, etc.

- G. All units participating in aircraft servicing in specific workstations must maintain full coordination and synchronization in delivery of performance to ensure the safety and security of the aircraft.

3) Baggage Handling

Some general rules to ensure safe and secure handling of baggage are as follows:

- A. Baggage must have gone through security inspection upon entry into the passenger terminal.
- B. Customer service agent at check-in should ask the passenger courteously if the baggage is his own, if he packed the baggage, and whether it contains any prohibited or dangerous items and to report any suspicious reaction to the questions.
- C. Accurate weighing and attaching baggage tag for identification purposes are essential to establish ownership at release and/or during investigation in case of any untoward incident that involves the baggage.
- D. Building up baggage in containers or in bulk compartment must be attended with care, with heavier pieces piled below lighter ones to avoid damage.
- E. A random check of the baggage claim tag against the strap should have a deterrent effect on erroneous release or claiming of baggage by passengers.
- F. Unclaimed baggage must be provided with a safe storeroom duly bonded by the Bureau of Customs if involving international flights.
- G. In all of the baggage handling stages, airline personnel must watch out for possible damage on the baggage and records must be kept in a security logbook in case it gives rise to a complaint or claim.

4) Cargo Handling

Some of the general rules that must be observed include the following:

- A. Establish the identities of shippers and consignees. It is judicious to subject to a thorough check shipments coming from unknown shippers and if necessary to quarantine the shipment for a day or two.
- B. Establish the actual weights of shipments. Weigh and reweigh shipments even at random to serve as deterrent to fraudulent under weighing.
- C. Keep weighing scales in good operational condition. Observe periodic calibration and be wary of weighing scales that are always registering wrong weights. Some form of fraud like intent to under weigh shipments might be involved.
- D. Use appropriate labels for shipments and follow all instructions in it particularly for those of fragile nature and perishables to avoid untoward incidents.
- E. Building up cargo in containers or in bulk compartment must be attended with care, with heavier pieces piled below lighter ones to avoid damage.

- F. Always use skids for shipments that might breach the floor weight bearing capacity.

4.17.5 Implementation

The concept of acceptable level of safety is expressed in terms of safety performance indicators and safety performance targets, and implemented through safety requirements.

- 1) The relationships between acceptable level of safety, safety performance indicators, safety performance targets, and safety requirements are as follows:
 - A. Acceptable level of safety is the overarching concept.
 - B. Safety Performance Indicators are the measures or metrics to determine if the acceptable level of safety has been achieved.
- 2) The following are used in determining the accomplishment of the acceptable level of safety:
 - A. Number of Hazard Report (HR)
 - B. Number of Ground Handling Safety Report (GHSR)
 - C. Number of Air Safety Report (ASR)
- 3) Safety Performance Targets are the quantified objectives pertinent to the acceptable level of safety.
 - A. Reduce the number of incidents that cause damage and the amount of damage.
 - B. Reduce the number of injuries to personnel, guests, and passengers.
 - C. Increase the number of actions based from safety meetings.
 - D. Reduce the number of non-compliances with standard flight operations procedures as measured by observation or flight data monitoring.
 - E. Increase compliance with the safety incident management process through reporting, root cause investigation, and implementation of corrective actions.
 - F. Safety Requirements are the tools or means required to achieve the safety performance targets.

4.17.6 Safety Performance Indicators

The following are the type of safety performance indicators but not limiting to it, these are as follows:

1. Safety Reporting Rate
2. Percentage of Incidents per total number flight monthly;
3. Percentage of Accidents – Zero (0)
4. Percentage of Mishandled Baggage per total number of flights monthly.

The above are just example, please refer to flynas Safety Management System Manual for details on the Safety Performance Indicators and Targets.

4.18 Purchasing new equipment

Flynas shall ensure new equipment or other operational products relevant to the safety or security of aircraft operations that are purchased or otherwise acquired from an external vendor or supplier meet the product technical requirements as an example below items shall meet flynas requirement prior to being used in the conduct of operations or aircraft maintenance.

- Training devices (e.g. simulators, door mock-ups);
- Cabin safety cards or videos;
- Cabin service carts or trolleys;
- Onboard safety equipment (e.g. PBE, life jackets);
- Ground support equipment;
- Operational software, databases (non-navigation);
- Security screening equipment;
- Unit load devices (ULDs);

In General, thus item shall be:

- In good condition
- Approved by aircraft manufacture
- No signs of damage on the item
- Maintained in accordance to the manufacture recommendations
- Expiry Date must be Greater Than or Equal to Today's Date - Date must not be in the past
- Item must be used in accordance to the aircraft type.
- Safety and Security instruction must be placarded and readable
- Purchase of GSE and ULD shall meets specifications of IATA AHM

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5.0 Quality Assurance

5.1 Introduction

Flynas Ground Operations Training & Quality Department is responsible for the conduct of quality assurance working together with the flynas Quality Department.

For Details: Please refer to the Flynas Quality Assurance Manual available online on FLYNAS GCPL website.

5.1.1 Certification of Fuel Grade and Uplift

The Ground Engineer is responsible for advising the Fueling Agent of the grade, quantity and required distribution of the fuel in the aircraft tanks.

Before commencing fueling, the Ground Engineer must take precautions to ensure that the Suppliers offer the correct grade for the aircraft type.

5.1.2 A/C Fuel Tank Draining & Sampling for Water Contamination:

- 1) Water can enter the fuel tanks from either being uplifted while refueling as contaminant, or condensation in the air space above the fuel
- 2) At every station before refueling, ground engineer ensure that fuel samples are taken by the fueling agent at the bowser /source and checked for water presence by using water detector
- 3) During daily checks, ground engineer drains fuel tank sumps prior to a flight and ensure free water by visualizing the sample in a transparent container.

NOTE

Not while the A/C being refueling as the water will be blended in the fuel. Wait as long as possible, a minimum of 2 minutes is required.

5.1.3 Check Method

Using syringe and capsule, note detector container expire date, fit a capsule normally colored yellow) onto syringe, draw from the fuel sample and check color of capsule, if water content is above acceptable limits, the capsule will change to dark green / blue.

5.1.4 Procedure If Supply Contamination Is Encountered

- 1) For fuel supplier, notify in writing, suspend uplifts from suspect source, inform Safety Director, and await clearance from him. Before accepting further deliveries.
- 2) Take adequate samples & send for test through Materials / stores, all samples must be labeled to show origin, source, date and time.
- 3) Packing of samples and dispatch must be in accordance with restricted articles regulation

5.1.5 Quality Control Checks At Stations

Safety and Quality audit, is carried out for all fuel suppliers, ensuring that the suppliers are maintaining standards of fuel safety and quality acceptable by Flynas,
This audit shall cover the following:

- 1) Fuel suppliers should have records, supplemented by Q.C. periodic sampling checks on refueling equipment preferably once every 6 months including check during routine filter / water separator element changes for signs of microbiological ingestion (typically black water stains, element discolouration and / or slime)
- 2) Training and qualification of the supplier personnel. Who are required to have initial and recurrent training according to (Item where you will insert table Number 6.10 inside GHM Manual)
- 3) Fuel facilities.
- 4) Fuel is of the correct grade and specifications for the aircraft type.
- 5) Fuel delivered and loaded onto aircraft is free from contamination.
- 6) Safety and quality procedures.
- 7) Performance levels of personnel.

In the event of any irregularity being found the local supplier must be notified and Quality Assurance department informed

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6.0 Security

6.1 General

Airport security procedures are designed to ensure a secure working environment within an airport and to provide protection from acts of unlawful interference. Security measures are necessary to prevent injury and damage to persons, aircraft, and other Company property. All staff must be familiar with the contents of this chapter and be vigilant in all areas of the airport.

This chapter is intended to provide a broad overview of the major security implications for ground staff. It is important to note that comprehensive security policies and procedures are detailed in the Flynas Security Programme. Managers and supervisors are responsible and accountable for ensuring that security and training standards are adhered to at all times.

All Flynas employees and contractors, in conjunction with the airlines Director, Security, are responsible for identifying any security risk or breach of security regulations. Any such risk or breach of regulations must be rectified and reported to the Airport Authorities and to the Director, Security. All Supervisory staff/contractors of Flynas are expected to fully involve themselves in the airport operation and to take steps to ensure that an appropriate level of supervision is provided to maintain standards in security procedures.

It is the responsibility of every employee, to observe and adhere to both the requirements and procedures outlined in this chapter. Non-compliance may have serious consequences and could result in serious injury and/or loss of life. Accordingly, security procedures have the highest priority.

Airport employees must be aware that most areas of an airport are restricted to authorized persons and vehicles only. Any authorization granted to a staff member to enter or operate equipment in a specific part of an airport is not transferable to another person.

Staff members shall be continually vigilant for any access gate or door that may have been left open, and ensure that it is closed.

6.2 Responsibility for Security

The general responsibility for security at stations rests with the Airport Manager/Airport Coordinator or Ground Handling Agent (GHA) as applicable. At stations where no **Flynas** staffs are employed, GHA's are responsible for ensuring that the requirements of

this chapter are met. Advice, guidance and assistance will be provided by the Director of Security.

It is mandatory for the Airport Manager/Airport Coordinator or GHA as applicable to be aware of how the airport security system should operate in a variety of situations in order to be able to assess its effectiveness.

The adequacy of the security measures and procedures should be regularly monitored and assessed by the Airport Manager/Airport Coordinator as applicable. Checking should be carried out at random times including when the airport is busy. At such times staff are most likely to take shortcuts and so lower their guard. Being able to judge the effectiveness or otherwise of the performance is the first step to improving it.

It is mandatory for Airport Manager/Airport Coordinator or GHA needs to be trained in order to understand this particular area of their responsibilities, the Director of Security will arrange and deliver the suitable training.

6.3 Data Protection

Staff details and travel information relating to passengers are confidential. Employees are NOT permitted to provide information concerning any passenger or staff member to any person or organisation.

All requests for such information from certain law enforcement agencies are to be forwarded to the Airport Manager/Airport Coordinator or GHA Supervisor as applicable and will seek permission from the Director of Security.

6.4 Access Control to Servicing Aircraft

The primary purpose of controlling access to aircraft in service is to maintain the security integrity of aircraft once they have been searched. A secondary purpose is to prevent pilferage and vandalism.

For originating flights access control is to be enforced from the time the security search begins and is to continue until doors are closed prior to departure. For turnaround aircraft and transit stops, access is to be controlled all the time the aircraft is on the ground.

6.4.1 Authorised People

After an aircraft has been searched, only people in the categories listed below are to be allowed access to it. Furthermore, possession of an appropriate pass or identity document does not, in itself, justify access. There must also be a legitimate reason for the access for the following persons:

- 1) **flynas** staff, employees of agents and ground handlers,
- 2) Operating Crew (including Government Flight Operations Inspectors on duty),

- 3) Passengers (on production of a boarding card),
- 4) Members of the Police, Customs and Immigration authorities, and
- 5) Government Aviation Security Inspectors on duty.

6.4.2 Originating Station

- 1) At originating stations, ground staff and the aircraft crew (once they are on board), must control access to the aircraft to ensure that only authorised people enter it. Where ground staff are unable to provide effective access control for any reason, security guards should be employed for the purpose. The requirement is to challenge all persons seeking to gain access to:
 - A. Establish their identity,
 - B. Determine whether they have lawful authority to board the aircraft,
 - C. Establish whether or not their presence is essential for the operation of the aircraft, and
 - D. Prevent prohibited articles being taken onboard.
- 2) Any person so challenged who is not in possession of an airport ID card or boarding card or who has no right to board the aircraft, should be reported to the Airport Manager/Airport Coordinator or GHA Supervisor as applicable,

NOTE

Particular care should be taken to ensure that cleaning and catering staff display valid airport ASIC cards and are properly authorised to board the aircraft. 

- 3) At all airports to which **Flynas** operates:
 - A. All doors and gates giving access to security restricted areas from areas leased or operated by **Flynas** must remain closed and locked at all times. Only staff with authorised access to the particular airport, on duty and wearing an ID cards (airport/ company ID) are permitted unescorted access through those points,
 - B. During the dispatch of an aircraft, only staff directly involved with the departure of aircraft and passengers presenting a boarding pass for that flight are permitted through an aerobridge or a boarding gate that gives access to the aircraft,
 - C. Unless aircraft are under active surveillance unattended Aerobridges and boarding gates that give access to aircraft must remain locked unless a member of staff involved with the departure of an aircraft is in attendance at the aerobridge or boarding gate,
 - D. Aircraft shall have all doors and hatches closed, and
 - E. Before entering service after being left unattended, an aircraft must be examined for signs of unlawful interference. The normal Pre-Flight Security Check conducted by aircrew is sufficient.

6.4.3 Personal Search

In certain threat situations it may be necessary to search certain categories of people (e.g. engineering and catering personnel) who have access to an aircraft after it has been searched and for any items they are carrying to be searched also.

It will be necessary for any such searches to be conducted by security staff that have had appropriate training. Airport Managers/Airport Coordinators or GHAs as applicable will be notified by the Director of Security if this measure is to be applied at their station.

6.5 Aircraft Security

6.5.1 General

An aircraft shall not be left unattended unless aircraft access doors are secured or stairs and jet way doors are removed from aircraft and secured. If possible, the aircraft should be positioned in a well-lighted area and/or an area where the aircraft is clearly visible. Maintenance or the catering of the aircraft by the authorized personnel or contract agency should generally occur prior to passenger boarding and does not require the presence of the crew. Pre-boarding of the aircraft is not allowed without the presence of a qualified crewmember onboard and in the cabin area.

Personnel servicing the aircraft as part of the normal assigned duties will be alerted to the need for checking their work area for suspicious materials, packages, or persons. Any suspicious items shall be reported to Supervisors/management and to local Airport Authorities if appropriate. Unauthorized persons not wearing a badge shall be challenged and reported to law enforcement or airport authorities as appropriate.

Any indication of tampering or unauthorized entry into aircraft will be immediately reported to Supervisor / management.

The following are security precautions employees should observe while performing their duties:

- 1) Close all passenger/cargo doors and servicing panels when aircraft is left unattended.
- 2) Keep entrances to passenger loading bridges locked while passengers are not boarding or deplaning. Lock all boarding doors.
- 3) Challenge any unauthorized individuals observed loitering in the vicinity of or attempting to board Flynas aircraft and report to airport security.

6.5.2 Security of Aircraft Not in Use

The level of protection given to an aircraft not in service is to be such that:

- 1) Unauthorised people are prevented from boarding the aircraft, and
- 2) Easy and uninterrupted access to the exterior of the aircraft is denied.

When an aircraft is left unattended, all the aircraft doors and holds are to be closed, steps removed and air bridges withdrawn.

Security seals should be attached to all access points of the aircraft by either the Engineer or the GHA when the aircraft servicing has been completed. A record of the number of the security seals should be maintained and if it is established on re-opening the aircraft before it is taken back into service, that the seal has been tampered with, removed or replaced with another numbered seal, the aircraft must be searched.

If it is not possible to carry out the measures described above, the aircraft must be guarded. Parking of such aircraft in well-lit or patrolled areas of the airport is also highly desirable.

6.5.3 Security of Aircraft while over night

Station Managers are responsible for the security of the Aircraft at his/her station. The Station Manager will enlist the assistance of other departments as may be required and will solicit the assistance and active support for Maintenance Managers/Supervisors where necessary.

Individual Station Security Programs, if necessary, are coordinated with the Director of Security.

In addition to local security procedures, each Station program must meet the following basic guidelines:

- 1) When an aircraft is parked at a gate position, Ramp Service at that station is responsible for assuring that all passenger doors, cargo doors, and servicing panels are closed.
- 2) Ramp Service Personnel will assure that all jet ways and passenger steps are pulled away from unattended aircraft.
- 3) Ramp Service will assure that no ground equipment, which could provide access to unattended aircraft, is left adjacent to such parked aircraft.
- 4) Ramp Service should see to it that an official Flynas uniform or identification badge properly identifies personnel.
- 5) Periodic checks must be made of the exterior of aircraft to insure that no intrusion has occurred. (Seals may be placed on access doors for easy inspection to detect unauthorized entry into aircraft).
- 6) When an aircraft is not located at a gate position, normally the Maintenance Division is delegated the responsibilities as posted above, unless otherwise

indicated. The Station Manager will coordinate with airport authorities and law enforcement agencies at the airport and enlist their services to assist in the overall Security Program. Local agencies should be requested to focus on periodic patrol of ramps and maintenance areas and to reduce access to the operational areas of the airport.

6.5.4 Security of Aircraft While Taxiing

At some airports criminal gangs are known to stop taxiing aircraft in order to rob the holds. In order to prevent such crimes Captains of taxiing aircraft must take orders to stop only from Air Traffic Control.

Airport Manager/Airport Coordinators or GHA's who need to request a taxiing aircraft to stop or return to stand, must relay their request through Air Traffic Control.

6.6 Wearing Airport Security Identification (ASIC)

Airport Managers/Airport Coordinators or GHA Supervisors are responsible for ensuring that all **Flynas** personnel and staff of contracted handlers wear their passes when working airside. Where the regulations are not enforced consistently by the authorities, the Airport Manager/Airport Coordinator or GHA as applicable should make appropriate representation to the Airport Authority. If this representation is unsuccessful, the Director of Security should be informed.

All staff within the Restricted Area of an airport are required to display an Airport Security Identification Card (ASIC) and Flynas/Contracted Company ID at all times when on duty.

Staff who do not require access to the Restricted Area as a normal part of their duty are to wear a Company Identification (ID) card at all times whilst on duty. These cards should be worn conspicuously on the upper body.

Local ID card requirements may vary between various airport authorities. Therefore, staff must ensure compliance with such local requirements as are appropriate at all times.

NOTE

FLYNAS will not reimburse a staff member, contractor or agent for any fine imposed by an airport authority for not wearing an identification card. It should be noted that a Criminal record may result from the imposition of such a fine or other penalty.

Under no circumstances shall a staff member or agent lend their Company ID, ASIC or any other access card to another person.

No staff or agent shall use their Company ID or ASIC to gain access to any area that they not have specific authority to enter.

Off-duty staff shall not wear, display or use their Airport Security Identification Card to gain access to security restricted areas.

6.7 Passenger Check In Procedures

6.7.1 Documentation

Where there are doubts about the validity of any document produced by a passenger, check-in is to be discontinued until the matter has been resolved satisfactorily. Refer the case to the duty officer if required.

6.7.2 Passenger Identity Checks

- 1) Each passenger's passport or identity document must be examined at check-in for normal security procedures, for immigration obligations and for the prevention of fraud. The purpose of identity checks at check-in is to:
 - A. Establish the passport or identity document is genuine and that its period of validity covers the period of the intended journey,
 - B. Confirm that the name on the booking matches the name on passport or ID document,
 - C. Match the photograph in the passport or ID document with the passenger, and
 - D. Establish that any necessary visas are present (instructions on the checking of visas are issued separately).
- 2) When there is any doubt about a passenger's identity or the validity of documents presented, check-in is to be discontinued until the doubt has been cleared.

6.7.3 Check In Documentation and Equipment

It is the Airport Manager and GHA's responsibility to ensure that access to baggage tags, boarding passes and ticket stocks – including those produced electronically – are limited to authorised personnel and that they are strictly controlled to prevent unauthorised use.

Protection against illegal use is to be given to any relevant equipment (e.g. electronic validators) where this has been installed.

6.8 Passenger and Baggage Search – Hand Baggage

6.8.1 General

Unless exempt from search, all passengers (including staff traveling as passengers) and their cabin baggage, must be subjected to security searching before boarding the departing aircraft.

VIPs and their cabin baggage must be subjected to security searching unless specifically exempted. These security measures may be discreetly carried out away from the public view, but they should be performed to the same standard as those for the other departing passengers. Diplomatic privilege established under the Vienna Convention cannot be interpreted as justifying exemption from security searching.

The searching of passengers may be carried out using an archway metal detector, a hand held metal detector or by a physical search. Cabin baggage may be searched using an X-ray unit or by a physical hand search. The security searching of passengers and their cabin baggage is undertaken with their consent.

However, any intended passenger who refuses to submit to security searching, should be advised that the search is in their own interest and if they continue to refuse, their carriage on the aircraft will not be permitted. Hold baggage which has been checked in by a passenger who refuses to be searched, must not be loaded on the aircraft or if it has already been loaded, it must be offloaded. In all such cases, the Captain of the aircraft must be informed.

6.8.2 Secondary Passenger Search

If the operations Airport is classified to be high risk security, Flynas Security department shall implement secondary search point of the passengers, staff, contractors by appointing an independent security company from the airport security.

6.9 Screening

All Passengers and their carry-on baggage shall be screened and security cleared before entering a designated sterile area or prior to boarding a **Flynas** aircraft. Where an airport or another authority conducts passenger screening, such screening shall be performed to the standard stipulated by the General Authority of Civil Aviation (GACA) and ICAO / IATA Annexes.

A sterile area is an area established to accommodate and separate screened passengers from unscreened persons before boarding an aircraft. Any persons refusing to submit themselves to the approved screening processes shall be denied entry into a Sterile Area and prevented from boarding the aircraft. Any baggage checked-in by such persons shall not be loaded onto the aircraft, or shall be off-loaded if already loaded.

Should a **Flynas** aircraft divert to or operate out of an airport for which there is no sterile area, screening will be performed at the departure gate and passengers will be required to board aircraft directly after screening (refer to the **Flynas Security Programme**).

Flynas and/or the airport authority are responsible for all screening requirements as directed by the appropriate state authority.

All airline staff, crew and contracted staff entering a sterile area are required to be routinely subjected to the same screening standards as passengers.

Law enforcement agency personnel on duty may enter a Sterile Area via a screening point without being screened, provided they do not intend to travel.

6.9.1 Confiscated and Surrendered Items

Prohibited items (which have been confiscated or surrendered at the screening point) may be loaded in the aircraft hold provided they are not of a nature which would be normally precluded from carriage e.g. Dangerous Goods. Alternatively, such items may be destroyed.

Flynas will not be held responsible nor liable for any items confiscated from passengers as a result of security screening.

6.9.2 Transfer Passenger

Passengers transferring from one flight to another may be allowed to transfer directly without further searching provided they are not able to mix with other passengers who have not been searched. This will depend on the procedures put in place by the authority responsible for security at the particular airport.

6.9.3 Transit Passenger

Transit passengers, are those who will re-board the aircraft on which they arrived at an airport, and will not need to be searched unless they have left the controlled zone by passing beyond the security search point.

6.9.4 Disable Passenger

Disabled passengers are not exempt from search. However, searchers should ask about the nature of the disability so that as full a search as possible can be conducted. In conducting such searches, the dignity of the passenger is to be respected.

Wheelchairs and stretchers should be included in the searches unless these have been provided by the airport operator.

6.9.5 Diplomatic Courier

Diplomatic couriers are identified by a document indicating their status issued by the state they serve and a Way Bill containing details of the diplomatic bag or pouch they are escorting. Whilst the diplomatic bag or pouch is exempt from security screening, the courier and their personal baggage must be screened to the same standards as regular passengers.

All items must be sealed with an authentic seal as required by the Vienna Convention (this seal is usually in the form of the official crest of the country); and the seal must be intact.

6.9.6 Company Mail

All Flynas Company Mail shall proceed through the standard security before being loaded on board the aircraft. The shipment shall be labeled with the required details, and shall be secured from the moment it leaves flynas mail room till the received by the receiving party.

If the company mail is to be loaded from the airside office, ie. Ground operations, Maintenance, Flight Operations or any flynas office, the mail shall have security check sticker before being loaded on board the aircraft and shall be mentioned on the manifest and informed to the PIC/Captain.

6.9.7 Crew

Crew as classified to be “Operating Crew” or “Deadheading Crew” and comprises, Pilots, Cabin Crew, Maintenance, Aircraft Dispatchers, GACA Inspectors, all these members shall be screened through standard security before getting on board the aircraft.

6.9.8 Saudi Arabia Ministry of Defense (MOD) Couriers (If Applicable)

Couriers employed by the Kingdom of Saudi MOD are identified by a courier certificate and a Way Bill containing details of the consignment they are escorting.

Such consignments are exempt from screening when written authorization from the Director General is received in writing by the Flynas Director of Security. However, the courier and their personal baggage must be screened to the same standards as the baggage of regular passengers.

6.9.9 Regulatory and Authority Personnel

All listed below shall go through standard security before getting on board the aircraft, which are as follows:

- 1) GACA Officers
- 2) KSA AIB Investigator
- 3) Any other Authority personnel.

6.10 Document Check at Boarding Gate

At many airports the physical layout makes it possible for departing passengers to mix with arriving or transferring passengers after the security check points. This in turn allows document swapping; a technique commonly used by criminals and asylum seekers to get passengers without proper documents on to a flight.

Document checks at the gate are designed to prevent this happening and thus avoid the fines levied by a number of governments against airlines carrying inadmissible passengers. The Security Department will give appropriate instructions to the Airport Managers/Airport Coordinators and GHA's of those stations where this measure is to be applied.

6.11 Airside Movement Control

Authorised passengers who have passed through a landside/airside search should be confined to an airside departure lounge by physical barriers or other controls. Ideally, the barriers should also prevent any mixing of incoming passengers with those waiting to depart.

[L][SEP]Departing passengers should only leave the departure lounge to join their flight. If they leave the area and return to the landside of the airport for any reason, they must pass through the search procedures again before re-entering the departure lounge.

6.12 VIP Escorts

For information on VIP escorts including carriage of firearms refer to the **Flynas** Security Programme or contact **Flynas** Security for further guidance.

6.13 List of Prohibited Items

Passengers are not permitted to carry the following articles into a security restricted area or the cabin of an aircraft:

6.13.1 Guns, Firearms and Weapons

Any object capable, or appearing capable, of discharging a projectile or causing injury, including:

- 1) All firearms (pistols, revolvers, rifles, shotguns, etc),
- 2) Replica and imitation firearms,
- 3) Component parts of firearms (excluding telescopic sighting devices and sights),
- 4) Air pistols, rifles and pellet guns,
- 5) Signal flare pistols,
- 6) Starter pistols,
- 7) Toy guns of all types,
- 8) Ball bearing guns,
- 9) Industrial bolt and nail guns,
- 10) Cross bows,
- 11) Catapults,
- 12) Harpoon and spear guns,
- 13) Animal humane killers,
- 14) Stun or shocking devices e.g. cattle prods, ballistic conducted energy weapons (taser), and
- 15) Lighters shaped like a firearm.

6.13.2 Pointed Edge Weapons and Sharp Objects

Pointed or bladed articles capable of causing injury, including:

- 1) Axes and hatchets,
- 2) Arrows and darts,
- 3) Crampons,
- 4) Harpoons and spears,
- 5) Ice axes and icepicks,
- 6) Ice skates,
- 7) Lockable or flick knives with blades of any length,
- 8) Knives, including ceremonial knives, with blades of more than 6 cm, made of metal or any other material strong enough to be used as a potential weapon,
- 9) Meat cleavers,
- 10) Machetes,
- 11) Open razors and blades (excluding safety or disposable razors with blades enclosed in cartridge),
- 12) Sabers, swords and swordsticks,
- 13) Scalpels,
- 14) Scissors with blades more than 6cm in length,
- 15) Ski and walking/hiking poles,
- 16) Throwing stars, and
- 17) Tradesman's tools that have the potential to be used as a pointed or edged weapon e.g. drills and drill bits, box cutters, utility knives, all saws, screwdrivers, crowbars, hammers, pliers, wrenches/spanners, blow torches.

6.13.3 Blunt Instruments

Any blunt instrument capable of causing injury, including:

- 1) Baseball and softball bats,
- 2) Clubs or batons – rigid or flexible, e.g. billy clubs, blackjacks, night sticks and batons,
- 3) Cricket bats,
- 4) Golf clubs,
- 5) Hockey sticks,
- 6) Lacrosse sticks,
- 7) Kayak and canoe paddles,
- 8) Skateboards,
- 9) Fishing rods, and
- 10) Martial arts equipment e.g. knuckle dusters, clubs, coshes, rice flails, num chucks, kubatons, kubasaunts.
- 11) Billiard, snooker and pool cues,

6.13.4 Explosive and Flammable Substances

Any explosive or highly combustible substances that poses a risk to the health of passengers and crew or the security / safety of aircraft or property, including:

- 1) Ammunition,
- 2) Blasting caps,
- 3) Detonators and fuses,
- 4) Explosives and explosive devices,
- 5) Replica or imitation explosive material or devices – mines and other explosive military stores,
- 6) Grenades of all types,
- 7) Gas and gas containers, e.g. butane, propane, acetylene, oxygen - in large volume,
- 8) Fireworks, flares in any form and other pyrotechnics (including party poppers and toy caps),
- 9) Non safety matches,
- 10) Smoke generating canisters or cartridges,
- 11) Flammable liquid fuel, e.g. petrol/gasoline, diesel, lighter fluid, ethanol,
- 12) Aerosol spray paint,
- 13) Turpentine and paint thinner, and
- 14) Alcoholic beverages exceeding 70% by volume (140% proof).

6.13.5 Chemical and Toxic Substances

- 1) Any chemical or toxic substances that poses a risk to the health of passengers and crew or the security / safety of aircraft or property, including:
 - A. Acids and alkalis, e.g. spill-able 'wet batteries,
 - B. Corrosive or bleaching substances, e.g mercury, chlorine,
 - C. Disabling or incapacitating sprays, e.g. mace, pepper spray, tear gas,
 - D. Radioactive material, e.g. medicinal or commercial isotopes,
 - E. Poisons,
 - F. Infectious or biological hazardous material, e.g. infected blood, bacteria and viruses,
 - G. Material capable of spontaneous ignition or combustion, and
 - H. Fire extinguishers.
- 2) Exemptions to carry the following articles into a security restricted area or the cabin of an aircraft.

6.13.6 Khunjar (Ceremonial Dagger)

Ceremonial daggers are worn by Gulf national VIPs. At boarding, such daggers are to be collected by customer service staff, placed in a secure envelope and handed to the Lead Cabin Crew Member for stowage on the flight deck.

On arrival, the identity of the owner is to be positively established and the dagger is to be returned only to this person. When wearing national dress and on official business, Ministers, Under Secretaries and Ambassadors are exempt from the above procedure and may retain their Khunjar in the aircraft cabin.

6.14 People Exempt from Search Prior Boarding

In particular circumstances some individuals may be exempt from search prior to boarding. For further information please refer to the **Flynas** Security Programme or contact **Flynas** Security for further guidance.

6.15 Check In Procedure

6.15.1 Accompanied Hold Baggage

Hold baggage is classified as 'accompanied' when it is intended that it should travel on the same flight as the person who checked it in. All such baggage must be tagged to the same destination as the passenger to whom it belongs and should have the passenger's family name and initials displayed on the outside of the baggage prior to acceptance by the airline. The name shown on the baggage must be the same as the name on the ticket.

Except where specific alternative arrangements are in place (see procedures for off-airport check-in below) checked baggage must only be accepted by a **Flynas** employee or an authorised representative at an authorised check-in point and only from ticketed passengers.

6.15.2 Un Accompanied Hold Baggage

Any hold baggage not meeting the definition of 'accompanied' is to be classified as 'unaccompanied'.

Unaccompanied hold-stowed baggage accepted as "Rush" baggage may be loaded onto the aircraft only when the history of the baggage has been established and when it has also been X-ray screened or hand searched to ensure that it does not contain any prohibited items.

6.15.3 Off Airport Check In – Web/Mobile/Kiosk/Groups

- 1) In certain circumstances, airport managers may consider that customer service could be optimised by making off-airport check-in facilities available to passengers. Such a facility could be desirable on a permanent basis or to cover a specific event or series of similar events. Before any such arrangements are made, the specific approval of the Director of Security is to be obtained. Applications should be made in writing (fax or e-mail) and should include the following information:
 - A. The reason for the request and whether it is for a permanent arrangement or one-off event,
 - B. The flight numbers and dates involved,
 - C. The location of the proposed off-airport facility,
 - D. The intended process for checking in passengers,
 - E. The expected number of passengers,
 - F. Arrangements for accepting hold baggage and moving it to the airport,
 - G. Arrangements for transporting passengers to the airport,
 - H. Screening arrangements for hold baggage and processing on airport
 - I. Screening arrangements for passengers and hand baggage, and
 - J. How the baggage reconciliation requirements will be achieved.
 - K. Confirmation for suitably trained check-in staff/agents & weighing facilities for hold baggage (where applicable).
 - L. Proof of acceptance of the relevant procedures by the Airport Operator and the certified Ground Service Provider.
 - M. Where off airport/remote check-in is provided within KSA air operator must request the following: "No-objection" letter from GACA after submission and review of all relevant points/documentation.

- 2) **Web / Mobile / Kiosk Check In**, this service is provided to the guest as a convenience to standing in queues at the check In counter which also assist in reducing the congestion at the counters.

As this check In is performed remotely, and without the staff asking the security questions, the remote check In shall have all the security and dangerous goods questions which are normally asked to the passenger in person, but an equivalent prompt of the questions electronically shall be asked to the passenger before the online / remote check in process is completed.

6.16 Searching of Hold Baggage

6.16.1 Checked Baggage

It is the responsibility of the Airport Security department to ensure that ALL checked in passenger baggage undergo screening in accordance with following guidelines:

- 1) Ensure that each piece of checked baggage is subjected to appropriate security controls prior to being loaded into an aircraft.
- 2) Establish measures to ensure that checked baggage intended for carriage on passenger flights is protected from unauthorized interference from the point it is checked in, until it is placed on board an aircraft.
- 3) Checked baggage of any passengers who failed to board must be offloaded and returned to the passenger as soon as possible. In other words, no baggage shall be loaded on to an aircraft if the passenger is not traveling on the same flight. The only exception is Expedite Baggage which is detailed under GHM 6.16.3

6.16.2 Transfer Baggage

All transfer baggage shall be security screened before being accepted for onward carriage. Baggage belonging to passengers who failed to board must be offloaded and returned to the passenger as soon as possible.

6.16.3 Expedite Baggage

Expedite baggage shall undergo additional security checks unless it was left behind due to reasons beyond passengers control such as misrouting or other handling errors. Expedite baggage from other carriers must undergo mandatory security screening and 24 hours cooling period before acceptance for transportation.

Station Manager may exceptionally waive the cooling period on special request from other airlines if he is satisfied with the supporting justification.

6.16.4 Unidentified Baggage

Unidentified baggage shall never be loaded on to aircraft. Unidentified baggage shall be taken to baggage tracing for action. In the event a bag of a suspicious nature is located be it airside or in the terminal, steps will be taken to ensure that no one approaches the bag and that the security authorities are informed so that they can take appropriate action.

6.16.5 Hand / Cabin Baggage

The screening of Cabin baggage is an essential element of aviation security. Screening of cabin baggage may be carried out by the use of metal detectors, X-Ray, explosive trace detection equipment or other devices, by manual search or by a combination of both.

It is the responsibility of the Airport Security officials to ensure that all hand baggage is screened before passengers are permitted to enter the holding area.

6.16.6 Crew Baggage

The following company requirements exist for flight crew luggage:

- 1) Crew baggage must be labeled including full name and rank
- 2) Crew baggage should be locked when not being used
- 3) When in the public domain, or when in such areas as hotel lobbies and coffee shops, crew should maintain surveillance of their baggage at all times
- 4) Crew must not accept for carriage any sealed parcels that are not required for company business.

6.16.7 Company Mail / Cargo

The application of basic security controls shall be applied to cargo and mail items prior to transport by air on aircraft. It must be ensured that cargo and mail taken on board the aircraft does not include any prohibited articles that could endanger the flight.

The transportation of cargo mail from the warehouse to the ramp side for loading shall be through a security-controlled area.

6.17 Baggage Reconciliation Procedure

It is essential that the person boarding the aircraft and the person who checked in the baggage are one and the same. A check to confirm this is to be made by comparing the boarding card details against the passenger's passport or ID document at the boarding gate. Where a discrepancy occurs, the passenger is not to be boarded.

Everyone who checked in hold baggage must be on board the flight before it is allowed to depart. At the boarding gate, Flynas staff or GHAs are to collect from embarking passengers the boarding cards issued to them at check-in. There must be an accurate count of collected boarding cards. Where there is a discrepancy, the reason is to be established. In the case of a no-show passenger at the gate, any baggage checked in by that passenger is to be off-loaded.

NOTE

It is an unbreakable rule that all baggage checked in by a passenger who fails to board the flight must be offloaded before the flight is allowed to depart. Similarly, all hand and hold baggage belonging to a passenger who is off-loaded after joining a flight must be removed from the aircraft. This rule must be applied regardless of the reason for the passenger off-load.

Where the missing passenger is a transit passenger, a check of the cabin must also be made to ensure that no bags or other property have been left behind in the cabin. It is essential that the Captain of the aircraft is kept informed of all the surrounding circumstances of the missing passenger and the steps that have been taken to ensure the circumstances do not represent a hazard to the flight

Full passenger/baggage identification procedures as detailed in the **Flynas** Security Programme must be carried out in the following circumstances:

- 1) If there are suspicions that the missing passenger has quite deliberately failed to board the aircraft,
- 2) If baggage was checked-in by the missing passenger and a search of the holds/containers has failed to reveal it,
- 3) If there is a missing passenger and the threat to the company is assessed as being high, and
- 4) If there is a missing passenger and a specific bomb threat directed against the flight has been received.

6.17.1 Protection of Hold Baggage

Once checked baggage has been accepted from a passenger at check in; it must be protected against unauthorised interference. Access to baggage is therefore to be restricted to those people in the following categories who have a legitimate reason for handling it:

- 1) **Flynas** staff and GHA personnel,
- 2) Passengers under the supervision of **Flynas** staff and Ground Handling Agents, but only in respect of baggage they checked in,
- 3) The operating crew of a flight about to depart, in respect of their own bags,
- 4) Police officers and Customs officials on duty, or
- 5) Government aviation security inspectors on authorised duty.

6.17.2 Physical Protection

The physical protection given to hold bags whilst they are in Flynas custody is to be sufficient to prevent any interference such as adding bags to a consignment or placing a prohibited article in a bag.

As a general rule, hold baggage should be kept under supervision, for example by baggage handling staff in the normal course of their duties, or placed in an enclosed vehicle or secured container. However, circumstances will vary from airport to airport. In developing local plans, Airport Managers/Airport Coordinators and GHAs should seek advice from the Security Department if they are in any doubt about the level of protection given to hold baggage at their airport.

6.17.3 Unclaimed Hold Baggage

Baggage unloaded from an aircraft and still unclaimed an hour after it entered the baggage reclaim hall, should be taken to a secure area to be checked to determine if it can be reasonably accounted for. It may be for instance, that the owner has been delayed at Immigration or elsewhere or is known to have made a connection to an onward flight.

Unclaimed baggage which cannot be reasonably explained is to be removed to a secure area designated by the local authority where it cannot hazard passengers, other members of the public or staff. Arrangements should be made for it to be searched without delay, either manually or by X-ray, to ensure it does not contain any prohibited article.

It is important to remember that unclaimed baggage should not automatically be assumed to contain an explosive device. Therefore, unless there are other grounds for suspicion, the discovery of unclaimed baggage does not in itself, justify the evacuation of an area or the summoning of the police:

- 1) This Section offers guidance on the checking of unclaimed hold bags to help in deciding which of the bags:
 - A. Can be reasonably accounted for (cleared),
 - B. Should be removed from baggage reclaim areas or searched (uncleared), and
 - C. Should be treated with suspicion (suspect).
- 2) Unclaimed bags in the following categories may be retained in the baggage reclaim area provided there is no particular threat and they do not attract suspicion for any reason, including those listed below:
 - A. Bags whose owner is known,
 - B. Bags that have obviously been misrouted,
 - C. Bags that for some reason have arrived before their owner,
 - D. Rush bags,
 - E. Bags that are logged as lost, and
 - F. Transfer bags.

- 3) Unclaimed bags with the following characteristics should be treated as suspicious:
- A. Unusual and heavy odours which may indicate the presence of explosives,
 - B. Greasy stains may indicate the presence of greasy or sweating explosives,
 - C. Small holes, protruding wires, string or metal foil may indicate the arming mechanism of an explosive device,
 - D. A bag which is unbalanced or is unduly heavy for its size, and
 - E. A bag emitting a noise.

6.18 Firearms and Ammunition

It is a firm policy of **Flynas** that, except in the circumstances described in this manual, firearms and ammunition will not be carried on the flight deck or in the cabin of an aircraft or in the custody of the Captain or any other crew member.

6.18.1 Declared Item (Sporting Gun)

Any passenger wishing to carry a sporting firearm or ammunition in their hold baggage on an **Flynas** flight may do so provided they present documents accrediting the approval of the movement of the firearm from the States of origin, transit (if applicable) and destination.

The passenger must sign the Declaration of Surrender of Firearms (see Flynas Security Manual).

Flynas staff or authorized representative must ensure the weapons are presented to the local authorities, who shall confirm they are loaded/unloaded. This shall be done in the presence of the passenger and the **Flynas** staff or authorized representative.

The firearm must be wrapped and packed separately in a hard-sided, lockable container and the ammunitions must be securely packed in a sealed and strong wooden, metal or fiberboard box or other packaging specially designed to carry small amounts of ammunition. This secure packaging must be contained inside a hard-side suitcase or in the hard-sided case containing the firearm.

The maximum gross weight of the ammunition must not exceed 5 kgs per passenger and must not be combined into more than one package. The ammunition must not contain any explosive or incendiary projectiles. The baggage containing the firearm(s) and ammunition must be locked before being accepted for carriage.

The Captain of the aircraft on to which the firearm and/or ammunition has been loaded must be informed.

At the destination Airport Manager/Airport Coordinator or Ground Handling Supervisor as applicable is responsible for ensuring that the Police and or Customs are notified of the expected arrival of the items. The items should only be returned to the passenger in the arrival hall of the destination airport.

6.18.2 Undeclared Items

If an undeclared firearm or ammunition is discovered at check-in or at a security screening point, the local law enforcement agency is to be informed and the passenger asked to await their arrival. Under no circumstances should Flynas staff or GHA personnel take possession of or handle firearms or ammunition discovered in this way.

If after investigation, the law enforcement agency determines that the passenger is in lawful possession of the firearm or ammunition, the Airport Manager/Airport Coordinator or GHA as applicable is to seek the necessary permission from Director of Security before agreeing to carry the items. It will be the passenger's responsibility to arrange appropriate custody arrangements for the items pending permission being granted.

6.18.3 Saudi Protection Officer

Requests from protection officers escorting members of the Saudi Royal Families or other VIPs, or exceptionally on specified special duties as In- Flight Security Officers to have custody of their firearms in the cabin of the aircraft are to be referred to the Director of Security.

Such requests will only be granted by the Director of Security in the most exceptional circumstances.

6.18.4 Foreign Protection Officer

Requests from foreign protection officers to carry weapons in the cabin of a **Flynas** aircraft should be politely refused. However, if there appear to be pressing and exceptional circumstances, such requests may be referred to the Director of Security for their consideration.

6.19 Mishandled Baggage

Where baggage is mishandled, arrangement should be made to ensure its storage in a secure area until it can be forwarded, claimed or disposed of according to the applicable regulatory requirement.

6.20 Exemption From Baggage Search

For details on baggage that may be exempt from search requirements in this chapter please refer to the **Flynas** Security Programme, or contact **Flynas** Security for further guidance.

6.21 Refusal of Baggage Search

Except for the baggage identified in Section 6.20 Exemptions, any passenger refusing to allow hold baggage to be searched is to be denied boarding.

6.22 Search of Items Not Belonging to Passengers

When at check-in or during a search, items not belonging to the passenger are identified (e.g. a gift being carried for someone else) the items are to be unpacked and carefully examined. Weight and balance should be considered and care should be taken to note whether or not the item has been opened or modified in any apparent way. Items in this category are not to be accepted at face value simply because they appear to be new and unused and in their original packing. X-raying as well as hand searching may be used to clear doubts about any item. Where doubts cannot be completely removed the item is not to be carried.

6.23 Baggage Identification Process

The following procedure is to be carried out whenever it is necessary to carry out full baggage identification on a particular flight:

- 1) If the aircraft has already been loaded, the holds must be emptied of passengers' baggage and the Captain should ensure that no baggage is left behind in the holds,
- 2) Sufficient baggage handlers should be made available and all baggage must be placed on the tarmac in parallel rows beyond the wings of the aircraft. If the weather is inclement and there is sufficient space to perform this passenger/baggage identification under cover, this should be arranged,
- 3) There should be sufficient space between the rows to enable the passengers to walk between the rows to identify their baggage,
- 4) Before the passengers leave the aircraft a clear announcement should be made over the public address system explaining what is happening and why. Passengers should be asked to be in possession of their flight ticket but instructed not to take any item of cabin baggage with them,
- 5) If possible, there should be one set of steps for the passengers to disembark from the aircraft and another for them to re-board it after identifying their baggage,
- 6) The Cabin Crew Members must control the flow of passengers leaving the aircraft, ensuring that there are no more than ten passengers on the tarmac at any one time,

- 7) Ground staff must ensure that the identification is carried out in an orderly manner and that when a passenger has identified their baggage, the baggage tags should be checked against the receipts affixed to the ticket cover,
- 8) The bags identified by the passengers should be marked with a sticker, chalk or crayon and immediately placed in a container or trolley or loaded directly on to the aircraft. It is important to ensure that passengers are not allowed to take any of the hold baggage so identified into the cabin of the aircraft with them; neither should they be allowed to remove any item from the hold baggage and take it on board the aircraft with them,
- 9) Whenever this process leaves a bag unidentified, the baggage tag number and the name on the unidentified baggage should be noted and an announcement made over the public address system for the owner to come forward to identify the remaining baggage on the tarmac, and
- 10) The passenger should always be taken to the baggage; under no circumstances should the baggage be taken on board the aircraft.

6.24 Unattended Baggage Warning

The following unattended baggage warning is used to inform passengers that baggage should not be left unattended and that unattended baggage may be treated as suspicious. In lieu of a visible sign, periodic public address announcements or the display of the message on the FIDS screens will suffice.

The wording shall be:

“Warning! Baggage should not be left unattended in this area. Any unattended baggage found may be removed and disposed of accordingly.”

6.25 Control of Number of Passenger

6.25.1 General

The number of passengers on the Loadsheets and the number of passengers on the aircraft must be the same. Any Loadsheets corrections must be made on all copies of the Loadsheets, before doors are closed.

6.25.2 Procedures to Control Number of Passengers

As an alternative to a count of passengers by Cabin Crew, the Senior Station Officer may authorize a Loadsheets check by one or a combination of the following methods. He must, however, be satisfied with the reliability of the method selected.

- 1) Count of Boarding Passes or Boarding Pass stubs
- 2) Cross-check with a gate completed Seat Allocation Chart
- 3) Count of gate collected Flight Coupons/Boarding Wallets

- 4) Cross-check with a gate-completed Control Sheet
- 5) Count of Transit Cards
- 6) At DCS stations - normal DCS boarding check.

The following must be taken into account when the Senior Station Official is considering reliance on a documentary cross-check, instead of a headcount:

- 1) Aircraft security measures currently in force
- 2) Does the point at which the cross-check is made prevent passenger dispersal?
- 3) Distance between this point and the aircraft
- 4) Staff experience.

For wide-bodied aircraft, it is imperative that the Loadsheets check is based on a reliable documentary check.

6.25.3 Headcount of Passengers

A Head count by cabin crew is necessary only when a discrepancy arises and the number of passengers boarded does not match with the number of passengers checked in for the particular flight.

Headcount of the passenger can be requested by the Captain at any time, and certain Airport it might be necessary to do the headcount which can be initiated by the ground staff.

6.25.4 Discrepancies of Number of Passenger

1) Less Passengers than on Loadsheets

Identify missing passenger/s and off-load their Checked Baggage. If unable to identify missing passenger/s, a baggage identification may be necessary. Keep Captain informed throughout and amend Loadsheets as appropriate.

2) More Passengers than on Loadsheets

The Cabin Crew will make an appropriate announcement through the cabin address system.

If any passenger/s indicates that they are on the wrong aircraft, they should be removed. If there is no response to the cabin address announcement, the Customer Service staff will amend the flight documents and inform the Cabin Crew.

3) More Passengers than Seats available

If the passengers on the aircraft exceed the seats available, then, in this exceptional case, Cabin Crew must report the fact immediately to the staff member dispatching the flight, so that he can anticipate the necessity of having to off-load a passenger/s. Simultaneously, Cabin Crew will make the

announcement, in case a passenger for another flight has boarded the aircraft by mistake. If, thereafter, off-loading appears unavoidable, Ground Staff will take action in accordance with the Order of Off- Loading. The Captain must be kept informed.

4) Passengers who off-load themselves after boarding the Aircraft

Passengers who off-load themselves, after having boarded the aircraft, must be regarded with suspicion and, where possible, asked to give a reason. Should the circumstances warrant it, the matter must be brought to the attention of the local authorities, e.g. Police, Air Marshals, etc.

Note: In all cases, full details must be given to the Captain, who will decide whether the aircraft is to be delayed for a search to be made of the areas of the cabin to which the passengers have had access, and/or for a Baggage Identification Check. Any Checked Baggage belonging to the passenger/s concerned must be off-loaded.

6.25.5 Security Concerns with Passenger Discrepancies

When required by current security directives, all discrepancies in passenger numbers must be resolved by a Name / Coupon Check of all passengers on board. A Name / Coupon Check to resolve discrepancies should also be made, when time permits, when requested by the Captain or when the Station Official considers it would be advisable, in the interests of security and safety or customer service

6.25.6 Captains Authority

Captains have the right to demand a Passenger Count at any time, at any station, and in any circumstances.

6.26 Security Emergency Responsibility

6.26.1 General

- 1) Security emergencies include:
 - A. Hijack of aircraft,
 - B. Bomb threat against the Company, and
 - C. Extortion attempt against the Company;
 - D. Terrorist action.
- 2) During such an emergency the duties and responsibilities of GHA's are likely to be many and varied. The three main considerations in dealing with such an emergency are:
 - A. Passenger safety is paramount,
 - B. Staff safety is secondary, and
 - C. Property safety should not be considered if an attempt to save the property may imperil passengers or staff.
- 3) Always remember during a security emergency to:
 - A. Remain calm,
 - B. Reassure passengers,
 - C. Perform all activities necessary to maintain the safety and, where possible, comfort of passengers,
 - D. Act as directed by supervising staff, and
 - E. Do not interfere with security or emergency staff and act as directed IMMEDIATELY once a directive is issued.
- 4) Security emergencies may be handled in the same manner as and other emergency, and
- 5) All staff should attempt to become familiar with the relevant extracts from the **flynas** Security Programme and the Emergency Response Manual.

6.26.2 Threats

Some passengers make flippant or (so they believe) humorous remarks concerning the security and safety of the aircraft. [1] [SEP] These remarks are to be treated seriously and must not be automatically dismissed. [1] [SEP] REPORT ALL THREATS to your supervisor, or if that is not possible, to the Captain or if necessary to the local law enforcement agency. [1] [SEP]

6.26.3 Receiving Threats over Phone

The **Flynas** Security Programme and Emergency Response Manual outline the procedures to follow should you receive a threat, i.e. a bomb threat, over the telephone. In summary, keep the caller on the line for as long as possible and attempt to extract as much information from the caller concerning the nature of any bomb threat. Alert your immediate supervisor or airport manager.

The taking of notes and recording of accents, impressions, background noises, and other information is to encourage as this can assist in the threat assessment process.

NOTE

DO NOT HANG UP your receiver after the caller has hung up. Leaving your handset off the hook will assist the authorities to trace the call.

6.26.4 Incident Reporting (Security)

Refer to Aircraft Operator Security Program (AOSP) manual.

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7.0 Emergency

An emergency is any unplanned event that can cause death or significant injuries to staff, passengers, or the public, or that can shut down business, disrupt operations, or can threaten the organization's financial standing or reputation.

7.1 Flynas Emergency Response Plan

Flynas Emergency Response Plan is outlined in the GACA Accepted Emergency Response Plan Manual.

7.2 Airport Emergency Plan

Every Airport are required to have a documented Emergency Response Plan in order to response to any emergency occurrence. It is a required by the flynas Station Manager to maintain a copy of this Airport Emergency Plan at the flynas office in the respective Airport Office and also shall share this with the Flynas Ground Operations and Safety Department in order to incorporate the individual Airport Emergency Plan with the flynas Emergency Response Plan and Station Response Plan.

7.3 Air Traffic Services

Immediately after an emergency occurs, which involves an aircraft, the ground handling staff shall activate and follow the station ERP procedure & call list, they will then inform the Air Traffic Services who are responsible for contacting the rescue and fire fighting services, and providing information on the type of emergency and other essential details such as the type of aircraft, number of occupants, fuel on board, name of aircraft operator, any dangerous goods carried, and location of the accident, if known.

Air Traffic Services should initiate the calling of the police and security services, airport authority, medical services and local government in accordance with the procedures established in the GACA airport emergency plan. They should give information necessary for these agencies to initiate their own procedures and to respond effectively to the emergency situation.

If the type of emergency requires that other aircraft movements at the airport are to be restricted, the Air Traffic Services should advise interested parties by NOTAM, or other means, that airport operations have been disrupted. In particular any reduction in the level of protection provided by the airport fire and rescue services must be advised.

The station response plan will become part of the flynas Crises Communication Centre (CCC) which is based in Riyadh. The CCC shall be the main facilitator and management center of the entire emergency/crisis situation.

The Ground Operations Director is a permanent member of the CCC management team; he/his designate shall be directly involved in any operational emergency/crisis situation.

7.4 Rescue and Fire Fighting Services (FFS)

7.4.1 Purpose

The principle of an airport fire fighting and rescue service is to save lives in the event of an aircraft accident or incident. Approximately eighty per cent of all aircraft accidents or incidents occur on or in the vicinity of the airport and the large majority of these are survivable. It is within this area that there is the greatest opportunity of saving lives.

The Airport Authority of Jurisdiction within its contingency plan must assume at all times the possibility of and need, for extinguishing a fire which may exist at the time an aircraft is landing, taking off, taxiing, parked etc; or occur immediately following an aircraft accident or incident; or occur at any time during rescue operations.

7.4.2 Airport and Fire Fighting Service Category

Table 1.1. Airport category for rescue and fire fighting

Airport cat. ¹	ICAO	FAA	Aeroplane over-all length (ft/m)	Maximum fuselage width (ft/m)
1	A	0 up to but not including 30/9		7/2
2		30/9 up to but not including 39/12		7/2
3		39/12 up to but not including 59/18		10/3
4		59/18 up to but not including 79/24		13/4
5		79/24 up to but not including 92/28		13/4
6	B	92/28 up to but not including 128/39		16/5
7	C	128/39 up to but not including 161/49		16/5
8	D	161/49 up to but not including 200/61		23/7
9	E	200/61 up to but not including 249/76		23/7
10		249/76 up to but not including 295/90		26/8

Table 1.2. Minimum Usable Amounts of Extinguishing Agents

Airport category	ICAO	FAA!	Foam meeting performance level A		Foam meeting performance level B		Complementary Agents		
			Water Gal/L	Discharge Rate foam solution/ minute Gal/L	Water Gal/L	Discharge Rate foam solution/ minute Gal/L	Dry Chemical Powders Lbs/kg	Gallons or Lbs/kg	CO ₂ or Lbs/kg
1	A	90/350	90/350	60/230	60/230	100/45	100/45	200/90	
2		220/1000	210/800	180/670	150/550	200/90	200/90	400/180	
3		400/1800	340/1300	320/1200	240/900	300/135	300/135	600/270	
4		790/3600	690/2600	630/2400	480/1800	300/135	300/135	600/270	
5		1780/8100	1190/4500	1430/5400	790/3000	400/180	400/180	800/360	
6	B	2600/11800	1590/6000	2090/7900	1060/4000	500/225	500/225	1000/450	
7	C	4800/18200	2090/7900	3200/12100	1400/5300	500/225	500/225	1000/450	
8	D	7210/27300	2850/10800	4810/18200	1900/7200	1000/450	1000/450	2000/900	
9	E	9620/36400	3570/13500	6420/24300	2380/9000	1000/450	1000/450	2000/900	
10		12730/48200	4390/16600	8530/32300	2960/11200	1000/450	1000/450	2000/900	

The principal extinguishing agent should be:

1. a foam meeting the minimum performance level A; or
2. a foam meeting the minimum performance level B; or
3. a combination of these agents.

7.4.3 Equipment and Training

The most important factors bearing on effective rescue in a survivable aircraft are: the training received, the effectiveness of the equipment, and the speed with which personnel and equipment designated for rescue and fire fighting purposes can be put to use.

7.4.4 Fire Fighting Service Required Response Time

The operational objective of the rescue and fire fighting service should be to achieve a response time of two minutes and **not exceeding (3) three minutes to the end of each runway**, as well as to any other part of the movement area, in optimum conditions of visibility and surface conditions. Response time is considered to be the time between the initial call to the rescue and fire fighting service and the time when the first responding vehicle(s) is (are) in position to apply foam at a rate of at least 50 per cent of the specified discharge rate.

Determination of realistic response times should be made by rescue and fire fighting vehicles operating from their normal locations and not from positions adopted solely for test purposes.

To meet the operational objective as early as possible in less than optimum conditions of visibility, it may be necessary to provide guidance for rescue and fire fighting vehicles. This may include navigation equipment installed in vehicles, and the provision of ground guidance instructions by radiotelephone from air traffic control.

7.4.5 Administration of Fire Fighting Services

The airport Authority management shall be responsible for the provision of Rescue and Fire Fighting Services.

Public or private organizations, suitably located and equipped may be designated to provide the Aircraft Rescue Fire Fighting Services.

It is intended that the fire station housing vehicles should normally be located ideally so that unobstructed access is guaranteed into the aircraft movement areas. It is possible for an airport with a small number of aircraft movements to have an off-airport station, provided the emergency response time can be achieved.

7.4.6 Airport Category

The level of protection to be provided should be based on dimensions of the aircraft using the airport as adjusted for their frequency operations.

7.4.7 Extinguishing Agents

The amounts of water for foam production and complimentary agents to be provided for aircraft rescue and fire fighting vehicles should be in accordance with the airport category as determined by the approving Authority of Jurisdiction.

7.4.8 Communications and Alarms

The Aircraft Rescue Fire Fighting Services should have a communications capability that is consistent with the airports needs.

7.4.9 Manning of Fire Fighting and Rescue Vehicles

During promulgated hours of operation, and while other movements of aircraft require using a licensed aerodrome, sufficient trained personnel are to be detailed and readily available to operate the vehicles and perform rescue duties in accordance with the Authority of Jurisdiction categorization conditions.

7.4.10 Special Environment and Facilities

At airports where a significant proportion of aircraft movements take place over water, swampy areas or other difficult terrain in the immediate vicinity of the airport and where conventional fire service vehicles may not be capable of effective response, the airport authority should ensure the availability of special procedures and equipment to deal with accidents/ incidents which may occur in these areas.

These facilities need not be located on or provided by the airport if they can be made available by off airport agencies as part of the airport emergency contingency plan. In all cases the airport authority must determine and specify in advance the response area for which it undertakes to provide a rescue service.

At airport facilities it will generally be required to cover difficult environments within a distance of 1000 meters beyond the ends of each runway.

7.4.11 Emergency Access Roads and Paths

Emergency access roads and paths should be provided on an airport where terrain conditions permit their construction so as to facilitate the achievement of minimum response times. Particular attention should be given to the provision of ready access to approach areas up to 1.000 meters from the threshold or at least from the threshold to the airport boundary.

7.4.12 Emergency Preparedness

Airports shall prepare a disaster plan, taking into account airport emergency services and medical aid available in the event of a disaster.

7.4.13 Operations with Depleted Airport Rescue and Fire Fighting Services Cover

Aircraft Rescue and Fire Fighting services may be depleted partially or totally for any reason. When this service is seriously depleted it is necessary to have immediate discussions with the Airport Administration and with our in-house technical team to establish and agree alternative standards of fire cover to meet our operational measurements. In any event, it is unlikely that any significant depletion of fire cover should last for more than ten minutes.

7.5 Disable Aircraft Removal

A plan for the removal/recovery of an aircraft disabled on or adjacent to the movement area should be established for an airport and co-coordinator designated to implement the plan, when necessary.

The disabled aircraft removal plan should be based on the characteristics of the aircraft that may normally be expected to operate at the airport and include among other things:

- 1) A list of equipment and personnel on or in the vicinity of the airport which would be available for such purposes; and
- 2) Arrangements for the rapid receipt of aircraft recovery equipment kits available from other airports.

7.5.1 Aircraft Access Point

The aircraft access point shall be found by clicking the link below.

1. Airbus

<http://www.airbus.com/support/maintenance-engineering/technical-data/aircraft-rescue-firefighting-charts/>

7.6 Pavements

The surface of pavements (run ways, taxiways, aprons, etc) should be kept clear of any loose stones or other objects that might cause damage to aircraft structures or engines, or impair the operation of aircraft systems. Any building work which is in progress may cause a problem.

When a taxiway is used by turbine-engine aircraft, the surface of the taxiways shoulders should be maintained so as to be free of any loose stones or other objects that could be ingested by the aircraft engines. Loose objects such as paper, is a problem and rubbish bin lids should be kept closed. Extra attention should be paid when

- 1) High winds are forecast.
- 2) Jet blast from large aircraft.

The surface of a runway should be maintained in a condition such as not to preclude formation of harmful irregularities and to retain a good coefficient of friction in wet conditions.

The surface of a runway should as far as possible be maintained in a clean condition so as to provide a good braking friction coefficient and low rolling resistance. Snow, ice,

standing water, mud, dust, sand, oil, rubber deposits and contaminants should be removed as rapidly and completely as possible.

Taxiways and aprons should be kept clear of snow, ice, etc, to the extent necessary to enable aircraft to be taxied from operational runway and maneuver safely or, where appropriate, to be towed or pushed. Care should be taken to ensure there is no ice under the aircraft wheels when choking.

Ramp surface markings should also be kept clear and stands clear of spare equipment. Whenever the clearance of snow, ice, etc, from the various parts of the movement area cannot be carried out simultaneously, the order of priority should be as follows, but may be altered following, as necessary, consultation with the airport users:

1. Runway (s) in use;
2. Taxiways serving runway (s) in use;
3. Apron (s);
4. Holding bays;
5. Other areas.

7.7 Visual Aids

A system of preventive maintenance of visual aids shall be employed to ensure lighting and marking system reliability.

The system of preventive maintenance employed for a precision approach runway category II or III should have as its objective that during any period of category II or III operations all approach and runway lights are serviceable and that in any event at least 95 per cent of the lights are serviceable in each of the following particular significant elements:

- 1) Precision approach category II and III lighting system, the inner 450m (1,500 ft);
- 2) Runway centre line lights;
- 3) Runway threshold lights;
- 4) Runway edge lights;

Additionally, at least 90 per cent of the lights are serviceable in the touchdown zone lights and 85 per cent of the approach lighting system beyond 450m (1,500 ft). In order to provide continuity of guidance, an unserviceable light should not be permitted adjacent to another unserviceable light unless the light spacing is significantly less than that specified.

A stop bar provided at a taxi-holding position used in conjunction with a precision approach runway category III should not have more than two unserviceable lights; nor, unless the light spacing is significantly less than that specified, should it have two adjacent unserviceable lights.

The system of preventive maintenance employed for a precision approach runway category I should have as its objective that during any period of category I operations, all approach and runway lights are serviceable and that in any event at least 85 per cent of the lights are serviceable in each of the following;

- 1) Precision approach category I lighting system;
- 2) Runway threshold lights;
- 3) Runway edge lights;
- 4) Runway end lights.

In order to provide continuity of guidance an unserviceable light should not be permitted adjacent to another unserviceable light unless the light spacing is significantly less than that specified.

7.8 Bird Hazard Reduction

The appropriate authority should take action as necessary, to decrease the number of birds constituting a hazard to aircraft operations by adopting measures for discouraging their presence on or in the vicinity of an airport. E.g. By keeping the grass at the correct height and removing any scrap food.

7.8.1 Bird Activity Reporting

At all Airports, the relevant authority issues a bird activity report or warnings to all the operators and also through NOTAM or Meteorology website.

The Station Manager shall monitor these information and shall forward it to the flynas OCC and flynas Safety Department along with Ground Operations Department copied in it.

7.8.2 Accident Reporting

Flynas staff, GHA and third party contractors shall submit a Ground Handling Safety Report to the Safety Department immediately upon having knowledge of an Bird Strike incident on any flynas aircrafts including any flynas wetlease, or charter or codeshare aircraft.

7.9 Emergency Notification

7.9.1 Importance of Notification

Any flynas staff, GHA and third party contractor shall immediately follows the prescribed flynas notification process flow and also local airport notification process flow prescribed in the Local Emergency Response Plan.

The notification of an Accident, Serious Incident shall be immediately in order to allow flynas respond to the emergency efficiently and effectively and by keeping our guest informed.

When an emergency takes place involving flynas aircraft, social media, mainline media will be telecasting these on air which will require flynas Public Relation (PR) department to respond in immediately but efficient manner in order to protect the brand of flynas and to serve our guest.

7.9.2 Flynas Notification Process

Refer to Flynas Emergency Response Manual available on NAS GCPL site.

7.9.3 Notification to Airport Emergency Services

Area Control or Flight Information Centers are required to notify the carrier prior to alerting the Rescue Co-ordination Centre, whenever they decide an aircraft is in the UNCERTAINTY or ALERT phase. They are also required to advise the carrier what information is passed to the Rescue Coordination Centre. (**ICAO Annex 11**).

If the DISTRESS phase is declared, the Rescue Co-ordination Centre has to be notified first and they are then required to advise the carrier and keep him informed of all developments.

7.9.4 Phases of Alert

Aircraft emergencies are broken down into three categories: Alert 1, Alert 2 and Alert 3. These categories are defined by the Federal Aviation Administration (FAA) to provide standard descriptions and terminology for aircraft emergencies.

1. **Alert 1:** Indicates an aircraft is having minor difficulties (i.e., minor oil leak; one engine out on a three- or four-engine commercial aircraft or one engine out on a two-engine general aviation aircraft; fire warning lights; etc.). A safe landing is expected.
2. **Alert 2:** Indicates that an aircraft is having major difficulties (i.e., a positive indication of fire on board the aircraft; faulty landing gear; no hydraulic pressure; engine failure on a two-engine large aircraft; etc.). A difficult or crash landing may be expected.
3. **Alert 3:** Indicates that an aircraft has crashed on or off the airport, or there is a High Probability the aircraft will crash, or the pilot has indicated that the aircraft landing gear will not work and, therefore, the pilot will have to crash land on the airport.

7.9.5 Actions by Station, Manager Notified of Uncertainty Phase

- 1) Alert all Flynas and/or Handling Agents facilities and services, including Motor Transport, which may prove of assistance.
- 2) Liaise in every possible way with the Area Control or Flight Information Centre who have notified the UNCERTAINTY phase, ensuring that the Area Control or Flight Information Centre is taking all necessary action.
- 3) Keep an accurate log of all events, requests, signals and information relating to the emergency. Copies of all messages (in logical order) should be attached to the log. If possible, a member of the staff should be delegated solely to maintain this log throughout the emergency. Messages should be numbered as they are received.
- 4) Ensure no information is given to the public except in accordance with the instructions contained in the **Emergency Response Procedures Manual**.
- 5) When an UNCERTAINTY phase is cancelled and is not followed by the declaration of an ALERT phase, advise all the local Flynas / Handling Agents facilities and services to revert to normal.

7.9.6 Actions by Station, Manager Notified of Alert Phase

- 1) When an ALERT phase has been declared, dispatch the following signal by the highest priority and most rapid channel to NAS Operations Control Centre depending on the type of aircraft involved. Where the information for any item is not available at the time, state 'Not Known'.
 - A. 'ALERFA' (this is the prefix to the text).
 - B. Aircraft type and registration.
 - C. Flight number, date, time, last departure station, the next point of landing and ETA.
 - D. Actual or estimated position and time of last radio contact.
 - E. Name of Captain.
 - F. Number of persons on board, including crew.
 - G. Reasons for ALERT phase being declared.
 - H. Action taken by the Area Control or Flight Information Centre, and by the Rescue Coordination Centre.
- 2) Alert all local Flynas and/or Handling Agents' facilities and services, including motor transport, which may be of assistance.
- 3) Liaise in every possible way with the Area Control or Flight Information Centre notifying the existence of the ALERT phase, ensuring as far as possible that all necessary action is being taken.
- 4) Keep an accurate log of all events, requests, messages and information relating to the emergency. Copies of all messages (in logical order) should be attached to the log. If possible a member of the staff should be delegated solely to maintain this log throughout the emergency. Messages should be numbered as they are received.
- 5) Ensure no information is given to the public except in accordance with the instruction contained in the **Emergency Response Procedures Manual**.
- 6) When an ALERT phase is cancelled and is not followed by the declaration of a DISTRESS phase, dispatch the following message by the highest priority and most

rapid channel to NAS Operations Control Centre, 'Reference our (reference number of the message dispatched in accordance with paragraph 1 above) ALERFA cancelled (aircraft type and registration letters, Flight number)'.

7.9.7 ACTION BY Station, Manager NOTIFIED OF A DISTRESS PHASE

- 1) Dispatch the following signal by the highest priority and most rapid channel to Flynas or its Handling Agents at all scheduled stops of the service and Operations Control Centre. Where the information for any item is not available at the time, state 'Not Known'.
 - A. 'DETRESF A' (this is the prefix of the text).
 - B. Type of aircraft and registration.
 - C. Flight number, date, time, last departure station, next point of landing and ETA.
 - D. Actual or estimated position and time of last radio contact.
 - E. Name of Captain.
 - F. Number of persons on board, including crew.
 - G. Reasons for DISTRESS phase being declared.
 - H. Action taken by the Area Control or Flight Information Centre, and by the Rescue Coordination Centre.
- 2) Liaise in every possible way with the Area Control or Flight Information Centre that notified the DISTRESS phase and with the responsible Rescue Co-ordination Centre and Rescue Units, ensuring that all necessary action is being taken.
- 3) Ensure that the Rescue Co-ordination Centre is fully informed of the type and quantity of survival equipment carried on the aircraft.
- 4) Check for radioactive material being carried and, if so, advise Rescue Co-ordination Centre of its group, number units and stowage position in the aircraft.
- 5) Put all Flynas facilities and services, including motor transport under the direct orders of the Flynas official controlling activities. An agreement for the control of Handling Agents' facilities and services (where applicable) must be agreed locally between Flynas senior official and the Handling Agents' management.
- 6) Keep an accurate log of all events, requests, signals and information relating to the emergency. Copies of all signals should be attached (in logical order) to the log. If possible a member of the staff should be delegated solely to maintain this log throughout the emergency. Messages should be numbered as they are received.

7.10 Activation of Flynas Emergency Response Plan

Station Emergency Procedures must clearly indicate all methods of communicating with the Operations Control Centre, Riyadh. Staff members, including handling agents, shall be briefed on the Station Emergency Procedures and refresher briefings shall be conducted with in a time frame of six months from the date of initial briefing. Records of such initial briefing and refresher shall be maintained at station for audit reasons. Outstations are only required to make ONE telephone call to:

Duty Dispatcher

Operations Control Centre
Riyadh
Telephone: +966 11 220 0856
SITA: RUHNAXH
Facsimile: +966 11 217 5814

The Duty Dispatcher OCC is responsible for activating the Flynas Emergency Response Plan.

Stations should not telephone individuals in Riyadh as part of their Emergency Procedures, with the exception of the Duty Press Officer to discuss media tactics.

The entire Flynas response will be managed from the Crises Communication Centre (CCC) at separate location assigned only for Emergency Response Management. The CCC will then communicate flight details only to relevant Local Accident Control Centers.

7.11 Station Response Plan

7.11.1 General

Each station is required to maintained individual station response plan as every station has its own complicity. In order to respond to an emergency efficiently, flynas will be creating its own station response plan which falls under the Flynas Emergency Response Plan.

7.11.2 Activation of Station Response Plan

The activation of the individual station response plan shall be identified in accordance to the nature of an emergency. This activation will be dictated from the Flynas Command Control Centre located in Riyadh, Saudi Arabia.

During the activation, it will also be communicated the level of respond required.

7.11.3 Deactivation of Station Response Plan

Deactivation of the station response plan shall be advised by the flynas Command Control Center making operations to go from an emergency to normal operations.

7.11.4 Flynas Station Response Plan (Individual Stations)

The individual station plan shall be kept in hard copy at individual stations, flynas CCC and electronical on the GCPL.

7.12 Aircraft Diversions

7.12.1 Notification of Diversion

Duty Officers must always request the reason for a diversion from their station when this is not stated by the aircraft and the reason is not obvious.

The station to which the aircraft is diverting should be advised by the most prompt method that an unscheduled service intends to land there. This will give them maximum notice for organizing equipment and manpower to cover the diversion.

Send a message to the flynas Operations Control Centre, advising the diversion and its possible implications.

7.12.2 Advice to Diverting Aircraft

Duty Officers must advise Aircraft Captains, by the best means available, of any pertinent factors which may affect the choice of an alternative airport, at the time the decision is made to divert from the aerodrome of intended landing.

Although the commercially preferred order of alternate airfields is published in documentation available to Captains on board Flynas aircraft, Duty Officers must advise Commander of the most suitable commercial alternative available at the time of diversion.

The principal reason for this is that the preferred order may need to be modified when multiple diversions are taking place, as the resources and capacity at a preferred alternate may not be sufficient to handle a number of extra unscheduled flights. In particular airfields handling diversions of wide-bodied aircraft can be saturated very quickly. The availability of fuel and noise or night jet restrictions as well as the availability of slots must also be taken into account.

Important Note: It is to be noted that aircraft diversions are covered in details in the relevant general operations manual (GOM), the information contained herein are only supplemental and advisory while the GOM remain to be the overriding primary source of procedure for flynas aircraft diversions.

7.13 Handling of Emergencies Requiring the Evacuation of Aircraft during Ground Handling

(Reference AHM 633)

7.13.1 INTRODUCTION

In the event of an emergency situation occurring during ground handling operations, evacuation of an aircraft may be necessary. The safety of passengers and staff in such circumstances is of utmost importance. The decision and method of evacuation will be dependent on the circumstances and at the discretion of the aircraft commander or designated authority.

7.13.2 SCOPE

The scope of this AHM is to outline the circumstances that may require an evacuation of the aircraft and/or the general work area.

The action guidelines specified should be read in conjunction with the relevant emergency plans i.e. company/airport emergency plan.

7.13.3 RESPONSIBILITIES

It is the responsibility of each agency involved in handling operations to ensure that personnel are made aware of their specific responsibilities in the event of an emergency situation.

All organizations shall instruct and train their staff in the procedures that must be enacted in emergency situations.

The procedures must clearly define responsibility for directing passengers and staff to a safe assembly area as appropriate to the type of emergency and the conditions at the time.

7.13.4 TYPES OF EMERGENCIES

The following guidelines are provided:

1) Fuel Spill

- A. Activate Emergency fuel shut-off.
- B. Notify the Aircraft Commander or designated authority, Emergency services and Airport Authority.
- C. Evacuate all persons, if required.
- D. Contain spill by use of initial spill response kit.
- E. Secure the area.

2) Aircraft Fire

- A. Notify the Aircraft Commander or designated authority, Emergency services and Airport Authority.
- B. If directed, evacuate passengers and staff.
- C. Attempt to extinguish the fire.
- D. Secure the area.

3) Dangerous Goods Incident

- A. Notify the Aircraft Commander or designated authority, Emergency services and Airport Authority.
- B. Evacuate all persons if required.
- C. Secure the area, isolate the consignment and identify source.

4) Security Incident

- A. Assess threat and follow the appropriate procedures.
- B. Evacuate all persons if required.
- C. Aircraft/equipment to be positioned as directed.

5) General items to consider

- A. Electrical devices, portable electronic devices (PEDs), camera's including flashes must not be used.
- B. Restrict all vehicle movement.
- C. Secure the area and comply with the emergency services directions.
- D. Control potential ignition sources.

7.13.5 EMERGENCY EVACUATION OF GROUND PERSONNEL DURING HANDLING OPERATIONS (NO AIRCREW PRESENT)

Emergency evacuation of aircraft by ground personnel may be required when there is no aircrew on board.

The following guidelines are provided:

- 1) Procedures should be established and implemented for aircraft emergency evacuation situations. The procedures should be written in conjunction with and complement existing building evacuation procedures as appropriate.
- 2) These procedures would apply only when aircrew are not on board the aircraft and apply to ground personnel such as engineering, cleaning, catering, ramp etc.
- 3) Refinement and integration of these procedures will require close and continued co-operation between stakeholders (airport authorities, airlines and contractors).

- 4) A designated person “in charge” (supervisor etc.) on board the aircraft would take charge of the emergency, co-ordinate the evacuation and direct personnel to the assembly point.
- 5) Different methods of evacuation from the aircraft should be included in the procedures, e.g. mobile stairs, loading bridge etc.
- 6) Means of communicating the evacuation should also be considered (radios, audible warnings).
- 7) Effective communication is vital to a safe evacuation.
- 8) Staff should be trained in the evacuation procedures including periodic evacuation drills/practices.

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8.0 Guest Services

Flynas is committed to creating a safe, friendly and enjoyable experience for all our customers who travel on the airline. Affordable fares, outstanding customer service and friendly crew will create a positive and enjoyable travel experience. Whilst managing the **Flynas** product, at every point of contact, you are the face of **Flynas**. Be passionate about our customers getting a great experience each and every time they fly.

By being enthusiastic and interested, demonstrating excellent job knowledge and solving problems professionally, you will give our customers the service they are looking for in an airline they will keep coming back to.

YOU are the face of Flynas.

8.1 Conditions of Carriage

All Guests, including staff or crew not directly involved with the operation must be in possession a valid booking reference. Supernumerary crewmembers in uniform who do not require a ticket will be included on the crew general declaration. All Guests will have received and agreed to **Flynas'** terms and conditions of carriage. Full details of **Flynas'** terms and conditions of carriage are available on request from the **Flynas** Head Office.

8.2 Additional Products

- A. **Flynas** have and will enter into special arrangements with many companies either on an ongoing or ad hoc basis to offer discounted products (e.g. travel insurance, car hire, hotel booking, coach or rail tickets etc.) to its Guests. This is done so as to offer additional services and take some of the stress out of flying for the guest.
- B. Whilst **Flynas** is delighted to sell these products, it acts merely as an agent for the company and in no way accepts any responsibility for them. Each of these products are sold subject to their own separate set of terms and conditions.

8.3 Check In Counter Requirements and Obligation

8.3.1 Boarding Cards

Boarding cards will be required to show:

- 1) Flight number,
- 2) Date,
- 3) Destination,

- 4) Gate number or gate area,
- 5) Guest name,
- 6) Sequence number,
- 7) Seat number,
- 8) No smoking sign, and
- 9) Boarding time (STD – 40 minutes).

8.3.2 Display of Dangerous Goods and Security Placards

Flynas staff, GHA shall ensure that all flynas check in counters, boarding gates counters display the Safety Dangerous Goods and Security questions placards.

These questions shall also be prompts when the guest is using online services for Check In and shall not be allowed to check In until he/she have answered the required questions as during online, there is no staff to ask these questions.

- 1) Security Questioning, passengers shall be asked 05 questions:
 - A. Are these your bags?
 - B. Have you packed your bags yourself?
 - C. Did you leave your baggage not attended since you have packed them?
 - D. Did anyone interfere with your baggage since you have packed them?
 - E. Do you carry any item that belongs to someone else?
- 2) The attention of passenger shall be drawn to Dangerous goods Sign placed on Check-in Desk provided by the handling and / or Flynas , and confirm with the passenger his understanding and that he doesn't carry any of the listed items, this sign shall contain most common DG articles as the fact that some passengers carry dangerous goods without knowing that, they must read it while check-in process is taking place Warning on Passenger ticket or on the check-in counter must include the items below:

(AHM 170)

Dangerous articles in baggage

For safety reasons, dangerous articles such as those listed below, must not be carried in passengers' baggage.

Compressed gases – (Deeply refrigerated, flammable, non-flammable and poisonous) such as butane, oxygen, liquid nitrogen, aqua lung cylinders

Compressed gas cylinders

Aqua lungs



Corrosives such as acids, alkalis, mercury and wet cell batteries

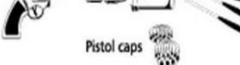


Apparatus containing mercury

Explosives, munitions, fireworks and flares

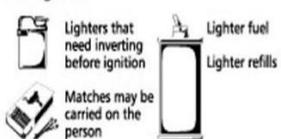
Hand guns Ammunition including blank cartridges

Fireworks



Pistol caps

Flammable liquids and solids such as lighter fuel, MATCHES, paints, thinners, fire-lighters



Radioactive materials

Brief-cases and attaché cases with installed alarm devices

Oxidising materials such as bleaching powder, peroxides



Poisons and infectious substances such as insecticides, weed-killers and live virus materials

Other dangerous articles such as magnetised material, offensive or irritating materials

Medicines and toiletries in limited quantities which are necessary or appropriate for the passenger during the journey, such as hairsprays, perfumes and medicines containing alcohol may be carried. Many of these listed articles can be carried as air cargo provided they are packed in accordance with cargo regulations.

Further information is available on request.

Hand luggage liquids

As part of the hand luggage, passengers are only allowed to take liquids in individual containers with a maximum volume of 100ml and these must all be able to fit "comfortably" into a transparent plastic bag that is not larger than 18 by 20 centimetres, known as a one-litre bag."



Such information can be delivered to passengers also by:

- 1) Passenger Ticket,
- 2) Tour operator flyers,
- 3) Visual or Audio airport information at:
 - A. Aircraft boarding areas,
 - B. In baggage claim areas.

Flynas ensures that contracted handling agents comply with the up line standard procedures by the scheduled audits performed by Quality Assurance department.

During boarding in case cabin baggage cannot be accommodated in the passenger cabin, the subject baggage must be removed from cabin and loaded properly in the cargo after alerting the passenger again if the bag had dangerous goods item that was allowed in the cabin and prohibited from loading in cargo holds for example (Spare Lithium battery).

Under online check-in or self-check-in need to include:

Notification of prohibited DGR Items available before booking and before check-in as follows:



8.4 Reservations

8.4.1 Reservations Systems

It will be possible for guests to make a reservation on a **Flynas** flight. Reservations can be made through:

- 1) www.flynas.com
- 2) Global Distribution Systems (GDS) which is used by travel agents,
- 3) Flynas Call Centre
- 4) Flynas Franchises
- 5) Travel Agencies
- 6) Flynas Office/Airport Counter Sales.

8.4.2 Security of Guest Information

The guest information contained within the reservation system is confidential. Therefore, all staff shall ensure that no information pertaining to a guest may be divulged to the public unless authorised by the Airport Manager or GHA Supervisor as applicable. Government agencies on occasions may approach **Flynas** for information relating to guests. The Airport Manager shall approve such requests.

8.4.3 Ticketing

At check-in, guests will be required to present one of the following:

- 1) Booking Confirmation number, and
- 2) Passport or ID issued by Passport Issuing Authority.

8.4.4 Refunds

Flynas issues tickets that are non-refundable but are issued with the credit shell voucher depending on the circumstances.

If the guest request for a refund, the flynas staff, GHAs shall direct the guest to contact flynas customer service call center on "92000 1234 or can also physically visit the Customer Service Centre at Airport or in city office.

8.5 Aircraft Seating

The General Authority of Civil Aviation (GACA) of the Kingdom of Saudi Arabia requires the number of guests carried not to exceed the approved guest seats fitted. However, guest numbers in excess of seats available may be carried providing the extra guests are infants.

8.5.1 Maximum Infant Carriage and Seat Capacity (A320-214)

Each person onboard a **Flynas**-operated aircraft shall occupy an approved seat with a separate safety belt properly secured about them during movement on the surface, takeoff, and landing. A safety belt provided for the occupant of a seat may not be used by more than one person who has reached their second birthday.

The number of guests permitted for carriage on a **Flynas** A320-214 aircraft, at this time is:

- 1) Maximum capacity 164 seats – allowable excess is 20 infants, and
- 2) Where the number of guests exceeds the number of approved guest seats and the excess guests are infants, the infants must be seated on the lap of an adult.

8.5.2 Maximum Infant Carriage and Seat Capacity – Wet lease/ACMI

Flynas works with flynas Hajj and Umrah Charters in operating various wet lease/ACMI aircrafts to supply the demand of increased seasonal guests.

During this time, other operators operating policy and flynas operating policy may differ from each other and would arise some procedure variations.

The policy of infant carriage shall communicate via controlled bulletin or operations notice from the flynas Ground Operations Management to all flynas scheduled and charter operating stations advising the staff, GHAs and third party contractors on the variations.

8.6 Pre-Flight Editing

- 1) Pre-flight editing is the process of pre-seating guests prior to their flight departure according to seat guarantee, category and priority listing as below. This ensures that families and friends in the same bookings are seated together on the aircraft and that, subject to the restrictions in this chapter, other special requests are complied with,
- 2) The following lists the order in which guests are to be edited:
 - A. All guests with SSR codes, e.g. INF, BLND, EXST; and any others,
 - B. Any guest travelling in a group of 2 or more, beginning with the largest groups, and
 - C. Guests must not be pre-edited into an emergency exit row. Each guest must be sighted and asked if they are willing to abide by the seating policy governing exit row allocation prior to being allocated emergency exit row seats.
- 3) Only **Flynas** staff or authorised agents of the airline (GHA) will be deemed responsible for performing all editing functions. This is achieved by identifying

guests with requirements from within the Departure Control System or as otherwise advised by the airline. It is then customary to determine the seats to be allocated in accordance with Flynas' pre- seating Policy and Procedures, to ensure compliance with the following:

- A. Weight and balance operational requirements,
- B. Emergency exit row restrictions and requirements,
- C. Pre purchased assigned seats (if applicable),
- D. Infant/child requirements and restrictions,
- E. Group seating requests and restrictions,
- F. Guest with disability requirements and restrictions,
- G. Carriage of seeing eye dogs and falcons, and
- H. Any other SSRs.

8.7 Seat Allocation and Emergency Exist Rows (GACAR 121.1245/1237)

1) Advanced Seat Selection:

- A. Available through the web for bookings made up to STD -6 hours for a fee depending on the type of seat selected,
- B. No separate sections will be pre-blocked for families, however, at pre-editing of flights families booked under the same PNR shall be allocated seats together.
- 4) During check-in GHA personnel will allocate individual seat assignments based on both the needs of the guest and the Flynas Policies and Procedures. Flynas Policies and Procedures will always have precedence over any preferred seating requested by the guest,
- 3) The Emergency Exit Seats on an A320 Flynas aircraft are 12 ABCDEF & 13 ABCDEF,
- 4) When allocating seats adjacent to exit rows, GHA personnel must determine the suitability of a guest in accordance with the Flynas seating policy. If the guest is to be seated in an exit row then GHA personnel must verify that the guest is able to complete the below listed functions:
 - A. Locate the emergency exit,
 - B. Recognise the emergency exit opening mechanism,
 - C. Comprehend the instructions for operating the emergency exit,
 - D. Operate the emergency exit,
 - E. Assess whether opening the emergency exit will increase the hazards to which guests may be exposed,
 - F. Follow oral directions and hand signals given by a crew member,
 - G. Stow or secure the emergency exit door so that it will not impede use of the exit,
 - H. Assess the condition of an escape slide, activate the slide, and stabilize the slide after deployment to assist others in getting off the slide,
 - I. Pass expeditiously through the emergency exit, and
 - J. Assess, select and follow a safe path away from the emergency exit.

- 5) If the GHA assesses that a person is not capable of completing the above listed tasks or meets one of the below listed criteria then the GHA must not seat the person in an exit row:
 - A. The person lacks sufficient mobility, strength or dexterity in both arms and hands, and both legs:
 - I. To reach upward, sideways, and downward to the location of emergency exit and exit-slide operating mechanisms,
 - II. To grasp and push, pull, turn or otherwise manipulate those mechanisms,
 - III. To push, shove, pull or otherwise open emergency exits,
 - IV. To lift out, hold, deposit on nearby seats, or maneuver over the seatbacks to the next row objects the size and weight of over-wing window exit doors,
 - V. To remove obstructions similar in size and weight to over-wing exit doors,
 - VI. To reach the emergency exit expeditiously,
 - VII. To maintain balance while removing obstructions,
 - VIII. To exit expeditiously,
 - IX. To stabilize an escape slide after deployment, and
 - X. To assist others in getting off an escape slide.
 - B. The person is less than 15 years old,
 - C. The person lacks the ability to read and understand instructions required by this section and related to emergency evacuation provided by the certificate holder in printed or graphic form or the ability to understand oral crew commands, and
 - D. The person lacks sufficient visual capacity to perform the abovementioned tasks without the assistance of visual aids beyond contact lenses or eyeglasses.
- 6) Families with infants and guests with falcons / assistance dogs (if applicable) shall not be seated on Exit Rows,
- 7) Each guest must comply with instructions given by a crew member or other authorised employee of **Flynas** implementing exit seat restrictions established under this section,
- 8) The guest must be asked if they will accept the responsibility in the unlikely event of an emergency. If the guest is reluctant, or will not accept that responsibility they must NOT be assigned a seat adjacent to an emergency exit under any circumstance,
- 9) At all times each guest must be willing and shall comply with any instructions given by any crewmember or other authorised employee of **Flynas** when occupying an exit row seat, and
 - a. If a guest has a dispute regarding exit seating, the following procedure should be followed:
 - A. Call the Duty manager of the GHA or **Flynas** to attend to the guest in the area in which the dispute has occurred, and
 - B. The Duty Manager shall:
 - I. Listen without interruption to the guests dispute,
 - II. Refer to section 8.7 of the GHM to establish criteria for acceptance of guests in exit seats in accordance with GACA 121.1245, and
 - III. Present the Emergency exit seat-briefing card for the guest inspection, which clearly states the criteria for exit seat acceptance.

8.8 Guest Minimum Dress Guidelines

In order to minimize the risk of offending other guests, **Flynas** requires all guests to conform to the following minimum standard of dress on all flights:

- 1) Suitable footwear (sandals accepted),
- 2) Shorts below the knee,
- 3) Shirt including T-shirts but not singlet top,
- 4) No clothing displaying offensive language or symbols,
- 5) No ceremonial or decorative knives or swords,
- 6) Traditional Clothing

Should a guest's attire not meet the standard,

- 1) Explain the Company's dress requirements, and
- 2) Ask the guest to change to comply with the dress standards prior to check in.

NOTE

Ensure this is done in a professional manner so as not to embarrass the guest. Should the guest object and not comply, refer to your supervisor. The ultimate decision rests with the Station manager or Duty Manager or GHA Designated Manager to decide where **Flynas** staff not available.

8.9 Check-In Process

- 1) Guests are to be processed at check-in in the most courteous and efficient manner possible, with recognition of guest's name,
- 2) The check-in staff must sight each guest at check-in, and is not allowed to provide boarding passes without the guest (regardless of age, etc.) being present at the check-in counter in accordance with local customs,
- 3) The following actions will be conducted by the check-in staff at the point of check-in:
 - A. Ensure the guest has the correct documentation for intended travel. This may include (but not limited) visas, passport validity, and any other special requirements in relation to the country of destination,
 - B. Unaccompanied females and children may require specific letters of authority permitting travel,
 - C. Ensure acceptable photographic proof of identification,
 - D. Accept and label bags,
 - E. Allocate seating,
 - F. Determine the suitability of the guest's fitness to travel,
 - G. Record the guest's actual baggage weight,
 - H. Ensure baggage is suitably packed and labeled,
 - I. Identify any assistance required for guests with special needs,
 - J. Identify any Dangerous Goods in keeping with the airlines policy,
 - K. Ensure baggage limits are not exceeded (including cabin baggage) and collect excess baggage charges when enforced where necessary, and update Advanced Guest Information System (APIS) with the required data.
 - L. 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. Flynas and GHA make all reasonable efforts to accommodate the passenger. Ask appropriate questions and record in the DCS.
- 4) The above process may be approved through a manual or automated system.

8.9.1 Opening and Closing of Check-In

- 1) The standard number of allocated check in counters per flight will be two counters for Economy and one for Premium Class,
- 2) In addition, a minimum of one service desk counter will also be allocated to assist with the collection of excess baggage fees & ticketing services,
- 3) The following standards shall apply for Opening & Closing of Check in:
 - A. Check in counters of all flights for both Premium and Economy class shall be opened 3 hours before the scheduled departure time,
 - B. Check in counters of a domestic flight for both Premium and Economy class shall be closed 45 minutes prior to the scheduled time of departure, and
 - C. Check in counters of an International flight for both Premium and Economy class shall be closed one hour prior to the scheduled time of departure.

- 4) Web Check in facility shall be made available for all flights from STD -48 hours up to – 6 hours prior STD of the flight,
 - 5) **Flynas** uses automated system (DCS) for check-in. In case of system collapse a manual system must be adopted immediately and shall be continued until the closure of the flight. Once the aircraft has departed the DCS system must be updated and flight closed as in the normal electronic process, and
 - 6) At Hubs (JED, RUH & DMM), Check in facilities may be made available to customers for up to 6 hours before the scheduled departure time of a flight, if a situation demands, subject to obtaining the necessary permissions from the airport authorities.
- Requests for this service may be directed to the Airport / Hub Manager, who shall endeavor to obtain the necessary permission(s) and authorize the service.

8.9.1.1 Queues & Queue Combing

- 1) Premium Class counters shall be marked using Tensa Barriers and carpet,
- 2) Where ever possible, Uni-queues shall be arranged, using Tensa Barriers, in front of the Economy Class check in counters to facilitate common check in for all flights, and
- 3) Queue Combers, if equipped with iPads (if applicable), shall be deployed at the front of the check in area, to:
 - A. Segregate, Guide and Direct the guest to their respective check in counters,
 - B. Check in guest with no checked in baggage, and
 - C. Assist guests with queries.

8.9.2 Check-In Actions

- 1) **Flynas** has identified key service qualities for check-in. They are:
 - A. Courtesy, efficiency and friendliness of check-in staff,
 - B. Recognition of guest's name,
 - C. Minimise queue dwell waiting times, and
 - D. Helpfulness with specific questions, requests or problems.
- 2) Refer to the following table for steps to check-in a guest. Please note that these procedures may vary accordingly to local airport conditions.

Step	Check – In Actions
1	With a smile and eye contact greet the guest (good morning, good evening, and good afternoon) in a warm, friendly and professional manner – considering local religious issues.
2	Confirm that the guest is travelling to the destination and request travel documents and valid identification for all people travelling.
3	Ensure correct travel documents are being held for the journey. Check Passports/Visa/Ticket. Ensure guest holds flight itinerary to satisfy immigration requirements (where required). From this time onwards, address the guest by his/her Last Name.
4	Ask for the guest's checked baggage to be placed on the scale.
5	Weigh all baggage – ensure 32 kg per item max limit is enforced. Charge excess baggage if the guest's free baggage allowance is exceeded.
6	Remove all old tags and check all bags have a name and address tag.
7	Ask guest if they are carrying any Dangerous goods in their baggage. Refer guest to signage at check-in counter.
8	Sight all cabin baggage to ensure it meets with Company standards for weight and size. Maximum 7 kg allowance in total.
9	Ask guest if they have any sharp items in their cabin baggage.
10	Retrieve guest information in the check-in system.
11	Determine seating preference if not already pre- allocated. If a guest has been pre-assigned an exit row seat prior to check in, ensure the guest is able to comply with the ext row seating policy. If not the guest must be relocated to a non exit row seat 11, which is vacant at the time. In the event the flight is fully booked arrangements must be made to have the guest's seat changed for that of another guests. Under no circumstances should the guest be allowed to remain in the exit row they are unable to comply with the exit row seating policy.
12	Process check-in for the guest(s) for the correct flight and destination.
13	Attach baggage receipts to travel documents. Enter the correct weight of the baggage into the check-in system or record manually.
14	Return all documents to the guest including boarding pass.
15	Advise guest of boarding time and departure gate number. Confirm total checked bags. Circle these items on the boarding pass. Or

	Direct the guest to the Flight Information Display System if gate not known or persuade the guest to the final departure area.
16	Ensure guest is aware of any significant delays or changes to schedules.
17	Wish guest a safe journey and Farewell guest.
18	Send baggage to loading area. Ensure any fragile or bulky items are identified and Conditional Acceptance tags completed where appropriate.

8.9.3 Guest Identity Checks

- 1) Each guest's passport or identity document must be examined at check-in for normal security procedures, for immigration obligations and for the prevention of fraud. The purpose of identity checks at check-in is to:
 - A. Establish the passport or identity document is genuine and that its period of validity covers the period of the intended journey,
 - B. Confirm that the name on the booking matches the name on passport or ID document,
 - C. Match the photograph in the passport or ID document with the guest,
 - D. Establish that any necessary visas are present (instructions on the checking of visas are issued separately), and
 - E. At this time female guests ID is verified by Government Security Personal.
- 2) When there is any doubt about a guest's identity or the validity of documents presented, check-in is to be discontinued until the doubt has been cleared.

8.9.4 Immigrations Requirement (International Flights)

All international flights operated by **flynas**. Staff is required to conduct additional document checks in relation to the country of destination.

In addition to processing guests using the procedures in the previous paragraphs. Staff must be fully aware of all immigration, quarantine or agriculture requirements for the guests travelling to that destination, as well as the requirements for leaving the departure country (i.e. proof of onward ticket).

Whilst it is always the responsibility of all guests to ensure they are in receipt of the correct and valid entry and exit documentation pertaining to their travel plans, some countries may impose heavy fines and penalties under the local Immigration Act onto the Company. **flynas** may also be liable for the costs associated with the detention and deportation of such persons who have been denied entry into any one country as a result of insufficient or invalid travel documents.

Accordingly, Staff, must ensure that guests are not accepted for check in unless they have the appropriate documentation as required by both the country of departure and the country of arrival. If you have any doubts – seek advice from the Supervisor.

The obligation rests with the guest to provide all the necessary documentation to the satisfaction of the Staff at the time of check-in. There is no obligation by **Flynas** staff to obtain such documents, permits, visas, etc., as may be required on behalf of the guest.

Additionally, where there are known quarantine and/or agriculture issues that could affect the guest's suitability to travel to that location, the guest must not be accepted at check-in until such issues have been resolved.

8.9.5 Carriage of Sharp Objects and Dangerous Goods

During check-in at airports with guest screening facilities, guests must be advised of the items that are not permitted to pass through screening point. The guest must be given every opportunity to identify prohibited items prior to check in (knives, tools, scissors, etc.) in accordance with the airlines "Conditions of Carriage" and local airport authority regulations of which at such time the items must be declared and placed in the guests checked baggage.

The airline will assume no responsibility for any items removed from the guest's possession by any authorised security or screening agent.

8.10 Medical Condition Requiring Specific Approval for Travel (MEDIF)

8.10.1 Travel Clearance Procedures

When any of the specific conditions outlined below applies, a Doctor's Medical Certificate for travel must be obtained by the guest. The doctor's certificate must include the name of the doctor, address and contact details.

A facsimile or photocopy is acceptable for these purposes.

8.10.2 Condition Requiring Specific Approval for Travel (MEDIF)

Guests suffering of the below conditions usually are unable to travel. If the Doctor treating the guest believes that special consideration should apply, the doctor should provide a medical clearance to the guest for travel on **Flynas** flights.

Condition	Booking Notification Time
Heart Attack	Within 7 days of intended travel.
Stroke	Within 3 days of intended travel.
Psychiatric Disorder	Acute or uncontrolled.
Contagious or infectious disease	If this poses a direct risk of infection to guests or crew.
Angioplasty	Within 3 days of travel.
Angioplasty with stents	Within 2 days of travel.
Stretcher	Not accepted on Flynas flights.
Humidi crib	Flynas aircraft cannot facilitate humidicribs.
Expectant Mother	From 28 weeks to 36 weeks

8.10.2.1 Stretcher

Stretcher cases are not accepted for travel on **Flynas** flights.

8.10.2.2 Evacuation

In any emergency evacuation disabled guests and stretcher (if applicable) cases will be evacuated last. In prepared ground evacuation at least two (2), Abled Bodied Guest's (ABP) are to be briefed to position them selves at the bottom of the slide to assist in controlling the casualty's descent and subsequent removal to a safe area. The patient is removed from the stretcher and carried to the exit to evacuate. Two ABP's will be needed to lift the patient. Care must be taken when moving the patient.

8.10.3 Specific Conditions that require a travel clearance (MEDIF)

Guests with any of the conditions listed below require Medical Clearance.

Condition	Travel Restriction Time
Inability to go to toilet, eat or administer own medication	A competent escort (arranged by guest) must be available to travel with guest. The escort must sit in the adjacent seat.
Asthma	Recent deterioration within 48 hours of travel.
Head Injury	Within 2 weeks of travel or where there is air in the cranium.
Heart Attack	Within 21 days of travel.
Chest surgery	Within 10 days of travel.
Ear and or Sinus Pathology	Within 48 hours of travel.
Stroke	Within 10 days of travel.
Phobias	If doubt about ability to cope with air travel.
Abdominal surgery	Within 10 days of travel.
Anemia	Hb < 7.5 d L/L
Decompression sickness	Requires clearance from a specialist in hyperbaric medicine.
Penetrating Eye Injury	While there is air in the eye or a vitreous leak.
Pneumothorax	Within 14 days of resolution.
Plaster casts	Plaster cast must be split if the injury is less than 48 hours old.

Condition	Travel Restriction Time
Fractured jaw which has been wired	Must carry wire cutters onboard. Must travel with an escort capable of cutting the wires if necessary. Suitable documentation must be carried because of security issues.
Predisposition to DVT formation or other coagulopathy	Must be maximally medically managed.
Psychiatric disorder that may deteriorate during flight	Must travel with a medical escort. The escort must sit in the adjacent seat.
Inability to sit upright	Guests are generally required to sit upright for takeoff and landing.
Cardiac Conditions	Guests with pre-existing respiratory or cardiac conditions that may not need supplementary oxygen during flight are permitted.

8.10.4 Contagious / Infectious Disease

Guests with contagious and transmittable diseases cannot be accepted for air travel, until the risk to the other guests has ceased to exist.

8.10.4.1 Disease with time Restrictions

The guest must carry a Doctor's Certificate, confirming that the guest is not infectious, and that the time restrictions outlined below have been met.

Disease	Restriction Time
Chickenpox	Atleast 5 days after the first spots appear
German Measles (Rubella)	At least 5 days after the onset of the rash.
Measles	At least 4 days after the onset of the rash.
Mumps	At least 9 days post swelling.
Scarlet Fever	1 day after appropriate medical treatment.
Whooping Cough	For 3 weeks from the onset of the whoop. However, the guest may travel after 5 days from the commencement of the appropriate medical treatment.
Tuberculosis	Guests with Tuberculosis will not be cleared for travel until their treating practitioner can confirm that they are not infectious.

8.10.5 Pregnancy (PRGN)

- 1) If there are no complications of which the guest is aware, Flynas will carry a female guest on services up to and including 27 weeks pregnant without a Doctor's Certificate,
- 2) Between 28 to 32 weeks (inclusive) of pregnancy, Flynas will carry a female subject to a doctor's certificate,
- 3) The doctor's certificate must state the following:
 - A. Number of weeks of pregnancy, and
 - B. Confirmation that:
 - I. The Expectant mother is 'Fit to Travel' for the entire duration of flight or series of flights (as Applicable),
 - II. The Pregnancy is Complication Free single pregnancy or Multiple or Complicated Pregnancy,
 - III. Premature delivery is not expected within the planned journey, including transit and return flights,
 - IV. State the Estimated Date of Delivery (EDD),

- V. Be reader friendly and written in English, and
 - VI. Have appropriate 'Date, Stamp & contact details' from the qualified Doctor.
- 4) A medical certificate which is provided by a registered mid wife is not acceptable,
 - 5) For Pregnancy of 36 weeks and above – carriage will be refused,
 - 6) SSR code PRGN to be used and "**Flynas** Expectant Mother Form should be completed by the guest, and
 - 7) Check in staff will sign and collect 2 copies from pax. One copy is to be submitted to flight crew o/b and other copy to be retained in the flight file for records.

8.10.6 Expectant Mother Form



MEDICAL INFORMATION FORM (MEDIF)



To be completed by ATTENDING PHYSICIAN		The PHYSICIAN ATTENDING the incapacitated passenger is requested to ANSWER ALL QUESTIONS. Enter a cross "X" in the appropriate "yes" or "no" boxes, and/or give precise concise answers. COMPLETING OF THE FORM IN BLOCK LETTERS OR BY TYPEWRITER WILL BE APPRECIATED.					
<p>This form is intended to provide CONFIDENTIAL information to enable the airlines MEDICAL departments to assess the fitness of the passenger to travel. If the passenger is acceptable, the information will permit the issuance of necessary directives designed to provide for the passenger's welfare and comfort.</p> <p>Note: Cabin attendants are NOT authorized to give special assistance (e.g. lifting) to particular passengers, to the detriment of their service to other passengers. Additionally, they are trained only in FIRST and are NOT PERMITTED to administer any injection, or to give any medication.</p> <p>IMPORTANT FEES, IF ANY, RELEVANT FOR THE PROVISION OF THE ABOVE INFORMATION FOR CARRIER-PROVIDED SPECIAL EQUIPMENT (*) ARE TO BE PAID BY THE PASSENGER CONCERNED.</p>							
MEDA1	Patients Name		Age	Specify, if any**			
	ATTENDING PHYSICIAN Name		Telephone Contact				
MEDA2	Name of Hospital or Clinic & Speciality						
	Home Address						
MEDA3	MEDICAL DATA DIAGNOSIS in details (including vital signs)						
	Day/month/year of first symptoms	Date of Operation			Date of Diagnosis		
MEDA4	PROGNOSIS for the flight(s): (Please consider the itinerary and its potential effect on the patient's state of health)		<input type="checkbox"/> FIT	<input type="checkbox"/> NOT FIT			
MEDA5	Contagious AND communicable disease?		<input type="checkbox"/> NO	<input type="checkbox"/> YES	Specify, if any**		
MEDA6	Would the physical and/or mental condition of the patient be likely to cause distress or discomfort to other passengers?		<input type="checkbox"/> NO	<input type="checkbox"/> YES	Specify, if any**		
MEDA7	Can patient use normal aircraft seat with seatback placed in the UPRIGHT position when so required?		<input type="checkbox"/> YES	<input type="checkbox"/> NO	If not, patient will need a stretcher on board (Request for rate).		
MEDA8	Can patient take care of his own needs on board "UNASSISTED" (including meals, visit to toilet, etc.)?		<input type="checkbox"/> YES	<input type="checkbox"/> NO	If not, type of help needed		
MEDA9	If to be ESCORTED, is the arrangement satisfactory to you?		<input type="checkbox"/> YES	<input type="checkbox"/> NO	If not, type of escort proposed by YOU		
MEDA10	Does patient need OXYGEN** equipment in flight? (If yes, state rate of flow) IAL medical oxygen bottles rate of flow is adjustable between ~ litres per minute.		<input type="checkbox"/> NO	<input type="checkbox"/> YES	Litres per minute	Continue? <input type="checkbox"/> YES	<input type="checkbox"/> NO
MEDA11	Does patient need any MEDICATION other than self administered and/or the use of special apparatus such as respirator, incubator, etc.?		<input type="checkbox"/> NO <input type="checkbox"/> YES SPECIFY->				
MEDA12	To prevent interference to the flight operation, all electronic apparatus specification must be verified by the airline for use on board.		<input type="checkbox"/> NO <input type="checkbox"/> YES SPECIFY->				
MEDA13	Does patient need HOSPITALIZATION? (if yes, indicate arrangements made or, if none were made indicate "NO ACTION TAKEN")		(a) during long layover or night stop at CONNECTING POINTS en route: <input type="checkbox"/> NO <input type="checkbox"/> YES ACTION->				
MEDA14			(b) upon arrival at DESTINATION: <input type="checkbox"/> NO <input type="checkbox"/> YES ACTION->				
MEDA15	Other remarks or information in the interest of your patients smooth and comfortable transportation.		<input type="checkbox"/> NONE		Specify, if any**		
MEDA16	Other arrangements made by the attending physician						
We would appreciate any general comment about the patient's condition and suggestion for the proposed air travel							
Important Note for Expectant Mothers:		Up to 27 weeks-----> No medical certificate required From 28 to 36 weeks -----> with MEDIF signed by Doctor Above 36 weeks -----> Not permitted to travel, even with MEDIF ***** No indemnity form allowed *****					
Date	Attending Physician			Attending Physician Signature			

* IMPORTANT: The validity of this document is not more than 7 days before date of travel.

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8.10.7 Offloading for Medical Reasons

- 1) A guest may be offloaded before departure if:
 - A. They display signs of discomfort, distress, agitation, obvious pain, or are near collapse, and
 - B. An existing condition could be aggravated during the flight. Further travel will be refused:
 - I. If carriage is denied for medical reasons and a clearance cannot be obtained at the point of uplift in time for departure,
 - II. If a guest becomes ill en route, and a clearance cannot be obtained at the next port for the continuation of the journey by air, and
 - III. If the existing condition of a guest, who was given a medical clearance prior to commencement of the journey, deteriorates during the journey, and a clearance cannot be obtained at the next port.
- 2) Guests offloaded for medical reasons, as described above, will be responsible for all costs incurred.

8.10.7.1 Notification

- 1) Where a guest is offloaded for medical reasons, the airline or its representative must take the necessary action and immediately notify:
 - A. **flynas** Operations Control Center, and
 - B. The operating Captain.
- 2) The airline representative must:
 - A. Provide reasons for the offload and details of the consequent action taken, and
 - B. Offload the guests hold-stowed and cabin baggage, in accordance with standing security instructions.

8.10.7.2 Personal Effects

Hold and cabin stowed baggage must be offloaded.

8.10.8 Guest Death On Ground / In-Flight

The death of a guest, whether on the ground or in-flight, must be dealt with in accordance with the procedures described below.

Airport Manager will alert the OCC and Airport Operation Manager as an initial alert and follow up with the requirement of Airport Authorities.

8.10.8.1 Guest Details

- 1) When the death of a guest occurs, the following details are to be collected possible:
 - A. Flight number and date,
 - B. PNR reference if possible,
 - C. Full name of guest,
 - D. Time and date of death,
 - E. Passport Number, date of issue, and date of expiry,
 - F. Place of death,
 - G. Usual residence at time of death,
 - H. Gender,
 - I. Date of birth,
 - J. Occupation,
 - K. Nationality,
 - L. Name, address and telephone number and relationship of any travelling companions, and
 - M. Suspected cause of death.
- 2) Compiled report to be copied to flynas head office, station manager, and Director Ground Operations.

8.10.8.2 Incident Reporting

Staffs are to record the following details which should be submitted part of Ground Handling Safety Report (GHSR) as soon as possible to Airport Manager, Commercial Manager, and Operations Control Center:

- 1) Time of incident,
- 2) Medical treatment and contact details of who provided it,
- 3) Suspected cause, and
- 4) Other pertinent details.

8.10.8.3 Personal Effects

Hold and cabin stowed baggage must be offloaded.

8.10.8.4 Notification

The following areas must be notified:

- 1) Once advice is received of death on a flight to arrive at your airport, you should immediately contact:
 - A. **flynas** Operations Control Center, and
 - B. Local Airport Authorities to notify them as per local reporting procedures.

8.10.8.5 Points to Consider

The following points are for considerations:

- 1) Contact Police,
- 2) Contact Health Authorities,
- 3) A doctor may required to make the declaration of death and to complete the death certificate,
- 4) Arrange transportation to remove deceased,
- 5) Assign specialized staff to handle deceased, if not provided with transportation,
- 6) Clean aircraft of any soiled area when given clearance by the **flynas** Operations Control Center,
- 7) Obtain release of aircraft for continuance of flight from the **flynas** Operations Control Center,
- 8) Allocate staff to console accompanying friends/relatives,
- 9) If applicable, collect and secure/deliver dead guests and or travel companions travel baggage,
- 10) Where applicable obtain Doctor/Nurse details,
- 11) Send letter of condolence to relatives, and
- 12) Support and counsel staff who are directly involved on the flight.

8.10.9 Medical Attention or Arrival at Airport – Guest Request

- 1) When a guest has requested Medical Attention on arrival at an Airport, the local telephone number in that country for Doctor/Nurses or Ambulance is to be called,
- 2) Main medical questions to be aware of include:
 - A. *“Is guest conscious/non conscious?”*
 - B. *“Is guest male or female?”*
 - C. *“What is the type of illness?”*
 - D. *“Are they travelling with family/friends or being met the arrival airport?”*
- 3) The Doctor/Nurse will then assess the situation before an Ambulance is called for them,
- 4) The guest is to be clearly told, “ALL medical costs are incurred by them”. **flynas** does NOT cover medical bills, and
- 5) A photocopy of the guest’s passport for **flynas** is required. All originals are then to be forwarded to Director, Ground Operations at **flynas** Head Office.

8.11 Carriage of Infants and Children

8.11.1 Infants (INFT)

- 1) An infant is defined as a guest under the age of 2 years at time of travel. Personnel must ask the age of any lap held child prior to being check-in,
- 2) No infant shall be prohibited from travel, if requested by the child’s parent, guardian, or designated attendant, from occupying a child restraint system furnished by the child’s parent, guardian, or designated attendant provided that child holds a ticket for an approved seat, and the appropriate child restraint system meets with the standards defined in this manual. It is the responsibility of

- the child's parent, guardian, or designated attendant to attend to the safety of the child during the flight,
- 3) Only one infant is permitted on the lap of an adult and in each half row of 3 seats in A320 aircraft,
 - 4) All infants shall be accompanied by an adult. The accompanying adult must be 16 years of age or over. (The exception is when the child is in the charge of its mother who is under 16 years of age),
 - 5) **Flynas** reserves the right not to carry infants less than 8 days old. We may in our absolute discretion carry such infants when carriage is expressly sanctioned, in writing, by a medical practitioner,
 - 6) If one adult accompanies two or more infants, the second infant must occupy a seat (at the appropriate fare),
 - 7) An infant not being nursed must be able to support itself in the seat and be restrained by the seatbelt. If these conditions are not met, a person 15 years of age or over must hold the infant. The infant's minimum age is not specified, so it is feasible that an infant under one (1) year of age could occupy a seat in these circumstances,
 - 8) On the A320 the maximum number of infants that can be carried on laps is 20. Accordingly, if a guest checks-in at airport with an infant, but has not made a booking for infant, the booking must be altered to include the infant; as long as no more than 20 infants are onboard (the maximum number of guests including infants is governed by the number of oxygen and life vests fitted on the aircraft), and
 - 9) The SSR code of INFT must be added to the check-in record if not already present.

8.11.2 Children

A child is defined as a guest aged between two (2) and twelve (12) years inclusive. All children must occupy a separate seat and pay the required airfare.

8.11.2.1 Unaccompanied Minors (UM) and Young Guest (YP)

- 1) **Unaccompanied Minors (UMs)** are all children aged between 5 and 11 years (i.e., up to but not including the 12th birthday), travelling on firm tickets and not accompanied by a person of at least 15 years of age. **Flynas does not accept UMs for travel on their flights,**
- 2) **Young Guests (YPs)** are guests aged from 12 to 15 years (i.e., up to the 16th birthday) travelling alone or not accompanied by a guest over 16 years of age,
- 3) Preference shall be given to book a seat for YP on direct or non-stop flights,
- 4) All reservations shall be confirmed (OK). No YPs shall be booked on Request Ticket (RQ) or SA basis. However, YPs with RQ/SA status (e.g., children of staff) can be accepted on single sector flights,
- 5) Under no circumstances shall **Flynas** take the responsibility to accept YP without a confirmed connection,
- 6) When listing such YP for travel, Check-In Agent shall add SSR stating "YP",
- 7) Although YPs pay an child fare and may travel unaccompanied, **Flynas** may wishes to pay extra attention to them,

- 8) **flynas** shall not accept YPs with a stopover (STPC) unless certain rules are applied,
- 9) Ensure that the correct comment is inserted in YP's record for inclusion in PIL and PSM (e.g., MAAS YP 14 yrs),
- 10) Ground Staff shall note:
Please note we are unable to offer any additional services for Young Customers and flynas does not accept any responsibility outside of our Standard Terms and Conditions of Carriage. As such, the parent or guardian is advised to remain at the airport until the flight departs.
YP Seating:
 - A. YPs shall be seated in specific areas of the aircraft, as follows,
 - B. All First row aisle (Economy class) or last rows at the aft left hand section – preferably aisle,
 - C. If there are more than one YP travelling, they shall be seated together, as close as possible to the galley, to enable Cabin Crew to keep an eye on them, and
 - D. YPs may not be seated:
 - I. Next to adult male guests on a window seat when there is an adult on the aisle or center seat (male or female), and
 - II. In emergency exit rows.

8.11.2.2 Group of Children

flynas will accept children aged 14 years or under in large groups (i.e. 10 or more) on the condition that there is a minimum ratio of one accompanying adult per 10 children. In these instances adult is considered to be anyone aged 16 years or above.

At the check-in when possible assign seats together and issue baggage tags individually.

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

8.11.3 Child / Infant Seat

- 1) **flynas** accepts approved car seats onboard aircraft. They may be used during flights for children and infants for whom an aircraft seat has been purchased at child fare,
- 2) According to the operating rules, the car seats used on aircraft during ground movement, takeoff, and landing shall bear labels or markings to indicate to the aircraft operator that the car seat meets safety standards,
- 3) Labeling or marking by the manufacturer of a car seat certifies that the car seat meets a set of safety standards (FMVSS No. 213, the standards of a foreign government, the standards of United Nations, or approval by Federal Aviation Administration (USA) (FAA) through a Type Certificate (TC), Supplemental Type Certificate (STC), Technical Standard Order (TSO), or under 14 CFR 21.305(d),
- 4) Acceptance Criteria:

- A. Car seats may be used on board **Flynas** aircraft for infants and children aged between 6 months and 36 months only,
- B. The accompanying guest shall be aged 18 years or over be made aware that he is responsible for checking the compliance and installation of the car seat on the aircraft seat Be provided a seat adjacent to the guest seat on which the car seat is used,
- C. The car seat shall have a solid back and seat with internal restraint straps installed to hold the child securely Be in adequate condition for use on board an aircraft, and shall be free from any damage to the unit or its point restraint system Carry approved labels (defined below),
- D. If a parent / guardian presents an approved car seat with a label or mark by the manufacturer that has worn off or is illegible / unreadable, the guest shall furnish a letter or document from the manufacturer that certifies the car seat (with details of specific make and model number) for use on aircraft, and
- E. If the car seat does not have an approved label, or documentation from the manufacturer as applicable, it shall not be accepted as checked baggage. Ground Staff is responsible for ensuring that all acceptance criteria are met.

5) Types of Car Seats Considered Acceptable:

- A. The following types of car seats are considered acceptable by **Flynas**:
 - i. Car seats that are approved for use in aircraft by JAA authority, the FAA or Transport Canada (according to a national technical standard) and are marked accordingly,
 - ii. Car seats that are approved for use in motor vehicles and aircraft according to US FMVSS No 213 and manufactured to these standards on or after February 26, 1985. US approved car seats manufactured after this date must bear the following labels in red lettering:
 - a. **THIS CHILD RESTRAINT SYSTEM CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY STANDARDS and THIS RESTRAINT IS CERTIFIED FOR USE IN MOTOR VEHICLES AND AIRCRAFT.**
- B. Car seats approved for use in motor vehicles according to UN standard ECE R 44 -03 or later series of amendments. The car seat must bear a label showing approval by a foreign government or a label showing that it was manufactured under the standards of United Nations,
- C. Car seats approved for use in motor vehicles and aircraft according to Canadian CMVSS 213/213.1,
- D. Car seats qualified for use in aircraft according to the German "Qualification Procedure for Child Restraint Systems for Use in Aircraft" (TÜV Doc. TÜV/958-01/2001),
- E. Car seats that bear a label or markings showing FAA approval through a STC, and
- F. The car seat shall be clearly marked, showing FAA approval under 21.305(d) and bear the label "FAA Approved in Accordance with 14 CFR 21.305(d)".

6) Seat Assignment:

- A. A child in a car seat shall be allocated a seat near the main exit door,

- B. Customers with car seats shall not be allocated a seat in the Emergency Exit row or in a row immediately forward or aft of the Emergency Exit,
- C. Window seats are recommended for car seats, not aisle guest seats or cross aisle guest seats in order not to impede on the guest flow rate during an evacuation,
- D. These locations may be acceptable provided the car seat does not block the egress of any guest, including the child's parent or guardian, to the aisle used to evacuate the aircraft,
- E. Only one car seat per row segment is recommended,
- F. If a parent / guardian is travelling with more than one child in a car seat or is travelling with several small children, only one of whom is occupying a car seat, crew members shall use their judgment regarding placement of the car seat. As long as the conditions below are met, the car seat could be placed in a seat other than a window seat, and
- G. As a minimum:
 - i. The car seat shall be placed so that it does not block any guest's (including the parent / guardian's) egress to the aisle used to evacuate the aircraft, and
 - ii. The car seat shall be placed so that the parent / guardian can reach the child in the car seat to release and evacuate the child, should an emergency evacuation be necessary.

8.12 Disruptive Guest

- 1) The International Civil Aviation Organization (ICAO) prohibits by law any person behaving in an offensive, threatening and or disorderly or disruptive manner on any aircraft,
- 2) Staff, GHA personnel, in most cases, will be the first Company representative to have contact with a guest, and therefore will have the first opportunity to observe their actions and behavior, and
- 3) **flynas** has a policy of zero tolerance towards disruptive guests of all kinds. The airline therefore:
 - A. Supports ground staff and air crew who prevent such guests from travelling on flights,
 - B. Expects ground staff and air crew to take reasonable steps to prevent or curtail disruptive and drunken behavior and to identify guests who are acting in a way that causes concerns about safety and security,
 - C. Encourages Captain to ask for the police to meet flights after a disruptive incident,
 - D. Requires ground staff and aircrew members to give witness statements to the police,
 - E. Encourages the police to prosecute disruptive guests, especially if a **flynas** or GHA staff member has been assaulted,
 - F. Supports **flynas** staff acting as witnesses if offenders are put on trial, and
 - G. Provides training to ground staff and aircrew in conflict management including the recognition of potentially disruptive guests.

8.12.1 Type of Behavior

- 1) Ground staff might encounter guests who are:
 - A. Under the influence of psychoactive substances,
 - B. Acting in a disorderly or irrational manner,
 - C. Behaving violently towards staff, fellow guests or others,
 - D. Persistently using threatening, seriously abusive or insulting language, and
 - E. Acting in any other way that causes concern about safety and security.
- 2) The effects of psychoactive substances are one of the many problems that may lead to disruptive behavior and must be recognized even as early as check in. Positive action must be taken at the point of time, rather than allowing an identified problem to make its way to the boarding gate or onto the aircraft. This is essential to our operational performance and to the public perception of our airline in ensuring at all times the safety and convenience of our guests is never jeopardized,
- 3) The airline Conditions of Carriage and Security Program prohibits any person while under the intoxication of psychoactive substances from entering the aircraft at all times. People react in different ways and exhibit different symptoms when under the influence of psychoactive substances. Staff must also be aware that some people may suffer from a medical condition or be on medication, which may exhibit behaviors similar to intoxication. If in doubt, refer the matter to your immediate supervisor,
- 4) It is the responsibility of ground staff wherever possible to identify intoxicated and disruptive guests prior to boarding the aircraft. This responsibility should not be passed onto the Cabin Crew Members. The basic need to preserve the safety of the aircraft, Cabin Crew Members and guests and staff from any physical danger or physiological distress must always take precedence. Other factors that may assist ground staff in deciding the suitability of a guest(s) to travel, where it is believed psychoactive substances is a factor, include:
 - A. Travelling Companions:
 - i. If travelling with family, they may be less likely to become confrontational in-flight. Alternatively, if travelling as part of an all male sporting club, there is every expectation that one or more of the group may be tempted to be disruptive once in flight. Be aware of groups of guests who offer to look after a fellow travelling companion. This may disguise the guest's suitability to board the aircraft.
 - B. Response to Your Instructions:
 - i. The manner by which a guest responds to any instruction or information you provide can be a precursor to the way they will respond in-flight. If they are edgy, sullen, and over-boisterous or slow to respond they may not be in a fit state to travel. If you have made the decision to deny boarding to a guest because you believe that they are not physically or mentally fit to travel, or because of disruptive behavior, be discrete; **do not** use the words "drunk" or "intoxicated" when communicating with guests,
 - ii. Clearly, the guest will need an explanation as to why they are being denied boarding. Consider phrases such as "*Sir/Madam, I have observed*

- your behavior and I do not believe that you are fit to travel on our aircraft". Follow-on explanations such as "Your behavior causes me to believe that you will (or, have) disturb(ed) other guests" may also be considered. Discretion and tact may not work on someone who is already under the influence of psychoactive substances. A higher level of assertiveness may be required. Always attempt to have an additional staff member present to provide support in what may be a delicate situation,*
- iii. Having another staff member present will also provide a witness in the event the guest chooses to lodge a complaint. At airports with uniformed security staff, ensure that they are informed as soon as possible. However discretion should be used, as it may not always be advisable to approach guests with uniformed security presence at first as this may inflame the situation,
 - iv. Dealing with a person under the influence of psychoactive substances is a difficult situation, made even more demanding by the fact that not many people are trained to deal with this kind of situation. Because of the sometimes irrational nature of their condition, a confrontation can quickly escalate, and
 - v. Never place yourself in a situation where you are intimidated or physically threatened. If necessary, leave the area. Never be afraid to call for assistance, which may be other Company or airport staff, or if necessary, the police. Your safety is a matter of utmost importance.

8.12.2 Denial of Carriage

Flynas has the legal right under its "Conditions of Carriage" to deny carriage to any person or to off-load them at any airport en-route if it is considered that:

- 1) Carrying the guest or their baggage might endanger the safety of the aircraft or the health or safety of any person on it,
- 2) Carrying the guest or their baggage might affect the comfort of any person on the aircraft,
- 3) The guest is drunk or under the influence of psychoactive substances, (in many countries it is an offence to board an aircraft when drunk),
- 4) The guest is, or there is good reason to believe they are in unlawful possession of psychoactive substances,
- 5) The guest's mental or physical state is a danger or risk to the guest, the aircraft or any person on it,
- 6) The guest has refused to allow a security check on themselves or their baggage,
- 7) The guest has disobeyed instructions relating to safety or security from the ground staff or crew,
- 8) The guest has used threatening, abusive or insulting words to a member of staff of **Flynas** or a Ground Handling Agent,
- 9) The guest has behaved in a threatening, abusive, insulting or disorderly way towards a member of staff of **Flynas** or a Ground Handling Agent,
- 10) The guest has deliberately interfered with an aircrew member carrying out their duties,
- 11) The guest has endangered the safety of the aircraft or any person on it,

- 12) The guest has made a hoax bomb threat, and
- 13) The guest has committed a criminal offence during the check-in or boarding processes or on board the aircraft prior to take off.

8.12.3 Ground Staff Actions against Disruptive Guest

8.12.3.1 General

When a guest is seen to be causing disruption or displaying signs that they may do so, it is vital that decisive action is taken to prevent a more serious situation developing. However, staff should be aware that an over- robust initial reaction on their part might cause the incident to escalate. Staff should also be mindful of differing world cultures. Disruptive guests should therefore be treated politely but firmly and in a way that is appropriate to their conduct.

The primary aim must be to calm them and thereby defuse any threatening or violent situation.

8.12.3.2 Decisive Action

Disruptive guest incidents are much more difficult to handle and have potentially more serious consequences in the air. Therefore, a guest who it is thought could cause disruption in flight must not be boarded until the assessor is confident that they pose no risk.

8.12.3.3 Equality of Treatment

In dealing with disruptive guests staff should not allow themselves to be intimidated by a guest's class of travel or status, by threats of complaints to senior management or by similar bullying tactics. **Flynas** will give full support to staff who act within the guidelines of this policy in order to defuse a disruptive incident.

8.12.3.4 Threatening, Abusive and Insulting Behavior

Guests using persistently threatening, seriously abusive or insulting language or behaving in a way that causes staff harassment, alarm or distress might be committing a criminal offence. Any offence is made more serious if racist or sexist abuse is involved. Staff faced by guests behaving in this way should call for the support of a supervisor. In extreme or persistent cases the police should also be called.

8.12.3.5 Irrational Behavior

Any member of ground staff who has cause to be concerned or uneasy about a guest's behavior at any time prior to boarding should bring their concerns to the attention of a supervisor so that the situation can be assessed.

8.12.3.6 Assault Staff

If a staff member is assaulted by a guest:

- 1) The police must be called at once,
- 2) The staff member concerned must give the police a clear indication of whether they want the offender prosecuted (this might involve making a written statement and giving evidence in court), and
- 3) Any injuries are to be examined by a doctor at the earliest opportunity.

8.12.3.7 Actions Taken Against Disruptive or Intoxication Guest at Check In

Any check-in agent who judges that a guest reporting for check in is under the influence of alcohol or psychoactive substances or is otherwise disruptive is to suspend the check in process and call for a supervisor to attend. If the decision is made to refuse carriage the guest is to be:

- 1) Told why he or she has been denied carriage, and
- 2) Directed to a **flynas** ticket desk so that onward travel can be arranged for a later date when the guest will be fit to travel. This can also be arranged through the **flynas** Call Center.

8.12.3.8 Actions Taken Against Disruptive or Intoxication Guest at Boarding Gate

Should a guest be judged to be disruptive at the boarding gate, the support of a supervisor should be requested. Staff are fully empowered by **flynas** to off-load guests who are under the influence of alcohol or psychoactive substances or who it is believed might be disruptive in flight.

This is so even if the off-loading leads to a delayed departure. The responsibility for deciding whether or not to off-load a guest at the gate lies entirely with the ground staff. The flight Crew and Cabin Crew Members are not to be involved in the decision-making process but should be advised of the outcome.

8.12.3.9 Actions Taken Against Disruptive or Intoxication Guest onboard the aircraft.

On occasions the behavior of a guest might deteriorate to an unacceptably low level between boarding and push back. When this occurs the decision on whether or not to carry the guest rests with the aircraft Captain.

Guests who are found to be drunk at this time may have committed a criminal offence and are always to be offloaded. The ground staff are to be requested to assist with removing from the flight any guest denied carriage at this point.

8.12.3.10 Requesting the Airport Security (Airport Police)

As a general rule, the police should be called whenever a guest's behavior is beyond the control of airline staff or their actions are outside the law. Staff must never attempt to arrest or physically detain any offender or suspect themselves. In general the police should always be called when:

- 1) A incident causes a breach of aviation security,
- 2) A **flynas** or GHA staff member has been assaulted,
- 3) Criminal damage has been done to **flynas** property,
- 4) A drunken or disruptive guest insists on trying to board an aircraft or, having boarded, refuses to leave or is otherwise causing trouble, and
- 5) A criminal offence such as theft has been committed.

8.12.3.11 Applicability

To the extent possible, the general principles in this policy should be applied at all airports. However, the variations in law from country to country are acknowledged. Stations should therefore draw up their own local procedures based on the content of this chapter but adapted to take account of local circumstances.

8.13 Requesting Airport Security

- 1) Under extreme circumstances, it may be necessary to seek the assistance of the Airport Police. Such authorities should be briefed by the Supervisor/Airport Manager or Airport duty manager or officer as applicable prior to confronting the guest. The assistance of Airport Police should be sought in the following circumstances when the guest:
 - A. Becomes violent or extremely abusive or threatens violence,
 - B. Is causing extreme discomfort to other guests and is unwilling to be taken aside to be dealt with by staff,
 - C. Is preventing or actively discouraging other guests from travelling or checking-in,
 - D. Is preventing and refuses to desist from preventing staff members conducting their normal duties, and
 - E. Is considered a risk to safety or is restricting staff or other guests from adhering to safety procedures.
- 2) For additional information please refer to the Airline Security Program.

8.14 Refusal of Carriage of Guest and Cargo by Captain (PIC)

The Captain has the authority to deny carriage of any person or piece of cargo, if they believe that carriage may breach legislation or jeopardize the safety of the aircraft, its guests or crew.

Flynas' Conditions of Carriage allow for refusal of travel on remaining sectors following a disruptive incident. This decision must be made by the appropriate Airport Manager/Airport officer or Ground Handling Agent as applicable as soon as possible after the aircraft lands. If further travel is refused a written record must be made.

8.15 Special Guest

8.15.1 Prisoners

Flynas currently do not carry Prisoners on board. For more information please refer to Flynas Security Program Manual.

8.15.2 Inadmissible Guest and Deportees

1) General

Policies and Government regulations vary from one country to the other. Therefore, it is difficult to implement a unified procedure for handling inadmissible guests and deportees for security and political reasons. Station Manager and/or Station Representative shall co-ordinate with local immigration authorities to be aware of the applicable rules and regulations.

2) Terms:

A. Inadmissible Guest:

Means a guest who is refused admission to a country by authorities of such country (e.g. due to lack of a visa, expired passport etc.)

B. Deportee

Means a person had legally been admitted to a country by its authorities or who had entered the country illegally or who at some later time is ordered by the authorities to be removed from that country.

C. In-bound Carrier

Means the carrier on whose flight an inadmissible guest has arrived in the country to which he is refused admission.

D. Participating in inbound carriage

Means all carriers (including the in-bound carrier) involved in an inadmissible guest's continuous through journey from last point of stop-over or point of origin, as the case maybe, to the place as which the admission to a country is refused to the guest.

E. Outbound Carrier

Means the carrier on whose flight the guest is carried from the place at which admission is refused to him (inadmissible guest) or from which removal is ordered by the authorities.

F. Participating in outbound carriage

Means all carriers (including the outbound carrier) involved in an inadmissible guest's or deportees outbound carriage to this destination.

Note: Despite that inadmissible and deportee guests categories differ in definition, airlines are dealing with them in the same way.

3) Inadmissible Guests Procedures (INAD):

- A. If a guest is declared "Inadmissible" by the Immigration Authorities they may require Flynas to return him as quickly as possible by the first flight to the original departure point or any other country accepting his admission.
- B. The inbound carrier is responsible for making confirmed reservations for the removal or return journey.
- C. Ensure to fill-in the appropriate Form: "Inadmissible & Deportee Report" and distribution accordingly as mentioned on the Form.
- D. The guest must be escorted to the aircraft, the passport given to the Lead Flight Attendant to be handed over to the ground staff at destination.
- E. Make sure that you do not indicate to the guest that Flynas is in anyway responsible for his predicament.
- F. Flynas staff at their respective station should inform local authorities that there will be an INAD guest either transiting or arriving.
- G. The code (INAD) would be used on all messages.
- H. Assign the guest and their escort seats in the rear of the cabin, but not directly adjacent to exits.

4) Expenses:

When an inadmissible guest does not hold a ticket covering outbound carriage, the inbound carrier shall ticket the inadmissible guest for the outbound carriage to his last point of stopover. If the guest would not be admissible at the last point of stopover, he shall be re-ticketed to his point of origin.

The inbound carrier shall be responsible for the collection from the inadmissible guest of the amount of fare or a difference in fare for the ticket issued for the outbound carriage.

The inadmissible guest shall be responsible for any expense for food, hotel accommodation and ground transportation incurred by or for him/her at the place where he/she is refused admission until time of commencement of outbound carriage.

5) Handling of Deportees:

- A. A deportee means a person who had legally been admitted to a country by its authorities or who had entered the country illegally, and who at some later time is formally ordered by the authorities to be removed from that country.

B. *Out of Saudi Arabia Deportees:*

If it happened that authorities of a country have ordered Flynas to deport a guest not holding a passport or official identification document, following should be made:

- i. Deporting authority shall be responsible for provisioning return ticket according to valid applicable fares.
- ii. The carrier issuing the ticket for the outbound carriage shall enter the special purpose code "DEPA" (security-accompanied deportee) or "DEPU" (unaccompanied deportee) after the guest's name.
- iii. Carrier should have the right:
 - a. Of being informed of the reasons for deportation before transporting him.
 - b. Deportee shall have an accompanied representative of the deporting country with a valid applicable ticket fare.
 - c. Not to accept deportees for carriage on their flights.
- iv. Any person not holding passport or official identity document must not be accepted on-board any Flynas aircraft. If it happened that any authority at any country has ordered Flynas to deport any guest, pilot-in-command should halt the aircraft and should immediately contact the Saudi Embassy and hence advise the ambassador with the situation.
- v. No carrier is obliged to assume responsibility for a deportee to reach the destination specified by the deporting authorities.
- vi. The outbound carrier shall endeavor to obtain confirmed reservations to the deportee destination. If interline carriage is involved, the connecting carrier's reservations offices shall be alerted by use of the code(s) "DEPA" or "DEPU" as applicable in the reservation message(s).
 - a. After departure of the outbound flight, the outbound carrier shall immediately notify its destination station with the following information:
 1. The name of the deportee followed by "DEPA" or "DEPU" as applicable.
 2. The complete routing.
 3. Airline and flight number(s).
 4. Whether escorted or not;
 5. The destination station shall inform the connecting carrier participating in the carriage (if known).

C. ***Deportees Transported from Saudi Arabia***

When the concerned authority in the Kingdom of Saudi Arabia ordered to deport guests on Flynas, they must be subject to a strict security check by the concerned airport security authorities.

It is necessary to provide them with security guards from aircraft security forces belonging to Special Forces of the Ministry of Interior.

- i. Regulations: No limitation to a specific number of deportees but to transport the biggest possible number of deportees according to potentials and seats available.
- ii. Station responsibility:
 - a. Non-acceptance of any deportees on Flynas aircrafts unless escorted by guards from aircraft security forces of ministry of Interior.
 - b. Ensure to fill-in the appropriate Form “Inadmissible & Deportee Report” and distribution accordingly as mentioned on the Form.
 - c. Deportees are not permitted to take their carry-on baggage into the guest cabin. All their baggage should be carried in the aircrafts baggage holds.
 - d. Ensure seating of deportees and their guards in the back area of the aircraft and take all the necessary arrangements to realize that.
 - e. Boarding of deportees and their guards to the aircraft before other guests and deplaning them from the aircraft after deplaning all guests from the aircraft.
 - f. Inform the pilot-in-command and the lead flight attendant of all the information.

8.15.3 Unauthorised Guest

An unauthorized guest is anyone without validated authority or a pass, with the exception of a uniformed employee assigned to service the aircraft. A Flight Crew member will report any unauthorized guest on board an aircraft to the gate or loading agent and the Captain of the flight.

8.15.4 Persons under the Influenced of Alcohol/Drugs

The regulation prohibits an air carrier from boarding any person who APPEARS to be intoxicated or drugged, unless under proper medical care.

Station personnel have the authority and responsibility for refusing to board and removing guests from the aircraft either at their own discretion or at the request of the Captain. The key to effectively handling this situation is preventing the guest to board the aircraft. Once the guest is boarded, it is very difficult to deplane the guest without significantly disrupting service for the other guests.

8.16 Nervous Guest

Nervousness is not always obvious and may manifest itself through other behavioral patterns, e.g. aggression, over- talkative manner, humor (often inappropriate), reserved manner, etc. Nervous guests should be assisted and accommodated as best possible.

For the safety and comfort of nervous guests, the following points should be noted:

- 1) Be sympathetic and understanding affording the guest as much comfort and reassurance as possible,
- 2) Do not be forceful or rush the guest. Give them time to compose themselves,
- 3) Avoid inappropriate humor at all costs,
- 4) Guest should be encouraged to abstain from psychoactive substances as this may aggravate their condition,
- 5) Guest should be pre-boarded where possible, and
- 6) The Cabin Crew Members should be advised of guest details.

8.17 Special Assistant Guest

An empathetic and sensitive approach should always be maintained when dealing with guests requiring assistance. Flynas generally requires that guests are able to travel independently. We do not have the systems, staff or facilities required to assume responsibility for assistance and supervision of guests. However, limited special assistance, detailed in this section, is provided for guests. The Company shall not refuse transportation to a guest on the basis that, because the guest may need the assistance of another person to move expeditiously to an exit in the event of an emergency.

Flynas may refuse to carry a guest if we are not completely satisfied that it is safe for them to fly. Before we make a reservation guests should tell us if they suffer from any illness, disease or other condition which may make it unsafe for them or other guests if they fly.

Flynas cannot provide any advice on a guest's fitness to fly. If a person proposes to travel with a known, pre-existing medical condition, they should do so only on the written advice of their own medical doctor or health professional. **Flynas** accepts no liability for guests travelling with medical conditions.

Guests with a disability must advise **Flynas** of any special requirements they may have at time of booking (e.g. those who need to travel with oxygen, or who may require an extra seat etc). Such guests must make their booking through the **Flynas** Contact Center. If there is any uncertainty regarding the ability of **Flynas** to carry the guest the contact center should only confirm the reservation after consulting **Flynas** Ground operations. Guests with a disability will not always reveal their needs when making a reservation, particularly when booking on the internet. Consequently, check-in may be the first opportunity to assess their individual needs.

Flynas does **NOT** offer special assistance for guests requiring Humidicribs or Stretchers, Blood and Bone Marrow

Transplant, or provide carriage of “Medical Emergency” guests.

8.17.1 Seeing Eye / Guide Dog (ADOG)

Flynas currently DO NOT carry guests with Seeing Eye / Guide Dog.

8.17.2 Guest with Disabilities

Acceptance for carriage of incapacitated persons, persons with an illness or other people requiring special assistance is subject to prior arrangement with us and must at all times meet the standard conditions of carriage governing special assistance. Guests with disabilities, who have advised us of any special requirements they may have at the time of booking, and have been accepted by us or our authorised agent, shall not subsequently be refused carriage on the basis of such disability or special requirements. Acceptance for travel does not require a medical clearance.

The guest is to travel with a personal care attendant (carer) if required. **Flynas** does not provide guests with disabilities. When dealing with a guest with a sight or hearing impediment, always focus on the guest, not the disability.

A handicapped or disabled person is one whom because of illness, injury, age, congenital malfunction or other temporary or permanent incapacity or disability, is unable without special assistance to utilize air transport facilities and services as effectively as persons who are not so affected.

Over recent years there has been a marked increase in the number of disabled persons travelling by air, i.e. guests with physical disabilities. Some and/or all of such guests may require assistance.

“Handicapped” guests may be further classified as either “self reliant” or “dependent”. This classification is based on the guest’s mobility in the aircraft cabin in an emergency and during flight and determines aircraft seating and escort requirements.

8.17.3 Self Reliant Guest

A self-reliant guest is able to board, deplane and move about the aircraft unassisted – even with aids, such as crutches– and is able to take care of all of their physical needs in flight.

The guest can use the toilet, feed themselves and self-medicate. They are able to self-lift and communicate in such a way as to understand the safety instructions and emergency instructions of the crew. This group may include some persons who are blind or deaf (but not blind and deaf) or who are intellectually handicapped.

8.17.4 Dependent Guest

A dependent guest is not able to board, deplane or move about the aircraft unassisted and may require assistance to use the toilet, feed themselves and receive medication, and/or to communicate with the crew with respect to safety instructions. Guests who are both deaf and blind will be considered dependent.

Every dependant guest requires a personal care attendant (“carer”) to assist them during the flight. **Flynas** does not provide carers for guests with disabilities.

Carers must be:

- 1) 18 years of age or over,
- 2) Able to physically assist the guest in-flight, and
- 3) Be able to account for the dependant guest's welfare, assisting with all formalities

8.17.5 Guidelines for Disabilities

This table briefly summarises some disabilities and basic guidelines that may be followed when serving these guests.

Guest	Nature of Disability	Guidelines
Cerebral Palsy	May have various degrees of lost muscle control, including speech.	1. Guests understand everything said to them.
Deaf	Hearing problems are usually easy to detect. Various degrees range from partial deafness to total deafness. SSR code DEAF to be	1) Guest may offer a hearing help card at check-in, 2) Guests must not be ignored, 3) Guests who are deaf can usually lip read, and 4) When speaking to a person

	used.	<p>who is deaf:</p> <ul style="list-style-type: none"> A. Stand directly in front of them, B. Speak clearly and pronounce each word, C. Do not exaggerate or shout, and D. Ensure facial and hand movements used to illustrate are clearly seen.
Intellectual Disability	A learning deficit resulting in a limit on comprehension or communication.	<ul style="list-style-type: none"> 1) Not to be confused with psychiatric disorder, 2) Always speak directly to the guest, and 3) Ascertain in conjunction with the guest whether any assistance is required.
Obesity	Guest whose degree of obesity is such that they cannot fit into one (1) aircraft seat.	<ul style="list-style-type: none"> 1. Can purchase an additional seat.

Guest	Nature of Disability	Guidelines
Permanently stiff knee	<p>Guests with a permanently stiff knee are unable to bend their knee, leaving the leg straight or slightly bent at the knee.</p> <p>Sometimes referred to as "alkalosis" or "arthrodesis" of the knee.</p> <p>Note: This category includes guests who have a leg in a plaster cast.</p>	<ul style="list-style-type: none"> 1) Determine whether Flynas' restricted configuration may preclude carriage of such guests, 2) Require special seating, 3) Must not be seated in exit rows, and 4) Must not be seated with legs in aisle.
Permanent Tracheotomy/ Laryngectomy	<p>Opening made surgically in the trachea or larynx.</p> <p>Allows the guest to breathe freely through their neck rather than their mouth.</p>	<ul style="list-style-type: none"> 1. May require special seating.
Severe Speech Impairment	Speech is very difficult to understand, or the guest is mute.	<ul style="list-style-type: none"> 1. Do not raise your voice when speaking to guests with speech impairment as

		they are not usually deaf.
Visually Impaired	Various degrees range from: 1) Partial, 2) Total, 3) SSR BLND to be used, and 4) Max 5 BLND per flight. An escort will be required for more than 5 BLND.	<ul style="list-style-type: none"> 1) Information will be received in PNR, 2) Always refer to the guest by name so that they know you're speaking to them, 3) No need to shout, and 4) Advice blind guests that flynas will not have staff to guide them from check-in to aircraft. An accompanying carer may therefore be required.
Wheelchair	WCHR (wheelchair required for Ramp) WCHS (wheelchair required for Steps) WCHC (wheelchair for Cabin)	<ul style="list-style-type: none"> 1) Advise the guest of the boarding process, 2) Example: Use and location of lifts, and 3) Advise guests that Flynas has no staff available to push wheelchair from check-in to aircraft steps/door.
Stretcher cases	Completely immobile.	

8.17.6 Guest Require Oxygen

Guests requiring oxygen are not permitted for carriage. Aircraft supplemental oxygen will not be supplied for other than ad hoc medical emergencies in-flight.

8.17.7 Guest Carrying Sharp Object for Medical Purpose

Guests with diabetes must be able to administer their own medication. Those who are unable to self administer medication, must travel with a companion.

Under current aviation security measures, any guest who requires syringes for medicinal use, such as diabetics, may carry these items on board. After being screened at the security checkpoint, the syringe kit will be returned to the guest by security. The guest will then carry their own syringe kit onboard.

If the guest is approached by ground staff or Cabin Crew Members the guest's may be requested to produce suitable documentation to support the medical condition or the use of syringes. Medication should have a professionally printed label identifying the medication or a manufacturers name or pharmaceutical label affixed.

8.17.8 Wheel Chairs (WCHR/S)

- 1) No more than 4 wheelchair guests per flight will be carried. A fully collapsible manual wheelchair (or other mobility device or a pair of crutches), should they be required by a guest, may be carried in the hold at no extra charge,
- 2) **TYPES OF WHEELCHAIR**

WCHR	Wheelchair for Ramp	Guest can ascend/descend steps and make own way to/from cabin seat but requires wheelchair for distance to/from aircraft, i.e., across ramp, finger dock or mobile lounge, as applicable.
WCHS	Wheelchair for Steps	Guest cannot ascend/descend steps, but is able to make own way to/ from cabin seat; requires wheelchair for distance to/from aircraft or mobile lounge and must be carried up/down steps.
WCHC	Wheelchair for Cabin	Guest completely immobile; requires wheelchair to/from aircraft/ mobile lounge and must be carried up/down steps and to/ from cabin seat.

NOTE

- 1) *WCHC guest shall only be accepted if accompanied by an able bodied companion to assist in movement in the cabin. Flynas shall not be responsible for providing any manpower to assist the WCHC guest,*
- 2) Flynas carries dry cell battery electric wheelchairs only. Wet cell batteries are not permitted under any circumstances,
- 3) Should a guest require a wheelchair to move between the check-in area and the departure gate, we will endeavour to make one available but Flynas will not be able to provide an escort to move the wheelchair from check-in to gate,
- 4) Upon reservation, Flynas will make every effort to provide a wheelchair from airport check-in to the aircraft gate area if prior arrangement has been made. We will not, however, be liable for loss, expense, and breach of contract or other damage should we, for any reason, be unable to extend such a service. Guests should contact the Flynas Contact Center for full details,
- 5) Due to safety regulations guests requesting a wheelchair must NOT be seated in emergency exit rows of an aircraft,
- 6) Guests must present themselves for check-in at least 90 minutes before departure to allow timely facilitation of the guest to the boarding gate, and onto the aircraft,
- 7) At all times guests requiring WCHR/S assistance must be pre- boarded, however on arrival such guests will be required to disembark last, and
- 8) Premium Class wheelchair customers shall be seated in the Row 1 and boarded through R1 door, while Economy Class wheelchair customers shall be seated in the last 3 rows of the aircraft and boarded through R4 door.

8.17.9 Extra Seats

An adjacent seat(s) may be purchased by a guest that is to be occupied by for their own comfort, e.g. an overly large guest, or for cabin baggage. A seat must be purchased at the applicable fare.

The guest will be entitled to the standard checked baggage allowance as per the class of travel, for the extra seat, but no extra carry-on baggage allowance is permitted.

Two boarding passes are given to the guest at check-in. The SSR code of EXST must be added to the check-in record if not already present.

8.18 Medical Cases (MEDA)

8.18.1 Policy

- 1) **Flynas** may refuse to carry a guest if we are not completely satisfied that it is safe for them to fly. Before a guest makes a reservation they should advise us if they suffer from any illness, disease or other condition which may make it unsafe for them or other guests if they fly,
- 2) Guests are required to inform **Flynas** of the following prior to travel:
 - A. Any disease which may be actively contagious and communicable,
 - B. A disease or any incapacitation or any unusual behaviour or physical condition which could have an adverse effect on the welfare and comfort of other guests or crew members,
 - C. Any condition which could pose a potential hazard to the safety of the flight or its punctuality (e.g. if there is a possibility that the flight might need to be diverted or require an unscheduled landing because of your condition),
 - D. The requirements for medical attention and/or special equipment to maintain your health during the flight, or
 - E. A medical condition that may be aggravated during or because of flight.
- 3) **Flynas** cannot provide any advice on their fitness to fly. If a guest proposes to travel with a known, pre-existing medical condition, they should do so only on the written advice of their own medical practitioner or health professional. **Flynas** accepts no liability for guests travelling with medical conditions,
- 4) To carry medical patients safely, the patient's medical practitioner is required to provide details on a Medical Certificate. Authorisation of carriage is usually given by the Reservations Department. The recommending medical practitioner is consulted if any doubt exists as to the suitability of the patient to travel,
- 5) The medical certificate must include the name of the medical practitioner, address, contact details in addition to the customer's condition and a statement they are fit to travel after consultation,
- 6) The patient's medical practitioner will be instructed that an escort must accompany the patient if more than a minimum amount of attention is required. The escort is responsible for performing all treatment and medical procedures during flight. Acceptance for carriage of incapacitated persons, persons with an illness or other people requiring special assistance is subject to prior arrangement with **Flynas**, preferably at time of booking. Guests with disabilities, who have advised **Flynas** of any special requirements they may have at the time of booking, and have been accepted by **Flynas**, shall not subsequently be refused carriage on the basis of such disability or special requirements,
- 7) The cost of obtaining any required Medical Certificate must be borne by the guest. The medical certificate must be presented by the guest at time of check-in at the airport, and

- 8) Check in staff to verify medical certificate and stamped declaration form provided by pax. Pre-board where possible for pax comfort. Ensure MEDA is noted on load sheet.

8.19 Group Travel

8.19.1 Group Check In

- 1) Regular Groups are advised to check-in at least two hours prior to departure, however Hajj & Umrah Groups are advised to report atleast 6 hours prior to STD,
- 2) Check-In will need to be prepared for the group's arrival at the airport by ensuring that pre-flight seating has been completed. NO PRE CHECK-IN IS TO TAKE PLACE,
- 3) Confirm with the Group Leader the total number of guests travelling in the group. Each member of the group will be asked to check in individually and Standard check in formalities will apply,
- 4) Each member of the group must present their own baggage at the counter and individual baggage receipts will be issued to each guest. Guests are required to ensure at all times they are in possession of their own baggage receipts, and
- 5) We may allow pooling baggage subject to group leader agreeing to pay for any excess weight however baggage tags are individually issued to each pax and handed to each Pax before baggage is sent to loading area from check-in.

8.19.2 Disruptive Behavior within a Group

Because of certain behaviour that can frequently occur when people travel in a group, **Flynas**, GHA personnel must be alert when observing a group checking-in and to form a judgment as to whether any, or all, of the members of the group are or may be disruptive guests.

If, in the judgment of the staff, one or more of the group members are actually or potentially disruptive, confirmation of that observation must be obtained from another **Flynas**, GHA staff or if not available, from the Captain.

If confirmation is received, **Flynas** or Ground Handling Supervisor must approach the organiser or group leader and firmly but courteously explain that the law forbids the embarkation of guest(s) whose behaviour could disrupt other guests or endanger the aircraft or the safety of the other guests and crew.

In each situation, you are the very first line of defense to protect the guests and crew from an incident should the guest be allowed to board the aircraft.

For further details of the Handling of Disruptive Guests, please see **Flynas** Airline Security Program.

8.20 Waitlist Guest (Go-Show)

A waitlist guest is a person who presents themselves at the airport and wishes to purchase a ticket on a flight which in the reservations system currently shows as full.
[SEP]Waitlist guests who present themselves to the check-in desk must not be given any assurances regarding seat availability until it is positively determined that a vacant seat exists.

On a fully booked aircraft, this may be at the time of flight closure. Waitlist guests are not to have their baggage checked-in until a vacant seat becomes available. Carry-on baggage restrictions also apply to waitlist guests. A waitlist priority list is to be managed at check on a first come, first served basis. A waitlist guest will be on loaded ahead of staff standby guests.

Please note that Flynas do not waitlist guests in the reservation system, only go show guests are accepted if seat available.

8.21 Staff and Duty Travel

- 1) Staff and beneficiaries travelling on confirmed travel will check in as a normal full fare guest,
- 2) Staff travelling on standby tickets is to report to the check in desk for registration no later than 60 minutes prior to the scheduled departure time,
- 3) All employees and beneficiaries travelling on standby will be required to present their airline identification and any other applicable documents as required by **Flynas**,
- 4) Eligible travel beneficiaries must supply an alternative form of identification in accordance with normal guest identification,
- 5) Depending on the load factor, standby guests may be allocated a seat number at time of check in, or advised to return to the Service Desk at a time close to Flight Close. Guests are to retain any baggage until a seat is allocated,
- 6) The on load priority for **Flynas** services is on a first-come- first-served basis. Any waitlist guest will be given a seat before any standby person,
- 7) All staff travellers are responsible for ensuring they have the correct visa and travel documentation,
- 8) All employees and beneficiaries travelling on leisure travel are to be well groomed and be of clean, neat and conservative appearance. Dress must always be respectful of the local customs and culture being visited. Tidy denim jeans, near knee-length dress shorts, including denim, are acceptable. Footwear must be worn at all times, and
- 9) The following items of clothing are **NOT ACCEPTABLE**, and, if worn, will result in denied boarding:
 - A. Tracksuits, jeans with cut off and frayed hems, designer holes, etc.,
 - B. Singlets, bare midriffs, strapless tops/dresses,
 - C. Overly revealing clothing,
 - D. Bizarre apparel that is not in keeping with commonly accepted good taste,
 - E. Rubber thongs, slippers or bare feet.

F. Shorts above the knee.

8.21.1 Crew Positioning and Procedures of Vacant Cabin Crew Member Seats

1) Crew positioning (Scheduled Movements):

- A. For scheduled crew movements, crew will be booked on confirmed basis and they will be listed on the guest name list as normal guests. Crew is to report to the airport (in uniform for international flights) no later than 60 minutes prior to the scheduled departure time. Upon arrival to the airport positioning crew are to communicate directly with Manager/Officer on duty. Crew will be given priority and their check-in process will be facilitated, and
- B. Positioning crew will present their itinerary and they will check- in any hold baggage with them (Excess baggage waiver for Duty Travel applies as staff will be exempt from paying excess baggage for travel on Flynas). Crew members must board the aircraft with the guests to ensure they are recorded by the boarding pass security check. Crew shall disembark following the normal guest route and follow the normal guest procedures.

2) Crew positioning (in case of disruption):

- A. Decision should be made to arrange for positioning crew to get to required destination via the most time convenient mean. In case **Flynas** flights will not accommodate this requirement, STATION MANAGER is given full authority to book them on other airliners to get them to destination required on time (only if the request is made by OCC), and
- B. Petty cash allocated for each respective station is to be used for such scenarios without any need to get approvals for that provided that all necessary documentation for control of petty cash is done as per SOP set.

NOTE

If positioning are booked on standby on another airline they MUST have a confirmed booking on the Flynas flight as well.

If **Flynas** flights can accommodate the requirement, then the following Procedure should be followed

3) Guest Seats Available Can be made available:

- A. OCC will notify STATION MANAGER in respective airport that crew positioning is required and that crew MUST be accepted on the **Flynas** flight in question. OCC will check the availability of accommodating the positioning crew on normal guest seats. If a **Flynas** crew is positioning and no guest seats are available OCC is to advise Revenue management so as to increase the sellable capacity on the flight as required in D class.

NOTE

If RM cannot be contacted to amend sellable capacity, the crew will have to be checked in manually Flight should be closed normally, but full details of positioning crew must be passed to RevMan, who will amend names/bags post departure.

OCC is to accordingly pass the positioning crew names to STATION MANAGER. STATION MANAGER is to coordinate with revenue management department to create a booking for the positioning crew in D class seats which are free (no approvals are required for this action).

Positioning crew will check-in normally if they arrived in proper time before departure. If positioning crew is expected to arrive at the airport very close to departure time, OCC are to notify STATION MANAGER accordingly to arrange for their boarding passes to be pre-issued.

Upon their arrival to the airport, STATION MANAGER will hand positioning crew their boarding passes and check their bags to ensure that baggage weights are adjusted accordingly.

Positioning crew members must board the aircraft with the guests to ensure they are recorded by the boarding pass security check, and disembark following the normal guest route and follow the normal guest procedures.

- 4) Guest Seats are not available / cannot be made available:
 - A. If flight is full, Airport manager or duty officer at concerned Airport will contact the PIC, to obtain approval and advice regarding allocation of jump seats. The PIC should be fully appraised of the conditions expected to exist during the flight before giving such approval,
 - B. Positioning crew may occupy a vacant Cabin Crew Member seat, provided that:
 - i. The approval from the PIC or delegate is obtained,
 - ii. The Cabin Crew Member must be current in the emergency procedures for the A320, and
 - iii. Pilots in uniform may only occupy a vacant Cabin Crew Member seat at the rear cabin.
 - C. Positioning Crew approved for travel on jump seat must undergo the normal guest security check and screening and be issued with a boarding pass and undergo normal guest procedures,
 - D. If for any reason PIC did not approve accommodating positioning crew in jump seats or jump seats were no sufficient to accommodate all positioning crew, STATION MANAGER is to offload commercial guests as priority will be given to positioning crew,
 - E. Concerned check-in staff to no-show the commercial guests who are to be offloaded and will follow the SOP in that regard to allow for positioning crew to be accepted,

- F. STATION MANAGER has full authority to use petty cash allocated to his respective station to either Refund Commercial Guests offloaded or book them on other airliners as suitable, provided that all necessary documentation for control of petty cash is done as per SOP set, and
- G. STATION MANAGER will pass names of positioning crew to airport sales staff who shall make create a reservation for the positioning crew in place of the offloaded commercial guests.

NOTE

If for any reason airport sales were not able to create a booking for positioning crew, positioning crew is to be manually checked-in, STATION MANAGER is to pass full details of positioning crew to Revenue Management who will amend the names/bags post departure.

Adherence to the procedures listed will ensure the following:

- 1) Crew is correctly checked into DCS,
- 2) Manifest, bags etc. are correct,
- 3) Correct pax/bag weight figures are given to the loadsheet,
- 4) Security code on boarding card/bags is correct, and
- 5) Crew positioning for the purposes of crewing a planned flight, or having completed duty, will be required to travel in uniform. Where a **Flynas** Cabin Crew Members is positioning and no guest seats are available, the Cabin Crew Members may occupy a Cabin Crew Members seat, provided that:
 - A. They wear their full uniform; The approval from the Captain or delegate is obtained,
 - B. The crew member must be current in the emergency procedures for A320; The Captain and the Senior Cabin Crew Member are notified, and
 - C. Pilots in uniform may only occupy a vacant crew jump seat at the rear of the cabin.

8.21.2 Supernumerary Staff

Supernumerary Crew will be added to the Crew List and will not appear on the Guest Manifest. Supernumerary pilots will be seated in the Flight Deck Jump seat. Supernumerary Cabin Crew Members will be seated in a Cabin Crew Members seat or a guest seat.

8.21.3 Dead heading Crew Dress Standard

Flight crew are required to wear full uniform or alternatively are to wear neat casual attire

8.21.4 Flight Deck Travel – GACAR 121.1145 and 121.1157

- 1) It is the Captains prerogative to approve travel on the Flight Deck and to determine extra crew seat allocation. When the Ground Handling Agent staff become aware that there may be a need for Flight Deck travel, they must contact the Captain to obtain their approval and advice regarding allocation. The Captain should fully appraise the conditions expected to exist during the flight before giving such approval,
- 2) Persons approved for Flight Deck travel must undergo the normal guest security check and screening and be issued with a Company boarding pass indicating Flight Deck travel. When allocating extra crew seats, it is expected that the Captain will facilitate the travel of Authorised people:
 - A. For Familiarisation purposes, and
 - B. Travelling on Company business.
- 3) If the PIC does not determine the allocation of the extra crew seat(s) they will be allocated in accordance with the travel priorities as listed on the travel pass and recorded in the reservations system,
- 4) Use of the jump seat is restricted to the following personnel, with Captains approval required in each case:
 - A. Safety Pilots,
 - B. Pilots on observation duty,
 - C. Cabin Crew Members on observation duty,
 - D. Flight Dispatchers on familiarization, route qualification,
 - E. GACA inspectors,F. Authorized representative of the President, and
 - F. Representative of AIB / GACA.
- 5) Whenever, in performing the duties of conducting an inspection, a GACA inspector presents an official Aviation Safety Inspector credential to the PIC of an aircraft operated by a certificate holder, the inspector must be given free and uninterrupted access to the flight deck of that aircraft.

8.21.5 Flight Deck Travel Policy

GOM FLT OPS POLICY TO BE INSERTED

8.21.6 Carriage of GACA Authorized Officers

- 1) The GACA of the Kingdom of Saudi Arabia may authorize officers to undertake examinations, inspections or checks of an aircraft's crew, the operation of an aircraft or its equipment, or of the ground organization provided by **flynas**,
- 2) Authorized officers will be provided with accommodation on Company aircraft in the following circumstances:
 - A. On receipt of seven days notice from the Authorized Officer of the intention to travel on a flight,
 - B. On immediate demand by the Authorized Officer of the intention to travel, if the carriage in the aircraft does not mean the off- loading of guests or of cargo in the aircraft of the particular flight,

- C. On immediate demand from the Authorised Officer to travel irrespective of whether their carriage requires the off-loading of guests or of goods, if the Officer considers the circumstances so warrant, and
 - D. The Authorised Officer will be added to the Crew List and will not appear on the Guest Manifest.
- 3) The following procedure outlines the requirements for managing a GACA Officer on **flynas** Airline's flights:
- A. On most occasions, the GACA Authorised Officer will sign on with the Flight Crew. The Flight Crew will advise the GHA Supervisor or Airport Coordinator who is available that the crew mix consists of three on the flight deck,
 - B. The Ground Handling Agent must include the GACA Authorised Officer in the crew count for the Load Sheet, and
 - C. Each GACA authorised officer will be carrying a GACA photo ID. Each Crew must be advised at sign-on that they have a GACA authorised officer onboard.

8.21.7 Carriage of AIB Authorised Investigators (AIB Regulation 5.22)

Upon presenting his credentials as an AIB Investigator/Representative to the desk/gate representative of any domestic scheduled operator and requesting transportation to an accident or serious incident site that operator will be obligated to fulfill his request by providing free of charge transportation irrespective of prior seating arrangements that have already been made on board the aircraft.

If the cabin is fully occupied, the AIB Investigator/Representative will occupy the cockpit jump seat. If more than one Investigator/Representative is traveling and the cockpit and cabin are fully occupied, an equal number of ticketed passengers will be deplaned to allow the seating of the additional AIB Investigators /Representatives.

During the return travel from an investigation site, the operator will be required to provide free of charge transportation to any AIB Investigator /Representative to include access to unoccupied cockpit jump seat(s). Revenue passengers will not be deplaned to allow the boarding of AIB Investigators/Representatives during the return travel.

Although the operator is required to provide transportation under the conditions stated above in Article 5.22 b) and c), the final determination as to which seats will be occupied by the AIB Investigators/Representatives is at the discretion of the Captain of the aircraft.

8.21.8 Carriage of Flynas Safety Department Staff

During times of an Emergency or in an event of Incident or Accident that's required flynas safety team member to attained the site. They shall be allowed to take any seat available on board in order to reach the site at the earliest time possible.

Approval shall be taken from the Director, Ground Operations in writing before a seat is given to a member of flynas safety department.

The member from the safety department shall provide the following:

1. Provide flynas Safety ID card (valid)
2. Be in uniform in applicable.

8.21.9 Standby Staff – ID Tickets

Standby Staff shall register themselves at the checkin counter for priority listing. Please note that all times, the revenue passenger (go show) shall be given priority over staff or any standby ticket unless a written approval is received from ground operations management.

8.22 Closing Flight

- 1) Check in counters of a Domestic flight for both Premium and Economy class shall be closed **60 MINUTES** prior to the scheduled time of departure,
- 2) Check in counters of an International flight for both Premium and Economy class shall be closed **60 MINUTES** prior to the scheduled time of departure,
- 3) Once the flight is closed, staffs collect and collate all paperwork,
- 4) Aircraft load information will be supplied in accordance with all Weight and Balance instructions in GHM,
- 5) For all flights the print out of Guest Manifest which contains all checked and boarded guest details is necessary. This will be handed to the Cabin Crew Members prior to the closing of the aircraft door. Total number of copies required depends up on each station, hence a minimum of 2 copies are to be handed to Lead Flight Attendant,
- 6) In the event of the printer not working, an e-copy of the guest manifest shall be sent to OCC and the destination station(s), and
- 7) One copy of the Guest Manifest and all other documents relating to a flight at the port of departure must be kept on station file for four months. After this time, it may be destroyed.

8.23 Aircraft Departure

8.23.1 Pre-Boarding Checks

Before making the first boarding call, staff shall ensure that the following actions have been completed:

- 1) A current Guest Manifest is available at the departure gate that indicates those guests that have checked-in,
- 2) The approval to commence boarding has been obtained from the Senior Cabin Crew Member,
- 3) The required number of staff are on hand to ensure an expedited passage through the gate lounge, and will strictly adhere to **flynas** Airline's boarding standards at all times,
- 4) The required number of staff is on hand and positioned to ensure the safety and security of all guests as they cross the tarmac to the aircraft if parked in a stand-off position,
- 5) All lifting equipment is clear of the aircraft, and any ground support equipment, i.e. catering, engineering that may be blocking passage to the aircraft has been removed, and
- 6) Any other aircraft operating in the vicinity of the pathway to an **flynas** aircraft is either moving away, has shut down or is determined to not present a safety hazard to guests.

8.23.2 Boarding Procedures

- 1) Boarding at the gate should always be managed in an organised and professional manner and in a timely manner,
- 2) For both domestic and international flights guests must present a boarding pass and their photo id at the departure gate for cross check,
- 3) A 100% reconciliation of guest to passport face and boarding pass must take place. Should there be a delay to boarding, guests must be advised,
- 4) If at any stage during the pre boarding and or boarding stage a staff member determines, in accordance with the airlines exit row seating policy, that a guest who is assigned to an exit row seat would be unable to perform the function detailed in this manual or a guest requests a non-exit seat, staff shall expeditiously relocate the guest to a non-exit seat,
- 5) In the event the flight is full in the non-exit seats and if it is necessary to accommodate a guest being relocated from an exit seat, staff shall move a guest who is willing and able to assume the evacuation functions that may be required, to an exit seat,
- 6) Congestion in areas where boarding takes place should be minimised by monitoring customer flow, and by timing boarding announcements,
- 7) Boarding maybe delayed by the staff in the following circumstances:
 - A. If the tarmac is congested,
 - B. Weather inclement,

- C. Late guests require processing, or
 - D. An adjacent aircraft presents a hazard.
- 8) *Announcements, in prescribed format, both pre-boarding and on boarding, in Arabic and English, shall be made at regular intervals, calling customers to the designated gate,*
- 9) The boarding gate shall be manned by a minimum of 2 staff and a porter and shall be equipped with a hand baggage guide,
- 10) Staff shall ensure that oversized bags and strollers, if any, are collected and tagged at the gate with Limited Release Tags,
- 11) Items collected at the gate shall be sent to ramp for bulk loading and shall only be returned to the customers at the baggage delivery belt,
- 12) ***The following procedure shall be APPLICABLE TO ALL A320 AIRCRAFT OPERATING DOMESTIC SECTORS WITHIN KSA:***

A. Boarding Process

PROCESS	AIR BIRDGE OPS	REMOTE PARKING (1 STEPS OPS)	REMOTE PARKING (2 STEPS OPS)
EMBARKATION			
No of Busses	Nil	3	3
Staff Gate	2	3	3
Staff at Ramp	Nil	2	2
First	Wheel Chairs and Y Zone 2 (row 15-30)	Wheel Chairs and Y Zone 2 (row 15-30)	Wheel Chairs and Y Zone 2 (row 15-30)
Next	Zone 1 (row 5 – 14)	Zone 1 (row 5 – 14)	Zone 1 (row 5 – 14)
anytime	J Class	J Class	J Class

i. Air Bridge Operations

TIME	ACTION
STD -40	Staff At Gate
STD -35	First Board Announcement <i>(Calling for Wheelchairs & Y pax seated in Rows 21-34 to line up at Gate)</i>
STD -20	Boarding commencement for Y pax seated in Rows 15-30 Zone 2
STD -15	Second Boarding Announcement <i>(Remaining Zone 1 rows 5-14)</i>
STD -10	Last Boarding Call <i>(J Class Pax)</i>
STD -05	Boarding Completed

ii. Remote Parking

TIME	ACTION
STD -45	Obtain Parking Stand from Hub Control
STD -44	Medical Lift requirement to be ascertained & arranged accordingly
STD -40	Staff at Gate & Buses called
STD -35	First Boarding Announcement (<i>calling for Wheelchair(s) & Families with Children in Y class to line up at gate</i>)
STD -35	Boarding commencement
STD -30	Dispatch 1st Bus. Make Second Boarding Announcement (<i>calling for Remaining Y Class Pax</i>)
STD -25	Dispatch 2nd Bus. Make Last Boarding Announcement (J Class Pax)
STD -20	Dispatch 3rd Bus. Close Gate.
STD -10	Confirm Total Count and pass LMC, if any to Load control.

8.23.3 Paused Boarding

Occasionally, the boarding process needs to be paused for, e.g. Tarmac security reasons, or if a defect has been found after boarding has commenced. The details and instructions will be conveyed to all by the boarding gate staff as soon as possible by radio, mobile.

Staff will stop the boarding process, and when feasible, make a brief announcement to let guests know how long the delay is expected to be. Guests, who have already passed the boarding gate, but not yet at aircraft, will be allowed to proceed to aircraft. Paused boarding can also be used as a method to reduce congestion on tarmac (when visible from Gate), e.g. if lines extend to tarmac at aircraft stairs.

8.23.4 Off-Loading

A boarded guest may be off-loaded for a number of reasons:

- 1) A guest is removed by Airport Authorities or Security Staff,
- 2) A guest has become unwell,
- 3) A guest, due to whatever personal reason, elects not to fly,
- 4) In discussion with the Captain, the behaviour of a guest has been deemed detrimental to the safety of the aircraft and/or fellow guests and crew,
- 5) If a guest has boarded the aircraft and consequently needs to be off-loaded from the flight, load control must be contacted immediately and advised of the reason. The guest's boarding pass should be requested to enable easy identification, such as name and seat number, for baggage off-load to commence. The guest must be off-loaded in the Departure Control System and load sheet amended,
- 6) In these situations, the guest's baggage must be removed from the aircraft prior to departure. The aircraft is not permitted to depart with the guest's baggage onboard,
- 7) If a guest is to be offloaded due to their conduct, additional assistance may be required in the form of extra staff or law enforcement officers. While tact and diplomacy would be the ideal way of dealing with this type of incident, it may require you to be firm and assertive. Remember that you do have the support of the law behind you when it comes to removing a guest whose behaviour is deemed to affect the safety of the aircraft. If a guest is denied boarding prior to being processed at the gate, the guest must be off-loaded from the Gate Boarding Departure Control System,
- 8) If no other staff members are available to assist you, attempt to get at least the name(s) of fellow guests who could serve as a witness to your handling of the situation should the need arise,
- 9) Details of any offloaded guest must be filled in on the Boarding Gate Report, and
- 10) If guests have boarded, and consequently ALL guests must be de-boarded (e.g. extended delay or aircraft change), guests are asked to hold on to their boarding passes. All concerned authorities must be informed of the situation in case guests are to be brought back to terminal.
- 11) For more information please refer to **Flynas** Airline Security Program.

8.23.5 Marshaling of Departing Guests

Throughout the boarding process, attention must be given to the path guests are taking to the aircraft. **Flynas**, GHA personnel must be constantly alert to any dangers that may be present while the guests are on the tarmac. If necessary, stop any further entry to the tarmac until control of the guests already on the tarmac has been regained.

Ground staff must be aware of the movement of vehicles, other aircrafts, and the likely effect of any propeller/jet blast that may occur. Guest safety and security whilst on the tarmac is paramount. Under no circumstance guests are permitted to be on the tarmac without staff supervision.

Under no circumstances screened guests boarding an aircraft is allowed to have contact with unscreened guests disembarking from another aircraft.

The safety and security of guests is the joint responsibility of all staff. Every staff member is expected to provide whatever assistance is deemed appropriate to ensure the safety and security of our guests.

All staff are expected to monitor the path of the guests. **Flynas**, GHA personnel and Cabin Crew Members have this responsibility, as they will commence the boarding process and if deemed necessary, halt any boarding process that may have already commenced. Consequently, staff need be fully aware of the progress and path of the guests under their control.

8.23.6 Entry to Flight Deck by GHA Personnel or Ground Staff

Flynas or GHA Airport staff may only enter the Flight Deck to conduct their duties, with permission from the Captain.

When entering the flight deck, ground staff must be mindful that the Flight Crew may be focused on making/receiving radio calls or in the middle of important checks. Before disturbing them, determine that it is appropriate to interrupt. Do not interrupt the Flight Crew when it is evident they are in the middle of a briefing or checklist.

8.24 Boarding Announcement

The purpose of an announcement is to inform the guest of the boarding procedures in a clear and concise manner. Announcements can create lasting impressions of you and **Flynas** to the guest. It is important that this impression is always a positive one.

Announcements should be made in a clear and modulated manner, as per the requirements of the precision timing schedule and in appropriate languages wherever possible. As guests from other airlines hear boarding announcements, it is essential that they are 100% accurate and are delivered in a professional manner.

8.24.1 Effective Communication

Speak as though you are interested. A warm, friendly tone and confident manner will convey confidence of the guest. Use the national language first and then the English translation. Most importantly, know what you are going to say and how to say it. The following techniques should be adopted:

- 1) Be truthful,
- 2) Do not pass opinions,
- 3) Do not use jargon,
- 4) Remain composed and do not be distracted or laugh,
- 5) Do not use slang, and
- 6) Do not rush announcements.

8.24.2 Pre-Boarding Announcement – Open Departure Gate

1) For Air bridge Operations:

*“Ladies and Gentlemen welcome to **Flynas** flight ... to ...
In preparation for boarding, please take a moment to check your seat number. We will be boarding by Zone, starting from the rear of the aircraft. Guests travelling with infants or who require assistance please board now. Remaining guests please be seated until the general boarding call is made. Thank you for choosing **Flynas**. ”*

2) For Non-Aerobridge Operations:

*“Ladies and Gentlemen welcome to **Flynas** flight ... to ...
Wheelchair guests & Guests travelling with Children and infants please board now. Remaining guests please be seated until the general boarding call is made. Thank you for choosing **Flynas**. ”
“Government regulations prohibit the use of mobile phones and electronic equipment during aircraft refueling. Please ensure these devices are switched off prior to leaving the departure gate.”*

8.24.3 Pre-Boarding Announcement – Enclosed Departure Gate

*"Ladies and Gentlemen welcome to **Flynas** flight ... toIn preparation for boarding, please take a moment to check your seat number.*

*We will be boarding by row number starting from the rear of the aircraft. Guests travelling with infants or who require assistance please board now. Remaining guests please be seated until the general boarding call is made. Thank you for choosing **Flynas**."*

For Refueling and Non-Aerobridge Departures, add the following:

"Government regulations prohibit the use of mobile phones and electronic equipment during aircraft refueling. Please ensure these devices are switched off prior to leaving the departure gate."

8.24.4 Initial Boarding Announcement – Open Departure Gate

Good morning/afternoon/evening ladies and gentlemen,Please remain seated during this announcement. Shortly we shall be boarding our flight **Flynas** (flt. no.) to xxx

We shall be boarding today's flight by seat rows numbers and therefore we would appreciate your cooperation only when your seat row number has been called. Please have your boarding card ready for inspection when leaving this lounge and upon entering the aircraft.

Guests are reminded that only one piece of hand baggage per guest will be permitted on board. Guests who have more than one piece of hand baggage are requested to come to the Ground Services desk located at the (state location) of this lounge.

On behalf of the Ground Staff here at (origin), may we take this opportunity to wish you a very pleasant flight and to thank you for flying with **Flynas**.

At this time we would like to invite guests on wheelchair and guests who require additional time or assistance to board flight xxx to xxx from gate xxx. All other guests are requested to remain seated until called forward for boarding.

Families travelling with infants and small children and guests requiring pre-boarding assistance – please board the aircraft now. All other guests are requested to remain seated until called forward for boarding.

Guests travelling in our Premium Class today are advised that they may board the aircraft at their convenience. Frequent flyer members may board the aircraft at their convenience.

We now invite all guests seated in Rows "XX to XX" (Mention last 10 rows of the aircraft) to board the aircraft now. May we remind all guests that this is a non-smoking flight?

Guests seated in Rows XX to XX (mention the next corresponding rows of economy class up to last row of the aircraft) may board the aircraft now. Again may we remind all guests that this is a non-smoking flight.

Thank you for waiting, ladies and gentlemen. Would all remaining guests please board the aircraft now. Thank you

8.24.5 Initial Boarding Announcement – Enclosed Departure Gate

"Welcome Ladies and Gentlemen. Flynas flight ... to ... is now ready for Boarding. will commence from the rear of the aircraft. Guests seated in Zone 2 are now invited to board. Present to our staff at the gate your boarding pass and passport (for international flights only), open at the photo page. Ensure all mobile phones and electrical devices are switched off prior to entering the aerobridge. Guests seated in remaining rows will be called to board shortly. Thank you for choosing Flynas."

NOTE

When boarding is at a non-aerobridge port, and front and rear stairs are being used, guests in Zone 1 are directed to board via the front stairs, and guests in Zone 2 are directed to board via the rear stairs.

8.24.6 Further Boarding Call – Open Departure Gate

Thank you for waiting Ladies and Gentlemen, Flynas now welcome guests seated in Zone 2 to board Flynas flight ... to (then) Zone 1. Present to our staff at the gate your boarding pass and passport (international flights only) open at the photo page. Thank you for choosing Flynas."

8.24.7 Further Boarding Call – Enclosed Departure Gate

"Thank you for waiting Ladies and Gentlemen, Flynas now welcome guests seated in Zone 2 to board (then) Zone 1. Present to our staff at the gate your boarding pass and passport (for international flights only), open at the photo page. Thank you for choosing Flynas".

8.24.8 Final Boarding Call

"Ladies and Gentlemen, may I have your attention please. This is a final boarding call for guests travelling on **Flynas** flight... to ...Guests travelling on this service are requested to proceed to gate ... for immediate boarding. Boarding for this service will close in 5 minutes."

8.24.9 Paging Guest by Name

*"Ladies and Gentlemen, may I have your attention please. Would Mr/Mrs/Ms/ Miss travelling on **Flynas** flight ... to ... please proceed immediately to gate Your aircraft is ready for immediate departure."*

8.24.10 Delay Flight Announcement

It is the policy of Flynas to present flight information to the guest honestly and frankly. Our aim is to keep his/her confidence in us, so that he/she will prefer Flynas to all other means of transportation.

All Customer Service Agents will keep the guest adequately informed about the plans of operation and the reason for such plans. A delay announcement, in the gate area, must be made every 20 minutes, even if nothing has changed since the previous announcement. If a change occurs in the mean time, make the announcement right away. Good Customer Service requires that a change of plans, irregular operation or delay information be presented factually, yet with tact, courtesy and understanding for the new situation in which the guest may find himself. There is no set format for delays, we suggest announcements be made in the following manner.

1. Delay with a Known Departure Time

"May I have your attention please; Flynas regrets to announce a delay in the boarding of Flight Number _____ to _____. This flight is now scheduled to depart at _____. This delay is due to _____. We apologize for any inconvenience caused and should you require any assistance, please contact the Flynas Representative at the gate."

2. Indefinite Delay Announcement

*"May I have your attention please; Flynas regrets to announce a delay in the boarding of Flight Number _____ to _____. No new departure time is available at this time. The next announcement will be made in 20 minutes (**this must be done**). This flight is now scheduled to depart at _____. This delay is due to _____. We apologize for any inconvenience caused and should you require any assistance, please contact the Flynas Representative at the gate."*

3. Delay/Ground Feeding

"Due to the delay in our Flight Number to _____, arrangements have been made to provide you with refreshments. Would all guests of Flight Number _____ to, _____ please contact the flynas representative at Gate Number _____ for a Meal Voucher. We apologize for any inconvenience caused."

NOTE

Meal Vouchers should always be distributed at the Departure Gate to avoid double screening of guests through the security area.

8.25 Baggage Reconciliation Procedures

It is essential that the person boarding the aircraft and the person who checked in the baggage are one and the same. A check to confirm this is to be made by comparing the boarding card details against the guest's passport or ID document at the boarding gate. Where a discrepancy occurs, the guest is not to be boarded.

Everyone who checked in hold baggage must be on board the flight before it is allowed to depart.

At the boarding gate, Staff must collect embarking guests boarding cards stub issued to them at check-in. There must be an accurate count of collected boarding stubs. Where there is a discrepancy, the reason is to be established. In the case of a no-show guest at the gate by std minus 10 minutes, any baggage checked in by that guest must be off-loaded.

NOTE

It is an unbreakable rule that all baggage checked in by a guest who fails to board the flight must be offloaded before the flight is allowed to depart. Similarly, all hand and hold baggage belonging to a guest who is off-loaded after joining a flight must be removed from the aircraft. This rule must be applied regardless of the reason for the guest off-load.

If the missing guest is a transit guest, a check of the cabin must also be made to ensure that no bags or other property have been left behind in the cabin.

It is essential that the Captain of the aircraft is kept informed of all the surrounding circumstances of the missing guest and captain may request the cabin crew senior to make an announcement in the cabin to make sure above guest is not on board by error or mistake.

Full guest/baggage identification procedures as detailed in the Security Program must be carried out in the following circumstances:

- 1) If there are suspicions that the missing guest has quite deliberately failed to board the aircraft,
- 2) If baggage was checked-in by the missing guest and search of the holds/containers has failed to reveal it,
- 3) If there is a missing guest and the threat to the company is assessed as being high, and
- 4) If there is a missing guest and a specific bomb threat directed against the flight has been received.

8.26 Fail to Board Guest (FTB)

- 1) A FTB guest is one who has checked-in but failed to board the aircraft. All attempts should be made to locate the guest prior to boarding close time by PA announcements. The baggage of any guest who has checked-in but failed to board or who has boarded and subsequently been removed from the aircraft, MUST be offloaded:
 - A. Staff must ascertain the,
 - B. The *Fail to Board Guest* PA is to be made,
 - C. Notify the Captain of FTB guest. The Captain may request the Cabin Crew Members to page for FTB guest on board in case the guest has boarded the aircraft,
 - D. Ground staff should assist the Cabin Crew Members in carrying out a seat check and should always cross check the guests boarding pass prior to confirming whether or not the guest is onboard, rather than assume it is the correct guest,
 - E. If the guest has no checked baggage, the guest will be offloaded if they are not at the boarding gate by boarding close time,
 - F. If the guest has checked baggage, the staff is to notify the Ramp Leading Hand by radio of the number of bags and their bag tag numbers so that the Ramp Leading Hand can determine which hold the bags are in and commence a search,
 - G. In case the guest arrives at the gate prior to the bags being found, the staff will immediately inform the Ramp Leading Hand by radio. Gate staff will make the final decision regarding the (non) acceptance of the guest,
 - H. In case the checked bags are found prior to guest arriving at boarding gate, Ramp Leading staff will radio to boarding gate immediately. After conferring with the Duty officer, flight should be closed and Ramp staff to deliver bags to baggage make-up area. Local regulation of immigration customs rules must be applied and informed as required,
 - I. FTB guest details are to be completed on the gate boarding report, and
 - J. A reference will be made in guests booking record to state FTB.
- 2) It is the responsibility of staff to effect offloading FTB Guests baggage 10 minutes before departure so that flight is not delayed due to missing guests at gate, and

- 3) If an FTB Pax reports after the gate is closed staff must assist Pax to remain or escort the guest back through the airport to reunite with their checked baggage. (Follow local immigration customs policies).

8.27 Guest Head Count

It is the ground staff responsibility of to conform correct number of PAX is boarded against load sheet and PAX manifest before releasing the flight.

Lead Cabin Crew may conduct a headcount on board and should conform to ground staff and flight captain correct numbers of guests are on board per load sheet.

In some instances, security requires the number of guests passing through boarding gates at specific airports, to be verified in the aircraft by a head count.

If a second headcount is required, the Captain will direct the Cabin Crew Members to carry out a head count in the cabin and confirm that number of guests on board matches the numbers given in the load sheet.

Flynas do not have a policy to conduct Headcount on every flight but if required due to guest count discrepancy, then it should perform.

8.28 Post Departure

It is the Duty staff, GHA responsibility to complete and finalize a flight after departure ensuring confirmation of the number of guests onboard with the reservations systems is accurate, before the flight is finalized; and the FIDs are updated.

The following documentation must be filed post departure of all flights and held at the station of departure for a period of no less than four months:

- 1) Copy of guest manifest,
- 2) Copy of Load Instruction Report (LIR) including BRS sheet,
- 3) Copy of the Technical log,
- 4) Copy of Load and Trim sheet, and
- 5) Flight messages.

8.29 Arrivals/Disembarkation

8.29.1 Prior to Arrival

It is our responsibility to request updating the Flight Information Display Screens (FIDS) with the correct arrival gate number and actual time of arrival as soon as this information becomes available.

Staff, must review any special guest requirements before the arrival of each inbound aircraft. This may include wheelchair assistance, meet and greet guests, or guests requiring strollers, walking frames etc that may be loaded in compartment one of the aircraft.

When special guest support equipment (e.g. wheelchair), or guest's personal items (e.g. stroller) are required from the baggage compartment, the GHA is requested to arrange with the ramp unloading staff to have these items available (to the gate where permissible or to the arrival baggage collection area as soon as possible. if no own chair then **Flynas** is to provide wheel chair assistance on arrival to guest at airport.

8.30 Coordination of Ground Support for Arriving Aircraft

- 1) A varying number of personnel and Ground Support Equipment (GSE) will be positioned on the ramp for each aircraft arrival. Personnel on the ramp must coordinate their activities as follows:
 - A. All equipment must be positioned behind the equipment limit line until the Captain has extinguished the flashing beacon and approval has been given by the marshaller,
 - B. It must be positively established that the aircraft has been secured by the Captain before ground crews approach the aircraft, and
 - C. Ground support vehicles must not obstruct the guest walkway, direct access to the terminal, fuel vehicle escape route or aircraft escape route, if refueling is being conducted from a fixed fuelling point.
- 2) The risk of damage to the aircraft is significantly increased when multiple vehicles converge on an aircraft simultaneously, without any coordination, and
- 3) All staff involved in servicing aircraft must be mindful of the fact that many of the ground services are provided by contractors who may have newly trained staff and who may not be totally familiar with the environment. Experienced staff members must take the opportunity to ensure that all contract personnel providing ground support adheres to Company procedures.

8.30.1 Aerobridges

Before connecting the aerobridge to an aircraft, the aircraft is parked at a fixed position along a guideline on the apron. Where applicable the Captain will use a Nose Guidance System of lights on the terminal building to taxi the aircraft to its parking position. This ensures that the aircraft guest entrance aligns with the aerobridge gateway.

Prior to any operation of the aerobridge, safety checks should be carried out by checking the interior, and exterior, and particularly the underside of the aerobridge, to ensure that there are no personnel, tarmac vehicles, etc. which could be endangered by, or may interfere with the operation of the aerobridge.

Flynas should ensure that boarding bridges to be:

- Fully retracted or parked in the designated parking position prior to aircraft arrival and departure movement;
- Moved slowly to the aircraft cabin access doors;
- Engaged using the auto-leveling safety system;
- Secured to prevent movement from non-authorized persons.

Flynas, on arrival at the aerobridge control console, must ensure the safety chain/barrier is engaged. Only a suitably qualified person may operate Aerobridges.

NOTE

When aircraft are departing staff involved in the operation of an aerobridge must remain at the control panel of the bridge until the aircraft engines have been started in case of an emergency. The aerobridge height must not be reset until aircraft has taxied under its own power.

8.30.2 Disembarking Guest

- 1) When guests are disembarking onto the ramp rather than through an aerobridge, staff must be positioned on the ramp to:
 - A. Direct and control guests, Assist those guests with special needs,
 - B. Prevent unauthorized persons from entering the Security Restricted Area of an airport through an open arrivals door,
 - C. Assist those guest with special needs

- D. Be constantly vigilant to any situation that could endanger the guests while they are on the tarmac, and
 - E. Provide positive control and supervision of the guests to ensure they do not smoke, do not use a mobile telephone and abide by all instructions given.
- 2) Staff has the right to insist that guests remain on board if, in their opinion, there is an actual or potential danger through disembarking the guests at that point in time. This may be due to other aircraft operating in the vicinity or extreme weather conditions. In the case of a thunderstorm, it is safer to remain within the aircraft than to walk in the open, and
- 3) If the decision has been made to keep the guests on board, then Captain must be advised of the reason for the delay and the expected duration. This will enable them to keep the guests informed on board.

CAUTION

The importance of maintaining positive control over the guests as they move across the tarmac to prevent any possible injury or security breach is the responsibility of the ground handling agent. Staff must be prepared to intervene if they become aware of any issue that could place a guest at risk. The safety of our guests takes precedence over other duties.

GACA requires segregation between screened and unscreened persons. When assisting guests across the tarmac from the aircraft to the terminal it is imperative that the guests are not permitted to have contact with screened guests embarking on another aircraft. This requires positive control from all staff on the ramp.

Staff must also ensure that no person is able to enter any Security Restricted Area of an airport. This means we must ensure that persons are not able to enter the ramp from the terminal by walking against the flow of guests through the arrivals door. To achieve this, STAFF must remain at the arrivals door of a security categorized airport at all times when it is open.

8.31 Aircraft Positioning/Re-positioning

Flynas staff, GHAs and third party contractor shall take into account regarding aircraft positioning and re-positioning from different gates or terminal (for example: RUH Airport where International and domestic terminal are different)

Normally positioning of the aircraft takes around 15 – 35 minutes, so if the arrival of the flight is delayed, then this would impact the departure time specially if requires positioning of the aircraft.

If the staff foresees any delay, then he/she shall coordinate with OCC, airport operations and make a delay announcement advising the guest of the expected delay.

8.32 Flight Irregularity Handling

8.32.1 Overview

Despite all efforts to maintain on-time performance, flight irregularities inevitably occur. Delays and cancellations may be due to circumstances within (e.g. technical problems) or beyond (e.g. weather) our control. To allow our inconvenienced customers to endure flight irregularities, every effort must be made to provide them with the best service and the utmost assistance. Customers' comfort and service commitment should be uppermost in the minds of Station Manager in the course of handling.

Whenever the transferring of customers to other flights / carriers is deemed necessary, the revenue policy for Flight Protection is to be followed, so that revenue loss could be minimized for flight interruptions.

The following principles should be adopted:

- 1) When dealing with customers, act in a caring, helpful and organized manner.
- 2) When dealing with handling staff, give regular updates and clear instructions.
- 3) Operationally, make sensible judgments and timely decisions

8.32.2 Customer Handling

- 1) Accommodate customers comfortably in exclusive holding lounges or hotels.
- 2) Attend to customers at all times.
- 3) Offer meals, ground transfers, as applicable to customers.
- 4) Give appropriate announcements to customers regularly, e.g. every 30-45 minutes, with accurate and updated information.
- 5) Give priority to Premium Class customers, and customers with reduced mobility and / or special needs (UM, WCH etc) whenever possible.

8.32.3 Operational Handling

- 1) Deploy staff and adequate resources in all customer contact areas.
- 2) Equip handling staff with appropriate Flight Delay Handling Kits.
- 3) Brief and update handling staff of delay details and arrangements fully and regularly.
- 4) Assign Flight Delay Handling Counter at airport as central contact points for customers.
- 5) Communicate effectively and closely with OCC, engineers, inflight crew, caterers, hotels, transportation companies etc.
- 6) Make protection on first available flights for customers
- 7) Telex en-route airports to provide assistance, e.g. MAAS, to customers in need as appropriate.

8.32.4 Airport Reports

- 1) The departure airport must create an Airport Report for any flight irregularities, and dispatch it to en-route airports and parties concerned. En-route and destination airports must also accomplish this task if circumstances allows. This is crucial to any post-flight handling such as MAAS, recovery services, follow-up services for complaints and claims etc.
- 2) For significant flight disruptions, a Situation Report must be sent as soon as possible with updated revisions as applicable. Subsequently to the submission of report, an After Action Review must be submitted within 2 weeks.

8.32.5 Post-Flight Meeting

A post-flight meeting should be organized to address the following:

- 1) Review handling of the incident.
- 2) Update handling procedures, checklists etc.
- 3) Replenish handling kits, documents etc.

8.32.6 Recovery Services

The associated recovery services offered to customers is determined by the length of delay, as provided by the guidelines below. Flexibility should be applied when situation requires.

Delay Times	Recovery Services
>1hr & <2hrs	Beverages to be provided
>2hrs & <3hrs	Snacks and/or Light refreshment to be provided.
>3hrs & <6hrs	Hot Meals to be provided
>6hrs	HOTAC (refer to 8.32.7)

Recovery services should be offered to “accepted” customers in both controllable and uncontrollable delays.

Each disruption situation differs hence the Station Manager or his/her designate may use their discretion based on the local circumstances. The details (including amounts compensated) shall be included in the flight report and filed for reference.

In the exceptional situations such as political unrest, long strikes in essential service or circumstances beyond the control of flynas, assistance will not be applied. Furthermore, assistance shall also not be provided if it would further delay departure. Station Manager or designated alternative should make the relevant decisions.

8.32.7 Hotel Accommodation (HOTAC)

Despite all efforts to maintain on-time performance, flight irregularities inevitably occur. In an effort to ensure our customer handling capabilities during flight disruption are truly customer focused, we have established the following guidelines regarding hotel accommodation to our customer during flight delays and / or cancellation.

- 1) In principle, hotel accommodation should be provided if the delay exceeds 6 hours.
- 2) If the delay is beyond our control such as weather and the customer has not been accepted, hotel accommodation should only be offered in extenuating circumstances. The ASM or designated alternate will determine the definition of 'extenuating circumstances' on a case by case basis as no two flight disruptions are alike.

8.32.8 Guidelines

The following guidelines are provided to assist in determining whether or not hotel accommodation should be provided in situations that are beyond our control such as weather, industrial action by non-Flynas Airlines or GHA workgroups, natural disaster, etc.

If the point of departure of the Flynas Airlines flight is an intermediate point of the customer itinerary, then hotel accommodation should be provided.

- 1) If the customer has been accepted, hotel accommodation should be provided.
- 2) If the customer is a resident in the port of originating Flynas flight, under normal circumstances hotel accommodation should not be provided. However, if there are extreme circumstances that justify providing hotel accommodation in the interest of 'customer experience' then the Station Managers may exercise their authority to provide up to one night hotel accommodation accordingly.

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9.0 Baggage Handling Services

9.1 Baggage

9.1.1 Scale Calibration

In strict accordance with Flynas' weight and balance policy all individual pieces of passenger checked baggage must be weighed and correct weight recorded. Check -in scales are to be made available at each airport for the purpose of determining passenger checked baggage weights.

To ensure their accuracy, scales must be subject to a schedule of calibration and testing at a frequency specified by each Countries requirement. Flynas' minimum re- calibration period is 2 years regardless of the country requirements. The responsible party must hold and be able to produce sufficient records of the calibration status and schedule for testing, and each set of scales must have a label affixed indicating its calibration date and next test date.

If you notice that the scales do not zero correctly (tolerance +/- 0.2 kg), advise your Supervisor or responsible party who shall arrange to have the scales re- calibrated accordingly. Where necessary the responsible party must ensure an unserviceable label is affixed to the scales of which the use of such scales to determine the correct weight of passenger checked baggage is prohibited.

9.1.2 Checking Baggage

- 1) All items of baggage (with the exception of cabin baggage) must have a baggage destination tag securely attached. All items must be tagged with the correct destination tag. All checked baggage on scheduled services must be identified with a tag that indicates: the carrier (**Flynas**), the destination, the flight number, date, sequence number and the passenger name.
- 2) Where the name is common with another passenger on the same flight, the surname and first name must be included for ease of identification. The inclusion of the passenger name is essential in identifying baggage to be removed from an aircraft if a passenger subsequently fails to board the aircraft. It also allows for a speedier recovery of lost or misdirected baggage. Old destination tags must be removed prior to acceptance at check-in.

9.1.3 Prohibited Items

- 1) Flynas will not carry passengers who try to bring onboard the following items:
 - A. Items prohibited by any applicable national or international law, regulation or order,
 - B. Weapons of any type (except firearms and ammunition for hunting or sporting purposes as Checked Baggage),
 - C. Items which are likely to endanger the aircraft or persons or property onboard the aircraft, or items that may become or are dangerous, such as those items specified in the International Civil Aviation Organisation (ICAO) Technical Instructions for the Safe Transport of Dangerous Goods by Air, and the International Air Transport Association (IATA) Dangerous Goods Regulations. Further information is available from us on request. Please also refer to the airline's Conditions of Carriage,
 - D. Items we reasonably determine are unsuitable for carriage because they are dangerous, unsafe or because of their weight, size, shape or character, or which are fragile or perishable,
 - E. Non company freight and cargo, and
 - F. Brief cases and attaché cases incorporating Dangerous Goods such as lithium batteries or pyrotechnic devices, disabling devices such as mace, pepper spray, etc. containing an irritant or incapacitating substance are totally forbidden.
- 2) If it is discovered that a passenger is carrying forbidden item(s), **Flynas** may do whatever is considered appropriate and reasonable in the circumstances, including disposing of the item without notifying the passenger, and
- 3) **Flynas** will not be responsible for any loss or damage caused to any prohibited items if they are brought onboard despite being forbidden items.

NOTE

For further clarification on items not suitable for uplift on passenger services please refer to *Security Manual* or the Company's key Conditions of Carriage.

9.1.4 Cabin (Carryon) Baggage (GACAR 121.1221 and 121.1225)

- 1) All cabin baggage must be physically sighted by the GHA at the time of check-in,
- 2) **Flynas** cabin baggage allowance per passenger is:
 - A. Premium Class: One piece not exceeding 7 Kgs, and
 - B. Economy Class (all Fares): One piece not exceeding 7 Kgs, and
 - C. Families with infant shall be allowed to carry an additional 5Kgs of cabin baggage.
- 3) Dimensions of the cabin baggage must not exceed 56 cm x 36 cm x 23 cm (length x width x height) and shall be of a size that will fit within the overhead baggage locker,
- 4) In all cases the weight of the cabin baggage per passenger shall not exceed 7 Kgs,
- 5) In addition to the above, **any one of the items mentioned below** may also be allowed, provided that it fits under the seat in front and the dimensions shall be within required:
 - A. Lady's hand bag,
 - B. Purse,
 - C. Camera and case, or
 - D. Diaper bag or an item of similar size.
- 6) Passengers who have cabin baggage of a fragile or unusual nature must also be advised that they are responsible for ensuring that these fragile items are securely packed to withstand normal handling,
- 7) that these fragile items are securely packed to withstand normal handling,
- 8) Staff must strictly adhere to this limitation to ensure compliance with the weight and balance requirements of the aircraft, along with ensuring the safety of all passengers onboard,
- 9) Hand baggage guides shall be placed at the check in area, in front of the Security / Immigration gate and at the Boarding gate,
- 10) Staff shall be allocated at all the above points to strictly monitor and control hand baggage,
- 11) Staff at the boarding gate must be alert for excessive cabin baggage that may have escaped detection at the check-in counter, and must not permit cabin baggage that is in excess of that stated above, both in weight and dimensions, to be carried onto the aircraft,
- 12) Confiscated items or oversized handbags collected at the time of boarding at gate are to be tagged and stowed in the hold baggage compartment,
- 13) Any additional pieces of baggage removed at the gate must also be included in the Flight Closeout report and tagged with Limited Release Tags, stowed in the hold baggage compartment and appropriate excess baggage charges applied,
- 14) Standard weight of 15 kilos must be included for the load sheet as LMC and each piece of baggage must be accounted in RM, load sheet and LDM,
- 15) **Flynas** reserves the right to refuse uplift of any piece of cabin baggage that is identified as over sized, over-weight, unsuitably packed or unsafe for carriage within the cabin, or may pose an inconvenience to passengers and or crew,
- 16) Flexible travel canes carried by blind individuals may be stowed:
 - A. Under any series of connected passenger seats in the same row, if the cane does not protrude into an aisle and if the cane is flat on the floor,

- B. Between a non emergency exit window seat and the fuselage, if the cane is flat on the floor,
 - C. Beneath any two non emergency exit window seats, and if the cane is flat on the floor, or
 - D. In an overhead locker.
- 17) The limitations of the carry on baggage policy (nbr, size, weight) shall be published on the web site and on any printed tickets to ensure passengers are aware of the restrictions applicable.

9.1.5 Checked Baggage Allowance and Excess Baggage

Checks in Agents are responsible for ensuring that ALL checked-in baggage is weighed. All checked baggage over and above the baggage allowance limit must be charged for.

It is important to understand and consistently apply the excess baggage charges. Actual baggage weight must always be entered to the DCS and an excess baggage ticket receipt must be issued to Passenger.

9.1.5.1 Checked Baggage Allowance

1) Domestic Flight

CLASS OF TRAVEL		ALLOWANCE
Premium Class		Two Pieces, each weighing not more than 20 Kgs
Economy Class	Light	Fees apply
	Value	One Piece not exceeding 20 Kgs
	Plus	One Piece not exceeding 30 Kgs

2) International Group 1 → (Kuwait, Dubai, Amman, Sharm Elsheikh, Istanbul, Trabzon, Beirut, Tbilisi, Batumi, Baku, Sarajevo, Hurghada, Tirana, Salzburg, Prague and Bodrum)

CLASS OF TRAVEL		ALLOWANCE
Premium Class		Two Pieces, each weighing not more than 20 Kgs
Economy Class	Light	Fees apply
	Value	One Piece not exceeding 20 Kgs
	Plus	One Piece not exceeding 30 Kgs

- 3) International Group 2 → (Antakya, Lahore, Islamabad, Khartoum, Hyderabad, New Delhi, Lucknow, Calicut, Karachi & Cairo)

CLASS OF TRAVEL		ALLOWANCE
Premium Class		Two Pieces, each weighing not more than 20 Kgs
Economy Class	Light	One Piece not exceeding 20 Kgs
	Value	One Piece not exceeding 30 Kgs
	Plus	Two Pieces, each weighing not more than 20 Kgs

- 4) International Group 3 → ((Baghdad & Erbil)

CLASS OF TRAVEL		ALLOWANCE
Premium Class		Two Pieces, each weighing not more than 20 Kgs
Economy Class		One Piece not exceeding 30 Kgs

- 5) Codeshare/Interline flights

CLASS OF TRAVEL		ALLOWANCE
Premium Class*		Two Pieces, each weighing not more than 20 Kgs
Economy Class*		One Piece not exceeding 20 Kgs

- 30kg for Egypt air interline only
- Excess baggage to be purchased at airport during check-in at applicable rates of operating carrier

9.1.5.2 Excess Baggage Charge Airport & Pre-paid – Domestic/ International

Route	Pre-paid bag 15 kg	Pre-paid bag 20 kg	Pre-paid bag 25 kg	Pay at the airport 20kg	Airport per kg over permitted max kg
Flights within KSA	SAR 55	SAR 90	SAR 125	SAR 150	SAR 20
Kuwait					
Dubai					
Amman					
Sharm Elsheikh					
Istanbul					
Trabzon					
Beirut					
Tbilisi					
Batumi	SAR 105	SAR 180	SAR 250	SAR 225	SAR 40
Baku					
Sarajevo					
Hurghada					
Tirana					
Salzburg					
Prague and Bodrum					
Antakya					
Khartoum					
Cairo					
Sohag					
Alexandria					
Lahore	SAR 185	SAR 300	SAR 420	SAR 425	SAR 60
Islamabad					
Hyderabad					
New Delhi					
Lucknow					
Karachi					
Calicut					

9.1.6 Baggage Definition

Items of baggage are articles, effects or other personal property belonging to a passenger who may require the item for wear, use, comfort or convenience in connection with their journey.

This may include both registered (checked) or cabin (carry-on) baggage.

Registered or checked baggage is baggage that **Flynas** takes into custody for stowage in the aircraft baggage hold and for which the airline has affixed a label. Such items must be packed within a suitcase or other container, which is capable of withstanding carriage given normal handling.

The baggage room must prepare a sufficient and pre-determined number of baggage carts and containers in accordance with the expected passenger load of flight.

9.1.7 Baggage Acceptance

At check-in the staff must satisfy our security obligations by ensuring that there are no harmful or dangerous items contained within passenger's baggage.

Staff must ensure that no single item of baggage weighs more than maximum 32 kilograms.

The staff must be able to identify items presented at check-in that may not be suitable for carriage on an aircraft due to pre-existing damage, size, weight, fragility or value.

When a passenger presents an item that is not suitable for air travel, explain to the passenger the potential problems and if they desire that the article must travel (space and weight permitting), ensure that a Limited Release tag is used. The Limited Release tag must be signed by the passenger and replaces the normal hold baggage tag.

Conditional Acceptance describes items of baggage that are not always suitable for travel by air, e.g. fragile/perishable or damaged. When the passenger signs the Conditional Acceptance tag of Limited Release they are accepting responsibility for any damage to the item and the airline is indemnified for any future claims.

9.1.8 Weighing Baggage

Flynas does not use standard weights for baggage (load sheet). All baggage accepted for carriage on **Flynas** aircraft must be individually weighed.

Rush Tag (mishandled) baggage that is carried for passenger restoration must be weighed before dispatch from baggage make-up. The weight and number of pieces must be included on the Load Instruction Report (LIR) and information passed to the load sheeter.

9.1.9 Heavy Baggage

Individual items weighing more than 32 kg and which cannot be broken down to a lesser weight will only be carried as freight and WILL NOT BE ACCEPTED as personal check-in baggage.

32 kg is an internationally accepted figure that is determined to minimize injuries to staff. While the staff at the point of check-in may be able to manhandle an overweight bag onto the conveyor belt, the risk to the baggage handler is significantly greater. Passengers must be given the option of re-packing baggage in excess of 32 kg.

This will provide a means of dispersing the weight over two or more bags. Another alternatively, another solution is to leave excess baggage with family friends at the departure airport.

9.1.10 Bulky Items and Sporting Equipment SSR (SPEQ)

The following conditions apply to the carriage of bulky items (bicycles, surfboards, skis, golf clubs, snow boards, cots, etc.) and musical instruments:

- 1) Non standard items of baggage as below will be accepted for carriage provided that the total weight of checked baggage does not exceed the free checked baggage allowance,
- 2) Excess baggage rates apply to any items over and above the free baggage allowance,
- 3) NO single item is allowed to exceed 32 kg in weight,
- 4) Bulky items must be packed appropriately before being presented at check-in,
- 5) An alternative check in area for bulk items may be available,
- 6) Golf bags and collapsible buggies are carried as baggage and are exempt from normal linear dimension, and
- 7) Golf bags will be charged normal excess baggage rates if exceeding normal baggage allowance.

9.1.10.1 Bicycles

Bicycles will not be accepted for carriage unless they are suitably packed in a hard case or Bike Pack. Passengers will need to supply their own case or Bike Pack. Before bikes can be accepted for carriage, they must be prepared as follows:

- 1) Tires must be deflated, pedals must be removed, handle bars must be fixed parallel to the frame,
- 2) If the bicycles length exceeds 180 cm, the front wheel should be removed and fixed next to the rear wheel, within the box, and
- 3) If the bicycle constitutes excess baggage, then excess baggage charges will apply.

9.1.10.2 Fishing Rods

Fishing rods must be protected in a PVC cylinder, with screw ends obtained from a local fishing store, or in PVC plumbing or electrical tubing. Fishing rods must not be strapped to suitcases.

Flynas accepts no responsibility for unprotected fishing rods.

9.1.10.3 Scuba Diving Equipment

Scuba equipment must be suitably packed. Knives must be carried in checked baggage and spear guns unloaded, with spears separately packed. Flares, incendiary or explosive spearheads must NOT be accepted.

NOTE

Air tanks will be accepted for uplift only when empty and the regulator tap is open. Therefore, pressure gauges must be sighted to ensure the tanks are empty. The gauges must not be higher than the lowest increment.

Surfboards A surfboard, (including the surfboard bag), must not exceed 2 meters in length. Surfboards must be placed in a surfboard bag and cannot exceed 32 kg. Surfboards will not be accepted for carriage unless they are placed in an appropriate surfboard bag. Surfboard fins must be removed, where possible, and placed in an enclosed compartment in the bag, or taped to the board.

Passengers must complete and sign the Conditional Acceptance portion of the baggage tag.

9.1.10.4 Sky Diving Equipment

Sky diving equipment may not be carried in the aircraft cabin. This must be carried in the aircraft hold as checked baggage.

9.1.10.5 Windsurfers (Sail Board)

Windsurfers cannot be carried as baggage due to the length of the sail mast.

9.1.10.6 Zam Zam Water

For flights operating ex JED, MED, TIF & YNB only, in addition to their standard hold baggage allowance, one can of Zamzam water not exceeding 5 Kgs (5 GAL) shall be allowed per passenger.

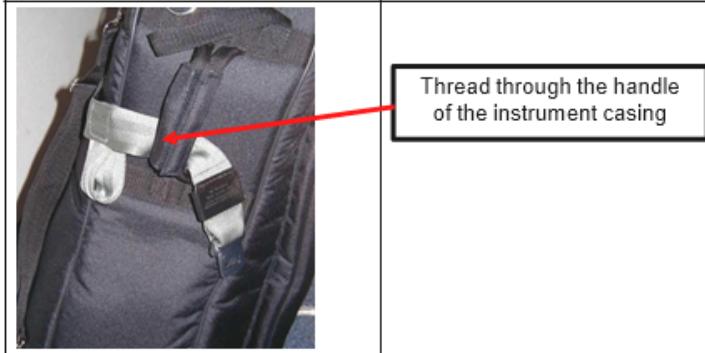
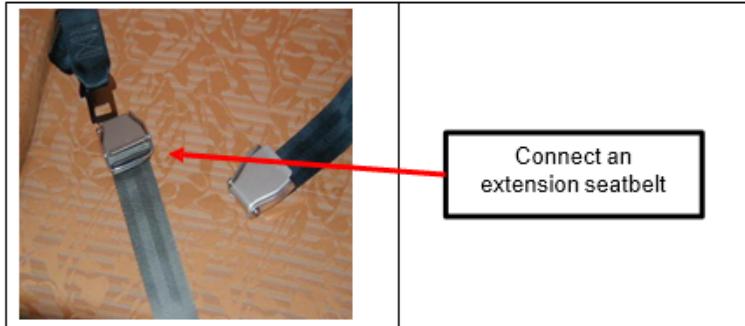
The passenger must confirm the contents of the container as water and the container must be labelled appropriately.

The container must show no signs of leakage and must be consigned as checked in baggage in a sealed water-tight transparent bag as per GACA established rules for carriage of Zamzam.

9.1.10.7 Musical Instrument

- 1) Musical instruments can be carried three (3) ways. The size and shape will determine the uplift method:
 - A. Small instruments may be carried in the aircraft cabin as carry-on baggage, e.g. flute, violin, saxophone,
 - B. Larger instruments may be carried in the aircraft cabin occupying an additional seat, e.g. cello, piano accordion, and guitar. Charges must be paid for additional seat and advance booking is necessary, and
 - C. Large instruments must be carried in the aircraft hold as checked baggage, e.g. double bass, trombone.
- 2) Musical instruments can be carried as checked baggage if appropriately packed. If a passengers wishes to transport a large bulky instrument (e.g. a guitar or cello) in the cabin, an extra seat must be purchased, and
- 3) The following rules apply to the carriage of a large musical instrument in the cabin:
 - A. The passenger shall be assigned a seat alongside their instrument,
 - B. The instrument is only permitted to occupy a seat if the passenger has purchased a separate seat for their instrument, i.e. two seats purchased for the one passenger,
 - C. Shall not be seated in a row adjacent to an emergency exit,
 - D. Shall place the musical instrument against the window to allow other passengers in the row access to their seat and must not obscure any passenger's view of the seat belt, no smoking or exit signs unless an auxiliary sign or other approved means for proper notification of the passenger is provided,
 - E. It must be properly secured by a safety belt to ensure it will not shift in flight or on the ground under normal flight or ground conditions, and
 - F. The instrument must be packaged or covered in a manner to avoid possibly injury to other occupants in the cabin and not exceed any seat or floor load limitations.

9.1.10.8 Securing Musical Instrument to Seat



9.1.11 Baggage Pooling

- 1) If two or more guests presented themselves for check-in at the same time for the same flight and same destination, they shall be permitted the total free baggage allowance of their individual allowance combined.
- 2) This rule applies only to calculate the total free baggage allowance for the group, for compliance with baggage reconciliation. Every individual guest baggage should be checked-in and tagged against him except for the family group.
- 3) Guests must be discouraged to accept and check other guest's baggage with their baggage.
- 4) Pooling of baggage should be used for small and real group of guests travelling together.
- 5) Guests and staff travelling should be notified not to accept any other guest baggage as such behavior may cause serious security problems.

9.1.12 Passenger with Pets SSR (PETC)

The carriage of live animals, including pets, insects, birds reptiles, or any other form of livestock, is forbidden in aircraft cabin or holds on **Flynas**, **with the following exceptions in cabin:**

- 1) Cats or puppies provided they are secured in a container being able to place them under the seat. Please note that a minimum of 5Kg excess baggage will be charged and shall not be considered as part of free baggage allowance.

9.1.12.1 Falcons

Flynas currently do not allow carriage of falcons in the cabin or aircraft hold.

9.1.12.2 Seeing Eye Assistance Dogs/ADOG

Flynas Currently do not allow seeing eye assistance dog on board all flights.

9.1.13 Extra Seat Purchase SSR (EXST/VALU)

- 1) An adjacent seat(s) may be purchased by a passenger that is to be occupied by for their own comfort, e.g. an overly large passenger, or for cabin baggage,
- 2) A seat must be purchased at the applicable fare,
- 3) The passenger will be entitled to the 23 kg standard checked baggage allowance for the extra seat, but no extra carry-on baggage allowance is permitted,
- 4) Two boarding passes are given to the passenger at check-in, and
- 5) The SSR code of EXST must be added to the check-in record if not already present.

9.1.14 Unaccompanied Baggage

In order to comply with the GACA of Saudi Arabia, no baggage will be carried unless the passenger who checked the baggage travels in the same aircraft (see exceptions below).

Under no circumstances will a passenger be allowed to nominate or control which flight approved unaccompanied baggage will be carried in.

Baggage may be carried unaccompanied provided:

- 1) Where, unknown to the passenger at check-in, the checked baggage is carried on another air service for safety or other operational purposes,
- 2) Where the passenger or crew member disembarks from the aircraft during an unscheduled landing that is for safety or other operational purposes,
- 3) Where the passenger or crew member disembarks from the aircraft, or does not board the aircraft, because the person travels onboard another air service at the request (made after check-in) of **Flynas**, or
- 4) Where the checked baggage is mishandled baggage.

9.1.15 Baggage Unable to Travel Due to weight Restriction (Left Behind Baggage)

- 1) There may be times when aircraft restrictions dictate that not all of the passenger's baggage will be uplifted for reasons other than excess baggage. An example of this is when the aircraft requires a substantial quantity of fuel, or the flight sector is very short and sufficient fuel cannot be burnt off to reach the maximum landing weight.
- 2) When passenger's baggage is not uplifted, every effort must be made at the time of check-in to notify the passenger of the situation and to advise them of the alternative arrangements to deliver their baggage to their destination.
- 3) If possible, provide the passenger with the opportunity to identify what, if any, item(s) are not critical and attempt to have the important items of baggage included in the baggage uplift load for that flight. In these situations, **Flynas** will cover the expenses of arranging for an alternative flight, which may be on another carrier, to deliver their baggage to their destination as soon as possible.
- 4) If the staff is aware that some items of personal baggage are to travel on a later flight, it is important that the baggage rush tag be correctly completed, especially the name of the passenger and contact telephone number. The passenger should be given the telephone number of the Baggage Facilities at the arrival airport.

9.1.16 Portable Electronic Devices

- 1) Staff must ensure that the following items of electronic equipment are checked-in as checked baggage in its original packing's subject to Conditional Acceptance and under limited release and portion of the tag (limited liability) must be completed and signed:
 - A. Radio receivers and transmitters,
 - B. Commercial video cameras,
 - C. Video recorders – VCR/DVD/ Home theater,
 - D. TV receivers,
 - E. Large entertainment-type tape recorders, and
 - F. Portable telephones.
 - G. TV/Flat Screen.
- 2) The passenger is responsible to ensure correct packaging of the item. **Flynas** will not accept liability for any damage incurred during transportation, and
- 3) Certain items of personal electronic equipment may be carried and used only when the "Fasten Seat Belt" sign is "Off" and the aircraft is in level flight. Some of these items are:
 - A. Hand held video cameras with internal power supply,
 - B. Portable palm top and laptop computers,
 - C. Compact disc players,
 - D. Cassette players,
 - E. Personal organizers,
 - F. Personal video games, and
 - G. Personal DVD players.
 - H. Smart phones
 - I. Ipad and notepads
- 4) The following devices are permitted on board **Flynas** aircraft:
 - A. Portable voice recorders,
 - B. Hearing aids,
 - C. Heart pacemakers, and
 - D. Electric shavers.
- 5) For other items or personal electronic equipment, passengers must be advised to check with the Cabin Crew Members.

9.1.17 Prohibition of Carriage of LAGs Onboard as Part of Hand Baggage

- 1) In accordance with international Civil Aviation Security measures, the General Authority of Civil Aviation (GACA) enforced a ban on the carriage of liquids, Aerosols, and Gels (LAGs) on board aircraft as part of cabin baggage of all passengers travelling on International or Domestic flights,

- 2) The Prohibition of carrying LAGs includes items such as:
 - A. Bottled liquids,
 - B. Oils,
 - C. Creams,
 - D. Tooth pastes,
 - E. Perfumes, and
 - F. Cosmetic Jells.
- 3) In addition, all similar types of LAGs, which exceed **100 ml** in volume or quantity are not permitted as part of cabin baggage. Security Screening agencies will allow however, as it may be permissible, the carriage of such items within the checked baggage,
- 4) For medical and human reasons, there may be an exceptional approval (subject to local security regulations) for ill, and special needy passengers to carry with them certain items such as medicines, baby milk/food, and special dietary based on a need-to- carry basis, and
- 5) Check in & Airport Staff are advised to urge everybody to cooperate with concerned airport security agencies in enforcing the above cited measures for the interest of civil aviation security and to inform/guide passengers accordingly.

9.1.18 Acceptance of Fragile Items

- 1) If a passenger has valuable or fragile items, the passenger must be advised that these items must not be included in checked baggage,
- 2) Such items can include: perishables, money, jewelry, precious metals, silverware, negotiable business securities, medications, business documents, passports or other identification documents,
- 3) Fragile items of a large nature must be checked as baggage, have the Conditional Acceptance portion of the Limited Release tag completed and signed by the passenger. The passenger must be advised that no liability is held by **Flynas**,
- 4) Passengers who have carry on baggage of a fragile or unusual nature must also be advised that they are responsible for ensuring that these fragile items are securely packed to withstand normal handling,
- 5) When a passenger presents an item that is not suitable for air travel, explain to the passenger the potential problems and if they desire that the article must travel (space and weight permitting), ensure that a Limited Release tag is used, and
- 6) The Limited Release tag must be signed by the passenger and replaces the normal hold baggage tag.

9.1.19 Acceptance of Damaged Baggage

When a passenger presents an item of baggage that has pre-existing damage, the item will only be accepted for carriage if the damage is brought to the passenger's attention and the Conditional Acceptance portion of the tag (Limited Release) is completed and signed by the passenger at the time of check-in.

In assessing an item, particular attention must be directed to handles, zippers, straps and wheels that are easily damaged. Compensating passengers for pre-existing damage on their baggage is expensive and may occur if the Conditional Acceptance portion of the tag has not been completed.

9.1.20 Excess Baggage Wavier for Duty Travel

All Duty Travel staff will be exempt from paying excess baggage for travel on **Flynas**. Duty Travel staff have a confirmed booking in '_X' class. No authority will be placed in the PNR.

9.1.21 Baggage Reconciliation Policy

9.1.21.1 Checked In Baggage Reconciliation

Principles and Documentation

1) BINGO CARD:

- A. Checked-in Baggage Manifest (Bingo Card) is a record of tag numbers of baggage Loaded to a flight. The tag portion shows the flight number, date and a tag number,
- B. The Bingo Card has to be signed by the person charged with the sorting of bags in the baggage sorting hall or airport makeup (basement area),
- C. Copies of the Bingo Card are to be retained with the flight file for records, and
- D. An approved auto BRS sheet also can be used for this purpose where BRS system available.

2) Limited Release Manifest:

The tag number of an item taken from the passenger at the departure gate must also to be included (separately recorded) on the Bingo Card, and

3) Unaccompanied/Rush Hold Baggage Security Certificate records the tag numbers and description of any baggage travelling unaccompanied i.e. without a passenger and, for example, rush baggage (EXP). The tag numbers will appear as rush tag or expedite bags and must be recorded on the same Bingo Card under unaccompanied bags:

- A. All unaccompanied hold baggage MUST be screened (or searched) by security staff at a suitable x-ray point using either of the methods below:
 - i. Searched by hand,
 - ii. X-ray screened using from two separate bag orientations by the same x-ray operator at the same location, or
 - iii. X-ray screened using an authorized Explosive Detection System (EDS) where the image is assessed by an x-ray operator.

- B. The agent responsible for taking the bag to the x-ray MUST complete the Security Certificate and sign the form as Handling Agent,
- C. Signature to confirm:
 - i. Viewing of the screening process, and
 - ii. The method of screening used should be circled.
- D. The agent must ensure the completed, signed form is forwarded with the bag to the aircraft Loading Supervisor and/or Load Controller and acknowledgement obtained and filed.

9.1.21.2 Baggage Sorting

- 1) All bags **MUST** be counted and destination checked in the baggage hall, prior to being placed on the trolley,
- 2) BRS chart to be clearly marked with each trolley bags and one chart to be used for one trolley,
- 3) One bingo chart and trolley accommodates up to 40 bags and record,
- 4) Any other bags loaded on to this trolley to be marked in separate area of the sheet,
- 5) The Baggage Sorting Supervisor (or equivalent) **MUST** check and sign each Hold Baggage Manifest to confirm it has been checked for accuracy and no wrongly loaded pieces exists, and
- 6) Each document should be headed with flight number, date and destination and page Numbered (dependent on total number of trolleys) e.g. 1 of 4. This **MUST** take place prior to the bags leaving the sorting area.

9.1.21.3 Baggage Loading at Aircraft Side

- 1) Upon arrival of the baggage trolleys, the delivering driver **MUST** immediately give the Hold Baggage Manifest for each individual trolley to the Loading Supervisor,
- 2) Loading Supervisor **MUST** check each Hold Baggage Manifest individually. A thorough check **MUST** include ensuring:
 - A. Bags are correct for that flight destination,
 - B. Date and flight number,
 - C. Pages are numbered, and
 - D. That the total number of pieces is recorded correctly.
- 3) Any tags that show incorrect details **MUST** be offloaded immediately and reported to the Customer Services Duty Officer (CSO), Duty Manager or equivalent. Baggage with incorrect details is not permitted for carriage under any circumstances,
- 4) Prior to beginning the on load of baggage, the Load Controller **MUST** give to the Loading Supervisor a completed Loading Instruction and Report Form (LIRF),
- 5) The LIRF should advise the planned loading in recognition of expected traffic load. Note, Standard Operating Procedure (SOP) requires 1/3rd of bags to be loaded in hold one (forward) and two thirds in hold 4 (aft), but this may change and the LIRF **MUST** be the only document used to confirm planned load, prior to loading,
- 6) The Loading Supervisor **MUST**:

- A. Check to ensure holds are empty prior to beginning loading of baggage and **MUST** ensure that bags are counted into the hold accurately and that this number is used to report on total number of loaded pieces,
- B. Never be advised of the total number of bags expected, as the loaders **MUST** always count the bags whilst loading onto the aircraft,
- C. Ensure that any gate bags, limited release items, crew baggage etc. are included on the BRS and loading position recorded on the LIRF, and
- D. Ensure that any rush bags (unaccompanied hold baggage) **MUST** only be loaded if the Loading Supervisor is in possession of a completed and signed Unaccompanied/Rush Bag Security Certificate. If no certificate is produced or is incomplete (for example, unsigned), the rush bag **MUST** not be loaded.
- 7) It is the Loading Supervisor's responsibility to ensure that for any and all bags offloaded as a result of late reporting passengers or for any other reason e.g. overweight, hold inoperative etc., the appropriate baggage tags **MUST** be removed from the Hold Baggage Manifest,
- 8) After completion of baggage loading, the Loading Supervisor should complete the Loading Report section of the LIRF and return to the Load Controller, and
- 9) The Loading Report **MUST** include any deviations to planned load, including addition of gate bags, limited release items, crew baggage etc.

9.1.21.4 Load Reconciliation/Load Sheet Cross Check

- 1) Immediately after receiving the LIRF, the Load Controller **MUST** crosscheck against the completed load sheet distribution and weight data recorded,
- 2) A secondary check of the Hold Baggage Manifest(s) **MUST** be made to ensure any additional gate bags, limited release etc. have been accounted for and entered on the LIRF as appropriate,
- 3) The load Controller **MUST** check to ensure the final number of pieces loaded and recorded on the Hold Baggage Manifest – matches with the flight closure information passed by check-in,
- 4) If any pieces are recorded in addition to the expected baggage number, the aircraft **MUST** not depart under any circumstances until the error is rectified and baggage origin recorded,
- 5) If the loaded number of pieces is less than that reported at flight closure, and with consideration to flight departure time, every effort **MUST** be made to find the missing pieces and load prior to departure, and
- 6) Number of pieces and weight **MUST** be matching in:
 - A. Closing sheet, Bingo sheet, Final loading report and load sheet.

9.1.22 Firearms and Ammunition

9.1.22.1 General Policy

It is a firm policy of **Flynas** that, except in the circumstances described in this manual, firearms and ammunition will not be carried on the flight deck or in the cabin of an aircraft or in the custody of the Captain or any other crew member.

9.1.22.2 Declared Items (Sporting Guns)

- 1) Firearms and ammunition will only be accepted for carriage on Flynas aircraft as Hold Baggage. Under no circumstances will firearms or ammunition be accepted for carriage in the cabin,
- 2) Firearms may only be carried on domestic sectors within Saudi Arabia. Under no circumstances will firearms or ammunition be accepted for carriage on international sectors,
- 3) Maximum of one (1) firearm will be accepted for carriage on any Flynas sector, SGUN SSR to be added to Customer to denote carriage of a firearm and/or ammunition,
- 4) Customers wishing to travel with a firearm and/or ammunition are requested to book in advance via the CEC to ensure smooth processing of their departure. Below information is requested, which will be provided to the relevant Station Manager at departure airport as soon as booking confirmed:
 - A. Type of firearm (handgun, rifle, shotgun, etc.),
 - B. Make, model and caliber,
 - C. Quantity (in weight) and caliber of ammunition,
 - D. Copy of MOI approval to carry a fire arm on an aircraft,
 - E. Copies of firearm license, and
 - F. Full details of the Customer, including National ID and/or Passport details.
- 5) Firearms and ammunition will only be accepted for travel provided:
 - A. They are packed in an appropriate case,
 - B. Firearms are unloaded,
 - C. Each firearm is accompanied by the appropriate firearms certificate,
 - D. Ammunition is packed in either its original packaging or in a suitable container which prevents movement between the shells or cartridges (loose ammunition is not permitted), and
 - E. Cased must not bear any labelling which will identify the case as holding firearms or ammunition.
- 6) Customers wishing to travel with firearms and/or ammunition are reminded that carriage is only accepted subject to approval on day of travel from airport authorities, security forces and/or any other government or regulatory body who may have power to approve the ownership and/or use of firearms and/or ammunition within the Kingdom of Saudi Arabia.

9.1.22.3 Undeclared Items

If an undeclared firearm or ammunition is discovered at check-in or at a security screening point, the local law enforcement agency is to be informed and the passenger asked to await their arrival. Under no circumstances should **Flynas** staff or Handling Agent personnel take possession of or handle firearms or ammunition discovered in this way.

If after investigation, the law enforcement agency determines that the passenger is in lawful possession of the firearm or ammunition, the Airport Manager/Airport officer or Ground Handling Agent as applicable is to seek the necessary permission from Director of Security before agreeing to carry the items. It will be the passenger's responsibility to arrange appropriate custody arrangements for the items pending permission being granted.

9.1.23 Saudi Protection Officers

Requests from protection officers escorting members of the Saudi Royal Families or other VIPs, or exceptionally on specified special duties as In Flight Security Officers to have custody of their firearms in the cabin of the aircraft are to be referred to the Director of Security.

Such requests will only be granted by the Director of Security in the most exceptional circumstances.

9.1.24 Foreign Protection Officers

Requests from foreign protection officers to carry weapons in the cabin of an **Flynas** aircraft should be politely refused. However, if there appear to be pressing and exceptional circumstances, such requests may be referred to the Director of Security for their consideration.

9.2 Munitions of War

Under NO circumstances will **Flynas** uplift munitions of war. Munitions of war are military weapons, explosives and ammunition used by the defense forces for war.

9.3 Oversized/Excess Cabin Baggage at Boarding Gate

- 1) Passengers presenting carry-on baggage that exceeds the Company allowance will be advised as follows:
 - A. The bag or object is too large to fit in the aircraft cabin or the passenger has exceeded their cabin baggage limitations, and
 - B. The bag can be put in the hold of the aircraft and collected upon arrival.
- 2) Check-in staff to do the following:
 - A. Ask the passenger to stand to one side – do not take the boarding pass copy at this stage,
 - B. Complete the 'Limited Release' portion on the destination tag and ensure the passenger signs the tag,
 - C. Attach the tag on the bag/Piece,
 - D. Request the passenger to,
 - E. Take the piece to the bottom of the aircraft stairs and leave it there for ramp agent to load in the aircraft (non-aerobridge departures), and
 - F. Take the piece to the aircraft door and leave it there for ramp agent to collect and load into the hold of the aircraft (or follow local airport procedure).
 - G. Ramp Agent shall ensure all the cabin baggage offloaded is being loaded into the hold of the aircraft with the limit release tag signed.
 - H. The limit release tag number shall be added in the Bingo Sheet.
- 3) Prior to boarding close, contact the Ramp agent to alert the ramp to pick up and stow the item/s, and
- 4) Add 10 kilos per piece for Carry on Baggage offloaded to the load sheet and make necessary LMC to load sheet accordingly. BRM to be included with these LMC tags like-wise in LDM message.
- 5) **Captain/PIC shall be notified and have the authority to request weighing the baggage for actual figure if requested.**

9.3.1 Baggage Collection

Baggage service agents are to monitor the progress of the baggage unloading process. Baggage should reach the collection belt with the minimum of delay however, safety must never be jeopardised to achieve this objective.

Where the agent becomes aware of a problem that will delay the arrival of the baggage, e.g. an equipment breakdown, he/she is to advise the waiting passengers of the reason for the delay and the expected time duration. It is important that passengers are kept informed.

The staff should also be on hand in the baggage collection area to collect and distribute oversized articles, fragile articles, items confiscated by security, and to generally assist passengers waiting for their baggage.

9.3.2 Baggage Collection – Security Issues

Staff must monitor the collection of all items from the baggage belt carousel. It is an important security requirement that all uncollected items of baggage are not permitted to remain on the baggage carousel. If, after allowing a reasonable period for passengers to collect their items, there is still baggage from our flight remaining on the belt, the belt is to be stopped and the item(s) removed for secure storage.

Please see the **Flynas** Airline Security Programme for additional information on processing of unclaimed baggage.

Staff are to ensure that at the completion of baggage collection, the baggage belt is shut down and the security doors separating inside and outside the baggage collection area are closed/locked in accordance with any local airport procedures (where applicable).

9.4 Mishandled Baggage

Baggage is an integral part of a passenger's perception of the **Flynas** product. Correct tagging, loading and unloading procedures are fundamental to passenger expectations of our product being delivered.

Mishandled Baggage that is handled correctly by following procedures and with regular updates to the passenger, will, in all probability restore their faith in **Flynas** and almost certainly guarantee their loyalty.

Mishandled Baggage that is handled poorly with little or no information being volunteered to the passenger will in all probability guarantee that they will never travel **Flynas** again.

This section of the manual will give an overview of the procedures that must be followed by baggage services staff and GHA's across the network.

They are to be considered as Minimum Standards and will be applied equally to all airports regardless of whether the area is operated directly by **Flynas** staff or by GHA's. Please see **Flynas** Airline Security Programme for additional information in relation to the processing of mishandled baggage.

9.4.1 Policy

No liability for loss or damage should be acknowledged on behalf of Flynas before a proper investigation has been carried out. Flynas Customer Relations will compensate according to receipts provided by the guest – within the legal liability limits.

Flynas policy is adapted to the industry standards and does not replace the liability limits set by law.

In case of final loss, if the guest has paid an excess baggage charge, Customer Relations will consider refunding the charge.

NOTE

1. According to Terms & Conditions certain items are excluded from the liability
2. The same baggage liability limitations are applicable for ID-guests.

9.4.2 Definition

Mishandled baggage consists of bags which have incurred major damage while transporting or are missing or lost.

Flynas will not be responsible for baggage claims resulting from:

- 1) Unclaimed baggage which was not claimed from the baggage carousel or left in the aircraft cabin,

9.4.3 Exclusions

Flynas do not assume any liability for loss, damage or delay in the delivery of following items:

- 1) fragile or perishable articles
- 2) money and credit cards
- 3) jewelry, precious metals, silverware
- 4) photo and video equipment
- 5) electronic equipment
- 6) laptop computers
- 7) negotiable papers, securities or other valuables
- 8) business documents; samples
- 9) passports and other identification documents
- 10) medicines
- 11) house and car keys.
- 12) cosmetic damage (minor cuts, scratches and dents)
- 13) damaged items that protrude from luggage, such as handles, ribbons and luggage feet, torn outside pockets
- 14) damaged items attached to the luggage such as sleeping bags or mats
- 15) damages to overloaded luggage due to the hampered handling
- 16) TV/ Flat Screens.

NOTE

If the baggage is not useable anymore due to the damage, it is NOT considered to be minor. E.g. one of two wheels is missing.

9.4.4 Major Damage to Baggage

9.4.4.1 Definition

Damaged baggage means which is broken, torn or crushed during its handling by flynas, while such baggage was under the flynas custody.

9.4.4.2 Damaged Baggage Claim

All claim for damaged baggage shall be sent to Baggage Service Department with 72hrs from the date of damage was reported and shall be issued through the baggage service website:

<http://portal.nasaviation.com/bagsservice/Login.aspx?Error=1>

9.4.4.3 Policy

Compensation claim of the damaged baggage shall not be raise if the condition falls in the following criteria:

- 1) If the damaged baggage has been accepted with the limit release tag signed and indicating the damage on the baggage, prior been checked In as a checked baggage by flynas or other carrier;
- 2) If the damage occurred as a result liquid spillage (oil or syrup) whether or not the liquid was inside the passenger baggage;
- 3) All claim for the damaged Vases, Computer/Laptops or Frames etc;

Reports for all above cases and the applicable claims shall be accepted by the appropriate station but the documents shall be forward to the central flynas Baggage Service Department.

9.4.4.4 Procedure to handle damaged baggage

- 1) A Property Irregularity Report (PIR) must be completed for all damaged baggage claims at the destination port by staff if the passenger has reported same before leaving the arrival hall:
 - A. In the case of major damage to an item of Checked Baggage; or bag itself, and
 - B. In the case of loss or destruction of an item of Checked Baggage. Always remember to mark the checked and delivered weight.
- 2) The Agents must assess the damage using the following guidelines:
 - A. Was the item damaged before check-in?
 - B. Was the item on a limited release tag?

- C. Was the item susceptible to damage?
 - D. Was the item incorrectly packaged?
 - E. Was the item packed in excess of capacity?
 - F. Was the item of a quality to withstand normal handling?
- 3) Agents are to encourage passenger to claim on their own travel insurance for repair/replacement of baggage. If the passenger seeks assistance from **Flynas** they are to contact **Flynas** Customer Relations.

9.4.4.5 Point to be taken into consideration

Baggage service staff shall take the following points into consideration:

1. Thoroughly check the damaged baggage in order to determine:
 - A. The Brand of the Baggage,
 - B. Location of the Damage
 - C. Extent of the damage (minor or major or complete)
2. If the passenger had already left the baggage receiving area and he thereafter returned back to notify about damage to his baggage, in such case a courtesy damage report will be issued for him and this action must be indicate in the remarks area of the file (FF) area .
3. Ask the passenger about the value of the bag the purchase invoice, the date of purchase and register such date on the DPR file.
4. Issue the DPR report for the passenger in the World Tracer taking into consideration that all DPR elements should be completed.
5. Complete CD element (damaged contents) if any contents were damaged.
6. Take the weight of the damaged bag and register that on the (AW) element.
7. Write down report number, type of claim, station name and telephone number on the Baggage Claim Form (BCF) and hand it over to the passenger for completion.
8. Collect the documents from the passenger and submit all to baggage service web

(<http://portal.nasaviation.com/bagsservices/Login.aspx?Error=1>).

9.4.5 Missing Baggage

- 1) A Property Irregularity Report (PIR) must be completed for all missing baggage claims,

- 2) A copy of the PIR is faxed to the port of embarkation for search with a follow up phone call,
- 3) When a passenger advises that their baggage is unable to be located at the collection area, immediate steps must be taken to trace and locate the baggage,
- 4) The baggage service agents must check that:
 - A. The missing baggage has not been delayed in being unloaded or over stowed,
 - B. The missing baggage is not on an incorrect carousel, belt or trolley,
 - C. The passenger travelled on the flight endorsed on their ticket,
 - D. The passenger is holding the baggage receipt portion of the label, and
 - E. The missing baggage has not been mistaken for freight.
- 5) No compensation is offered to the passenger once it has been determined that the missing bag will arrive same day.

9.4.6 Forwarding Missing Baggage

- 1) Early advice of missing baggage will, in many cases, pacify and satisfy the passenger; in so much that they will acknowledge the mishandling but be satisfied that **Flynas** are adequately and competently handling their file,
- 2) Every effort must be made to locate baggage and passenger informed about the progress at least once in 12 hours till bag is traced,
- 3) In case the baggage is not found same day it is the responsibility of the station which completed the PIR to update the passenger daily, for a period of 21 days, on the progress of finding and location the lost items,
- 4) After 21 days this responsibility will be reassigned to **Flynas** customer relations,
- 5) The following process is in place for forwarding the missing bag when found within 21 days:
 - A. When missing baggage has been located, a message is to be sent to the destination airport immediately, and arrangements must be made to forward the baggage as RUSH baggage on the first available flight if left behind at the departure station,
 - B. All mishandled baggage is to sent on a Rush tag and a message must be sent to the receiving port. Mishandled baggage must not travel on the original tag unannounced,
 - C. The destination airport is to contact the passenger and make the necessary arrangements for restoring the baggage to the owner, and
 - D. In the event that the passenger is unable to collect the baggage, the baggage will be delivered to the passenger (subject to customs regulations permitting) via the most cost- effective route. Where the airline is at fault, the missing baggage is to be delivered to the passenger at **Flynas** Airline's expense.
- 6) When the item is not located after 7 days, the complete PIR file will be forwarded additionally to central baggage tracing for further tracing and assistance along with station action, and
- 7) 7- 10 Days, the station shall continuing tracing will submitted the passengers details to the baggage service web on flynas portal.
- 8) After 21 days, if the item is not found forward the complete file to **Flynas** Customer Relations for final settlement of claim to passenger.

9.4.7 Rush Baggage – Sample Add

Rush baggage is baggage, which has been mishandled by **Flynas** and due to an error, has failed to reach the same destination as the passenger. Ensure the rush bag is pre-screened immediately prior to loading.

Rush baggage is to be tagged with a Rush Tag. Staff is reminded of the need to ensure that the details on the tag are correctly filled out and that the total weight and number of items is included in the load and trim calculations. The **Flynas** Rush Bag Manifest form (refer Appendix 1), is to be used.

Upon completion, the baggage is to be sent to the final destination as soon as possible, the destination port is to be advised of the uplift details as soon as the flight details are known; and a BSA,GHA's at the destination port is to contact the passenger and advise them of the collection details.

9.4.8 Unclaimed, Swapped or Misidentified Baggage

It is the responsibility of the passenger to ensure that they collect all baggage prior to leaving the airport.

9.4.8.1 Unclaimed Baggage (Also known as On Hand Baggage)

- 1) Items that are discovered at the airport but not mishandled by **Flynas**, **Flynas** shall not be obliged to compensate, assist with transporting costs, and meet costs in relation to storage for those passengers who fail to collect all baggage prior to leaving the airport,
- 2) All Unclaimed baggage will be processed into the mishandled baggage system after last passengers for the flight have left the arrivals area,
- 3) Unclaimed baggage will have to be collected by the passenger at the airport.
- 4) Alternatively the passenger can arrange for another person to pick up the baggage. Authorisation must be received by the airline to do so,
- 5) Untagged baggage will be entered into the mishandled baggage system.
- 6) If passenger details are available on the baggage, passenger is to be contacted to organise collection,
- 7) All OHDs must be recorded and an OHD tag must be placed on the bag to be entered to the World Tracer,
- 8) Unclaimed baggage will be disposed after a period of 90 days (or 3 months) which ever later, and Flynas Customer Relations will dispose of the baggage when found after the final payment.

9.4.8.2 Swapped or Misidentified Baggage

- 1) In the case that a passenger's baggage is swapped or misidentified – i.e. a passenger takes baggage not belonging to them and later returns the baggage, the owner of the returned baggage is to be contacted to collect their baggage at the airport, and
- 2) Baggage service supervisor shall take all the passenger details (returning baggage passenger) and also make a bag inventory form in order to ensure that all contents inside belong to the real owner of the baggage incase he reports of some missing items;
- 3) **Flynas** is not obliged to compensate for baggage that is incorrectly collected by any passenger, or for any inconvenience caused by swapping of passenger baggage on arrival.

9.4.8.3 Procedure to Handle Unclaimed Baggage

- 1) **Unclaimed**
 - A. After 48 hours
 - B. An additional check for a possible match must be done with all stations.
 - C. The OHD file must be updated with any relevant additional information (more detailed description of the baggage, contents, etc.).
- 2) **After 5 days**

- A. A last thorough check for any possible match must be performed with all the stations.
- B. The complete OHD file and with Unclaimed Baggage must be sent to Central Store with FLZ message;
- C. The OHD file must not be closed.
- D. Disposal of the unclaimed OHD baggage shall be mentioned in the next revision of the Baggage Service Procedures, until then ensure OHD baggage is placed in a safeguarded and/or locked room.

3) FORWARDING

The following steps must be considered when forwarding found baggage:

- A. Check the quickest routing, taking into account special procedures, security checks and customs clearance en route
- B. Send baggage on direct international flights; whenever possible, avoid routings which necessitate customs clearance at a gateway. If this is not possible, the delivering carrier is responsible for customs clearance.
- C. Issue an expedite tag (rush tag), send a FLZ message record to the central baggage store at the destination and to all carriers involved at transfer stations. If the baggage is damaged, mark it on the expedite tag and in the forwarding advice
- D. All original tags must remain with the baggage

9.4.9 Baggage Claims

If the baggage is unable to be located with 7-10 days, copies of the PIR and all tracing details shall be added to Baggage service web.

If baggage is further unable to be located within 21 days, copies of the PIR and tracing details are to be forwarded to **Flynas** Customer Service.

The PIR will advise the passenger of the claim process. Compensation for lost baggage will be based on legal liability

SAR 85 per kilo (domestic) and USD 30 (International) per kilo-with not exceeding the maximum of SDR 1000 being the sum of the passengers checked baggage and cabin baggage (if lost as well). This is in accordance with **Flynas** Conditions of Carriage. Amounts paid out over this will be based on passenger being able to provide receipts for excess baggage.

Regarding lost articles in the cabin of the aircraft, **Flynas** does not accept liability for goods in the passengers own care. Therefore, if an item is left onboard and it is subsequently lost, we may deny the claim.

9.4.10 Baggage Inventory Form

1) Definition and Purpose

The baggage inventory form is a list of items packed in a bag and the most important document for the baggage tracing.

2) How to issue / Deadline

- A. The baggage inventory form must be handed to the guest by the issuing station, latest when the baggage has not been located within 7 days. For each piece of luggage a separate inventory form must be filled in.
- B. Number, description, date of purchase and original cost of the missing checked item(s) such as baggage and its contents must be filled in by the guest.

9.5 Baggage Tags

9.5.1 General

A baggage tag means a document issued by Flynas solely for identification of portion checked baggage including the particular article of checked baggage and the portion given to the guest.

9.5.2 Type of Baggage Tags

1) Automated Baggage Tags (with Limited Release) – flynas

Automated Baggage Tags contains the following portions:

- Baggage Tag number portion
- Guest Information (Name/Security number) portion
- Destination Information portion
- Baggage Information (Baggage Identification/Claim process) portion
- Baggage reconciliation portion

flynas® طيران ناس		استلام أمتعة مشروط
LIMITED RELEASE		
LACK OF NAME LABEL <input type="checkbox"/> عدم وجود بطاقة الاسم		
FRAGILE OR UNSUITABLY PACKED <input type="checkbox"/> قابل للتكسر أو أن البساط غير جيد Release applies to damage.		
PACKAGING INADEQUATE <input type="checkbox"/> الربط غير محكم Release applies to damage and loss of contents.		
PERISHABLE <input type="checkbox"/> قابل للتلف Release applies to spoilage and damage caused by spoilage.		
LATE CHECK-IN <input type="checkbox"/> المراجعة المتأخرة Release applies to delayed delivery.		
RECEIVED DAMAGED <input type="checkbox"/> تم استلامه تالفاً Release applies to existing and subsequent damage arising from existing damage.		
AGENT'S INITIALS <input type="checkbox"/> توقيع الموظف المسؤول		
I acknowledge that my baggage is unsuitable for transportation by air and that my baggage for the reasons shown above, in consideration of the carrier accepting the same, notwithstanding this unsuitability, I hereby waive the carrier's liability (if any) arising therefrom.		
النارجس DATE	توقيع الراكب PASSENGER'S SIGNATURE	
NOT ADMISSIBLE IN CABIN <input type="checkbox"/> غير مصرح بها فيabin الركاب		
ضع علامة على الجزء التالف في الرسم البياني أدناه MARK DAMAGED AREA ON DIAGRAM		
الجزء الجانبي SIDE	الجزء الخلفي END	
الجزء العلوي TOP	الجزء السفلي BOTTOM	
ملحوظات REMARKS		
www.klmohaa.com Ref.: GOVS 018		
BAGGAGE IDENTIFICATION TAG  LIMITED RELEASE <input type="checkbox"/> Lack of name label <input type="checkbox"/> Packaging inadequate <input type="checkbox"/> Fragile or unsuitably packed <input type="checkbox"/> Late check-in <input type="checkbox"/> Perishable <input type="checkbox"/> Received damage		

2) Non-Automated Interline Baggage Tag (with Limited Release) - flynas



They are pre-printed tags containing the same information shown on automated baggage tags that needs to be filled in manually and are used in non-automated stations.

9.5.3 Use of Limit Release Tags

- 1) Purpose of using limited release tag is to limit the carrier liability when acceptance conditions are identified as marked on the appropriate box of the tag and draw the attention of the Ground Handling Agents that such baggage needs special care during the handling.
- 2) To be used during check-in, when baggage condition is fragile, or contains perishables, or loaded in cartons or the packing is inadequate.
- 3) If the guest presented his baggage for check-in and was damaged or fragile or broken, then the guest should be informed that flynas does not accept such baggage and the reason for the same. However in case of such baggage is to be

accepted, check-in agent should explain to the guest Flynas conditions of acceptance. When the guest accepts the conditions, a limited release tag is to be filled as follows:

- A. Mark (X) on the appropriate box of the tag according to the actual baggage condition.
- B. After completion of the baggage tag, guest must be asked to sign in the signature box.
- C. Carbonized inside slip has to be detached and given to the guest.
- D. The front side has to be affixed to the checked baggage as normal.
- E. When auto-baggage tag is to be used, same method should be used for filling the boxes of the tag.
- 4) If the guest does not agree with the conditions of the limited release carriage, the agent should politely apologize to the guest on behalf of Flynas for not accepting such baggage.
- 5) If the dimension of such baggage agrees with carry-on baggage limitations, then the guest can be allowed to carry it as cabin baggage.

9.5.4 Baggage Identification Tags

1) Name Tags (Keyhole & Sticker)



2) Name Stickers



9.5.5 Use of Name Stickers

Flynas will provide name and address tags to be used by guests for identification of their checked baggage. The tags should be supplied in the sales offices and check-in counters, also guests should be directed & assisted while filling the tags on the following:

- 1) The guest should write the name and address on the tag and to be affixed to all pieces of checked baggage.
- 2) The name on the tag must be the same as the name on the guest reservation.
- 3) The guest should write his name clearly and his/her possible contact address and telephone number.
- 4) The guest will be requested to affix name tag to the lining inside and outside of each piece of his/her baggage.
- 5) If the guest refused to affix the name tag, baggage shall be accepted by limited release tag.

9.6 Seat Baggage

9.6.1 General

- 1) Flynas have the right to allow the carriage of baggage on aircraft seats and to decide classification of baggage according to its weight, size and nature.
- 2) Articles of baggage requiring special care should not be checked in or carried in the baggage compartment.
- 3) Seat Baggage is a service which assures the guest of the seat transportation of fragile or bulky baggage.
- 4) This service is provided to be for guests travelling only on Flynas and does not apply to guests having connecting flights on other carriers.
- 5) Seat Baggage must not be used for the purpose of transporting live animals.
- 6) Baggage carried on guest seat should not be sharp-ended.
- 7) Cargo such as mails, new papers, magazines may be carried on the seat.

9.6.2 Procedures

- 1) A guest must reserve a seat in advance for the purpose of a seat baggage according to normal reservation procedures.
- 2) Check-in agent must ensure that additional seat is reserved for the baggage when the guest present for check-in.
- 3) Check-in agent must ensure that total seat baggage shall not exceed (75kgs), provided that each baggage weight shall not exceed (35kgs) and total dimension shall not exceed (80in).
- 4) When deciding to accept a seat baggage, check-in agent should consider the consequent impact on the comfort and safety of other guests.
- 5) Seat baggage must not be assigned in a seat next to an emergency exit or to obstruct movement of other guests.
- 6) The guest will carry and place the seat baggage aboard the aircraft in the next seat assigned to him/her, when required stations should provide assistance to the guest for loading/off-loading of seat baggage to and from the aircraft.
- 7) Seat baggage must be secured in the seat by a seat belt.

9.6.3 Charge for Seat Baggage

- 1) The charge for each seat occupied by such baggage shall be the fare which would have been charged to a guest occupying such seat for the applicable travel.
- 2) If the seat baggage will occupy more than one seat, the guest must be charged for the number of seats occupied.
- 3) The guests checked baggage allowance shall not be increased when using this facility.

9.6.4 Procedures for Small Cargo (mails, new papers) on cabin seat

Flynas occasionally may allow the carriage of cargo – (mails, newspapers, magazines) in the aircraft on the cabin seat, this type of loading shall be coordinated with the PIC and Lead Flight Attendant, the procedures to follows are as follows:

- 1) Package or Shipment is secured by a safety belt or restraint device having enough strength to eliminate the possibility of shifting under all normal anticipated flight and ground conditions;
- 2) Are packaged or covered in a manner to avoid possible injury to passengers and cabin crew members;
- 3) Do not impose any load on the seats that exceeds the load limitation for the seats;
- 4) Do not restrict access to or use of any required emergency or regular exit, or aisle(s) in the cabin;
- 5) Do not obscure any passenger's view of the seat belt sign, no smoking sign or required exit sign.

9.7 Pets as Baggage

9.7.1 General

- 1) Household animals are considered according to (IATA) regulations as household domesticated animals such as (cats, dogs, birds) they are usually small in size, tame and can be placed in a confined container in front of guest seat.
- 2) Carriage of other live stock animals (large size/wild) can be accepted as cargo only after complying with air cargo rules and regulations.
- 3) All wildlife animals or their products shall not be transported to and from the Kingdom unless they have a prior permission from the National Commission for wildlife Conservation and Development in the Kingdom of Saudi Arabia.

9.7.2 Policy

- 1) Carriage of household animals is allowed when they are properly confined into cages and accompanied by a valid health certificate and a vaccination certificate against rabies and other animal disease and other animal disease and other documents required by countries for entry or transit.
- 2) Household animals will be accepted for carriage at the guest's risk in the cabin if the carriage conditions are met.
- 3) Flynas will not hold any responsibility if any pet is refused entry into or through any country.

9.7.3 Carriage of Pets in Guest Cabin

Flynas may accept household pets in guest cabin according to the following conditions:

- 1) The guest must pre-advise Flynas during the time of reservation that he/she is willing to transport a household pet.
- 2) Only two (02) pet will be accepted in the cabin.
- 3) Only one container per guest is allowed, except:
 - A. Two kittens or two puppies under 10 weeks of age are permitted in a single container.
 - B. Two household birds are permitted in a single pet container.
- 4) Seats must be assigned to guests carrying household pets in guest cabin away from emergency exits of the aircraft.
- 5) The container must be placed at the guest's feet and in no circumstances it can occupy a seat.
- 6) The guest must always keep the pet confined to a closed container at all times while pet is onboard the aircraft. This procedure should be explained to the guest in a courteous and friendly manner during reservation or check-in at the airport.
- 7) Pet must be harmless, inoffensive and odorless and must not require attention while in transit.
- 8) Flynas have the right to ensure the validity of containers to carry the animal.

9.7.4 Charges Calculation

- 1) Flynas charges minimum of 5kgs per pet and container as excess baggage irrespective of free baggage allowance even if the guest has no checked or unchecked baggage.
- 2) An Excess Baggage Receipt will be used for the collection of charges. If the guest has other excess baggage charges, a complete separate receipt must be issued.

9.7.5 Container Specification

- 1) Only one container is allowed, provided that total dimension of the container shall not exceed (52 x 32 x 40cm) or (21 x 13 x 16in)
- 2) The weight of the animal plus the container shall not exceed 5kgs.
- 3) The animal must be able to stand up, turnaround and lie down inside the container without touching the sides of the container.
- 4) The container must have adequate number of holes for ventilation.
- 5) The container must be completely leak proof.

9.8 Dangerous Goods

9.8.1 General

Formerly known as restricted articles, dangerous goods is defined as any substances which may has or have the potential hazards to persons and/or property. The regulatory authority on carrying dangerous goods is ICAO.

Flynas **DO NOT conduct the transport of dangerous goods** on any flynas aircrafts and currently is not authorized by the General Authority of Civil Aviation (GACA) of Saudi Arabia. Please refer to Chapter 13 on this manual.

Some items which is normally carried by the guest in the checked in baggage or carry one baggage may be allowed, please refer to the Dangerous Goods Acceptable Table in section 9.8.7 of chapter 9 of this manual.

9.8.2 Policy

In accordance with IATA resolution 745, Flynas will restrict the carriage of the articles described in the following paragraphs as a part of the guest's baggage. It is a must for a check-in staff to ask every guest for any dangerous goods in their baggage.

Check in counters must display a DGR poster containing items not allowed to be carried in the checked baggage for passenger information.

Refer to section 20.4 and 20.5 of flynas GHM for the sample of the placard.

WARNING

Flynas DO NOT CONDUCT Transport of Dangerous Goods. Flynas will restrict the carriage as per IATA resolution 745 as states above.

9.8.3 Dangerous Goods Prohibited in Baggage

For safety reasons, dangerous goods as those listed below shall not be carried in or as guest's checked or uncheck baggage:

- 1) Briefcases and security tape attach cases with installed alarm devices.
- 2) All firearms and flares whether for military or training purposes operated by compressed air.
- 3) All items which looks like any kinds of firearms or any other weapons.

- 4) Swords, daggers or knives or other articles which may be used for piercing, cutting, smashing or bruising etc.
- 5) All explosives such as ammunitions, flames, fireworks.
- 6) Flammable gases such as aerosols, petroleum products, butane, propane hydrogen gases containing ethyl or methyl compounds.
- 7) Non-flammable gases such as aerosol products, compressed air carbon dioxide, nitrogen, helium, neon, fire extinguisher, deeply refrigerated gases, poisonous gases and camping gases.
- 8) Flammable solids which are readily combustible or which may cause or contribute to fire through friction such as nitrocellulose film and matches substances which are liable to spontaneous combustion which on contact with water emit flammable gases such as calcium carbide, metallic potassium and aluminum carbide.
- 9) Flammable liquids such as lighter fuels, paint thinners, benzene kerosene and diesel.
- 10) Oxidizing substances such as bleaching powder, peroxides such as bromides, chlorides and nitrates that yield oxygen readily to stimulate combustion of other matter.
- 11) Poisonous or toxic gases and infectious substances such as lead, cyanide, mercury compounds, pesticides, disinfectants and dyes of biomedical natural.
- 12) Radioactive materials.
- 13) Corrosives such as acids, paints, varnish removers and wet dry car batteries.
- 14) Magnetized materials such as magnet iron and permanent magnets.
- 15) Liquid Oxygen Devices, that utilize liquid oxygen are forbidden on the person, in checked and carry-on baggage.
- 16) Electro Shock Weapons, (e.g. Tasers) containing dangerous goods such as explosives, compressed gases, lithium batteries, etc. are forbidden in carry-on baggage or checked baggage or on the person.
- 17) Disabling devices, such as mace, pepper spray, etc. containing an irritant or incapacitating substance are forbidden on the person, in checked and carry-on baggage.

9.8.4 Items Carried without Prior Approval

- 1) Medical or toilet articles which are necessary appropriate for a journey carried in checked or uncheck baggage when the total net quantity of all such medicines or toilet articles does not exceed 2kgs and the net quantity of such single article does not exceed half kilo (0.500gms) it is intended that this should include such items as hair sprays, perfumes and medicines.
- 2) Dry ice in quantity not exceeding 2kgs per guest when used to pack perishables in uncheck baggage.
- 3) Perfume and colognes carried by guests as checked or uncheck baggage provided that the net quantity of perfumes and colognes carried by each guest does not exceed 2 liters and that the net quantity of each single article does not exceed half liter (0.500ml).
- 4) Personal Smoking Material – Intended for use by an individual when carried on his person, however lighter fuel refills and solid fuels are not permitted.
- 5) Surgically Implanted Cardiac Pace.

Please refer to IATA DGR 2.3.5 for limitations and conditions

- 1) Aerosols in Division 2.2, with no subsidiary risk
- 2) Cylinders for Mechanical Limbs,
- 3) Medical/Clinical Thermometer,
- 4) Hair curlers,
- 5) Portable Electronic Devices (PED) (Including Medical Devices) Containing Batteries
- 6) Fuel Cells Contained in Portable Electronic Devices,
- 7) Energy Efficient Lamps
- 8) Insulated Packages Containing Refrigerated Liquid Nitrogen (Dry Shipper)
- 9) Portable Electronic Devices Containing Non-Spillable Batteries
- 10) Non-Infectious Specimens Packed with Small Quantities of Flammable Liquids
- 11) Internal Combustion or Fuel Cell Engines
- 12) Permeation Devices
- 13) Electronic Cigarettes Containing Batteries

9.8.5 Items Carried with Prior Approval

Please refer to IATA DGR 2.3.2, DGR 2.3.3 for limitations and conditions

Goods Acceptable with Operator Approval, as Checked Baggage Only:

- 1) Ammunition
- 2) Wheelchairs/Mobility Aids with Non-spillable Wet Batteries or with Batteries which Comply with Special Provision A123 or A199
- 3) Wheelchairs/Mobility Aids with Spillable Batteries
- 4) Wheelchairs/Mobility Aids with Lithium Batteries
- 5) Camping Stoves and Fuel Containers that have Contained a Flammable Liquid Fuel
- 6) Security-Type Equipment

Goods Acceptable with Operator Approval as Carry-on Baggage Only

- 1) Mercury Barometer or Thermometer
- 2) Spare Lithium Batteries

Goods Acceptable with Operator Approval as Baggage

- 1) Medical Oxygen
- 2) Small Non-flammable Gas Cartridges Fitted into Devices
- 3) Avalanche Rescue Backpack
- 4) Chemical Agent Monitoring Equipment
- 5) Carbon Dioxide, Solid (Dry Ice)
- 6) Heat Producing Articles
- 7) Lithium Battery-Powered Electronic Devices

9.8.6 Dangerous Goods discovered in the Baggage or On the Guest or Cargo.

Flynas staff, GHA or third party service provider shall be responsible to submit a Ground Handling Safety Report to the flynas and Airport safety department, when dangerous goods not permitted for carriage on board the aircraft are discovered on the person of or in the baggage of a guest or Cargo.

The procedure describing on how to submit the report is prescribed in section 4.9 of flynas GHM.

After the report is submitted, the flynas Safety Department will then forward the report to the applicable authority.

9.8.6.1 Dangerous Goods Incident and Accident

1) Dangerous Goods Accident

An occurrence associated with and related to the transport of dangerous goods by air which results in fatal or serious injury to a person or major person's property damage.

2) Dangerous Goods Incident

An occurrence other than a dangerous goods accident associated with and related to the transport of dangerous goods by air, not necessarily occurring on board an aircraft which results in injury to a person or person's property damage, fire, breakage, spillage, leakage of fluid, or radiation, or other evidence that the integrity of the packaging has not been maintained.

9.8.6.2 Dangerous Goods - Emergency Response

1) AIRCRAFT CONTAMINATION

When any leakage or spillage is discovered in the aircraft holds:

- A. Call the Emergency Services to identify the nature of the hazard and deal with it,
- B. If possible, remove the damaged package to a remote safe place in the open air.
- C. Inform the captain or an engineer who will check the aircraft for any contamination and advise Flynas OCC.

2) DAMAGED PACKAGES / SPILLAGE

When handling damaged packages:

- A. Do not inhale fumes.
- B. Do not allow the substance to come into contact with the skin, eyes or clothing.
- C. Use mechanical devices where possible.
- D. Guard against fire.

- E. When declared safe, return the damaged packages to the shipper for disposal or repair, except as below
- F. If it is suspected that the damage is the result of inadequate packing, then the packaging should be retained and the incident reported to the authorities.

9.8.6.3 Dangerous Goods Incident and Accident Reports

- 1) Any type of dangerous goods incident and accident should be reported, irrespective of whether the dangerous goods are contained in cargo, mail, passenger baggage, or crew baggage.
- 2) Dangerous goods incident, accident, Un/Mis-Declared dangerous goods, must be reported to the state where it happened, and to the state of our airlines Flynas, GACA. (Both)
- 3) For accidents an initial report should be made to the authority within 3 days. Incidents should be reported to the authority within 10 days. Initial reports may be made by telephone, but in all cases a written report should be made.
- 4) The report should contain all data known at the time the report is made, for example:
 - A. Date of incident or accident.
 - B. Location of the incident or accident, the flight number, baggage tag, ticket proper shipping name, and identification number as given in IATA Dangerous Goods Regulations manual.
 - C. Class or division and any subsidiary risk.
 - D. Type of packaging if applicable, and the packaging specification marking on it.
 - E. Quantity involved.
 - F. Name and address of the shipper or passenger.
 - G. Any other relevant details.
 - H. Suspected cause of the incident or accident.
 - I. Action taken.
 - J. Any other reporting action taken.
 - K. Name, title, address, and contact number of the person making the report.

9.8.6.4 Dangerous Goods Accident/Incident Reporting Form

(See the notes on the next page of this form. Those boxes where the heading is in **italics** need only be completed if applicable)

Operator	
Flight No. And Date	
Date of occurrence	
Airports of Departure and Destination	
Aircraft Registration and Type	
Location of occurrence	
Origin of the goods	
Description of the occurrences, including details of injury, damage etc. (if necessary, continue on the next page of this form)	
Proper UN Shipping Name (including the technical name)	
UN ID No (When Known)	
Class / Division (When Known)	
Subsidiary Risk(s)	
Packing Group	
Type of packing	
Packaging Specification Marking	
No. Packages and quantity	

Reference No. of Air Waybill	
Reference No. of courier pouch, baggage tag or passenger ticket	
Name, Address and telephone number of shipper, passenger, etc.	
Other relevant information (Including suspected cause, any, action taken etc. ;)	
Name and title of person making report.	
Sign.;	
Address	
Telephone Number	
Fax Number	

Description of the occurrence (continuation)

9.8.7 Undeclared / Miss-declared Report

9.8.7.1 Dangerous Goods – Miss/Un-declared or Emergency Response Accident / Incident Report

Flynas Handling agents responsible for the station must send a report when dangerous goods not permitted for carriage on board the aircraft are discovered on the person or in the baggage of a passenger, or during cargo loading, either dangerous goods was Miss or Un declared, a report is made to the Director, Ground Operations within 24 hours of the occurrence, irrespective of whether the dangerous goods were as cargo, mail, passengers' baggage or crew baggage, for him to report this

Email: gops@flynas.com

SITA : N/A

And These dangerous goods must be removed from the passenger's baggage, or Cargo and disposed of in accordance with local requirements.

9.8.7.2 Prevention of dangerous goods from being inadvertently carried or loaded onto the aircraft:

Handling agents must report to Flynas when dangerous goods not permitted are found in passengers' baggage, Or Cargo.

Flynas ensures that handling agents assigned to perform duties within the scope of ground handling related with Dangerous goods, are adequately trained to detect or recognize dangerous goods carried by passengers or hidden in cargo, through the scheduled audits, performed by the Quality assurance department, and confirming their knowledge of the proper procedures for reporting on occurrence.

Handling agents shall reported to the airport authorities where the prohibited dangerous goods is found depends on the subject occurrence.

9.8.7.3 Undeclared / Mis-declared DG Report

DATE:	FLT NR:	From/	To/
Passenger Name:			
Cargo AWB			
Address:			
TEL NR:			
CLASS	Explosives		
	Gases		
	Flammable liquids		
	Flammable Solids		
	Oxidizing substances and organic peroxides		
	Toxic and infectious substances		
	Radioactive materials		
	Corrosives		
	Miscellaneous DGR		
MARK <input checked="" type="checkbox"/> to the class			
Quantity and description:			
Action Taken			
Copy to Ground Handling Manager Copy to Civil Aviation Authority (Saudi Civil Aviation GACA) Copy to Civil Aviation Authority (at the station country) Copy to Pilot In command			

9.8.8 Hidden Dangerous Goods

Cargo declared under a general description may contain hazardous articles that are not apparent. Such articles may also be found in baggage. Passenger check-in staff must be cautious and ensure that undeclared dangerous goods are not loaded in the aircraft.

Listed below are typical examples of commodities that must be checked and confirmation that the package and its contents are not dangerous:

- 1) Aircraft on Ground (AOG) spares
- 2) *Aircraft spare parts/aircraft equipment* – may contain explosives (flares or other pyrotechnics), chemical oxygen generators, unserviceable tyre assemblies, cylinders of compressed gas (oxygen, carbon dioxide, nitrogen or fire extinguishers), paint, adhesives, aerosols, life-saving appliances, first aid kits, fuel in equipment, wet or lithium batteries, matches, etc.
- 3) *Automobiles, Automobile Parts* - (car, motor, motorcycle) may contain ferro-magnetic material which may not meet the definition for magnetized material but which may be subject to special stowage requirements due to the possibility of affecting aircraft instruments (see 3.9.2.2). May also contain engines, carburettors or fuel tanks which contain or have contained fuel, wet batteries, compressed gases in tyre inflation devices, fire extinguishers, shocks/struts with nitrogen, air bag inflators/air bag modules, etc.
- 4) *Breathing Apparatus* - may indicate cylinders of compressed air or oxygen, chemical oxygen generators or refrigerated liquefied oxygen.
- 5) *Camping Equipment* - may contain flammable gases (butane, propane, etc.), flammable liquids (kerosene, gasoline, etc.), flammable solids (hexamine, matches, etc.) or other dangerous goods.
- 6) *Chemicals* - may contain items meeting any of the criteria for dangerous goods, particularly flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances.
- 7) *COMAT* - such as aircraft parts, may contain dangerous goods as an integral part, e.g. chemical oxygen generators in a passenger service unit (PSU), various compressed gases such as oxygen, carbon dioxide and nitrogen, gas lighters, aerosols, fire extinguishers, flammable liquids such as fuels, paints and adhesives, and corrosive material such as batteries. Other items such as flares, first aid kits, life-saving appliances, matches, magnetized material, etc.
- 8) *Cryogenic (Liquid)* - indicates refrigerated liquefied gases such as argon, helium, neon and nitrogen.
- 9) *Cylinders* - may indicate compressed or liquefied gas.
- 10) *Dental Apparatus* - may contain flammable resins or solvents, compressed or liquefied gas, mercury and radioactive material.
- 11) *Diagnostic Specimens* – may contain infectious substances.

- 12) *Diving Equipment* - may contain cylinders (such as scuba tanks, vest bottles, etc.) of compressed gas (air, oxygen, etc), high intensity diving lamps which can generate extremely high heat when operated in air. In order to be carried safely, the bulb or battery must be disconnected.
- 13) *Drilling and Mining Equipment* - may contain explosive(s) and/or other dangerous goods.
- 14) *Electrical Equipment* - may contain magnetized materials or mercury in switch gear and electron tubes or wet batteries.
- 15) *Electrically Powered Apparatus* - (wheel chairs, lawn mowers, golf carts, etc.) may contain wet batteries.
- 16) *Film Crew or Media Equipment* - may contain explosive pyrotechnic devices, generators incorporating internal combustion engines, wet batteries, fuel, heat producing items, etc.
- 17) *Frozen Embryos* - may contain refrigerated liquefied gas or Carbon dioxide, solid (dry ice).
- 18) *Frozen Fruit, Vegetables etc.* - may be packed in Carbon dioxide, solid (dry ice).
- 19) *Fuels* - may contain flammable liquids, flammable solids or flammable gases.
- 20) *Fuel Control Units* - may contain flammable liquids.
- 21) *Hot Air Balloon* - may contain cylinders with flammable gas, fire extinguishers, engines internal combustion, batteries, etc.
- 22) *Household Goods* - may contain items meeting any of the criteria for dangerous goods including flammable liquids such as solvent based paint, adhesives, polishes, aerosols (for passengers, those not permitted under Subsection 2.3), bleach, corrosive oven or drain cleaners, ammunition, matches, etc.
- 23) *Instruments* - may conceal barometers, manometers, mercury switches, rectifier tubes, thermometers, etc. containing mercury.
- 24) *Laboratory/Testing Equipment* - may contain items meeting any of the criteria for dangerous goods, particularly flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances.
- 25) *Machinery Parts* - may contain adhesives, paints, sealants, solvents, wet and lithium batteries, mercury, cylinders of compressed or liquefied gas, etc.
- 26) *Magnets and other items of similar material* - may individually or cumulatively meet the definition of magnetized material
- 27) *Medical Supplies* - may contain items meeting any of the criteria for dangerous goods, particularly flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances.
- 28) *Metal Construction material, metal fencing, metal piping* - may contain ferro-magnetic material, which may be subject to special stowage requirements due to the possibility of affecting aircraft instruments
- 29) *Parts of Automobile (car, motor, motorcycle)* - may contain wet batteries, etc.
- 30) *Passenger Baggage* - may contain items meeting any of the criteria for dangerous goods. Examples include fireworks, flammable household liquids, corrosive oven or drain cleaners, flammable gas or liquid lighter refills or camping stove cylinders, matches, ammunition, bleach, aerosols (those not permitted under Subsection 2.3), etc.

- 31) *Pharmaceuticals* - may contain items meeting any of the criteria for dangerous goods, particularly radioactive material, flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances.
- 32) *Photographic Supplies* - may contain items meeting any of the criteria for dangerous goods, particularly heat producing devices, flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances
- 33) Promotional Material
- 34) *Racing Car or Motorcycle Team Equipment* - may contain engines, carburetors or fuel tanks which contain fuel or residual fuel, flammable aerosols, cylinders of compressed gases, nitromethane, other fuel additives or wet batteries, etc.
- 35) *Refrigerators* - may contain liquefied gases or an ammonia solution.
- 36) *Repair Kits* - may contain organic peroxides and flammable adhesives, solvent based paints, resins, etc.
- 37) *Sample for Testing* - may contain items meeting any of the criteria for dangerous goods, particularly infectious substances, flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances.
- 38) *Semen* - may be packed with Carbon dioxide, solid (dry ice) or refrigerated liquefied gas.
- 39) *Show, motion picture, stage and special effects equipment* - may contain flammable substances, explosives or other dangerous goods.
- 40) *Swimming pool chemicals* - may contain oxidizing or corrosive substances.
- 41) *Switches in Electrical Equipment or Instruments* - may contain mercury
- 42) *Tool Boxes* - may contain explosives (power rivets), compressed gases or aerosols, flammable gases (butane cylinders or torches), flammable adhesives or paints, corrosive liquids, etc.
- 43) *Torches* - micro torches and utility lighters may contain flammable gas and be equipped with an electronic starter. Larger torches may consist of a torch head (often with a self-igniting switch) attached to a container or cylinder of flammable gas.
- 44) *Unaccompanied Passengers Baggage/Personal Effects* - may contain items meeting any of the criteria for dangerous goods, such as fireworks, flammable household liquids, corrosive oven or drain cleaners, flammable gas or liquid lighter refills or camping stove cylinders, matches, bleach, aerosols, etc.
- 45) *Vaccines* - may be packed in Carbon dioxide, solid (dry ice).

9.8.9 Dangerous Good Acceptable Table

The below table shows whether Dangerous Goods can be accepted or not, either as checked or unchecked baggage with or without prior approval:

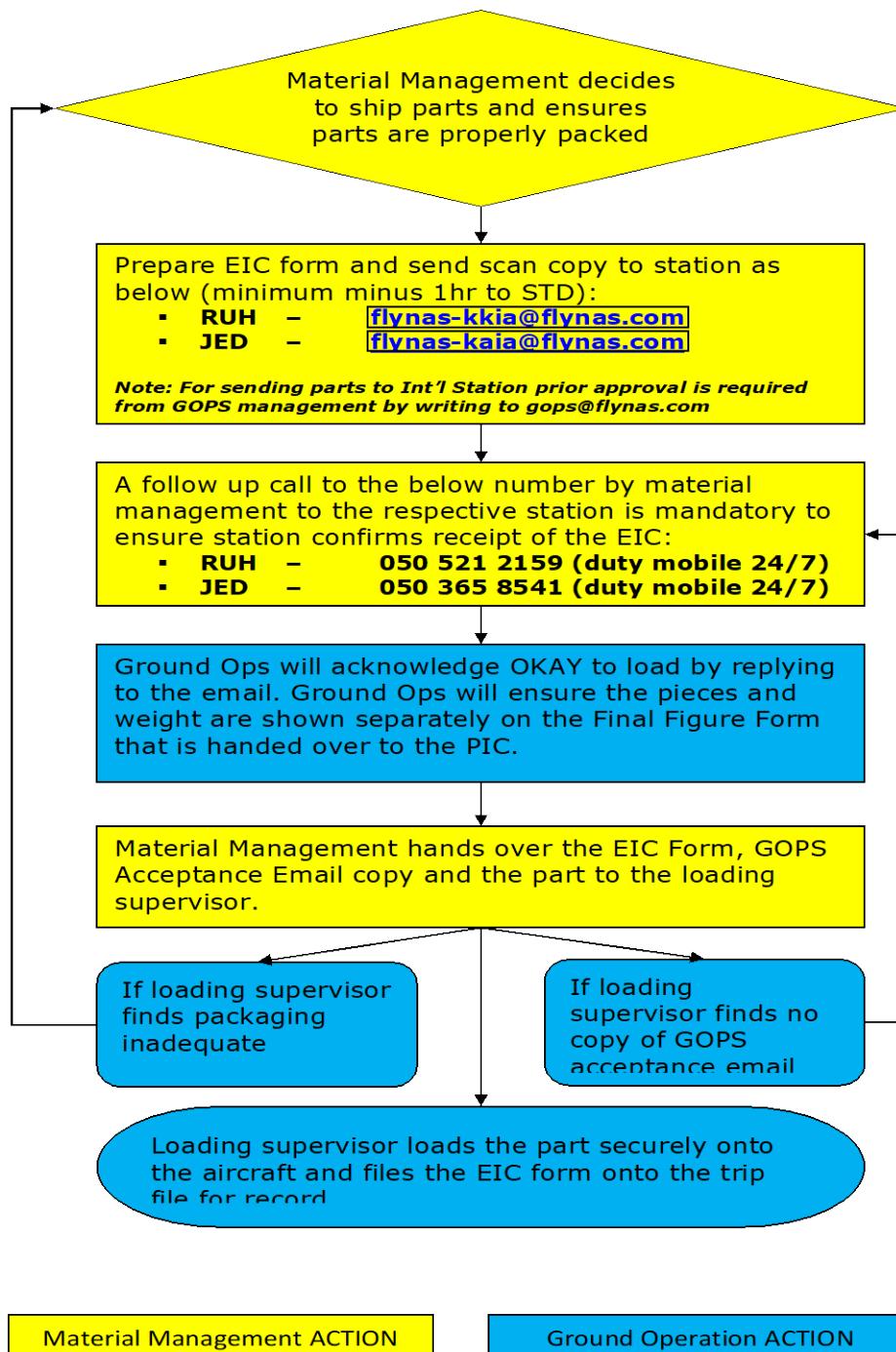
The pilot-in-command must be informed of the location				
Permitted in or as carry-on baggage				
Permitted in or as checked baggage				
The approval of the operator is required				
Alcoholic beverages, when in retail packagings, containing more than 24% but not more than 70% alcohol by volume, in receptacles not exceeding 5 L, with a total net quantity per person of 5 L.	NO	YES	YES	NO
Ammunition, securely packaged (in Div. 1.4S, UN 0012 or UN 0014 only), in quantities not exceeding 5 kg gross weight per person for that person's own use. Allowances for more than one person must not be combined into one or more packages.	YES	YES	NO	NO
Avalanche rescue backpack, one (1) per person, containing cartridges of compressed gas in Div. 2.2. May also be equipped with a pyrotechnic trigger mechanism containing no more than 200 mg net of Div. 1.4S. The backpack must be packed in such a manner that it cannot be accidentally activated. The airbags within the backpacks must be fitted with pressure relief valves.	YES	YES	YES	NO
Baggage with installed lithium batteries non-removable batteries exceeding -0.3 g lithium metal or 2.7 Wh.	FORBIDDEN			
Baggage with installed lithium batteries: – non-removable batteries. Batteries must contain no more than 0.3 g lithium metal or for lithium ion must not exceed 2.7 Wh; – removable batteries. Batteries must be removed if baggage is to be checked in. Removed batteries must be carried in the cabin.	NO	YES	YES	NO
Dry ice (carbon dioxide, solid), in quantities not exceeding 2.5 kg per person when used to pack perishables not subject to these Regulations in checked or carry-on baggage, provided the baggage (package) permits the release of carbon dioxide gas. Checked baggage must be marked "dry ice" or "carbon dioxide, solid" and with the net weight of dry ice or an indication that there is 2.5 kg or less dry ice.	YES	YES	YES	NO
e-cigarettes (including e-cigarettes, e-pipes, other personal vaporizers) containing batteries must be individually protected to prevent accidental activation (see 2.3.5.8.2).	NO	NO	YES	NO
Electro shock weapons (e.g. Tasers) containing dangerous goods such as explosives, compressed gases, lithium batteries, etc. are forbidden in carry-on baggage or checked baggage or on the person.	FORBIDDEN			
Fuel cells containing fuel, powering portable electronic devices (e.g. cameras, cellular phones, laptop computers and camcorders), see 2.3.5.9 for details.	NO	NO	YES	NO
Fuel cell cartridges, spare for portable electronic devices, see 2.3.5.9 for details.	NO	YES	YES	NO
Gas cartridges, small, non-flammable containing carbon dioxide or other suitable gas in Division 2.2. Up to two (2) small cartridges fitted into a self-inflating personal safety device, intended to be worn by a person, such as a life jacket or vest. Not more than two (2) devices per passenger and up to two (2) spare small cartridges per device, not more than four (4) cartridges up to 50 mL water capacity for other devices (see 2.3.4.2).	YES	YES	YES	NO
Gas cylinders, non-flammable, non-toxic worn for the operation of mechanical limbs. Also, spare cylinders of a similar size if required to ensure an adequate supply for the duration of the journey.	NO	YES	YES	NO
Hair styling equipment containing a hydrocarbon gas cartridge, up to one (1) per passenger or crew-member, provided that the safety cover is securely fitted over the heating element. This hair styling equipment must not be used on board the aircraft. Spare gas cartridges for such hair styling equipment are not permitted in checked or carry-on baggage.	NO	YES	YES	NO
Insulated packagings containing refrigerated liquid nitrogen (dry shipper), fully absorbed in a porous material containing only non-dangerous goods.	NO	YES	YES	NO
Internal combustion or fuel cell engines, must meet A70 (see 2.3.5.12 for details).	NO	YES	NO	NO
Lithium Batteries: Portable electronic devices (PED) containing lithium metal or lithium ion cells or batteries, including medical devices such as portable oxygen concentrators (POC) and consumer electronics such as cameras, mobile phones, laptops and tablets (see 2.3.5.8). For lithium metal batteries the lithium metal content must not exceed 2 g and for lithium ion batteries the Watt-hour rating must not exceed 100 Wh. Devices in checked baggage must be completely switched off and must be protected from damage. Each person is limited to a maximum of 15 PED. *The operator may approve the carriage of more than 15 PED.	NO*	YES	YES	NO
Lithium batteries, spare/loose, including power banks, see Batteries, spare/loose				
Lithium battery-powered electronic devices. Lithium ion batteries for portable (including medical) electronic devices, a Wh rating exceeding 100 Wh but not exceeding 160 Wh. For portable medical electronic devices only, lithium metal batteries with a lithium metal content exceeding 2 g but not exceeding 8 g. Devices in checked baggage must be completely switched off and must be protected from damage.	YES	YES	YES	NO

The pilot-in-command must be informed of the location				
Permitted in or as carry-on baggage				
Permitted in or as checked baggage				
The approval of the operator is required				
Matches, safety (one small packet) or a small cigarette lighter that does not contain unabsorbed liquid fuel, other than liquefied gas, intended for use by an individual when carried on the person. Lighter fuel and lighter refills are not permitted on one's person or in checked or carry-on baggage.	NO	ON ONE'S PERSON	NO	
<i>Note: "Strike anywhere" matches, "Blue flame" or "Cigar" lighters or lighters powered by a lithium battery without a safety cap or means of protection against unintentional activation are forbidden (see 2.3.5.6.4(e)).</i>				
Mobility Aids: Battery-powered wheelchairs or other similar mobility devices with non-spillable wet batteries, nickel-metal hydride batteries or dry batteries, (see 2.3.2.2).	YES	YES	NO	YES
Mobility Aids: Battery-powered wheelchairs or other similar mobility devices with spillable batteries or with lithium ion batteries (see 2.3.2.3 and 2.3.2.4 for details).	YES	YES	NO	YES
Mobility Aids: Battery-powered wheelchairs or other similar mobility devices with lithium ion batteries where the battery is specifically designed to be removed, the battery must be carried in the cabin (see 2.3.2.4.3(b)2 . for details).	YES	NO	YES	YES
Non-radioactive medicinal or toiletry articles (including aerosols) such as hair sprays, perfumes, colognes and medicines containing alcohol; and Non-flammable, non-toxic (Division 2.2) aerosols, with no subsidiary hazard, for sporting or home use (see 2.3.5.1).	NO	YES	YES	NO
The total net quantity of non-radioactive medicinal or toiletry articles and non-flammable, non-toxic (Division 2.2) aerosols must not exceed 2 kg or 2 L and the net quantity of each single article must not exceed 0.5 kg or 0.5 L. Release valves on aerosols must be protected by a cap or other suitable means to prevent inadvertent release of the contents.				
Oxygen or air, gaseous, cylinders required for medical use. The cylinder must not exceed 5 kg gross weight.	YES	YES	YES	YES
<i>Note: Liquid oxygen systems are forbidden for transport.</i>				
Permeation devices, must meet A41 (see 2.3.5.13 for details).	NO	YES	NO	NO
Radioisotopic cardiac pacemakers or other devices, including those powered by lithium batteries, implanted into a person or fitted externally.	NO	ON ONE'S PERSON	NO	
Security-type equipment (see 2.3.2.6 for details).	YES	YES	NO	NO
Security-type attaché cases, cash boxes, cash bags, etc. incorporating dangerous goods, such as lithium batteries and/or pyrotechnic material, except as provided in 2.3.2.6 are totally forbidden. See entry in 4.2-List of Dangerous Goods .	FORBIDDEN			
Specimens, non-infectious packed with small quantities of flammable liquid, must meet A180 (see 2.3.5.11 for details).	NO	YES	YES	NO
Thermometer, medical or clinical, which contains mercury, one (1) per person for personal use, when in its protective case.	NO	YES	NO	NO
Thermometer or barometer, mercury filled carried by a representative of a government weather bureau or similar official agency (see 2.3.3.1 for details).	YES	NO	YES	YES

Table 2.3 .A Provision for Dangerous Goods Carried by Passenger or Crew
IATA Dangerous Goods Regulation

9.8.10 COMAT – Company Materials

LOADING OF PARTS (NON-DGR) ONTO FLYNAS FLIGHTS **Process Flow to be followed by Material Management / GOPS**



9.9 Carriage of Liquids

9.9.1 As Checked Baggage

Flynas does not permit the carriage of liquids such as honey, fats, oils or any similar liquids as checked baggage. Zamzam water is exempted and can be accepted as checked baggage in accordance with the following restrictions and procedures:

- 1) Acceptance of ZAMZAM water in guest cabin is prohibited. It should be accepted as checked baggage in aircraft baggage holds.
- 2) Each guest is granted (5) Gallon (5kgs) of ZAMZAM water which shall include to the free baggage allowance. Any excess baggage must be charged and collected from the guest.
- 3) ZAMZAM water must be properly packed in leak proof plastic sealed container.
[REPLACES]
- 4) When guest carrying ZAMZAM water reach departure lounge and before they proceed to check-in counters, guest service agents must direct them to the sealing machine to wrap ZAMZAM gallons before acceptance as checked baggage.
- 5) Limited Release Tag must be affixed to ZAMZAM water gallons and the word ZAMZAM must be written on the baggage tag and on the tag portion given to the guest.

9.9.2 As Cabin Baggage

Flynas guests may carry liquids into the guest compartment as carry-on baggage in accordance with the following condition:

- 1) Restricted to 100ml of each Liquid, Aerosol and/or Gel
- 2) The weight must not exceed 5kgs.
- 3) It should be the part of the free cabin baggage allowance.
- 4) These must be carried in a transparent re-sealable plastic bag with a maximum capacity of 500ml
- 5) This excludes medicines and infant food.
- 6) If the Guest Service Agent or equivalent has doubt on the contents, he should open the container for verification.

9.10 Carry on Baggage

Means baggage carried by the guest into the cabin which can be properly stowed into the cabin overhead compartment or under the guest seat.

9.10.1 Free Carry on Items

Items carried free of charge in guest's custody and under his/her responsibility are the following:

9.10.2 Cabin Baggage

In addition to the free baggage allowance, each guest can carry one (1) piece of cabin baggage with maximum dimensions of 56cm H, 36cm W, 23cm D and a maximum weight of 7kg. If guest Cabin Baggage exceeds the maximum dimensions or weight, or if Flynas Staff decide it is not safe, guests must check it in as Hold Baggage. Excess Baggage fees will be charged if the total weight exceeds the Baggage Allowance.

Note: Check-In agent should notify the interlining or connecting international guests on other airline that the dimensions of free hand baggage allowance varies from one airline to the other.

CABIN BAGGAGE



9.10.3 Monitoring of Cabin Baggage

1) While guest standing in the queue:

- A. Guest Service agent shall monitor oversized carry-on baggage that guests are willing to carry such as large size plastic pouch or unpacked music stereo recorder and should advise the guest in a courteous manner to the necessity of checking-in such items.

2) During Check-in:

- A. Check-In agent should ask the guest about all his baggage.
- B. Remove the old baggage tags.
- C. Identify the Cabin baggage and determine whether it corresponds to the specified cabin baggage dimensions & weight, if not courteously ask the guest to check-in the baggage.

3) Before Security and Immigration Check:

- A. If a guest completed his check-in formalities and is carrying an oversized hand baggage, Guest Service agent should courteously advise the guest to take the suspected pieces to the check-in counter for his/her own safety and comfort and check-in agent shall ensure the following:
- B. Notify the guest to take all the important papers and documents from such bags. Attach the appropriate baggage tag.
- C. Amend the checked baggage details in the DCS.
- D. Handover the handbag tag to the guest.

4) During boarding, the Flight Attendants must:

- A. Assists the guest while stowing their baggage at cabin overhead compartments.
- B. Must ensure that the guest's baggage does not interfere with emergency equipment and that nothing is placed in front of or directly on top of emergency equipments and exits.
- C. Must ensure that there are no carry-on baggage stowed in lavatory, galley and cabin aisle.

9.11 Theft/ Pilfered Baggage

- 1) Take the following actions when theft or pilfered baggage is reported:
 - A. Check the weight of the pilfered baggage
 - B. File a Lost Damage Form, clearly stating that the theft and/or pilferage is involved including the contents
 - C. Mention the real weight of the damaged bag in the PIR
 - D. Indicate if a limited release tag was issued at the station of departure; if so, add the remark "Limited release tag issued for (*specify reason for issuance*)".
 - E. Send a tracing message to the LP/LL offices of all stations involved; mention the following details:
 - i. File reference number of the DPR
 - ii. Name of the guest
 - iii. Routing, flights, dates
 - iv. Clearly stated "missing out of checked baggage" Detailed description of the lost item(s).
- 2) In case of negative results within 24hrs, all claimed documents and messaged documents copies shall be added to the baggage service web.
- 3) Flynas Staff shall provide the passenger with the contact details of the flynas baggage service department for further follow up.

9.12 Lost Property

9.12.1 Procedure and Reporting

Take the following actions when a guest is reporting missing unchecked items:

- 1) File a manual report.
- 2) Advise the guest to report the loss to his insurance company, if available. In this case, the copy of the report is usually accepted as substantiating evidence.
- 3) In case of valuable items, advise the guest to file a report with the local police.

9.12.2 Tracing

Take the following actions when tracing lost unchecked items:

- 1) Send a tracing message to the LP/LL offices of all stations involved; mention the following details:
 - A. Name of the guest
 - B. Routing, flights, dates, Seat-No
 - C. Detailed description of the lost item
 - D. Clearly stated "loss of unchecked item"

9.12.3 Information to the Guest

Inform the guest that he should consider tracing negative if he does not hear from you within 7 days. As a general rule the guest is not contacted again if the missing item is not found. Confirmation of unsuccessful tracing is only given to the guest in case of a valuable item. Advise the guest to report the loss to his insurance company if he has an insurance policy to cover such events.

9.12.4 Lost Hand Baggage

Lost hand luggage, which should have been loaded in the hold due to lack of stowage space in the cabin is to be treated like checked baggage. The Tag-No must be entered in the AHL file.

NOTE: For further Info about AHL “Lost Baggage (AHL)”, refer to Section 7.11

9.13 Found Property

9.13.1 Procedures and Reporting

Take the following actions when handling found unchecked items:

File a report or manual report in world tracer system (RFP)and mention the following details to Baggage Service web:

- Description of the found item
- Place where found
- Name of the guest, if known
- Flight, date, if known
-

Store the found items locally, for at least 1 month in the airport and the sent to flynas baggage service department, unless otherwise required by local regulations. After that period, dispose of the items according to the locally established procedure.

NOTE

- 1) Management of found property files must be done according to local established policy.
- 2) Valuable items shall be kept for 5 years in a locked/secure storage.

9.13.2 Forwarding of Found Items

- 1) Any forwarding is at the guest's exclusive risk and expense. The guest has to be informed accordingly before forwarding/delivery.
- 2) **Low value items**
 - A. Forward to other stations as expedite baggage with a rush tag for pick up or
 - B. Send to the guest's address by commercial mail (on guest's own expenses)
- 3) **Valuable items**
 - A. Money should be transferred to the guest's bank account
 - B. Credit cards should be "voided" and sent to the credit card company
 - C. Other valuables should be sent as "valuable cargo" to the station nearest to the guest.

WARNING

- 1) Do not forward any valuables to the guest's local address as the item must be collected by the guest.
- 2) Never Forward found items through company

9.14 World Tracer System

World Tracer system was first introduced by SITA/IATA as BAHAMAS in the year 1986 and now is called WORLDTRACER. This system is used by most of the world's airline industries to trace the mishandled baggage.

World Tracer management system is the filing system which means files are maintained in the active data base for a specified length of time depending on the File type and File status.

Flynas is a Member of World Tracer Tracing and Management System since 2011 using both Tracing and Management System.

The advantage of using this management system is when the File reached the end of its life in the active data base; it is stored for additional time of 12 months and can be displayed through PDI transaction and for any amendments through PDE transaction.

After this period all such files are moved and stored on tape for additional 2 years though it cannot be accessed immediately for display but can be retrieved through RPD Transaction and Re-activate by RHF Transaction.

(The system determined the storing period from the FD element).

The other advantage is in using the management System is that the Files/Bags can be matched/retrieved by manual methods as well whenever staff feel necessary.

9.14.1 Storage Period of Files

AHL - 180 days from the date created or 60 days from the date of closure.

OHD - 180 days from the date created or 45 days from the date of closure.

DPR - 180 days from the date created or 45 days from the date of closure.

GPR - 07 days from the date created.

FHB / FLZ / FOH / FWD - 10 days from the time transaction was sent or 240 hours.

9.14.2 AHL Mandatory Elements

Mandatory elements in the AHL file are: CT – FD – IT – NM RT, NP and if any of these elements are missing, the system will reject the transaction.

The maximum entries (Alpha-Numeric) per element in AHL file are:

1. FD maximum of 04 Flights & Date (Alpha- Numeric)
2. IT maximum of 03 Initials (Alpha) NM - maximum of 03 Names (Alpha)
3. RT maximum of 15 Airport / City codes (Alpha)
4. CT maximum of 10 Color & Type (Alpha- Numeric)
5. NP NO OF PAXS

Note: Up to 10 baggage/s are allowed in an AHL file and the controlling element is CT (Color/Type).

9.14.3 OHD Mandatory Elements

Mandatory elements in the OHD file are: CT – FD – RT-TA
If any of these elements are missing, the system will reject the transaction.

The maximum entries (Alpha-Numeric) per element in OHD file are:

1. FD - maximum of 04 Flights & Date (Alpha- Numeric)
2. NM - maximum of 03 Names (Alpha)
3. RT - maximum of 05 Airport/City codes (Alpha)

4. CT - maximum of 01 Color & Type (Alpha- Numeric)
5. TA -

Note: Only 01 baggage is allowed in the OHD file.

9.14.4 Matching Elements in World Tracer

The World Tracer generates match messages comparing information available in the elements of AHL and OHD files.

NM - NAME
IT - INITIALS
TN - TAG NUMBER
PA - PERMANENT ADDRESS
CC - CONTENTS
CT - COLOR TYPE
FD - FLIGHT/DATE
RT - ROUTING
BI - BAG BRAND
PN - PERMANENT PHONE NUMBER
TP - TEMPORARY PHONE NUMBER
AB - ADDRESS ON BAG
TA - TEMPORARY ADDRESS
BP - BAG PHONE NUMBER
EA - EMAIL ADDRESS
FL - FREQUENT FLYER ID
FX - FAX NUMBER
PR - PNR LOCATOR
XT - EXPEDITE TAG NUMBER

Note:

Each element has a different matching value points, depending on the strength in similarities between a particular AHL and OHD, a match message will be generated to the AHL station. However the system will generate a match when these points score the percentage selected by the airline, e.g. NAS AIR selected 55 % and if the points is less than the selected value, the system will not generate match message.

The quality and quantity of information will help a lot in generating valid match/near match that will guide in the speedy recovery of the missing baggage.

9.14.5 Suspension of AHL/OHD Files

The SUS transaction allows suspending the tracing in the World Tracer system on entire AHL/OHD file or on individual elements in AHL file.

The first step to do when you received match message and the baggage is found on a particular file, is to suspend the File in order to stop receiving unnecessary match messages from the system.

Maximum of up to 10 AHL and/or OHD Files may be suspended per SUS transaction. Each File must be on separate line. Individual elements may be suspended in an AHL only.

In case the suspended file need to reinstate for any reason, then station should use RIT transaction which allows to reinstate the tracing on entire AHL or OHD file or on individual elements in AHL file.

E. SOH – SUSPEND AND AMEND OHD FILE:

In SOH transaction, station can have multi-action where they can suspend and amend.

Example: WMSOHJEDXY2345
 BP01 6862910

In the above example, OHD will be suspended and BP01 will be amended.

9.14.6 SAH – Suspend and Amend AHL File

The SAH transaction allows suspending tracing on AHL files and on individual elements in a Multi Baggage AHL files.

Example:

1. WM SAH RUHXY35678
 TN01/BI02/CT03
 AGJAY

2. WM SARUHXY12345
 RUHXY46566
 CT01/TN02

Note:

Up to 10 files may be suspended per SAH Transaction each file must be on a separate line.

3. WM SAH JEDXY33224
PN01 6862912

Note: In this example the full AHL suspended and PN01 was amended.

9.14.7 Action File

The World Tracer Action File provides a means of communication between the system and automated baggage services sections. Message sent by user or applications are stored in the Action File. These messages advise users of baggage matches, retired files, action prompts, claims investigation matches, and other messages types.

Each station has one Action File and each airline has one Action File for Headquarter. The following few examples you may note in daily routine work with item(s) placed in an Action File.

1. Match messages (WM).
2. Prompts from the system (SP)
3. Forwarding messages (FW)
4. File retired messages from the system (PR)
5. Free form messages from all users (AP)
6. Action messages from the system or other users (SP)

The Action File is considered as administrative or controlling the activities of World Tracer Transactions. Supervisor or delegated person should assign staff to display CXF on daily basis and every time as needed.

The CXF transaction allows displaying station action file. This transaction is used to display the station's action file by area, day and number of messages.

INPUT TRANSACTION: WM CXF LHEXY.....
OUTPUT EXAMPLE OF STATION ACTION FILE:

MANAGEMENT ACTION FILE - STATION LHEXY -- 08MAY AREA

	D1	D2	D3	D4	D5	D6	D7
FW	1	2	1	0	0	0	0
AA	1	1	0	0	0	0	0
WM	53	10	0	0	0	0	0
SP	7	2	0	0	0	0	0
PR	1	0	0	0	0	0	0
AP	3	0	0	0	0	3	0

END OF REPORT

FW Forward Section – messages are placed in this area as a result of an FWD transaction.

AA Action Section – messages are placed in this area as a result of FAH/FOH/ROH/TNT transactions. They normally advise action is required on these messages.

SP System Prompts – system generated reminder messages that action is required on a file.

PR Purged/Retired – a daily list of retired files that have retired from the tracing system.

AP Additional Prompts – miscellaneous messages sent using PXF transaction.

WM World Tracer Matches – match messages from the tracing system.

Notes:

1. All messages shown in these areas by the system are very important. Therefore it is the responsibility of the Supervisor Baggage Services or his delegated staff to review these messages at all times and action accordingly.

2. If there are no messages in a specific area, that area will not be displayed in the output action file.

3. If there are no messages in the action file, the system will respond with the message – No message on File.

9.14.8 Self Training World Tracer

This system is designed to be used as self-training by using HELP transaction. In case of any explanation is required for any element, it can be displayed through HELP transaction.

Example: WM HELP CDD

Through HELP transaction, system will display the dictionary guide for baggage contents with every detail (CDD).

Example: WM HELP IT

The System will explain all about - IT- element.

It is highly recommended to use HELP area for better understanding of transactions and elements and anything need to know about World Tracer System.

9.14.9 Reports – World Tracer

The reports are generated on request by the World Tracer system and provide the statistics accordingly. The reports have several options and can be requested according to the needs of the station / airlines.

The reports will not be helpful to the airlines unless the front line staff at Baggage Services section enter the sufficient and correct information in the AHL example RL (Reason of Lost) and FS (Fault Station) and need to correct this information when the baggage is located and the real reasons is known.

On the other hand when baggage is located, closing the OHD/AHL will reflect the correct recovery ratio. In general, every action/transaction on the AHL/OHD files has impact on station performance and on reports.

There are as many as 28 reports in the World Tracer management system but the most useful one for stations and recommended to be used as listed below.

The following reports can be used by Supervisor Baggage Services to see status of files:

1. MRS report (activity status on AHL/OHD/DPR)
2. MSF report (fault station log report)
3. FRR report (file reference report)
4. MSL report (station log report)
5. MDP report (damage pilferage report)

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10.0 Weight and Balance

Flynas Load Control system ensures that:

- 1) Weight and balance conditions of the aircraft are correct and within limits, Taking into account limitations of the manufacturer and Flynas requirements; refer to processes GHM 10.1, GHM 10.19.2
- 2) Weight and balance data are current and accurate. refer to processes GHM 10.1, GHM 10.14.3, GHM 10.15.1, GHM 10.13.1
- 3) The aircraft is loaded in accordance with GACA Regulations and Flynas requirements and the loading instructions for the flight in particular; GHM 10.1, GHM 10.14.3, GHM 10.13.1
- 4) Dissemination of dangerous goods and other special load information if applicable to each flight; refer to processes GHM 9.8.6, GHM 9.8.8.
- 5) The information on the loadsheet corresponds with the actual load on the aircraft, passengers and fuel included. refer to processes GHM 10.16, GHM 10.14.3
- 6) Information, to include last minute changes, that is in agreement with the actual load on the aircraft and presented on a final load sheet, refer to processes GHM 10.16.1, GHM 10.14.3

10.1 Introduction

A load sheet must be prepared for every departure flight. A load sheet and trim sheet together creates a record of aircraft weight and its centre of gravity which is essential for a safe flight operation.

The valid form numbers for the Trim sheet is shown in the respective Aircraft Weight Report which is found in the Aircraft Specification Chapter of GHM. The person responsible for weight and balance calculation confirms by his signature that:

1. The instructions for loading the aircraft have been given in accordance with company regulations,
2. The document has been completed in accordance with company regulations and all entries are correct,
3. The maximum weights for TAKE-OFF, LANDING and ZERO FUEL have not been exceeded,
4. The center of gravity lies within the operational limits,
5. The maximum weights per compartment / ULD – position and the maximum permitted number of persons on board has not been exceeded.

Load sheet and Trim Sheet are issued in triplicate and distributed as follows:

1. Original for Captain
2. Copy for Station Trip File
3. Copy for Cabin Crew.

The Captain may demand a new Load sheet or Trim Sheet if in his opinion the document is unclear and distinctly illegible due to corrections or other reasons.

The above procedure is only applicable on station outside KSA. Within KSA, load control activities are performed by PIC using iPads.

10.1.1 Unit Load Devices (ULDs)

Flynas does not utilize ULD for the cargo/baggage loading for its flights, since all the fleet is bulk cargo,

In case used, Flynas ensures ULDs are inspected to identify damage, and to determine airworthiness and serviceability of the ULD, by the following procedures:

- 1) Examine all panels including the base, for sharp protrusions, cracks, holes, damaged posts, edge rails and missing or loose rivets and corners.
- 2) Examine the door fabric for rips and frayed ends. Inspect the net assembly for cuts or frayed webbing.
- 3) Check all door fastenings (Velcro, buckles, hooks) for proper operation.
- 4) Check all joints, gussets and brackets for loose or missing fasteners.
- 5) Check the exterior and the interior surfaces of the container for cleanliness and legible ULD-markings and TSO-plate.
- 6) On all pallets, check the Cargo Restraint net has a Manufacturers TSO plate and that the Net is no older than 3 years.

The above mentioned procedures are performed :

- 1) **When a ULD is received or accepted;**

Upon receiving or accepting ULDs from another party, Flynas performs the inspection to ensure continued ULD airworthiness. By checking the conditions of the ULD against its damage limits as per limitation information contained in the CMM to ensure it is airworthy prior to acceptance of the ULD. Damaged or unserviceable ULDs have the potential to affect flight safety are not accepted and not sent to operation.

Where any damage exceeds that permitted as per limitation information contained in the CMM, the transfer of the ULD shall not proceed

Any damaged found during transfer inspection shall be recorded on the receipt

2) Prior to a ULD being released for loading into an aircraft.

Procedures are typically applied to ULDs whether loaded or unloaded.

Differences in damage limitations can occur between ULDs of the same manufacturer, as well as ULDs of different manufacturers. The maximum allowable damage for each specific ULD is typically stated in the applicable Component Maintenance Manual (CMM) issued by the manufacturer.

The ULD Operational Damage Limits Notice (ODLN) is normally attached to the ULD to ensure easy access to the appropriate damage limit information, and to facilitate inspection in the field (see ULDR Section 7 Standard Specification 40/3 and 40/4

ULDs which exceed these limits are no longer airworthy and have to be taken out of service. The inspection of a ULD has to be carried out before the ULD is loaded on board of an aircraft.

10.2 Load Planning Requirements

Flynas operates in accordance with the weight and balance program approved by GACA in Operations Specification A-099 & E-096:

1. When planning load distribution, it shall be guaranteed that:
2. Limitations of aircraft and compartments are not exceeded,
3. Special load segregation requirements are adhered to, and
4. Loaded Index at Zero Fuel Weight (LIZFW) and center of gravity at take-off (MAC at take-off weight) are within legal limits.
5. For load planning of multisector flights, balance conditions at transit stations shall be considered,
6. Reloading of aircraft shall be avoided whenever possible,
7. All cargo must be weighed, and
8. On long haul flights, an aft center of gravity improves the performance of the aircraft and saves fuel. Therefore, center of gravity, whenever possible and if loading requirements allow (e.g., multisector flights, offloading sequence), shall be planned in the aft third of the balance envelope.

10.3 Estimated Loads

- Revision Date: 01/08/18
Revision: 01
1. When calculating estimated loads, the following weights
 - A. Number of passengers expected/booked, (standard weights),
 - B. Number / weight of passenger baggage expected,
 - C. Number / weight of crew baggage expected (if not included in DOW),
 - D. Expected cargo load,
 - E. Expected mail load, and

- F. Service cargo / Equipment in Compartment (EIC) / company mail / ballast / other items, if any, for this flight.
2. For different load categories, the following methods must be used: (all weights in kilos)
- | | |
|----------------|--|
| A. Passengers | Standard passenger weights |
| B. Baggage | Actual weight per piece or actual weight kilos |
| C. Mail | Actual Weight in Kilos |
| D. Cargo | Actual Weight in Kilos |
| E. Other loads | Actual Weight in Kilos |
3. In case of impossibility of getting actual weights, alternative weight can be used (20Kg per bag), and in this case special loads must be noted, as well, gate delivery items if they exceed the normal allowance 7 Kg per passenger and reported to load control office.

Unusual groups, excessive weights, or anything do not comply with conventional aircraft loading weight allowances falling outside the standard weights must be communicated to load control (i.e. sports teams with higher passenger weights).

The person who make the load sheet is authorized to amend the standard weights for passengers according to random average of new actual weights. But this is applicable only if the new weights are more than standard weights, in case the weights needs to be used are less, it requires approval from Safety Department.

10.3.1 Guide for Passenger Weight Calculation

1. **Flynas** will be using following standard weights for all weight & balance calculation, estimation (EZFW) and completion of loadsheet:

2. Example:

Adult (male/female): 85 Kgs
Child: 35 Kgs
Infant: Nil

Please note standard handbag of 7 Kgs is included in adult/child weight.

10.4 Provision of Operational Flight Plan (OFP)/Dispatch Release (Outstations).

10.4.1 General Information

1. The Dispatch Release and Operational Flight Plan shall be produced by **flynas** Flight Dispatch, using flight data, weather information and passenger and cargo weight among other information, and
2. The document shall be available to the flight crew in the Navtech Flight Planning system at least 1hour 30minutes prior to departure.

10.4.2 Dispatch Release to the Captain and Retention of Flight Documents

1. On flights where an outbound flight crew relieves the inbound flight crew, ground staff shall provide Dispatch Release and OFP to the outbound flight crew, with two (2) copies of OFP page containing the fuel summary. OFP as downloaded contains two fuel pages, and
2. Prior to departure:
 - A. The PIC shall sign one copy of the Dispatch Release certificate as his acceptance that the flight can be completed safely as planned. He shall hand this page over to the ground staff responsible for handling the flight,
 - B. Any changes required shall be indicated on the Dispatch Release,
 - C. The Dispatch Release documents shall be forwarded to flynas OCC with the station flight records, including the loading instructions report, load & trim sheet, "NOTAC" Notification To Captain (if any) and other flight documentation, and
 - D. All flight documentation must be securely retained for a period of not less than 3 months, which shall be retained by flynas OCC, Riyadh, Saudi Arabia.

10.4.3 Dispatch Release for Return Sector Flights

1. On select flights mainly within the GCC area, where the inbound flight crew shall also operate the return sector, Dispatch Release and OFP for the return sector shall be carried onboard by the flight crew, and
2. For some longer return sector flights, the station shall locally assess the situation together with Flight Dispatch (if needed) to judge if a copy of Dispatch Release and OFP needs to be provided for the return sector.

10.4.4 Downloading and Preparing Dispatch Package

In some instances, the crew might require to have a new dispatch release or if starting a new flight at a station other than main hubs, flynas ground staff shall be required to assist the flight crew in retrieving the flight documents.

This shall be coordinated with flynas aircraft dispatcher to send the documents either via Email or FAX.

The contents of the dispatch release or flight package normally contains of the following:

1. Dispatch Release (Required to be signed by PIC and Aircraft Dispatcher)
2. Weather and Notams
3. Significant Weather Charts
4. General Declaration
5. Any relevant documents to the flight.

Once the documents are received, the staff confirm with the flynas aircraft dispatcher and ensure all the contents are in order for providing it to the PIC.

For further information: Please refer to flynas Operations Control Centre Manual.

10.4.5 Fall Back / Contingency Procedure

1. To provide the Dispatch Release to flight crew in case of changes or a request, outstations shall have access to Navtech Flight Planning system download function (if required), and
2. Should the Navtech system be temporarily inaccessible at an outstation, outstations shall immediately contact Flight Dispatch and request the Dispatch Release by alternate means, e.g. email or fax.

10.5 Air Traffic Control (ATC) Flight Plan and Slot Monitoring

10.5.1 ATC Flight Plan

1. ATC flight plans are filed directly from OCC Flight Dispatch. Very exceptionally would an outstation be requested to assist with filing the ATC flight plan,
2. Once they have been filed, ATC flight plans are valid for a maximum of 30 minutes from Estimate Off-Block Time (EOBT),
3. Slots, if required, will be advised by the OCC Flight Dispatch,
4. Any anticipated delay shall be advised to Flight Dispatch who will issue the appropriate Change (CHG,)Delay (DLA) message or Cancel (CNL) followed by filing a new flight plan, and

5. Only the OCC Flight Dispatcher, responsible for issuing the Dispatch Release, or the PIC may change, delay or cancel the ATC flight plan.

10.6 Fuel Docket and Flight Release

For the calculation of EZFW, Load Control shall prepare Fuel Docket and Flight Release Form in triplicate, when using Amadeus RTB:

1. Load Control shall enter the following information:
 - A. Station,
 - B. Flight number / date (Universal Time (UTC)),
 - C. Aircraft registration,
 - D. Name of PIC (Pilot in Command),
 - E. Number of operating crew members: (flight / cabin),
 - F. Date of completion (local time), month in three-letter code, e.g., 13JAN01,
 - G. Estimated ZFW, and
 - H. Signature of Ramp Agent or Load Controller and Operating Commander.
2. When calculating ETA at destination, the time shall be total flying time (EET) taken from the Dispatch Release (OFP),
3. Ramp Agent or Load Controller shall complete columns 1-8 of Fuel Docket and Flight Release Form and submit it to Commander for signature. A copy shall be filed in Trip File,
4. PIC shall complete Fuel Figures, Maximum Zero Fuel Weight (MZFW) and Regulated Take-Off Weight (RTOW), and shall advise total trip (flying) time, and
5. **Flynas** APM or deputy shall ensure that staff responsible for ramp dispatch shall calculate trip time for MVT as given by the PIC.

10.7 Baggage Loading

10.7.1 Premium Baggage

Refer to Chapter 20 for example of the tags.

Tag Type	Loading
Business Class Tag	Non-ULD Aircraft Compartment 5, Door Side net shall be shown on Load Messages

1. Loading of Premium Baggage on non-ULD Aircraft,
2. Premium baggage shall be: A. Loaded in Compartment 5, and B. Separated from other baggage whenever possible.
3. In Load Message, net section shall be shown under SI with load category code BC. For Example: POS11/BC

10.7.2 Standard – Economy Baggage

Reserved.

10.7.3 Premium Baggage Transfer

1. All stations shall ensure that premium transfer baggage is loaded in Compartment 5,
2. LDM shall show the exact position and baggage category BTP, to ensure the baggage can be identified,
3. In cases of involuntary upgrades because of overbooking / equipment change, baggage shall not be reloaded. It shall remain in the original baggage category, and
4. Loading staff shall check for premium baggage tags (First & Business class) and ensure that the baggage is loaded in the correct bins.

10.7.4 Delivery at Aircraft (DAA) Baggage

1. Airports Within KSA:

- A. It is not permitted to deliver any baggage at the aircraft side, and
- B. Baby Strollers / Wheelchairs collected at the boarding gate or aircraft side shall be tagged with Limited Release Tag, sent to the aircraft for bulk loading and delivered to the passenger at the arrivals baggage claim area.

2. International Airports outside of KSA:

- A. A list of airports where delivery of baby strollers / wheelchairs at aircraft is permitted shall be published, and
- B. The following procedures shall be applicable for collection & delivery of baby strollers / wheelchairs at these airports:
 - i. Baby Strollers / Wheelchairs shall be collected at the boarding gate / aircraft side, tagged with DAA (Delivery at Aircraft) tags and sent to the aircraft for bulk loading door side,
 - ii. Originating station shall indicate in the SI column of the LDM:
 - a. The number of pieces, and
 - b. Location of loading.
 - iii. Destination station shall ensure items are offloaded, delivered to the passengers at the aircraft side and delivery receipt obtained.
 - iv. Special WCHR or Baby Stroller can be DAA.

10.7.5 Crew Baggage

1. Operating crew baggage is labelled with a crew tag. In addition, an automated DCS baggage tag or a manual tag shall be attached,
2. Operating crew baggage shall always be loaded on the following locations:
 - A. Airbus A320 - net section 51.
3. Operating crew baggage shall be delivered to the baggage delivery area after premium baggage, and
4. Depending on the airport's environment, local procedures may supersede the delivery method mentioned above.

10.7.6 Loading of Rush/Expedite Baggage

1. Rush / Expedite baggage is baggage that has been mishandled by a station for reasons beyond passengers' control,
2. For payload calculation purposes, actual weight shall be taken,
3. At stations, expedite / rush-baggage, the station shall advise CLC/DLC if the number of bags exceeds 10, by email or SITA about number of bags, weight and flight details, and
4. Baggage commodity RX will be used to indicate the expedited / rush baggage bags. CPM/LDM shall show the number of pieces and their exact loading position.

10.7.6.1 Security Approval

1. Unaccompanied hold-stowed baggage accepted as Rush baggage may be loaded onto the aircraft only when:
 - A. The history of the baggage has been established, and
 - B. The baggage has been x-ray screened or hand searched to ensure that it does not contain any prohibited items.
2. Stations shall maintain records on Hold Baggage Security Declaration of all items forwarded under Rush for at least 90 days from the day the item was sent, and
3. Stations shall send the details to **Flynas** Security upon request.

10.8 Special Loads in Cabin

10.8.1 General

1. In some cases, additional baggage / items may be loaded on a passenger's seat within the cabin area, provided that they belong to one of the following categories:
 - A. Delicate items that could be damaged or broken if carried in aircraft holds (e.g., musical instruments, paintings, electronic equipment), and
 - B. Valuables such as money, gold and jewelry.
2. Only baggage accompanied by a passenger may be accepted as cabin load,
3. Cargo shall not be cabin loaded, and
4. Load Controller shall add the item to the load planning.
5. For Example: SOC/0/1Y (Seat Occupied) in LDM

10.8.2 Limitations

1. The maximum weight of special load in cabin items is 75 kg per seat occupied by the item,
2. The maximum length of special load in cabin items is 120 cm (48 in) per seat occupied by the item. Items longer than 120 cm shall be placed across more than one seat,
3. Provisions of items in excess of these specifications shall be communicated through Passenger Name Record (PNR). Reservations Control shall forward the request to Ground Operations Department for approval, and
4. DG shall never be accepted as cabin load (except the allowed limited quantity of dry ice which is 2.5 kg).

10.8.3 Loading Instructions

Load Controllers shall ensure that special loads in cabins:

1. Are properly secured by a safety belt or restraint device having enough strength to eliminate the possibility of shifting under all normal anticipated flight and ground conditions,
2. Are packaged or covered in a manner to avoid possible injury to passengers and cabin crew members,
3. Do not impose any load on seats that exceeds load limitation for the seats,
4. Do not restrict access to or use of any required emergency or regular exit, or aisle(s) in the cabin, and
5. Do not obscure any passenger's view of the seat belt sign, no smoking sign or required exit sign.

10.9 Staff Baggage (Duty/Leisure/ Private Travel)

1. Baggage of staff on duty travel shall hold equal privileges to standard passenger baggage for the class of travel,
2. Baggage of **Flynas**, other carriers, GHA staff, travel agents and their families, travelling on rebate tickets, identifiable by stand-by tags and two diagonal lines on the baggage tags shall be placed at the aircraft side for onloading if sufficient space is available, and
3. If the initial load plan shows that sufficient space is available, the bags shall be loaded without being put on stand-by at the aircraft side.

10.10 CPM – DCS Entry

To plan onward connections and availability correctly, the baggage of passengers travelling on rebate tickets shall be clearly mentioned in CPM using baggage code PAD. Quantity and location, if possible a separate container or net section may be mentioned.

10.11 Hold Baggage and Security Declaration

1. ASMs shall nominate a member or members of station staff or GHA as Baggage Security Coordinator (BSC) for each designated flight,
2. BSCs shall account for the security of all hold baggage loaded onto the aircraft and maintain a written record of all hold baggage loaded onto each aircraft through the Baggage Security Declaration (BSD), and
3. BSDs shall be kept in the flight file for at least three months and be made available to **Flynas** staff or other authorities upon request.

10.12 Loading Priorities

When it is necessary to offload and/or remove passengers, baggage, cargo, mail or other commodities, the following loading priorities shall be observed:

1. The list indicates priority in order of importance (last on the list shall be offloaded first),
2. Transit loads shall always have priority over on load of the same category, and
3. Approval shall be obtained from OCC for any deviations from standard offloading priorities because of local environment / requirements.
4. GHAs Staff shall coordinate this with flynas ground Operations department.

Priority	Load Description	Reservation Status	Remarks
1	DHC	Confirmed/Waitlisted	Must Ride
2	AOG	Confirmed/Waitlisted	Must Ride
3	FKT / BEH / CSU	Confirmed/Waitlisted	
4	HUM	Confirmed/Waitlisted	
5	VAL	Confirmed/Waitlisted	
6	VIP/CIP/UM	Confirmed	
7	News papers / Press material	Confirmed	
8	DIP Mail	Confirmed	
9	Mail	Confirmed	
10	Paid passengers And Baggage	Confirmed	
11	Courier baggage	Confirmed	
12	HEG,PEF,PEM,PEP PES, PER	Confirmed	
13	ID staff	Confirmed	
14	Paid passengers And baggage	Waitlisted	
15	Expedite baggage		FWD Message
16	General Cargo	Confirmed	
17	Company material	Confirmed	
18	ID staff	Waitlisted	ID75
19	ID staff	Waitlisted	ID90
20	Company material	Waitlisted	

10.13 Loading Instruction Report (LIR)

10.13.1 General

1. For every departing flight, the person responsible for planning the loading must prepare a Loading Instruction/Report Form (LIRF), or where authorized, produce a System Load Plan by computer, and issue it to the person responsible for supervising the physical loading.
2. Loading instruction shall be issued in writing. Verbal loading instructions are not permitted.
3. Loading and Load sheet activities are not complete and the aircraft is not clear to leave until the Load Controller responsible for the departure is satisfied that the aircraft is loaded in accordance with the loading Instructions, including the deviations shown, and the load corresponds to the load sheet. Two signatures confirm this:
 - A. For preparation by The Load sheet Agent/Load planner.
 - B. Name and signature of loading supervisor on Certification box where he certifies that the A/C has been loaded in accordance with these instructions and / or transmits deviations to weight and balance. .
4. Safety must never be compromised. The person responsible for the departure may delay a flight if a documentation discrepancy justifies this. REMEMBER, accuracy is very important.
5. Loading Instruction/Report Forms and System Load Plans are legal documents and have the same status in law as Load sheet. Completed forms must be kept for a minimum of three months or as required by regulatory authorities.

10.13.2 Checking of Aircraft Holds

An effective check must be made of the holds and cabins of all terminating and turnaround aircraft to ensure that all loads has been removed. This includes holds indicated on the Load sheet or Load Message as empty.

At transit airports the locations of the disembarking load, as shown on the load sheet or load message, must be checked as clear of incoming load. Discrepancies between the loads recorded for off-load and the actual load found, must be resolved before loading commences.

10.13.3 Instructions of Completion LIR

Where Loading Instruction/Report forms are prepared manually, forms are available for each aircraft type. Completed examples of both System Load Plans and manual Loading Instructions are included in this section.

10.13.4 Unloading

The arrival load information can be obtained from the incoming Load Message (LDM). The arrival load information can be transferred onto the arrival diagram at the top of a manual Loading Instruction Report Form.

For transit flights, all off-load / re-load positions including load being temporarily removed from the aircraft during the transit shall be indicated on the departure Loading Instruction. The destination, load information code, container volumes and pallet weights must be indicated.

10.13.5 Loading Instructions

The load information code and weights must be indicated for all loads. On multi-sector flights the destination must also be shown for each load. The distribution of the joining load will be entered as follows:

1. **Baggage**
 - A. When STANDARD WEIGHTS are used for weight and balance calculation, final baggage figures will be shown on the LIRF by the number of pieces loaded. When using a baggage count instead of baggage weight, the figure entered must be encircled.
 - B. When ACTUAL WEIGHTS are used for weight and balance calculation, the LIRF must be endorsed "Actual Baggage Weight" used and the actual baggage weights shall be recorded on the LIRF for each compartment.
2. **Cargo and Mail**
 - A. Cargo, Mail (inc. Courier) and Stores (e.g. Engineering, Catering or loading equipment, or ballast) will be shown by weight.
 - B. Load must be shown by compartment. Instructions such as "All Bags" or "Rest cargo" MUST BE REPLACED with the actual counts/weights recorded on the LIRF by the Loading Supervisor.
3. **Special Instructions (SI)**
 - A. Any special instructions for loading shall be entered in to this area. Example: loading of AVI, HUM etc. and the special handling requirements.
4. **Report / Deviations**
 - A. Any changes to the planned load shall be indicated on the Report line on a system Load plan or the Report/Deviation box on a manual LIRF.

10.13.6 Illustration of Manually Completed LIR for Non ULD aircraft.

1. Load to be unloaded at the station shall be circled as shown below.
2. Nil shall be entered if there is no load planned for this compartment.
Refer to Chapter 20 for LIR Sample

10.14 Load Documentation

10.14.1 Introduction

This chapter describes **Flynas'** requirements for load documentation.

10.14.2 Load Documentation Principles

For every flight, the weights and the position of the center of gravity are calculated. The secure login to a personal account on Departure Control System (DCS) is considered to be the equivalent of a signature, when releasing load documentation.

10.14.3 Load sheet and Trim Sheet Requirements

1. No flight shall depart without a Load Sheet and/or Trim Sheet approved by Commander,
2. Loading and Load Sheet activities shall not be deemed completed, and the aircraft shall not be cleared to leave, until Load Sheet and Loading Instruction / Report (LIR) are in agreement, and
3. Load Sheet shall reflect the actual loaded state of the aircraft prior to take-off:
 - A. Deviations shall be checked against weight, balance and loading limits, and
 - B. Any corrections made to recorded weight and balance conditions before aircraft departure shall be made in accordance with **Flynas'** regulations.

To comply with this requirement, it may be necessary to adjust Load Sheet after completion. At outstations, Last Minute Changes (LMC) on passenger aircraft are not allowed:

1. As this procedure is critical to flight safety, it shall only be performed by trained and authorised personnel,
2. For manual completion, the following forms are used:
 - A. Load Sheet, for weight calculation, and
 - B. Trim Sheet, for calculation of center of gravity.
3. Trim Sheet forms are available on **Flynas** Intranet (Ground Services/Documents Downloads / Valid Trim Sheets),

4. The load manifest (Loadsheet) shall contain the weight of the aircraft, fuel, oil, catering/service equipment, cargo, baggage, passengers, and crew members at take-off,
 5. The maximum allowable weight for each flight must not exceed the least of the following weights:
 - A. The maximum allowable takeoff weight for the runway intended to be used (including corrections for altitude, gradient, wind, and temperature conditions existing at the takeoff time),
 - B. The maximum takeoff weight, considering anticipated fuel and oil consumption, that allows compliance with applicable en-route performance limitations,
 - C. The maximum takeoff weight, considering anticipated fuel and oil consumption, that allows compliance with the maximum authorized landing weight limitations on arrival at the destination airport, and
 - D. The maximum takeoff weight, considering anticipated fuel and oil consumption, that allows compliance with landing distance limitations on arrival at the destination and alternate airports.
- Note: Oil weight is generally part of Dry Operating Weight (DOW).
6. The total weight shall be computed as per procedures in the weight and balance program.

10.14.4 Responsibility

The person responsible for weight and balance calculation shall confirm by his signature or via secure login on a personal account into DCS that:

1. Instructions for loading the aircraft have been given in accordance with Company regulations,
2. The document has been completed in accordance with these regulations and all entries are correct,
3. Maximum weights for take-off, landing and zero fuel have not been exceeded,
4. Center of gravity lies within operational limits,
5. Dry Operating Weight (DOW) and Index if handled manually are taken from the GOM, and
6. Maximum weights per compartment, position and maximum permitted number of persons on board have not been exceeded.

10.14.5 Document Distribution

FOR IPAD, PLEASE CHECK SECTION 10.14.7

1. Load Sheet and Trim Sheet shall be issued in duplicate and distributed as follows after signing by Commander:
 - A. Station Trip File, and
 - B. Commander.
2. Commander may demand a new Load Sheet and/or Trim Sheet if in his opinion the document is unclear and illegible because of corrections or other reasons.

10.14.6 Submission of Documents

1. If Manual Load Sheet and Trim Sheet are used, they shall be handed over to Commander not later than 10 minutes prior to planned off-block time,
2. Computer DCS Load Sheets shall be handed over to Commander not later than 10 minutes prior to planned off-block time,
3. Final Aircraft Communications Addressing and Reporting System (ACARS) Load Sheets shall be uplinked to the aircraft no later than 10 minutes prior to planned off-block time and printed by Flight Deck Crew, (if Applicable)
4. If more than one edition of Load Sheet is produced, all previous Load Sheets shall be presented to Commander as well. The only exception is if there were delivery issues related to ACARS and no changes were made to Load sheet, this information has to be provided to Commander. (if applicable)

10.14.7 Using Ipads (Flight Crew)

Flynas flight crew conducts the load sheet calculations using Ipads as part of the Electronic Flight Bag (EFB). Ipads load sheet calculations are performed on domestic operation within the Kingdom of Saudi Arabia. Load sheet for Operations conducted outside Saudi Arabia will be performed manually or via station DCS.

The detailed loadsheet procedures for the Ipads are outlined in flynas GOM Chapter 3.1.10.12 (e), and the following is the extract:

1. The ground operation agent provides the captain with the final passenger figures and luggage (cargo), and the loading sheets.
2. The PIC will calculate the weight and balance automatically or manually.
3. The PIC will distribute the luggage (cargo) based on flysmart calculation, and fill the loading sheets and sign it for distribution.
4. The PIC will fill the flight release copy and provide the ground handling agent with a copy of flight release.

Note: On occasions where outside kingdom stations are unable to perform either manual or DCS loadsheet, flynas may choose to perform the loadsheet to be conducted by PIC on Ipad based on the above procedures.

10.14.8 Definitions of Load sheet Terms

Table 1 – Definitions of Load Sheet Terms	
Maximum Weights	
There are two categories of maximum weights, which shall never be exceeded	
Maximum Gross Weights	Maximum Allowed Weights (Operational)
1) Maximum Take-off Weight (MTOW), 2) Maximum Landing Weight (MLAW), and 3) Maximum Zero Fuel Weight (MZFW).	1) MTOW, and 2) MLAW.
These are fixed weights established by manufacturer on the basis of structure limitations.	These weights may be lower because of length and slope of runway, air pressure, wind, temperature and other reasons Flight Crew forwards such weight corrections to Load Control by OFP or Payload and Fuel Docket

Table 2 – Terms Used on Load Sheet and Balance Chart

Term	Explanation
Allowed Traffic Load	Weight capacity available for a certain flight sector Calculated by subtracting Operating Weight from Allowed Weight for Take-off, lowest of a., b., c.
Allowed Weight for Take-off	Maximum permitted TOW for particular flight sector, determined by comparison of: 1) MZFW plus Take-off Fuel (TOF), 2) MTOW, and 3) MLAW plus Trip Fuel (TF). The lowest figure of a., b., c. is the maximum permitted take-off weight
Dry Operating Index (DOI)	Index for position of center of gravity at DOW
Dry Operating Weight (DOW)	Weight of equipped aircraft including crew and their cabin baggage, food supply, pantry and toilets as well as standard quantities of oil and water, but without load and fuel (in contrast, ballast fuel is recorded as a correction of DOW)
Landing Weight (LAW)	Weight of aircraft at landing, calculated by subtracting TF from TOW
Last Minutes Changes (LMC)	Changes of original entries shortly before departure after Load Sheet has been issued
Loaded Index at Take-off Weight (LTOW)	Index showing aircraft's center of gravity at TOW
Loaded Index at Zero Fuel Weight (LZFW)	Index showing aircraft's center of gravity at ZFW
Maximum Landing Weight (MLAW)	Highest permitted LAW of a certain aircraft type

Table 2 – Terms Used on Load Sheet and Balance Chart

Term	Explanation
Maximum Take-off Weight (MTOW)	Highest permitted TOW of a certain aircraft type
Maximum Zero Fuel Weight (ZFW)	Highest permitted weight of a certain aircraft type without TOF
Mean Aerodynamic Chord (MAC)	MAC in % for determination of center of gravity at take-off. MAC at TOW is derived from point of intersection of TOW figures and Loaded Index at Take-off Weight (LITOW)
Operating Weight	DOW plus TOF
Take-off Fuel (TOF)	Weight of fuel on board minus quantity needed for taxiing to point of brake release
Total Traffic Load	Total weight of load, consisting of passengers, baggage, cargo, mail, including weight of Unit Load Devices (ULD)
Trip Fuel (TF)	Precalculated, estimated fuel consumption from take-off to landing on next scheduled destination airport
Underload	Remaining weight capacity still available for loading, difference between Allowed Traffic Load and Total Traffic Load
Zero Fuel Weight (ZFW)	Weight of equipped and loaded aircraft without fuel (but including ballast fuel), sum of DOW plus Total Traffic Load

10.15 Aircraft Basic Data

10.15.1 Station using RTB DCS System

1. In **Flynas** DCS - Controller mode. The valid Weight Report number, effective date and highlights of changes is updated by DCS support, and
2. It is the responsibility of Load Control Staff to ensure all the aircraft basic weights and maximum structural weights are checked and verified with valid GOM.

It may be necessary for certain flights to restrict one or more of the maximum weights. The Commander is responsible to show the restricted maximum weight in the Payload and Fuel Docket.

10.16 Standard Crew, Passenger and Baggage Weight

10.16.1 Load Control Process Flow Diagram

Flynas adopts below flow diagram for Identification and communication to Load Control of:

1. Hold baggage, individual or cumulative weights, that exceed normal allowances as specified in GHM 10.16.2, and GHM 10.3
2. Gate delivery items, including individual or cumulative weights that exceed normal allowances as specified in GHM 10.16.2, and GHM 10.3;
3. Other non-normal items that must be considered in the load control process.

Refer to IGOM 1.1, 1.4, 2.1, 2.2 and 2.3 for further guidance that addresses non-normal loads

Flow diagram provides communication as below:

1. Cargo to aircraft.
2. Mail to aircraft.
3. Mail weight/destination/category/special cargo information to Load Control Office.
4. Cargo weight/destination/category/special cargo information to Load Control Office.
5. ZFW/Aircraft registration/Route to Flight Planning System.
6. Flight plan including Take-off-/Trip-Fuel/Maximum Gross Weights to Flight Dispatch/Load Control Office.
7. Transfer passenger's number/category/destination/class/status to Load Control Office.
8. Transfer baggage weight/number/category/destination/class to Load Control Office.
9. Local baggage weight/number/category/destination/class to Load Control Office.
10. Local Passengers number/category/destination/class/status to Load Control Office.
11. Baggage weight /number/category/destination/class to Load Control Office.
12. Baggage to aircraft.

13. Passengers to aircraft.
14. Cross-check/LMC information to Load Control Office for final load sheet.
15. Final Load sheet/NOTOC/Fueling Order/Flight Plan to Flight Deck (Cockpit).

10.16.2 Passenger and Passenger Baggage Weights

The following weights shall be used for weight and balance. These are in kilos (Kgs):

Passenger Weight (including hand baggage)		Standard Baggage Weight	
Adults	85	Domestic	13 per piece
Children	35	International	Actual Weight
Infants	10	** See note	
LMC PAX		100 (If actual baggage unknown)	

1. In case of diversion, use the same code as destination airport,
2. For LMC passengers, a combined passenger / baggage weight of 100 kg shall be used if it is not possible to record the actual weight of LMC baggage,
3. Delivery at Aircraft (DAA) baggage (baby strollers and wheelchairs) and excessive hand baggage (HBG) transferred from the passenger cabin to the cargo compartment shall be considered LMC baggage. A weight of 10 kg per piece shall be used, and
4. For HBG intercepted at departure gate, a weight of 10 kg per piece shall be used.

10.16.3 Crew and Crew Baggage Weights

Table 3 – Crew Weight and Crew Baggage Weight

Cockpit Crew	108 Kgs
Cabin Crew	86 Kgs

The above weights include the weight of carry on baggage and are included in the Dry Operating Weight.

In the event of crew carrying checked baggage, a weight of 23 Kgs per crew bag shall be added.

10.16.4 Passenger occupying Crew Seats (Passenger Aircrafts)

1. Passengers travelling on crew seats,
2. Applicable to staff Passengers with a valid flynas Id card and up to the captains discretion (PIC).subject to cabin seat availability,
3. A written approval from Director of Flight Operations and Flynas OCC.
4. If accepted such passengers,
 - A. Shall be treated as passengers, for weight and balance purposes. They shall be included in that class of service for which they have been accepted, and
 - B. Passengers travelling on crew seats shall be accounted for in the balance calculation according to actual seat location. In case of manual flight handling, an explanation shall be noted, including destination on multisector flights, in Load Sheet S1 box.
 - C. Shall be added to either General Declaration or Passenger Manifest.

For Example:

1 PAX ON FWD CREW SEAT
1 PAX IN COCKPIT

SI - 1PAD on J/S not INCLU in PAX Figs

10.16.5 Non-Normal Items and Passengers

1. Non-normal items can include surfboards, large music instruments or heavy items,
2. Certain passenger groups (e.g., orchestra groups, sports teams and children) may fall outside baggage weight allowances and/or volumetric baggage standards that are normally applied for load planning and weight and balance calculations, Small violins can be accepted in cabin,
3. Check-in Agents shall identify such non-normal items / special load situations and shall inform Load Control to ensure accuracy in aircraft load calculations, and
4. For special loads that do not comply with conventional aircraft loading weight allowances, Load Controllers shall use special load codes.

10.16.6 Ballast Fuel

On occasion, ballast is required to bring the centre of gravity of the aircraft within operational limits. Ballast fuel must be shown as an adjustment to the dry operating weight which will then be included in the ZFW.

Notes

Ballast fuel must not be part of the flight plan fuel and must remain in the tanks for the duration of the relevant sector of the flight. Any ballast fuel jettisoned or used in flight could cause balance problems and jeopardize the safety of the aircraft.

If ballast fuel is carried over a sector where it is not required, it must be considered either as further ballast or usable fuel and included appropriately in the load sheet.

When ballast fuel is carried, it should be shown in the supplementary information (SI) of the load message as information to the next station.

The load sheet must include all ballast data and in case of ballast fuel, the Pilot-in-Command must be informed during briefing and via the Load sheet entries.

10.17 Manual Documentation

10.17.1 General Requirements

1. Manual load documentation shall be completed in black or blue ball pen only,
2. For corrections, figures to be changed shall be crossed out and rewritten in the correction line or column,

3. Entries in the shadowed fields of Load Sheet serve as a frame for the transmission of messages about load distribution,
4. Load Sheet and Trim Sheet shall be issued in duplicate or printed twice, copied at the station,
5. After signing by Load Controller and Commander, Load Sheet and Trim Sheet shall be distributed as follows:
 - A. Station trip file, and
 - B. Commander.
6. Commander may demand a new Load Sheet or Trim Sheet if in his opinion the document is not legible because of corrections.

10.17.2 Completion of Manual Load Sheet

Explanations for each part of Manual Load Sheet are provided Figure 1. Load Sheet Header Manual Load Sheet header is shown in Figure 1, and explained in Table 4.

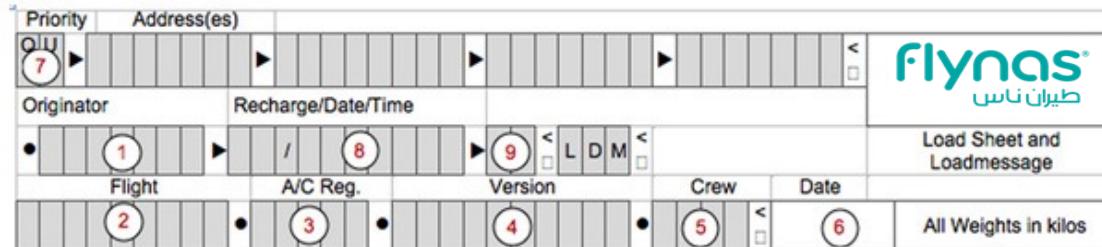


Table 4 – Load Sheet Header Mandatory Fields

Field	Explanation
1	SITA address of preparing station
2	Flight number / date (Universal Time (UTC))
3	Aircraft registration
4	Aircraft seating version
5	Number of operating crew members (cockpit / cabin)

7	Message priority
8	File time of Load Message
9	Initials of Load Controller

10.17.3 Manual Load Sheet (Part 1)

Part 1 of Manual Load Sheet is shown in Figure 2, and explained in Table 6.

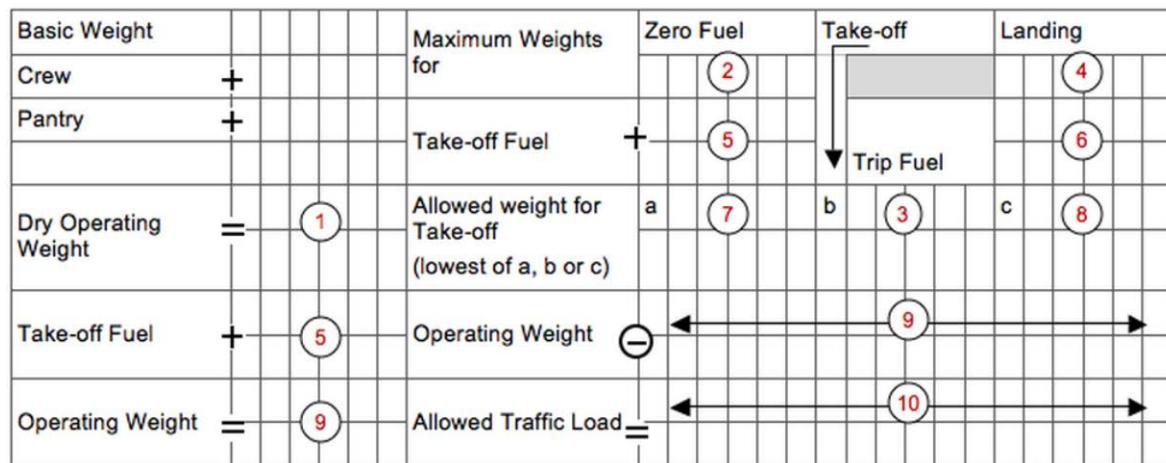


Table 6 – Load Sheet Fields (Part 1)

Field	Explanation
1	Dry Operating Weight (DOW)
2	Maximum Zero Fuel Weight (MZFW)
3*	Maximum Take-off Weight (MTOW) = b
4	Maximum Landing Weight (MLAW)
5	Take-off Fuel (TOF)
6	Trip Fuel (TF)
7*	Sum of MZFW plus TOF = a
8*	Sum of MLAW plus TF = c
9	Sum of DOW plus TOF = Operating Weight
10	Allowed Weight for Take-off minus Operating Weight = Allowed Traffic Load
*The lowest weight of 7, 3 and 8 (of a, b and c) is the Allowed Weight for Take-off and the basis for further calculations.	

10.17.4 Manual Load Sheet (Part 2)

Part 2 of Manual Load Sheet is shown in Figure 3, and explained in Table 7.

Dest	No. of Passengers				Total	Distribution weight						Remarks						
	M	A/F	Ch	Inf		1	2	3	4	5	0	PAX			PAD			
						F	C	Y	F	C	Y							
①	2		T		3			4				5						
			B									9						
	6		C		7			8										
			M										.PAX/		.PAD/	<	=	
●	/	/	/	.T		.1/	.2/	.3/	.4/	.5/	.0/							

Figure 3 – Load Sheet (Part 2)

Table 7 – Load Sheet Fields (Part 2)	
Field	Explanation
1	3-letter code of destination station (for multisector flights in order of routing)
2	At transit stations: number of transit passengers separated by Adults, Children and Infants
3	At transit stations: total weight of transit load in compartments
4	At transit stations: weight of transit load per compartment
5	At transit stations: number of transit passengers per class (excluding Infants)
6	Number of joining passengers, separated by Adults, Children and Infants
7	Total weights of onload in compartments B=Baggage, C=Cargo, M=Mail,
8	Weights of onload per compartment, separately for B, C, M
9	Number of joining passengers per class, excluding Infants
10	Totals for load message (optional fields, only to be used if load message is sent manually)
11	Remarks for load information

10.17.5 Manual Load sheet (Part 3)

		1		2		3															
Total Passenger Weight	+																				
Total Traffic Load	=																				
Dry Operating Weight	+																				
Zero Fuel Weight LMC	=																				
Max.	±																				
Take-off Fuel	+																				
Take-off Weight LMC	=																				
Max.	±																				
Trip Fuel	-																				
Landing Weight LMC	=																				
Max.	±																				
												LMC total +/-									
QTR/FO/128 Rev 1 Authorised Passenger, Crew and Baggage Weights used																					

SI ► (24)

Notes

Check LMC Total with Underload

NOTOC: YES/NO (17)

Balance Seating Cond.

ZFW MAC% 0a: (18) 0b: (20)

TOW MAC% 0c: (19) 0d:

Total Passenger (21) board (incl. Infants) (22)

Prep. by Lic. No. (23)

Approved by

Figure 4 – Load Sheet (Part 3)

Table 8 – Load Sheet Fields (Part 3)

Field	Explanation
1-3	Totals of columns
4	Total Passenger Weight
5	Sum of Total Passenger Weight plus total weight in compartments (deadload) = Total Traffic Load (total weight of load)
6	DOW
7	MZFW
8	Sum of Total Traffic Load plus DOW = Actual ZFW

Table 8 – Load Sheet Fields (Part 3)

Field	Explanation
9	TOF
10	Maximum Weight for Take-off (MTOW)
11	Sum of ZFW plus TOF = actual TOW
12	TF
13	MLAW
14	Result of TOW minus TF = LAW
15	Allowed Traffic Load (copied from Load Sheet, Part 1)
16	Allowed Traffic Load minus Total Traffic Load = Underload (remaining weight capacity still available for loading). This figure shall never be negative (overloading)
17	Indication if Notification to Captain (NOTOC) has been prepared (applicable shall be encircled)
18	MAC at ZFW (copied from Balance Chart)
19	MAC at TOW (copied from Balance Chart)
20	Number of passengers excluding Infants in cabin trim section according to actual passenger distribution For flights without seat allocation, standard passenger distribution can be used Remark Standard Pax Distribution Used shall be shown in Notes Box
21	Total number of passengers on board including Infants
22	Signature of Load Controller including number of Weight and Balance Competency Licence
23	Signature of commander
24	Additional load remarks
25	LMC (see 6.12)

10.17.6 Completion of Manual Trim Sheet

The approved manual loadsheet will specify the standard weights for crew, passengers and bags as a control to ensure that only weights approved in the Operations Specifications are used.

Refer to Chapter 20 for Load trim sheet sample.

10.18 Station Trip File Cover

The enclosed Trip File Cover Sheet (annex 1) has been divided into two parts, mandatory and recommended. It is strongly recommended that a copy of this be attached to the flight file to assist in ensuring correct documents are held. The attached may be photo copied but remember to add the date and Flight Number.

Following are the mandatory documents that must be retained in a Flight Trip File.

1. Load sheet
2. Trim sheet
3. Loading Instruction Report (LIR)
4. Operational Flight Plan
5. Fuelling Order
6. Passenger and Baggage Final Close out
7. Baggage Container Record Card
8. Passenger Manifest
9. Cargo Manifest
10. Copy of Technical Log book
11. Operational Messages (MVT, LDM, PSM etc.)

10.19 Departure Control System (DCS) Load Sheets

10.19.1 General

1. Stations Manager is responsible for maintaining **Flynas'** Departure Control System (DCS), and
2. Any irregularities concerning data in Computer Load Sheets shall be reported to **Flynas** immediately.

10.19.2 Approval for Non-Flynas DCS

1. **Flynas** DCS can only be used for **Flynas** flights after approval has been granted by Flynas Ground Operations Management,

2. Flynas Ground Operations Management supplies aircraft basic data to other airlines or handling agents by means of IATA AHM560 data sheets and AHM 562 data exchange messages,
3. After evaluation of AHM561 data printouts and sample Load Sheets, he approves the Non-**Flynas** DCS, and
4. For aircraft registration / type approved for DCS Weight and Balance (WAB), stations shall cross check with the latest DCS WAB Approval issued by DCS Support.

10.20 Load Information Codes for Load sheet

CODE	DESCRIPTION	EXAMPLES
AOG	Spare parts required for aircraft on ground, followed by loading position or ULD load position,	AOG/1 .AOG/12L.
AVI	Live animals followed by loading position,	AVI/4.
BAL	Ballast (un manifested) followed by loading position and weight,	BAL/1/750.
BED	Stretcher installed. 1 or 2 numerics indicating total seats blocked by stretcher followed by an oblique and 1 or 2 numerics plus 1 alpha character, indicating number of passengers (invalid and accompanying) and class traveling on these seats. These passengers to be included in passenger FY distribution. If the stretcher been fitted but unoccupied and no attendants on board, the example would have read .BED/9/0Y.	BED/9/3Y.
BIG	An item exceeding, by length, the capacity of one pallet, followed by bay letters over which the piece is loaded and its weight,	BIG/BCD/10 00.
COM	Company Mail (un manifested) followed by compartment,	COM/1.
COU	Accompanied Courier Baggage, followed by compartment number, weight and number of pieces	COU/4/56/7.
DIP	Unaccompanied Diplomatic Mail, followed by number of bags.	DIP/2.
EAT	Foodstuffs for human consumption, followed by compartment,	EAT/1.
EIC	Equipment in Compartment. Un manifested items not included in basic weight/index, e.g. engineering spares pack, loading equipment.	EIC/5/100
FIL	Undeveloped film, followed by loading position,	FIL/3.
HEA	Individual freight packages of more than 150 kg (thus requiring special equipment for handling), followed by loading position and weight. Two or more pieces to be shown individually. Not required for load on pallets or in containers.	HEA/1/196 HEA/1/196 HEA/1/204
HEG	Hatching Eggs, followed by compartment.	HEG/1
HUM	Human remains in coffin followed by loading position.	HUM/4
ICE	Dry Ice (carbon dioxide) indicating loading position, and weight.	ICE/4/100
LHO	Live Human Organs, followed by compartment.	LHO/1
MAG	Magnetic materials (carrying magnetized material label) followed by loading position	MAG/4.
NIL	No items loaded or manifested.	
PEF	Perishable Cargo (Flowers) followed by loading position,	PEF/2
PEM	Perishable cargo (Meat) followed by loading position,	PEM/2

PES	Perishable cargo (Seafood/Fish) followed by loading position	PES/2
PER	Perishable cargo, (other than PEF/PEM/PES) followed by loading position	PER/2
PET	Pets as passenger's baggage followed by loading position. If transferring add Destination code.	PET/4
RCL	Cryogenic liquid followed by loading position.	RCL/5
RCM	Corrosive materials (Corrosive label) followed by loading position.	RCM/3
RIS	Infectious Substance followed by loading position.	RIS/5
RXS	Explosives (explosive label) followed by loading position.	RXS/1
RFL	Flammable liquids (Flammable Liquid label) followed by loading position.	RFL/5
RFG	Flammable compressed gases (Flammable gas label) followed by loading position.,.	RFG/5
RFS	Flammable solid (Flammable solid label) followed by loading position.	RFS/1
RFW	Water reactive material (Dangerous when wet) followed by loading position.	RFW/3
RFH	Harmful substance followed by loading position.	RHF/5
RMD	Miscellaneous Dangerous Goods followed by compartment.	RMD/2
RNG	Non-Flammable compressed gas (Non Flammable compressed gas label) followed by loading position.	RNG/1
ROX	Oxidising materials, excluding organic peroxides, (Oxidiser label) followed by loading position.	ROX/3
ROP	Oxidising Material (Organic Peroxide label) followed by loading position.	ROP/5
RPB	Class B Poisons (Poison label) followed by loading position.	RPB/5
RRW	Radioactive material Category I (white label) followed by loading position.	RRW/1
RRY	Radioactive material Categories II and III (yellow label) followed by loading position and number of transport indices.	RRY/1/6
RSB	Polystyrene Beads followed by compartment.	RSB/1
RSC	Spontaneously combustible materials followed by loading position.	RSC/1
SEC	Security removed items loaded into the hold(s), followed by compartment number, oblique, number of receptacles.	SEC/2/3
SOC	Seats occupied by baggage, cargo and/or mail. 1 or 2 numerics indicating number of seats occupied in FC, followed by oblique and 1 - 3 numerics for Y class.	SOC/Ø/9 SOC/2/12
WET	Wet cargo, followed by compartment	WET/5

NOTE: * PET - PET mean PETC " Pet in Cabin. When loaded in cargo hold booked cargo will be AVIH

XCR	Operating crew occupying a passenger seat when no crew seat available, followed by seats occupied by class. Figure group for each class separated by an oblique.	XCR/2/2 XCR/Ø/3 (XCR not to be included in PAX count)
-----	--	---

10.20.1 Load Category and Volume Information Code

B	Baggage not otherwise specified
C	General Cargo
D	Crew baggage
E	Equipment
F	First Class baggage / Priority baggage
H	ULD for a connecting flight
M	Mail
N	No ULD at this position
Q	Courier baggage
S	Sort on arrival
T	Transfer load for various connecting flights
U	Unserviceable ULD
W	Cargo in security controlled ULD
X	Empty ULD
Z	Mixed load.

Load Volume Codes	
0	No volume available
1	Quarter volume available
2	Half Volume available
3	Three Quarter Volume Available

10.21 Operational Messages

10.21.1 Aircraft Movement Messages

Aircraft movement messages have to be generated through SITA teletype messages as applicable according to the following guidelines.

1. Arrival Message

An arrival message must be sent for every arrival flight to the station of origin and en route stations if any.

Example of an arrival message

QU JEDKLXH .RUHAKXH 021145
MVT
XY406/02.VPCXY.RUH
AA0710/0720

2. Departure Message

A departure message must be dispatched to the destination station and en route stations if any.

Example of an aircraft Departure Message

QU JEDKLXH RUHAKXH 031315
MVT
XY407/03.VPCXZ.RUH
AD1230/1240 EA1405 JED
PX130

Example of an aircraft departure message having delay

QU JEDKLXH RUHAKXH 031315
MVT
XY407/03.VPCXX.RUH
AD1240/1250 EA1415
JED PX130
DL32/0010

Example of an aircraft departure message having MULTIPLE delay reason

QU JEDKLXH RUHAKXH 031315
MVT
XY407/03.VPCXX.RUH
AD1240/1250 EA1415 J
ED PX130
DL32/41/0010/0005

3. Delay message

If the departure of a flight is expected to be delayed more than 15 minutes from the scheduled departure time, a delay message must be dispatched to the destination station and en route stations if any.

Example of a Delay message

QU JEDKLXH .RUHAKXH 031315
MVT
XY407/03.VPCXZ.RUH
ED 031255 DL41/0000
SI OIL LEAK ENG #1
(Specify actual reason of delay under SI)

4. Delay- Next Information

If the departure of a flight is expected to be delayed more than 15 minutes and the duration of the delay is not established, a next information message must be dispatched to the destination and en route stations if any,

QU JEDKLXH .RUHAKXH 031315
MVT
XY407/03.VPCXY.RUH
NI 031310 DL41/0000
SI OIL LEAK ENG #1

10.21.2 Explanation of Movement message Codes

Explanation of codes used for movement messages are given in the following table.

QU	Message priority (QK / QX)
JEDKLXH	SITA address of destination station
RUHAKXH	SITA address of the originating station
021145	Date and time group (UTC time)
MVT	Message identifier for aircraft Movement
XY406/02	Flight number / Date
VPCXY	Aircraft registration in full
RUH	Arrival Station
AA0710/0720	Actual Arrival time- touch down and on block in UTC
AD1230/1240	Actual Departure time – off block and air born in UTC
EA	Estimated time of arrival at Destination Station JED
Px130	Number of passengers on board (excluding Infants)
DL32/0010	Delay code and the duration of delay
DL32/41/0010/0005	Delay codes and duration in case of more than one delay reason
ED031255	Estimated departure time , date and time in UTC
DL41/0000	Duration of delay is unknown
SI OIL LEAK ENG#1	Explanation of the delay reason has to be provided for any technical delays
NI031310	Next information at – date and time in UTC.

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11.0 Ramp Services

11.1 Introduction

Flynas Ground Operations shall comply with appropriate regulatory requirements for the safe operation of ramp activities during aircraft arrival and departure onto and from designated aircraft stands.

No changes or variations to the stated procedures are permitted without the written prior approval of Ground Operations Compliance. All agreed changes and variations to such corporate procedures shall be fully documented and supported by risk assessment for each variation.

The scope of the operating procedures and instructions in this section are limited to those persons performing the tasks required immediately an aircraft arrives on stand before the commencement of any other servicing, unloading or loading activity.

The purpose of operating procedures and instructions in this section is to ensure, at all times, documented safe working practices are employed and compliance to the stated policy.

This chapter describes **Flynas'** requirements for ramp services during aircraft handling.

11.2 Ramp Safety Principles

- 1) Safety is of the highest priority for Flynas and must never be compromised, [SEP] Airside safety rules and procedures ensure safe handling. Therefore, safety regulations shall be understood and always applied on the apron, on and around the aircraft, in hangers and workshops, As aircraft have to withstand very strong forces at high altitudes, personnel shall be aware that even minor deformations, apart from detracting from aircraft performance, may cause serious accidents, [SEP]
- 2) If even the slightest scratch or dent in the aircraft occur or is noticed, it shall immediately be reported to the responsible person (i.e., Engineer or Flight Deck) for technical evaluation, and
- 3) Passenger Safety:
 - A. The General Authority of the Civil Aviation (GACA) in conjunction with the local airport authority and ground handling agent are responsible for ensuring that all passengers who enter the tarmac area are managed in a controlled manner to ensure that the safety of all passengers is paramount at all times, and
 - B. All passengers must be supervised whilst embarking and disembarking from an aircraft, or proceeding between an aircraft and the terminal.

11.2.1 General Safety Rules for Aircraft Handling

In addition to any local airport safety regulations, the following rules shall be strictly adhered to for handling of **Flynas** aircraft:

- 1) No unauthorized person shall be in the vicinity of, or enter an **Flynas** aircraft,
- 2) Smoking and open fires on the ramp are strictly forbidden,
- 3) While on duty on the ramp, **Flynas** personnel shall wear Provided PPE, ear protection and high visibility vests as a minimum,
- 4) Fire extinguishing equipment suitable for at least initial intervention in the event of a fuel fire shall be readily available, and personnel shall be trained to use it,
- 5) Prior to the arrival and departure of aircraft, ramp position shall be checked and cleared of any Foreign Objects (FOD) to prevent damage to aircraft,
- 6) Prior to any aircraft movement, inspection shall ensure the following, with respect to aircraft's exterior and adjacent airside areas:
 - A. Surface condition of apron is adequate to conduct aircraft movement operations,
 - B. Aircraft servicing doors and panels are closed and secured (departure),
 - C. Power cables and loading bridge are detached (departure),
 - D. Equipment and vehicles are positioned clear of the aircraft movement path, and
 - E. Adequate clearance exists between the aircraft and facilities or fixed obstacles along the aircraft movement path.
- 7) Ground servicing equipment, excluding fuel bowsers or fuel hydrants, shall not be positioned within venting areas during fueling and defueling,
- 8) Safety procedures according to IATA AHM 630, 631 and 635 shall be strictly adhered to at all times,
- 9) When passengers are required to walk on the ramp:
 - A. They shall be escorted by ground personnel to and from aircraft,
 - B. Passenger routes, as well as passenger stairs, shall be clear of oil, ice, snow and other hazards,
 - C. A second person should be available to provide additional guidance halfway between the aircraft and entry/exit point of the terminal, if the distance to the aircraft is too great for one person to ensure the adequate safety of passengers at all times,
 - D. Passengers are not given access to the tarmac area when aircraft movements or aircraft engine starts will occur within close proximity. Propeller wash and/or jet blast must be taken into consideration,
 - E. Passengers are not given or allowed access to baggage being loaded / off loaded, and they shall be selected in such a way that risk of accidents is kept to a minimum (e.g., not passing below wings or engines).

- 10) Aircraft and passengers shall have right of way. Equipment / vehicles shall not move across the path of taxiing aircraft,
- 11) Inside the cockpit, walky-talkies shall not be used when Cockpit Crew is present,
- 12) Prior start-up clearance shall be given. The person responsible shall ensure that:
 - A. Engine blast and intake areas are clear of personnel and equipment, and
 - B. Position is checked and cleared of any FOD.
- 13) During start-up and after removing stairs or jet ways, no Ground Service Equipment (GSE) shall be positioned in the area below Emergency Exit (EE) doors, so that EE chutes can be deployed immediately, except:
 - A. When starting engines by means of Air Start Units (ASU) or Ground Power Unit (GPU), a momentary blocking of a maximum of one EE by equipment is permitted, and In this case:
 - i. Reduction of the maximum permissible number of passengers is not required, and
 - ii. Captain shall be informed about the blocked exit.
- 14) Whenever damage to the aircraft occurs or is noticed it shall be reported immediately to the engineer in charge and to Commander, and an incident report shall be sent.

11.3 Introduction and Awareness Training

- 1) **Flynas** reserves the right to inspect the training record of all ground handling staff in relation to any ground handling activities which are performed on behalf of the airline, and
- 2) The ground handling agent will ensure at all times staff associated with the delivery of ground handling activities to **Flynas** are suitability skills based trained in accordance with **Flynas** requirements.

11.4 Anti-Collision Beacons

11.4.1 Airbus A320

Airbus A320 has two red rotating beacons (anti-collision lights), one above and one below the fuselage. On a departing aircraft, operation of the red anti-collision beacons indicates that aircraft engines have started, or are about to start and that pushback or forward motion of the aircraft is imminent.

Do not approach, pass in front of or behind an aircraft, either in a vehicle or on foot, while the beacons are operating. Once the beacons have been turned off you may approach the aircraft once approved to do so.

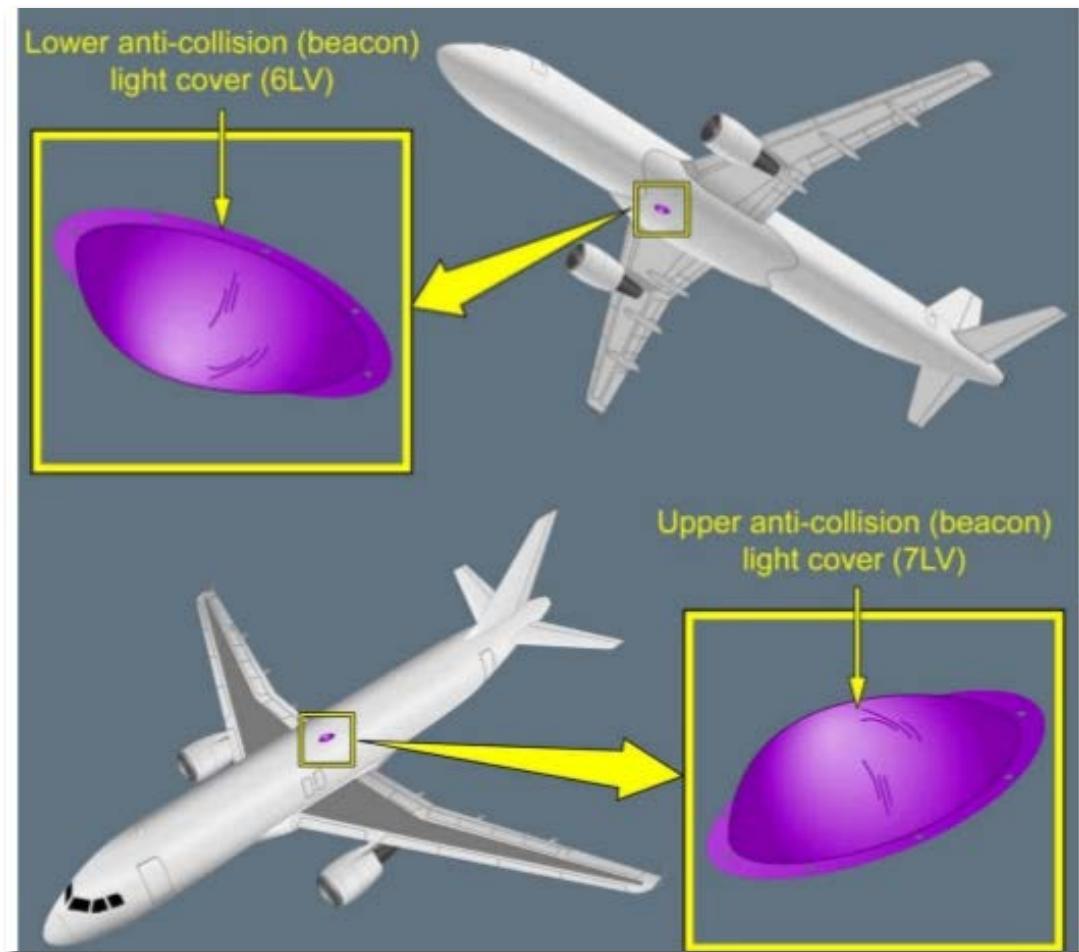


Figure: A320 Anti Collision Beacon

Chocking of Aircraft

11.4.2 General Chocking Procedure

- 1) The ground handling staff ensure required number of serviceable chocks are available taking account of the aircraft type and/or weather conditions.
- 2) Ensure chocks must be kept clear of the guide-in-line and in a safe area away from arriving aircraft and engine danger areas.
- 3) Ground personnel working around aircraft are exposed to a high level of risk, and shall be alert at all times,
- 4) Ground personnel shall be aware of danger areas in the vicinity of aircraft wheels that could cause injuries, such as hot brakes and protrusions, gear doors and antennae,
- 5) After the aircraft has come to a complete stop at its parking position, it shall be secured by wheel chocks,
- 6) Ground personnel shall not approach the aircraft to place wheel chocks until:
 - A. It has completely stopped, the engines have been shut down and have spooled down, and
 - B. The anti-collision beacons light has been switched off.
- 7) Clearance to approach the aircraft shall be given by the responsible person (contracted Headset Agent) at parking position. Only then is it safe to move towards the aircraft, and
- 8) Chocking of aircraft main landing gear shall be achieved by:
 - A. Positioning the chocks to the front and rear of the outer tires, using an approach path directly from the front and rear,
 - B. The chocks shall be placed to the front and rear of the left and right outer main landing gear wheels,
 - C. When positioned, chocks shall be parallel to the wheel axle and only lightly touching the tires, and
 - D. For extra safety (if required), chocks can be placed to the front and rear of both nose landing gear wheels.
- 9) Notify the flight deck crew that the chocks are inserted.

11.4.3 Chocking in case of GPU Require

- 1) The only exception to general chocking procedures, above, is the need to apply ground GPU in the event of the aircraft having no Auxiliary Power Unit (APU). In this case, extreme caution is to be used and only a minimum number of staff shall be involved, and
- 2) If one person provides an external GPU and places the wheel chocks to secure the aircraft:
 - A. Wheel chocks shall be placed first at the nose gear, and
 - B. GPU shall be connected.

- 3) If an aircraft arrives at its parking position and continues to keep its engines running, and no notification of external power requirement has been received:
 - A. Staff shall not assume that it is required, and
 - B. Ground personnel shall wait until they receive notification from the responsible person (contracted Headset Agent).

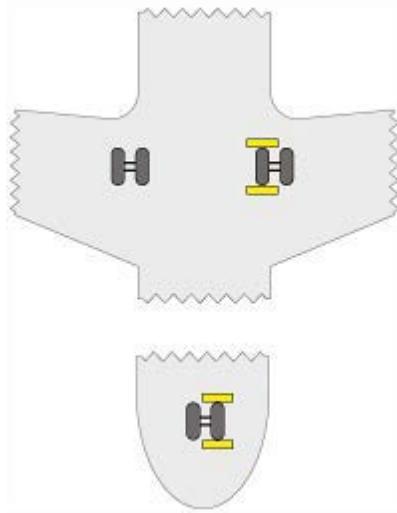
11.4.4 Chocking of Aircraft During Rain or Wind

In the event of High wind and/or if the parking position is slippery because of heavy rain, a minimum of one wheel chocks shall be placed in front and rear of the outer main landing gear wheel and additionally in front and aft of both the nose landing gear wheels.

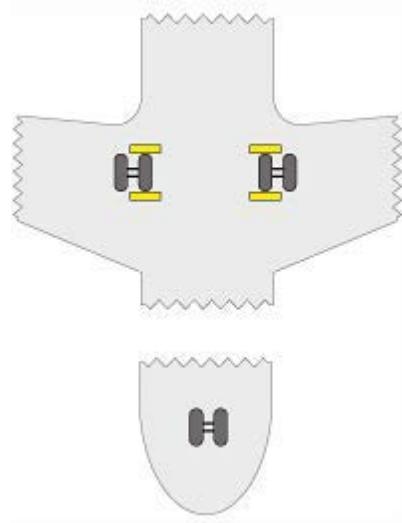


11.4.5 Chock Placement Diagrams

- 1) Aircraft with single axle main-gear bogie Option 1



- 2) Aircraft with single axle main-gear bogie Option 2



NOTE

No nose gear chocks on aircraft with spray deflectors.
Inside or outside main gear chocks are acceptable.

11.5 Safety Areas – Engine Jet Blast

Aircraft engines create intake and blast zones. Air is blasted out of the engine at high temperature and velocity. As thrust increases, so does temperature and speed. Therefore, personnel shall never pass behind an aircraft with anti-collision beacon on. (See A320 aircraft information for details)

11.5.1 Jet Blast and Engine Intake Area

- 3) Prior to start-up clearance, the responsible person (e.g., engineer) shall ensure that:
 - A. Intake and blast area of the aircraft type are observed, and
 - B. No ground personnel, load, equipment and small or big stones, or objects such as tie-down rings, waste and other FOD are within these zones.
- 2) Safety distances shall be observed at all times. The Table shows intake and blast areas.

Aircraft Type Intake and Blast Area Safety Distance			
Aircraft Type	Intake Areas	Blast Area	
		Idle Thrust	Roll Off Thrust
Airbus 320 (A320-214)	4.6m (Roll Off Thrust 5.15m)	55m	90m

The figures for idle and roll-off thrust refer to the areas behind the aircraft starting from the end of the fuselage and the width of the safety area shall at least be equivalent to the wingspan of the aircraft.

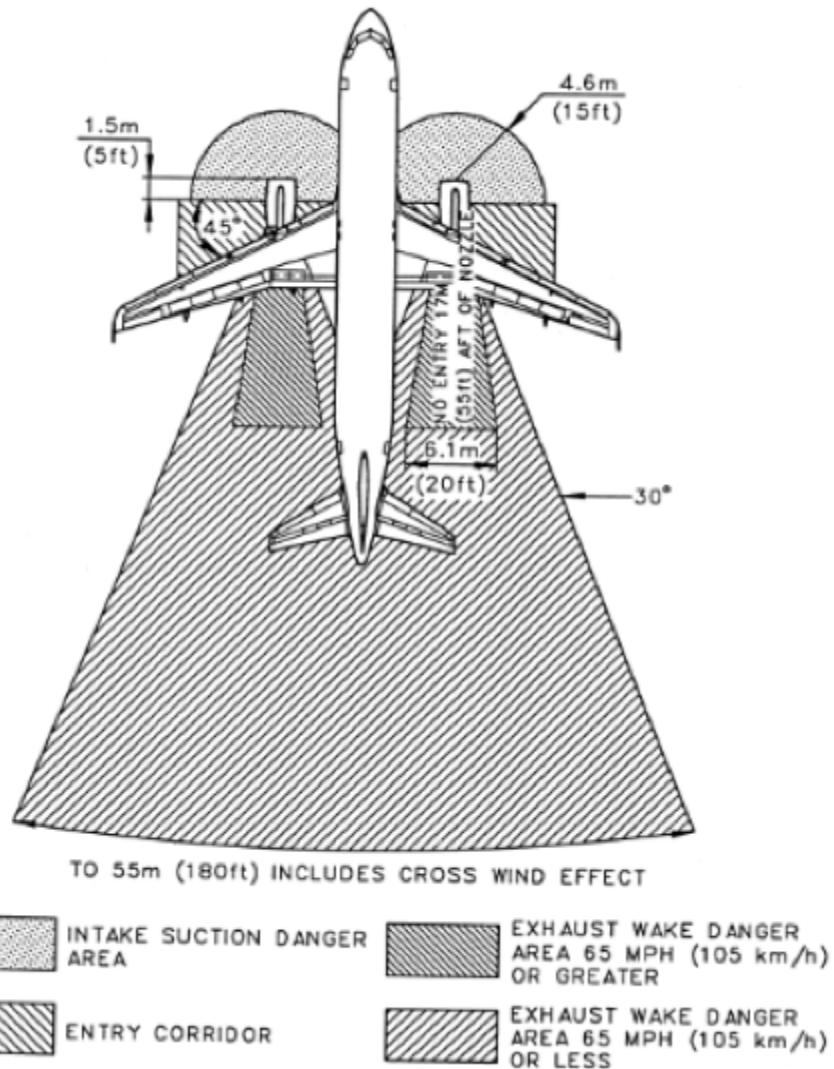


Figure above: A320 Engine Blast and Intake Area

11.6 Operations of Aircraft Doors

Prior to opening, and after closing passenger doors, cargo compartment doors or servicing panels, a visual check shall be performed for any signs of damage to doors or surrounding areas before positioning any jet bridge, stairs, loading equipment or other GSE. Any irregularity shall be reported immediately to Station Engineer or responsible person.

11.6.1 Operation of Cabin Door

- 1) During normal operation, all cabin doors shall be opened and closed from the inside, by **Flynas** crew members only,
- 2) If a crew member is not available, only trained operatives (i.e., engineer) may attempt to open / close the doors,
- 3) To prevent injury to personnel and damage to aircraft and equipment, the following instructions shall be followed at all times:
 - A. Ground personnel shall give positive clearance to Cabin Crew that jet ways / steps are in position and it is safe for them to open the door by:
 - i. Knocking on the outside of the aircraft door twice and give a thumbs-up to indicate that it is clear and safe to open the door, and
 - ii. If steps are used, ground personnel shall be positioned at the top of the steps.
 - B. Passenger jet ways / steps or servicing equipment (e.g., catering trucks) shall be positioned at aircraft prior to opening doors,
 - C. If passenger jet ways / steps or servicing equipment are used that **do not** permit opening the doors after positioning equipment:
 - i. Doors shall be opened immediately prior to positioning of equipment at the aircraft, and
 - ii. Door safety strap shall be attached.
 - D. Before passengers are allowed to disembark, clearance shall be given to crew members after correct positioning of passenger airbridge(s) or steps,
 - E. Passenger jet ways / steps or servicing equipment (e.g., catering trucks) shall be removed from aircraft only after:
 - i. Responsible ground handling personnel have informed crew member responsible for cabin door concerned, and
 - ii. Doors has been closed.

If passenger Airbridge / steps or servicing equipment are used that do not permit closing doors prior to removing the equipment, doors shall be:

- i. Secured with door safety strap, and
- ii. Closed immediately after equipment has been removed from the aircraft.
- F. Once all doors have been closed for departure, no attempt shall be made to reopen them without the authority of Commander.
- G. Airbridge / steps shall remain positioned at a cabin access door at all times when such door is open unless an appropriate fall prevention device is placed across the open door

11.6.2 Operations Cargo Compartment Door

- 1) During normal operation, all cargo doors shall be opened and closed by trained, authorized personnel only,
- 2) Cargo doors must be opened using technical steps or belt loaders equipped with raised safety rails to reach the cargo doors.
- 3) Open the cargo doors in accordance with the specific instructions for the aircraft type.
- 4) Prior to opening and after closing of passenger doors, cargo compartment doors or servicing panels the following instructions shall be adhered to at all times:
 - A. A visual check shall be performed for any signs of damage to the doors or surrounding areas before the positioning of any jet bridge or stairs or loading equipment or any other GSE, and
 - B. Any irregularity shall be reported immediately to Station Engineer or responsible person.
 - C. Extreme care shall be exercised during operation of compartment doors, to ensure that loading equipment does not obstruct the doors,
 - D. Equipment shall be lowered at a safe distance from doors, keeping in mind that the doors swing downwards and outwards,
 - E. Where possible, all lower compartment main doors shall be opened / closed by a step ladder, this minimizes the risk of collision between opening – closing operations and equipment, in the event of misalignment, especially with heavy settled aircraft,
 - F. After compartment doors are opened, personnel shall ensure that door net and stanchion bar are not hanging out of the door opening,
 - G. When compartment doors are opened, personnel shall inspect door seal depressors for damage, and inform Engineer In- charge if any damage is observed,
 - H. The responsible person shall check for damage to holds / nets after offloading of dead load,
 - I. After loading, the responsible person shall check carefully that no loose items or compartment nets are tangled in the doorsill while closing the compartment door,

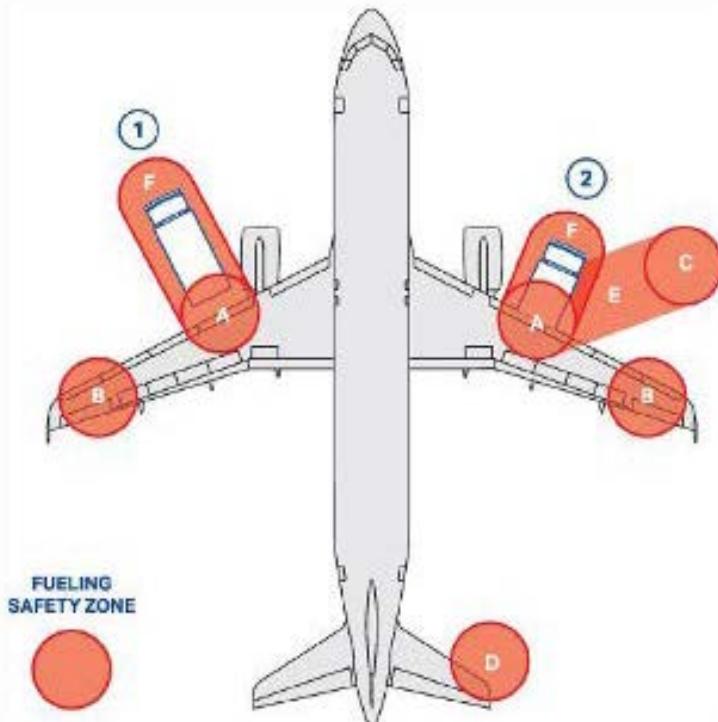
- J. Prior to closing compartment doors, Engineer / Ramp In-charge shall inspect door seal depressor for damage and shall confirm that it is acceptable to close the doors, and
- K. In all cases, the person conducting the final walk around check shall ensure that:
 - i. All cargo compartment doors are closed and locked properly after loading has been completed and there is no visual damage to the areas,
 - ii. GSE loading equipment has been removed, and
 - iii. The position was checked and cleared of any foreign objects (FOD).
- 3) Once all doors have been closed for departure, no attempt shall be made to reopen them without the authority of Commander.
- 4) Allow adequate space for door clearance to avoid equipment obstructing the free passage of the door:
 - i. Most aircraft lower compartment cargo doors hinge upwards. Be aware that when opening or closing cargo doors, the lower edge of the door will swing down before going upward.
 - ii. For main deck cargo compartment doors, remove the safety barrier once the main deck loader is in position.
- 5) Loading Officer shall ensure checks are carried out for damage to door seal depressors (upon opening & closing of door) and holds/nets/locks after offloading of dead load. Any damage discovered to be reported immediately to the supervisor, aircraft maintenance personnel and the Pilot-in-Command (PIC).
- 6) Check that door lock indicators are engaged/properly, set as applicable, and that the door is properly locked, handles are stowed flush and panels are properly closed.

11.7 Fueling Zone

The Fueling Safety Zone (FSZ) is an area of at least 3m (10ft) in any direction from the center point of all fuel vent exits, refueling plugs, aircraft refueling ports, fuel hydrants, fuel hoses and fueling vehicles.

NOTE

Distance may be increased by local airport authorities, as required.



A320 Fueling Safety Zone

Legend:

- A - Aircraft refueling port/plug
- B - Fuel vent exit
- C - Fuel hydrant pit
- D - Fuel vent exit
- E - Hoses
- F - Fuel truck or hydrant dispenser
- 1 - Fuel truck
- 2 - Hydrant dispenser

Ground handling personnel must ensure within the Fueling Safety Zone (FSZ) that they:

- 1) Do not smoke.
- 2) The use of mobile telephones, pagers or portable radios is forbidden within the fueling safety zone.
- 3) Enter the FSZ only when required by your present job task responsibility.
- 4) Assume that fueling is taking place anytime a fuel vehicle is on the stand during aircraft servicing and fuel hoses connected.
- 5) Do not leave vehicle engines running unnecessarily.
- 6) 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.
- 7) Do not allow any passengers to enter the FSZ.
- 8) Avoid the use of motorized GSE within the FSZ.
- 9) Do not park any equipment in the FSZ.
- 10) Ensure fuel hoses are protected and all ground equipment is kept a minimum of 1 m (3 ft) away from any fuel hose on the stand that is connected between a fuel truck and an aircraft.

11.8 Action in the event of a fuel spillage

If fuel is spilled that is likely to create a fire hazard at, or within, 15 m of the aircraft or ground refueling equipment, the following procedures must be adhered to:

- 1) The Captain must be notified immediately,
- 2) The fueling operation shall be suspended and the Airport Rescue and Fire Fighting Service (where available) notified,
- 3) The fueling operation shall not recommence until the spill has been cleaned up, and
- 4) In the event passenger boarding is underway the Captain will also ensure that boarding of passengers is stopped. Boarding will not recommence until the spill has been cleaned up and or, approval is granted by the Captain.

11.9 Aircraft Handling during Thunderstorm

- 1) Generally, if an individual can see lightning and/or hear thunder, he is already at risk,
- 2) Rainfall and cloud covers often act as precursors to actual cloud-to-ground strikes notifying individuals to take action,
- 3) Many lightning casualties occur in the beginning, as the storm approaches, because people ignore these precursors,
- 4) During thunderstorms and/or lightning, the instructions Table 3 shall be adhered to, to prevent injury to personnel, passengers and damage to aircraft and equipment, and
- 5) In all cases, the responsible person (e.g., engineer) shall agree with Commander whether to proceed with ground handling or not, especially during fueling or push-back.

Aircraft Handling During Thunderstorm		
NO.	Activity	Instruction
A	Boarding During Thunderstorm	i. If a thunderstorm and/or lightning is detected within 5 km of the operation or can be seen or heard, it shall be agreed with Commander whether to continue passenger boarding.
B	Fueling During Thunderstorm	i. If a thunderstorm and/or lightning is detected within 5 km of the operation or can be seen or heard, it shall be agreed with Commander whether fueling can be continued, and ii. If Commander is not on board and there is any doubt about safety, fueling shall stop immediately.
C	Using Headset During Thunderstorm	i. If a thunderstorm and/or lightning is detected within 5 km of operation or can be seen or heard, headset shall not be used, ii. Each aircraft in the electric field of a thunderstorm can build up static electricity, iii. This can happen even if the thunderstorm is several kilometers away, and iv. If the aircraft is charged with static electricity or hit by a lightning and a headset is connected to that aircraft, the bearer of the headset is likely to be seriously injured or even killed, especially during rain.

- 6) For Lightning activity the notification process may be broken down into 3 phases:
 - A. ALERT - Lightning activity is detected at a distance in excess of 8 km from your operation.
 - B. STOP/SUSPEND ACTIVITIES - Lightning activity is detected at a distance in excess of 5 km from your operation.
 - C. ALL CLEAR - Lightning activity has moved beyond 5 km and is heading away from your operation.
- 7) In case of a lightning threat, On receipt of an Alert:
 - A. Make preparations for the STOP phase.
 - B. Suspend non-essential activities in open areas.
 - C. Reduce fueling pressures to prevent accumulation of static charges.
 - D. Avoid using highly conductive equipment.

11.10 Securing Aircraft in Strong Winds

For handling in strong winds, aircraft shall be secured as follows:

Securing Aircraft in Strong Wind		
NO.	Wind Velocity (kts)	Instruction for Securing Aircraft
1	Wind velocities of 25 to 40 knots	A. Wheel chocks shall be placed in front of and behind outside main landing gear wheels, and B. Wheel chocks shall be placed in front of and behind nose gear wheels.
2	Wind velocities > 40 knots	A. Wheel chocks shall be placed in front of and behind outside main landing gear wheels, B. Wheel chocks shall be placed in front of and behind nose gear wheels, C. Setting of parking brake shall be arranged, ensuring that brake accumulator is fully charged, D. Passengers shall embark / disembark through the forward cabin door(s) only, E. During unloading, aft compartments shall be unloaded first, F. During loading, forward compartments shall be loaded first, G. All servicing equipment and passenger steps not immediately required for loading / unloading shall be removed from aircraft and secured at a distance of at least 5 m, and H. Platforms of catering trucks and ambulifts shall not be raised.

11.10.1 Operations of Passenger and Cargo Door in Strong Winds

- 1) All passenger doors and cargo doors operating outwards are designed to operate normally, and can be left fully opened at wind speeds of up to 40 knots,
- 2) If difficulties arise when closing the doors in wind speeds exceeding 40 knots, the aircraft shall be moved so that the compartment doors are positioned on the lee side of the aircraft, and
- 3) Passenger and cargo doors of the following aircraft types may be operated and be left fully or partially open in stronger winds without structural damage:

Operation of Passenger and Cargo Doors in Strong Winds: Application to Aircraft Types		
NO.	Aircraft Type	Restrictions
1	A320	<ol style="list-style-type: none">i. Cargo Doors may be opened at wind speeds up to 40 knots, (or 50 kt, if the aircraft nose is oriented into the wind, or the cargo door is on the leeward side).ii. Passenger Doors shall be closed before wind speed exceeds 65 knots.
2	A330	<ol style="list-style-type: none">i. Cargo Doors may be opened at wind speeds up to 40 knots, (or 50 kt, if the aircraft nose is oriented into the wind, or the cargo door is on the leeward side).ii. Passenger Doors may be opened at wind speeds up to 40 knots, (or 50 kt, if the aircraft nose is oriented into the wind).

11.10.2 Positioning of Aircraft from Remote Parking

Flynas Staff, GHAs and Third Part Contractor should consider re-positioning the aircraft that is parked at remote areas exposed to ULD storage or other equipment storage area.

This should be considered in order to avoid aircraft getting damage by FOD, unsecure equipment in high wind weather conditions. This is a Pro-Active approach to safety and contributes in the enhancement of flynas safety management system.

11.11 Equipment Restraint Area (ERA)

- 1) The ERA is defined as the area of the apron bordered by a marked line in which an aircraft is parked during ground operations, and
- 2) The ERA shall be free of obstructions and FOD before and during aircraft arrival and departure.

11.12 Change of Oxygen Bottles at the Aircraft

During changing of oxygen bottles at the aircraft (connection / disconnection to/from system) the following safety regulations shall be observed with respect to aircraft and ramp handling:

- 1) Engineer In-charge shall inform in advance the responsible person (i.e., loading team leader) about the planned change of oxygen bottles,
- 2) No passengers shall be on board the aircraft,
- 3) Galley power switch shall not be switched to ON,
- 4) No GPU shall be connected or disconnected (GPU may be running),
- 5) No fueling is permitted, and
- 6) Replenishing of oxygen shall not be performed during a thunderstorm.

11.13 Fueling

- 1) Fueling of **Flynas** aircraft is regulated as per Flynas Policies.
- 2) Delivered fuel shall be free from any contamination and have the correct grade, complying with specifications of the aircraft type,
- 3) The responsible person in charge e.g., engineer or Flight Crew, as appropriate, shall ensure adherence to safety precautions by spot checks,
- 4) Fueling is considered to start as soon as filler hoses are connected to the aircraft and pressurized,
- 5) Fueling shall only be considered terminated after all filler hoses have been disconnected from the aircraft, and
- 6) Cockpit Crew shall be informed when fueling finishes. Cockpit Crew should in turn inform Cabin Crew.

11.13.1 Safety Precautions During Fueling

- 1) During fueling the following safety precautions shall be adhered to. Local airport regulations may be more restrictive (e.g., fire trucks during fueling):
 - A. GSE that is not immediately required for handling the flight shall not be positioned within fueling zone,
 - B. Evacuation a reason the ground beneath aircraft exit doors(not in use for aircraft servicing) shall be kept clear of obstructions,
 - C. Where a boarding bridge is in use, an access path from aircraft to terminal shall be maintained at all times,
 - D. Where a boarding bridge is not in use, positioning or passenger steps shall be placed at aircraft door / doors that are normally used for boarding,
 - E. Fuel hoses shall be positioned by the shortest way to fuel inlets. A sufficient safety distance shall be kept:
 - i. From wheel-brakes (at least 1 m), and
 - ii. From APU air-inlet / outlet as a measure to prevent damage to the hoses.
 - F. Bonding connections from fueling truck to aircraft shall be established to discharge any static electricity before fuel hoses are connected,

- G. Connecting or disconnecting electrical equipment to aircraft is prohibited,
- H. Spilled fuel shall be removed or dried up immediately in the presence of the fire brigade before passengers are boarded,
- I. The dead man control switch shall be used during fueling. If fueling is performed by two persons, one person shall be present at the switch board of the fuel bowser or hydrant all the time,
- J. In case of over-wing fueling :
 - i. GPU and/or aircraft APU shall be connected and switched on before commencement of fueling / defueling, and shall not be switched off or disconnected until fueling is terminated, and
 - ii. No electrical switch on the aircraft or GPU shall be operated while over-wing fueling is in progress, except such switches necessary for fueling.
- K. During pressure fueling, electrical and/or electronic systems may be operated as far as required during pre-flight activity, but weather radar and HF may not be used,
- L. Open flames and smoking around the aircraft are prohibited, and
- M. For aircraft fitted with trim tanks, refueling procedures shall ensure that:
 - i. There is no fuel in the trim tank when the wing tanks are not full,
 - ii. Wing tanks shall not be defueled when trim tank is not empty, unless authorized by the normal operation of the aircraft fuel system, to avoid possible tail strike, and
 - iii. APU that does not exhaust into the fueling zone may be restarted, but if it fails at the first attempt, fueling operations shall cease prior to initiating subsequent starts.

11.13.2 Fueling with Passenger/Crew on Board during Disembarkation/Embarkation

- 1) In the event of emergency (e.g., APU fire), during fueling, the operation shall be stopped and an immediate disembarkation initiated,
- 2) Flight Crew shall decide whether this shall be an expeditious normal disembarkation or an emergency evacuation,
- 3) The start of fueling shall be coordinated with Commander to allow him to brief crew concerning safety regulations and procedures,
- 4) After fueling is completed, Commander shall be informed,
- 5) The following special safety regulations shall be strictly adhered to:
 - A. A certified person (e.g., engineer) shall remain at a specified location (Ramp Area) during refueling with passengers on board,
 - B. He shall handle emergency procedures concerning fire protection and firefighting, and
 - C. All necessary measures shall be coordinated with Commander.
- 6) Two-way communication shall be established, and shall remain available by the aircraft intercommunication system or other suitable means, between the ground crew supervising refueling and Commander on board,
- 7) If a fuel spillage or any other hazardous situation is detected, fueling shall stop immediately and Commander or qualified persons on board shall be notified,

- 8) If the presence of fuel vapour is detected inside the aircraft, or any other hazard arises during fueling, Cabin Crew shall inform Commander immediately. Refueling and all other activity within the aircraft shall stop immediately,
- 9) In the cabin, a qualified Cabin Crew member shall be positioned near boarding doors, and Crew shall be prepared for immediate emergency evacuation,
- 10) Passenger jet ways / steps:
 - A. In principle, for all aircraft types, two exit doors shall be opened and passenger jet ways / steps shall be positioned at these doors,
 - B. If only one passenger jet bridge / step is available, the requirement for the second exit shall be met by positioning a qualified Cabin Crew member to remain at the second exit throughout the refueling process, and
 - C. The exit door shall not be armed, unless required in an emergency.
- 11) Access to and egress from all areas where aircraft escape slides may be deployed shall be kept clear (at least 12 m), except for those exits not available because of their use for catering or other ground services activities,
- 12) Any ground service activity within aircraft shall be conducted so that available exists are not obstructed,
- 13) If passengers are embarking during fueling, a responsible person shall supervise, and the passengers' route shall avoid the fueling zone,
- 14) Congestion in front of aircraft doors shall be avoided, and
- 15) Fueling shall stop immediately if it is observed that any safety regulations are not adhered to.
- 16) The aerodrome fire services must be advised by flight crew that refueling/de-fueling will be taking place with passengers on board,
- 17) Ground servicing activities and work inside the aircraft, such as catering and cleaning should be conducted in such a manner that they do not create a hazard and allow emergency evacuation to take place through those aisles and exits intended for emergency evacuation.

11.13.3 De-Fueling

For defueling, the safety precautions described above shall be adhered to at all times.
In addition:

- 1) De-fueling with passengers on board (embarkation or disembarkation) is strictly prohibited, and
- 2) Mix fueling with passengers on board (embarkation or disembarkation) is strictly prohibited.
- 3) When an aircraft is defueled, fuel vapor will flow from the fuel truck, generating a hazard zone, extending from the fuel truck tank vent.
- 4) **WARNING:** If the hydraulic system heat exchanger is installed in a tank:
 - A. Do not operate the hydraulic system if the fuel level is too low.
 - B. This may lead to fire or explosion.

- C. If the fuel level is too low, a warning tag must be placed on the left pilot's steering column or side stick, stating that the hydraulic system is inoperable due to low fuel level.
- 5) Defueling must be performed according to instructions for the respective aircraft type

11.13.4 Fueling with One-Engine Running

Fueling with one engine running is not permitted unless authorized by Director, Flight Operations. The procedure may only be used if:

- 1) No external ground pneumatic is available, and APU is unserviceable,
- 2) Airport authorization is obtained,
- 3) Airport fire department stands by at the aircraft during refueling,
- 4) All passengers have been disembarked,
- 5) One Flight Crew member can manage the operation, and can monitor all systems and the engine from the cockpit,
- 6) Qualified ground personnel are present at the fueling station, and
- 7) The refueling system is fully operational (over-wing filling is not permitted).

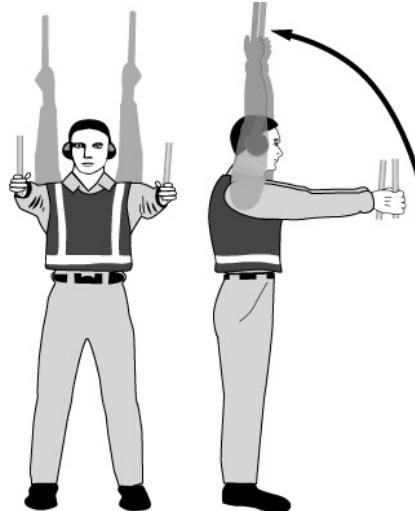
11.13.5 Emergency Procedure – Fuel Spillage

- 1) In the event of fuel spillage or fire occurring on or in the vicinity of the aircraft, the following action shall be taken:
 - A. Ground personnel shall stop fueling operations, and advise Captain or appropriate authority and Emergency Services,
 - B. Emergency Services shall direct Captain or other appropriate authority to evacuate all persons from the immediate area,
 - C. If safe to do so, mobilize firefighting equipment as stand-by protection until the arrival of airport emergency services,
 - D. Control the movement of unauthorized personnel and equipment into the area,
 - E. As far as possible, restrict all activity inside and outside the spill area to reduce the risk of ignition,
 - F. Switch off all electrical equipment in use during fueling operations,
 - G. Do not start APU until the spilled fuel is removed and there is no risk of spilled fuel or vapors,
 - H. Normal operations shall not be resumed on the aircraft, nor shall any engines be started before the person in charge of the emergency determines that it is safe to continue, and
 - I. If fuel is spilled on any item, such items shall not be loaded into the aircraft.
- 2) Local Ground Handling Agents (GHAs) shall have their own procedures in place to summon rescue and fire-fighting services in the event of a fire or major fuel spill.

11.14 Aircraft Marshaling - Signals

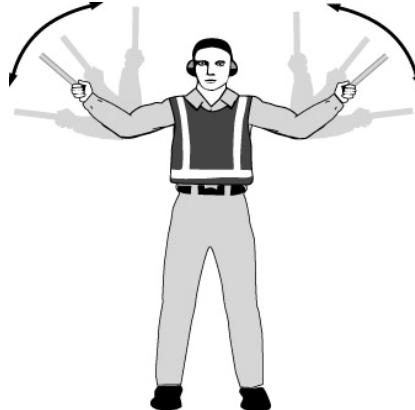
- 1) Marshaling signals assist Cockpit Crew, for example when taxiing on the ramp or when parking,
- 2) No person shall guide an aircraft unless he is trained, qualified and approved by the appropriate authority to carry out the function of Marshaller,
- 3) The hand signals to be used by **Flynas** have been adopted by International Civil Aviation Organization (ICAO) for international use (see IATA AHM 631),
- 4) The meaning of the signals remains the same, no matter whether bats, illuminated wands, torchlights or only the hands are used,
- 5) During darkness or conditions of poor visibility (e.g., in bad weather), illuminated wands, or torchlights shall be used for marshaling, and
- 6) Wands shall be clearly visible and in overall good condition.

1. Identify Gate/Position



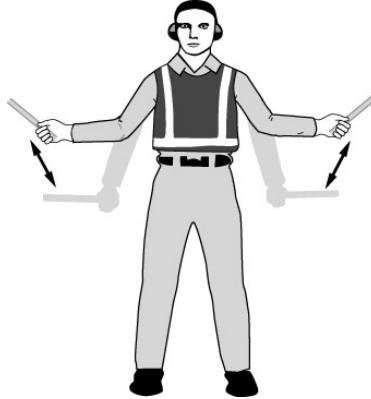
Raise fully extended arms straight above head with wands pointing up, move hands fore and aft to keep from blending into background.

2. Continue to taxi straight ahead



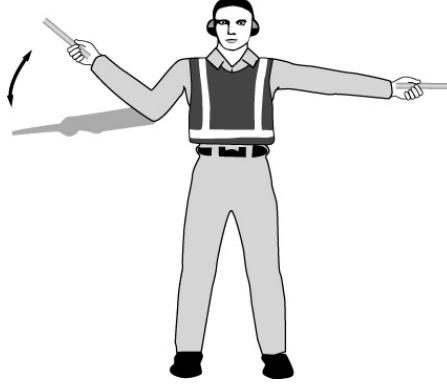
Bend extended arms at elbows and move wands up and down from waist to head.

3. Slowdown



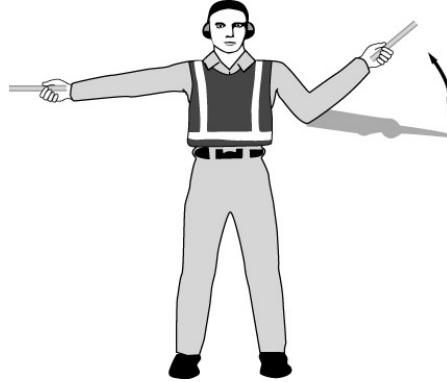
Move extended arms downwards in a “patting gesture”, moving wands up and down from waist to knees.

4. Turn right (from the pilots point of view)



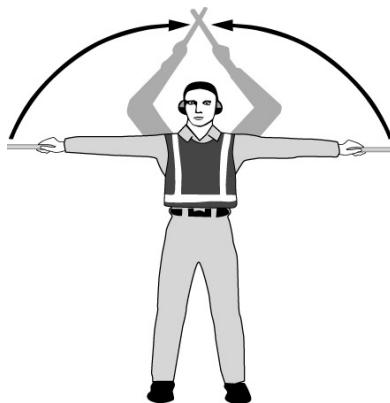
With left arm and wand extended at a 90° angle to the body, right hand makes the come ahead signal. The rate of signal motion indicates to the pilot the rate of aircraft movement desired.

5. Turn left (from the pilots point of view)



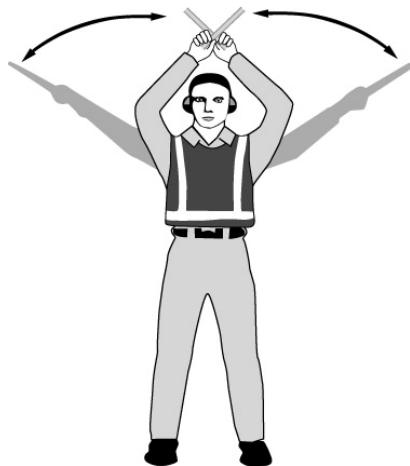
With right arm and wand extended at a 90° angle to the body, left hand makes the come ahead signal. The rate of signal motion indicates to the pilot the rate of aircraft movement desired.

6. Normal stop



Fully extend arms and wands at a 90° angle to the sides and slowly move above the head until wands cross.

7. Emergency stop



Abruptly extend arms and wands to top of head, crossing wands.

8. Hold position/Stand-by



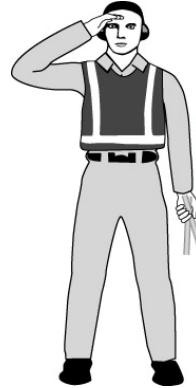
Fully extend arms and wands downwards at a 45° angle to the sides. Hold the position until the aircraft is clear for the next maneuver.

9. Proceed to next marshaler as directed by tower/ground control



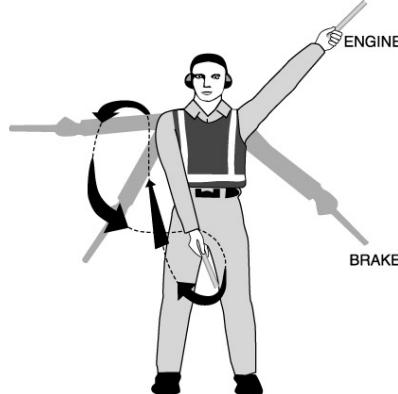
Point both arms upward, move and extend arms outward to side of body and point with wands to direction of next marshal or taxi area.

10. End Marshaling



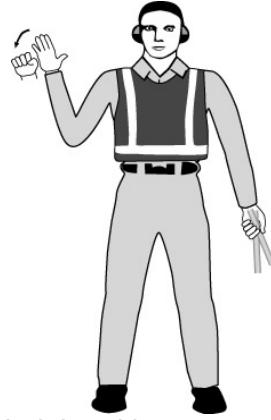
Perform a standard military salute with right hand and/or wand to dispatch the aircraft. Maintain eye contact with the flight crew until the aircraft has begun to taxi.

11. Fire



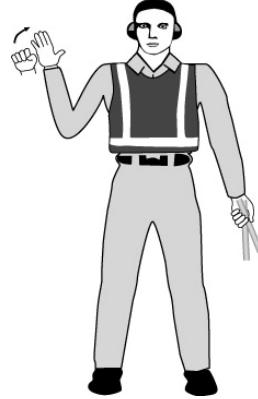
Move right hand wand in a “fanning” motion from the shoulder to the knee, while at the same time pointing with the left-hand wand to the area of the fire.

12. 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.

13. 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.

14. Chocks Inserted



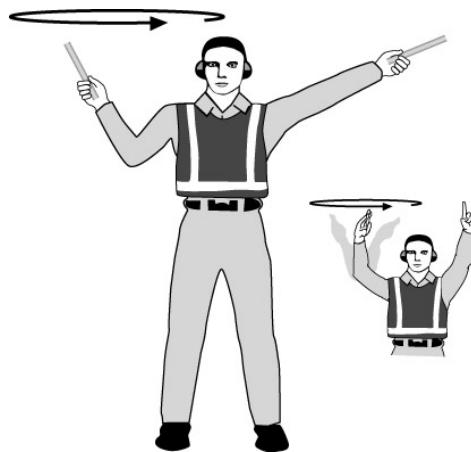
With arms and wands fully extended above head, move wands inward in a “jabbing” motion until the wands touch.

15. Chocks removed



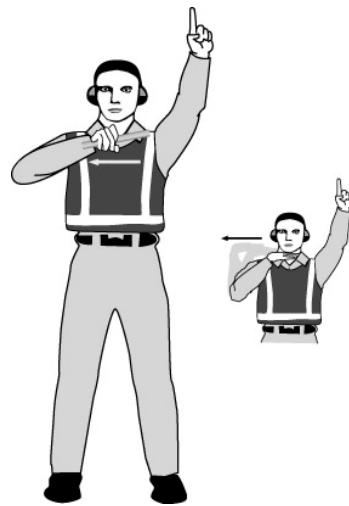
With arms and wands fully extended above head, move wands outward in a “jabbing” motion. **DO NOT** remove chocks until authorized by the flight crew.

16. 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 engine to be started.

17. Cut engines



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.

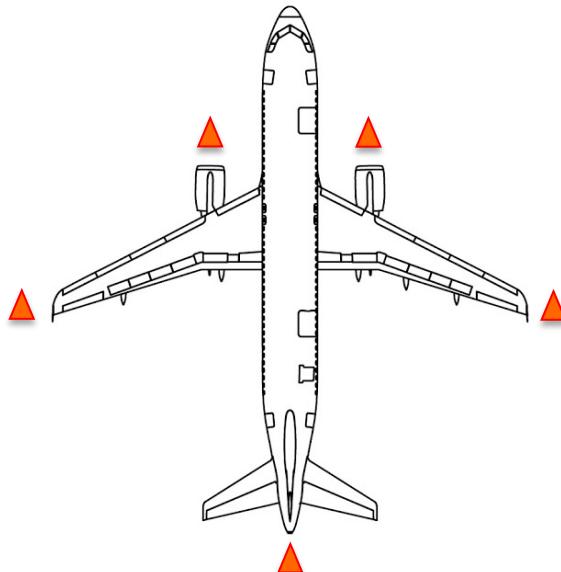
11.15 Marker Safety Cones for Aircraft

- 1) Marker cones are mandatory on all **Flynas** aircraft,
- 2) Prior to arrival of the aircraft to be handled, the ground handling staff ensure sufficient serviceable safety cones are available.
- 3) Safety cones create a visible barrier around specific areas on aircraft that are susceptible to ground damage and are caution sign for drivers to maintain safety clearances. Cones protect the aircraft to be handled against collision by GSE.,
- 4) Cones shall be placed around aircraft prior to any activity, as soon as aircraft engines are shut down, anti collision lights are turned off and the area is safe from jet blast, and
- 5) GSE must not approach the aircraft until all cones have been placed. All cones shall remain in place until GSE around the aircraft to be handled have ceased prior to aircraft departure.
- 6) Cones shall be positioned:
 - A. At each wing tip,
 - B. In front of all wing mounted engines, and
 - C. In front of other areas of the aircraft that are in conflict with the normal flow of equipment during handling operations (tail / roadway).
- 7) Cones shall be placed before passenger buses approach aircraft,
- 8) Cones shall be removed just prior to aircraft departure to ensure maximum protection of aircraft,
- 9) After the cones are removed, they shall be place at the designated storage areas, which is normally beside the stand along side with the aircraft chocks.
- 10) See the aircraft type information chapters as well.
- 11) Offer the PIC if need to add the cone on the Nose of the Aircraft.

NOTE

Safety cones must not be placed under engines.

Reposition the cones when the GSE is removed.



11.15.1 Engine and Pitot Tube Covers

- 1) In case adverse weather conditions are present or forecasted during the ground stop, e.g. strong wind, sandstorm, hail, snowfall or freezing rain/drizzle, or there is a risk that engine blast from other aircraft may blow foreign objects into the engines, install engine blanking covers and pitot head covers.
 - 2) Prior to install engine covers, make sure the covers are clean on the backside, and that engine inlets, fan blades and guide vanes are free of ice, snow and foreign objects. De-ice as necessary.
- 3) CAUTION:**
- A. The aircraft's own pitot covers must be used.
 - B. This shall be coordinated with Line or Contracted maintenance personnel

11.16 Ground Service Equipment (GSE) Operation

In addition to other safety rules described in this and other chapters, the following GSE operations safety rules shall also be observed:

11.16.1 General Ground Service Equipment (GSE) Safety Requirement

- 1) Licenses and Approvals:
 - A. Only adequately trained, qualified and authorized personnel are permitted to operate equipment,
 - B. All procedures relating to the use of equipment must comply with all local regulations of the airport authority,
 - C. Standard operating procedures, applicable to specific locations, shall be followed by drivers (or operators) of each type of ground support equipment,
 - D. Personnel shall not operate vehicles or equipment while using hand- held portable electronic devices, unless a suitable "hands free" capability exists and is utilized,
 - E. Equipment shall be used only for its intended purpose,
 - F. Operators shall use only GSE they have been trained to use,
 - G. GHAs shall have a management system in place to monitor the maintenance condition of GSE and maintenance records, and

H. GSE shall be in good mechanical condition. Unserviceable equipment that is clearly identified shall be removed from **Flynas** operations and flynas staff, GHAs shall submit a safety report to the safety department as per chapter 4.9 of flynas GHM.

- 2) **Flynas** policy is that all company staff, sub-contractors and ground handling agent's staff driving airside shall demonstrate that they:
 - A. Hold a current driver's license for the country they working,
 - B. Hold an authority to drive airside which has been issued by the local Airport Authority,
 - C. Do not suffer from any medical or physical disability that would inhibit their safe operation of the vehicle or equipment,
 - D. Are able to operate the vehicle when licensed in a competent and safe manner in accordance with company procedures and local aerodrome regulations, and
 - E. Are conversant with the terminology used to describe parts of the airport, designated equipment parking areas, movement area and markings and rights of way.
- 3) Flynas Safety and Quality department shall conduct a periodic audit, spot checks and safety inspections to check on the equipment serviceability. Refer Chapter 4 & 5 on this manual.
- 4) Flynas Safety and Quality shall monitor the ground support equipment (GSE) maintenance program
 - (i) A preventive maintenance program plan for each type of equipment;
 - (ii) Maintenance completed on such equipment is recorded;
 - (iii) Such equipment remains serviceable and in good mechanical condition.

11.16.2 Ground GSE Movement

1) General Requirements:

- A. Equipment, including passenger loading bridges, shall not move towards aircraft until:
 - i. The aircraft has come to a complete stop,
 - ii. Chocks are positioned,
 - iii. The engine is shut down,
 - iv. Anti-collision beacons are switched off, and
 - v. *Exception: external power may be connected to aircraft, if necessary.*
- B. Do not get out of a moving vehicle,
- C. Always ensure the vehicle doors (if fitted) are closed when the vehicle is in motion,
- D. Never drive between aircraft engines or under the aircraft fuselage,
- E. Observe speed limits and safety signs, regulate your speed to suit the conditions,
- F. Ensure load is secure (if applicable) before a vehicle is driven,
- G. Pedestrians and passengers have right of way at all times on the tarmac, and
- H. Equipment movement shall not commence, or shall be halted, if the driver (or operator) does not have, or loses visual contact with a guide person.

2) Preparation:

- A. Prior to the movement of any GSE a walk-around check shall be made,
- B. Motorized equipment shall make a full stop as a brake check before entering the equipment restraint area, and again before reaching the aircraft inside the area,
- C. The interface of equipment with aircraft shall take into consideration hazard areas identified according to aircraft A320,
- D. Safety cones shall be placed on the apron to mark hazard areas,
- E. A brake check shall be carried out prior to entering an equipment restraint area,
- F. Ground equipment that interfaces with aircraft passenger doors (e.g., passenger steps, catering vehicles), shall have platforms of sufficient width to allow the aircraft doors to be opened / closed with the equipment in place and the safety rails deployed,
- G. Equipment with elevating devices shall not be driven in elevated position, except for final positioning at aircraft,
- H. Prior to equipment movement, a guide person, visible to the driver (or operator), shall be in position to accurately judge clearances and communicate guidance using hand signals,
- I. Equipment movement shall not commence, or shall be halted, if the driver (or operator) does not have or loses visual contact with a guide person, and

- J. Hand signals:
- i. Lift: Stretch both arms toward equipment, palms upward, and hand movement in up direction,
 - ii. Lower: Stretch both arms toward equipment, palms downward, hand movement in down direction,
 - iii. Distance shown between hands corresponds to amount of distance available,
 - iv. Move hands together to indicate closure of distance, and
- K. Refer to Fig.6 - Hand Signals for Guiding the Movement of Equipment.

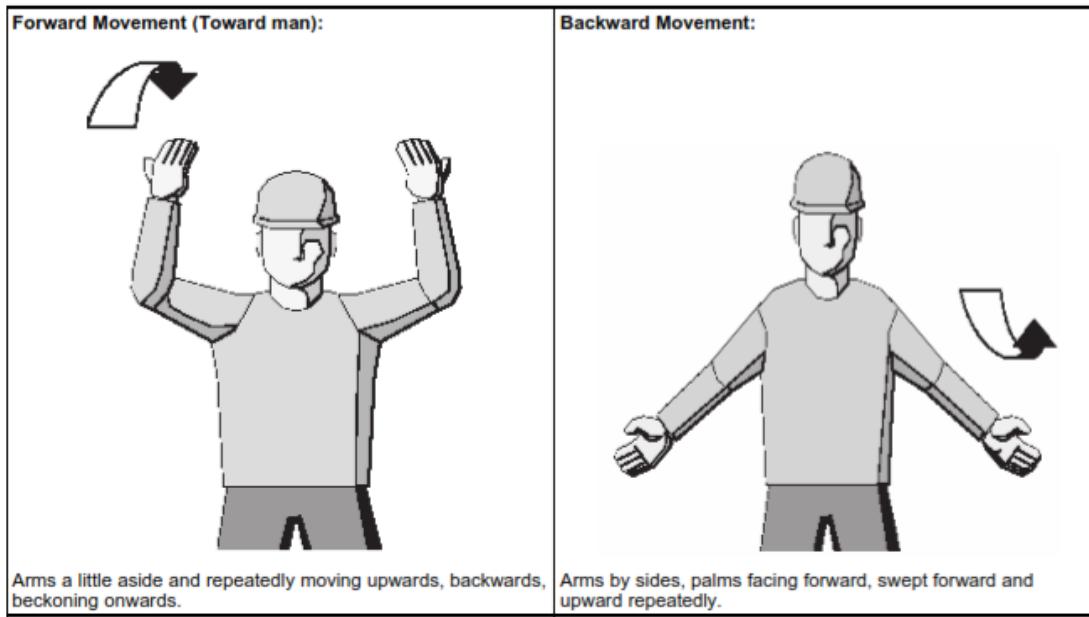
3) **Movement:**

- A. Equipment or vehicles shall not be moved into hazard areas associated with the aircraft type,
- B. Equipment shall never be moved across the path of taxing aircraft or passengers walking between an aircraft and the terminal,
- C. Hose lines and connecting cables shall neither be crossed by GSE nor by any other kind of vehicle,
- D. Equipment (motorized / non-motorized) make a full stop as a brake check before entering the equipment restraint area and again before reaching the aircraft side,
- E. When approaching or leaving an aircraft equipment shall not be driven faster than walking speed,
- F. Equipment shall not be removed from an aircraft cabin access door unless the driver (or operator) has advised appropriate persons on the aircraft and on the ramp,
- G. Equipment shall not be removed from a position at an aircraft cabin access door until the door has been closed and secured by an authorized person or highly visible safety device has been placed across an open door, and
- H. Prior to removing GSE from any cabin access door:
 - i. The equipment operator shall ensure that the door has been closed and secured by an authorized person,
 - ii. Or that a clearly visible safety device has been placed across the opening, and
 - iii. Prior to moving the equipment the operator shall advise any personnel on board the aircraft and/or the person responsible for the operation around the aircraft that the equipment is to be removed.

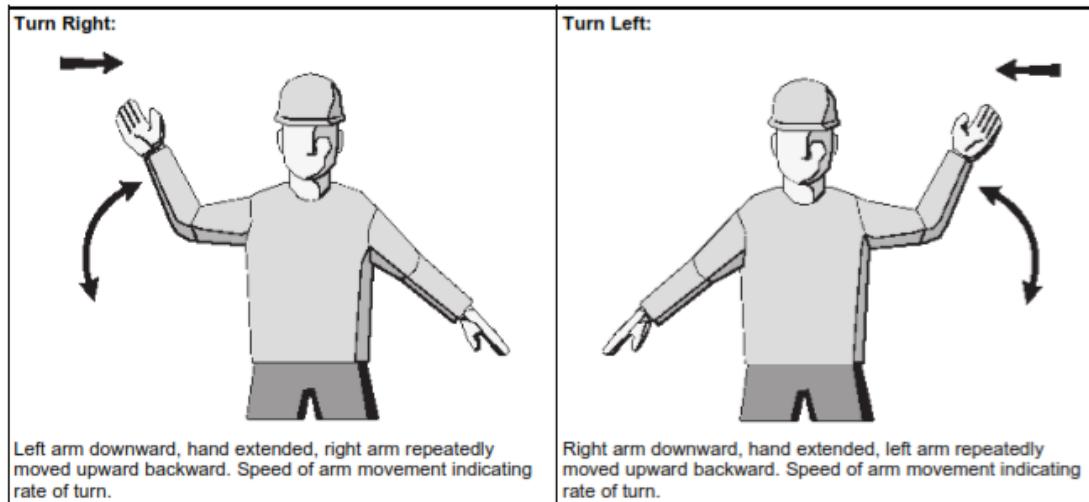
11.17 Hand Signals

11.17.1 Hand Signals for GSE Equipment's

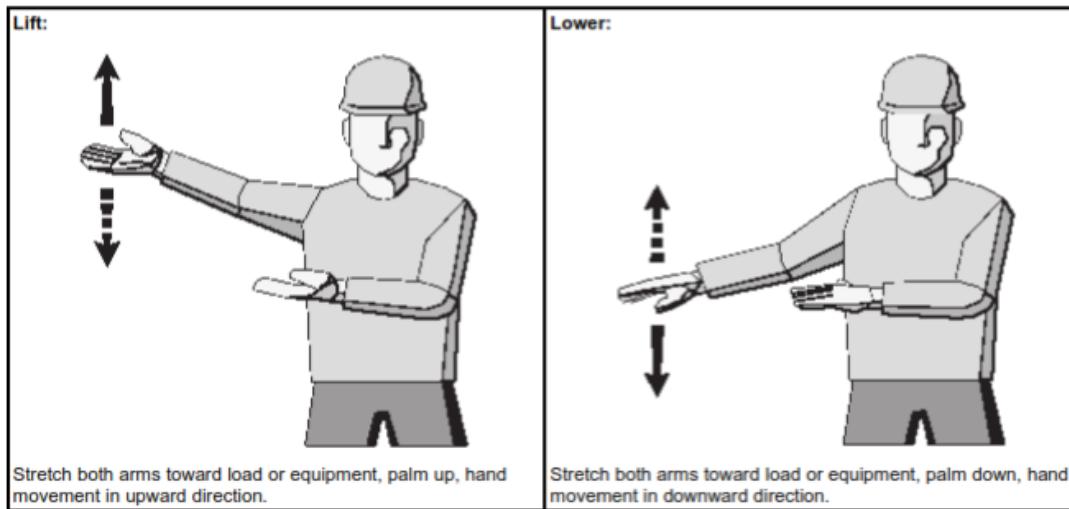
1. Forward and Backward Signals



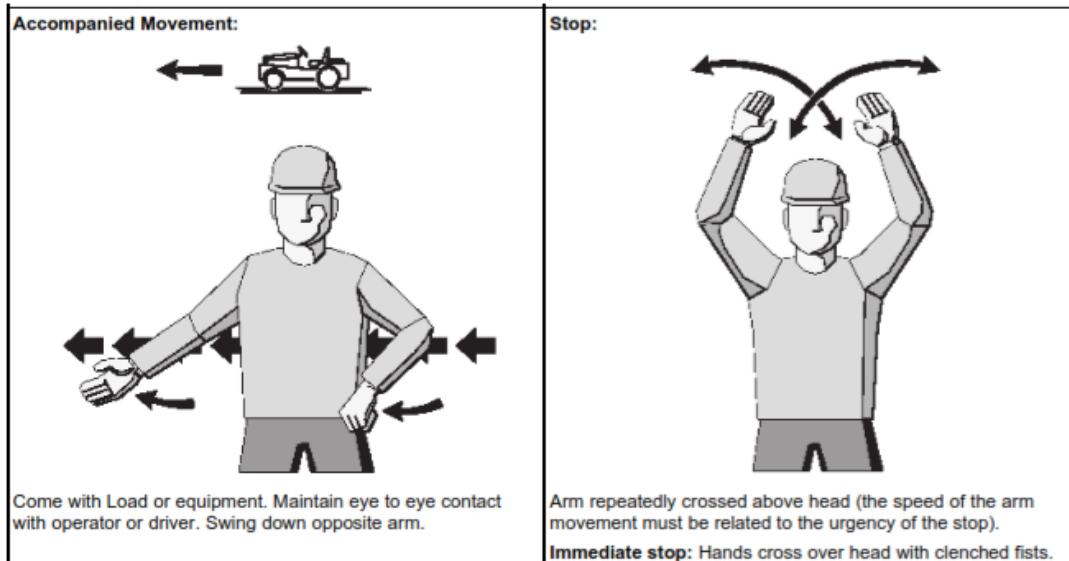
2. Turn Left and Right Signals



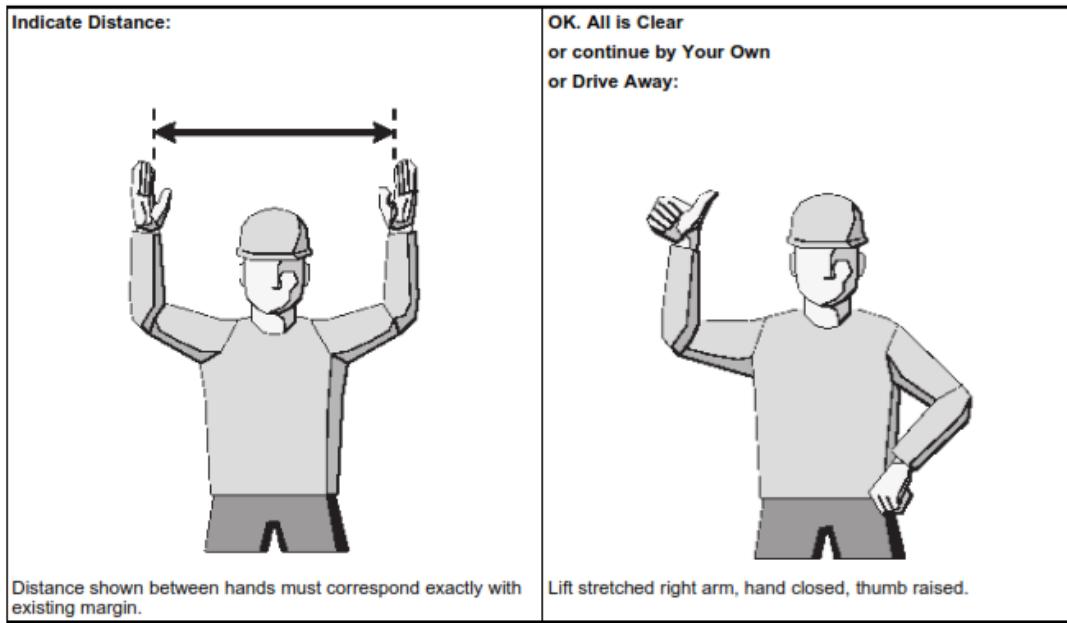
3. Lifting Signals



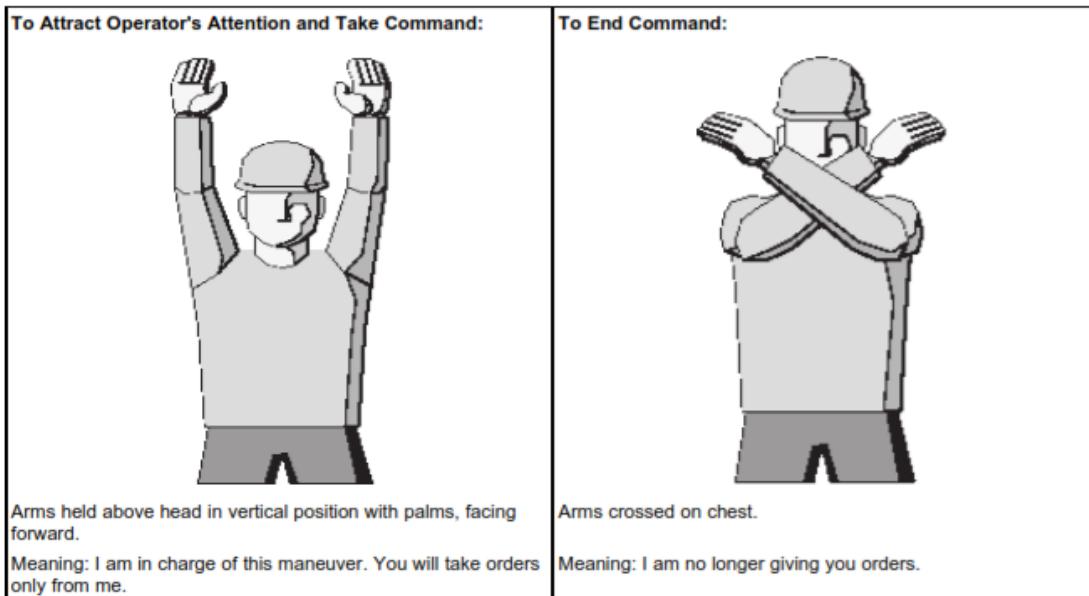
4. Accompanied Movement and Stopping



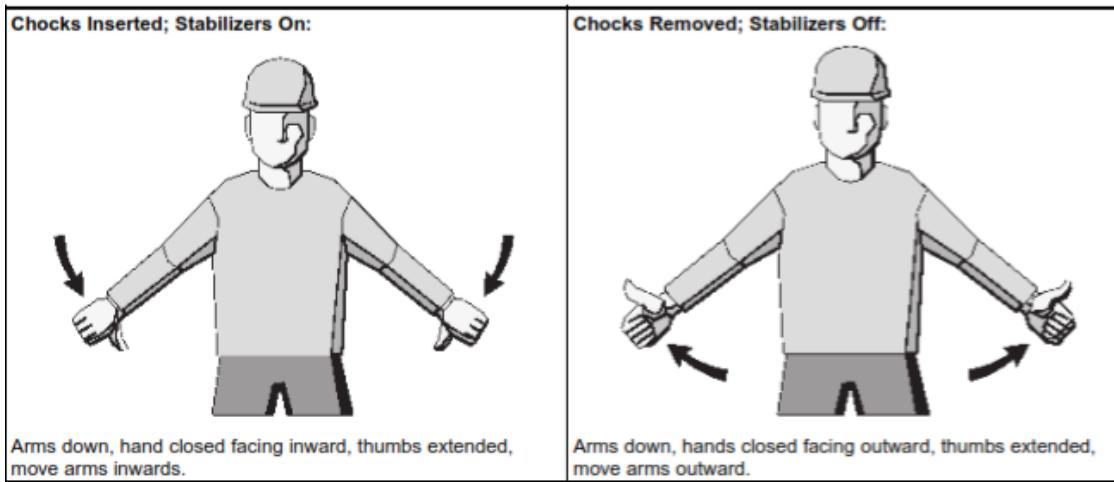
5. Distance Indication and All Clear Signal



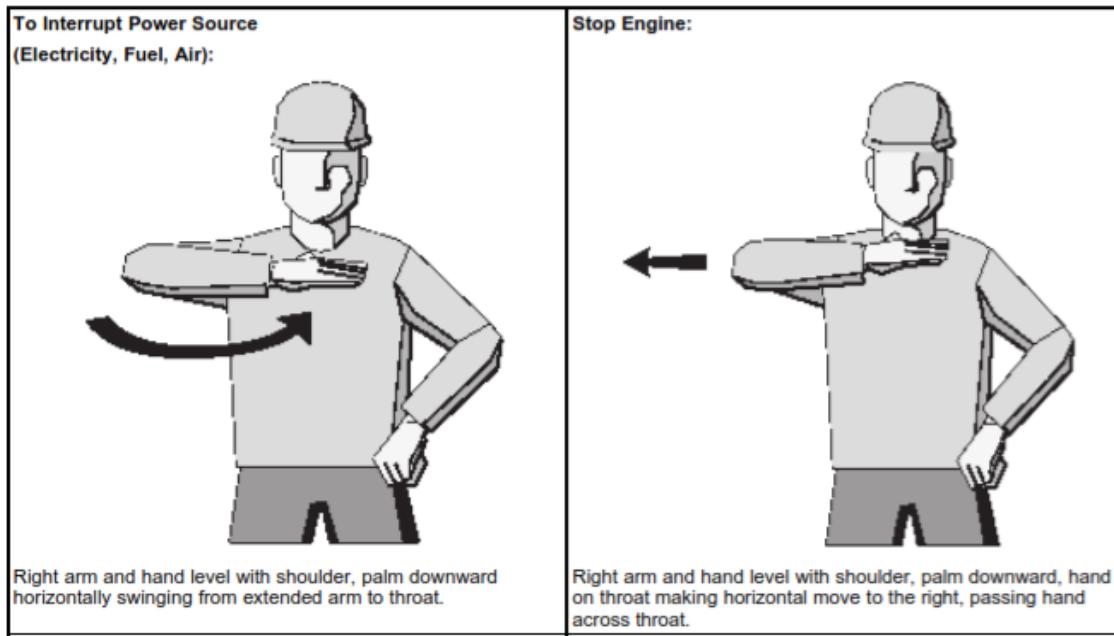
6. Take Command of Operator and End Command of the Operator



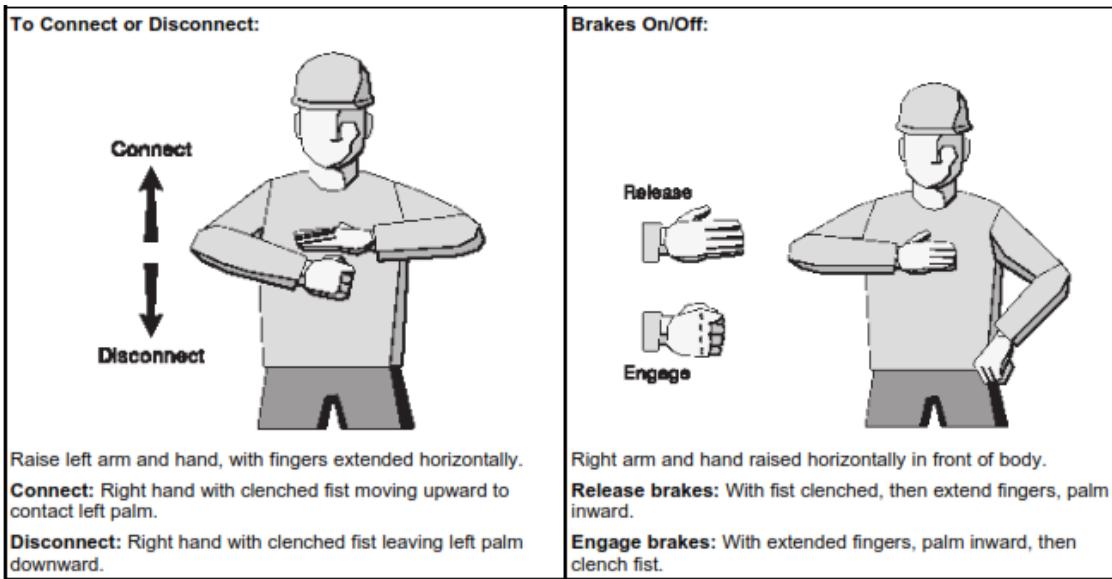
7. Chocking Signal on Equipment



8. Interrupted Power Source and End Engine Signal



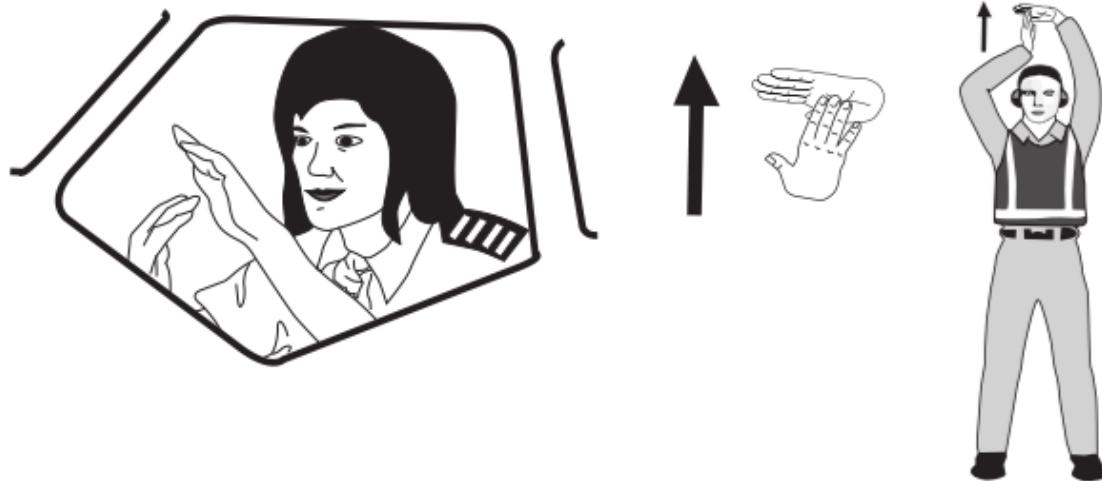
9. Connecting/Disconnecting and Brake On/Off



11.17.2 Ground Power Unit (GPU) Connection Signals

2. Connection of GPU

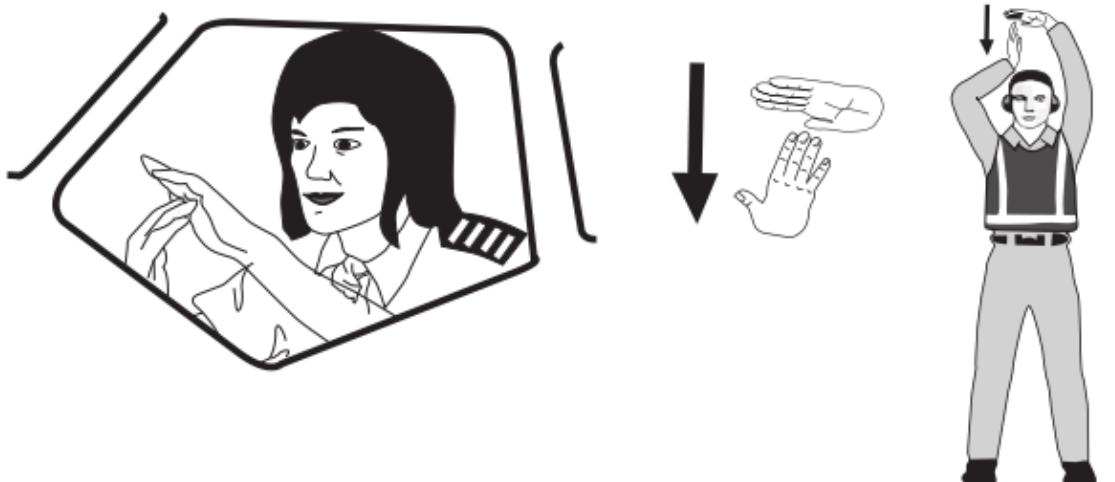
To connect ground power:



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.

3. Disconnection of GPU

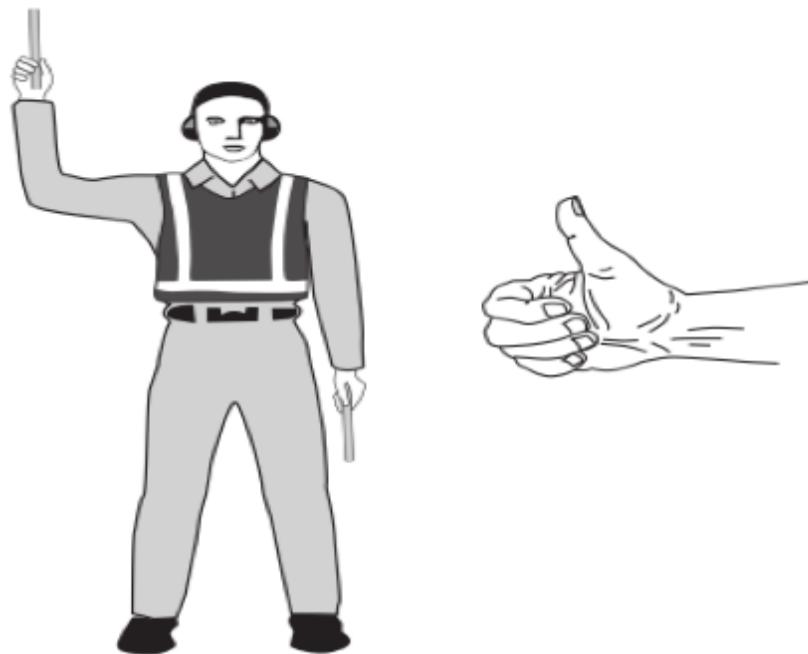
To disconnect power:



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 authorized by the flight crew. At night, illuminated wands can also be used to open the "T" above the head.

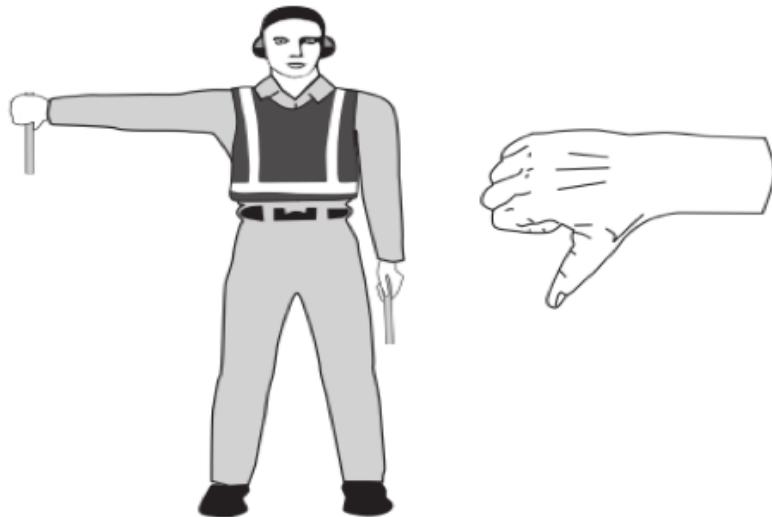
11.17.3 Affirmative/All Clear Signals

Affirmative



Raise right arm to head level with wand pointing up or display hand with thumbs up, left arm remains at side by knee

Negative



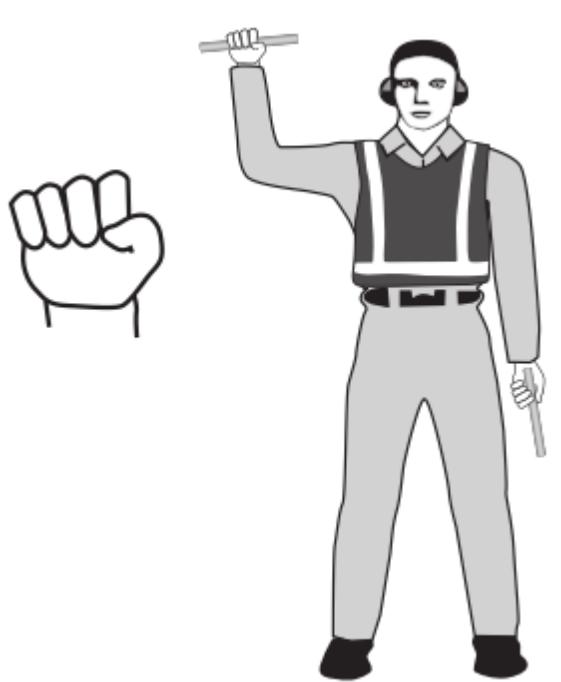
Hold right arm straight out at 90° from shoulder and point wand down to ground or display hand with thumbs down, left hand remains at side by knee.

11.17.4 Interphone Signals



Extend both arms at 90° from body and move hands to cup both ears

11.17.5 Do not Touch Controls



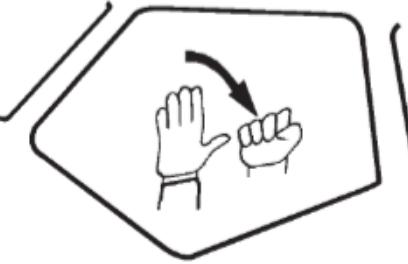
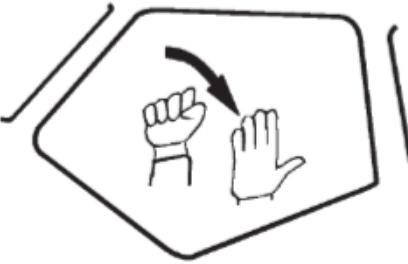
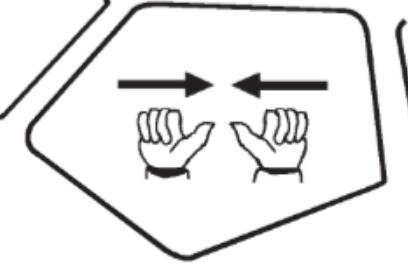
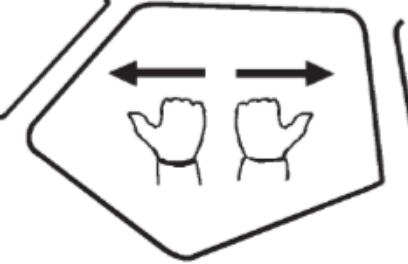
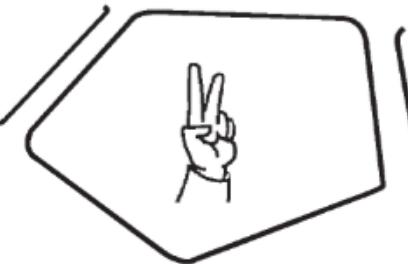
Raise right hand above head level and close fist or hold wand in horizontal position, left arm remains at side by knee

Open/Close Stairs FWD/AFT

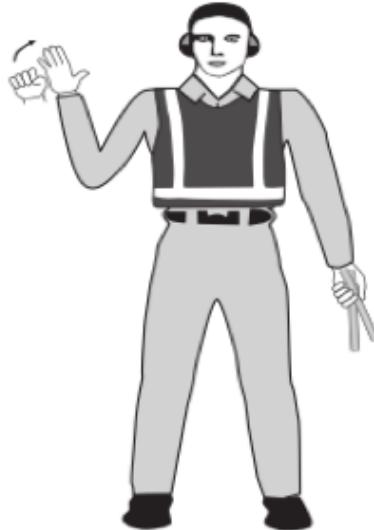


With right arm at side and left arm raised above head at a 45° angle, move right arm in sweeping motion towards top of left shoulder.

11.17.6 Command from Flight Deck

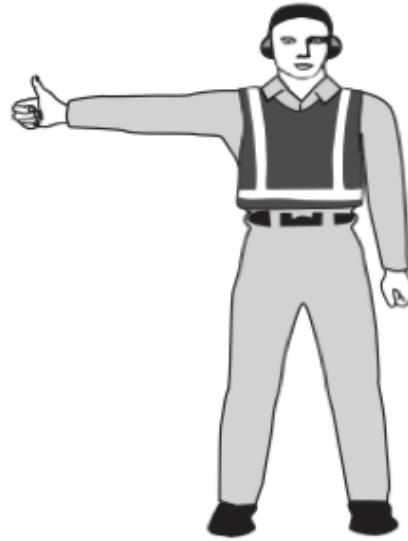
<p>Brakes Engaged:</p>  <p>Raised arm and hand, with fingers extended, horizontally in front of face. Hand is then closed to a fist.</p>	<p>Brakes Released:</p>  <p>Raised arm, with fist clenched, horizontally in front of face. Hand is then opened to an open palm.</p>
<p>Insert Wheel Chocks:</p>  <p>Arms extended, palms outwards, and hands moving inwards.</p>	<p>Remove Wheel Chocks:</p>  <p>Hands crossed in front of face, palms inwards, and arms moving outwards.</p>
<p>Ready to Start Engine(s):</p>  <p>One hand raised with the appropriate number of fingers stretched indicating the number of engines to be started.</p>	<p>All Clear:</p>  <p>Acknowledgement of all ground actions.</p>

11.17.7 Vehicle Brakes Off



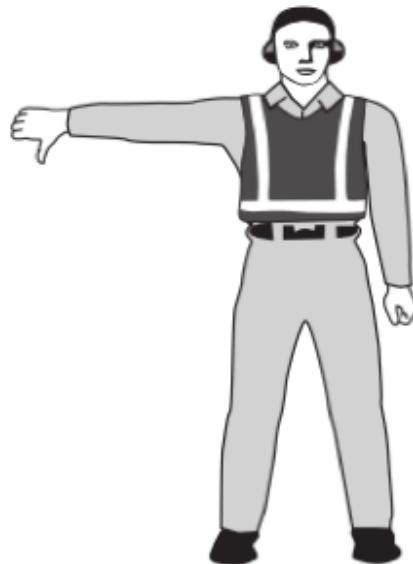
Raise hand just above shoulder height with closed fist and ensuring eye contact with tug driver open palm

Clear to Push



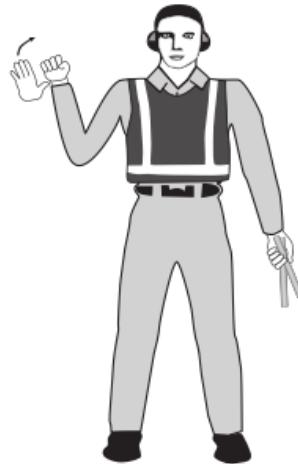
Hold arm straight out at a 90° angle from the shoulder and display hand with thumb up. This indicates to the tug driver that all equipment is clear of the aircraft, the chocks have been removed, the aircraft brakes are off and the flight crew has given clearance to commence pushback

Negative/Hold



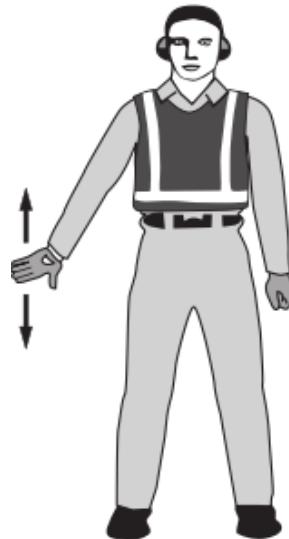
Hold arm straight out at 90° angle from the shoulder and display hand with thumb down. This indicates to the tug driver that the aircraft is not ready for pushback and to hold position.

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



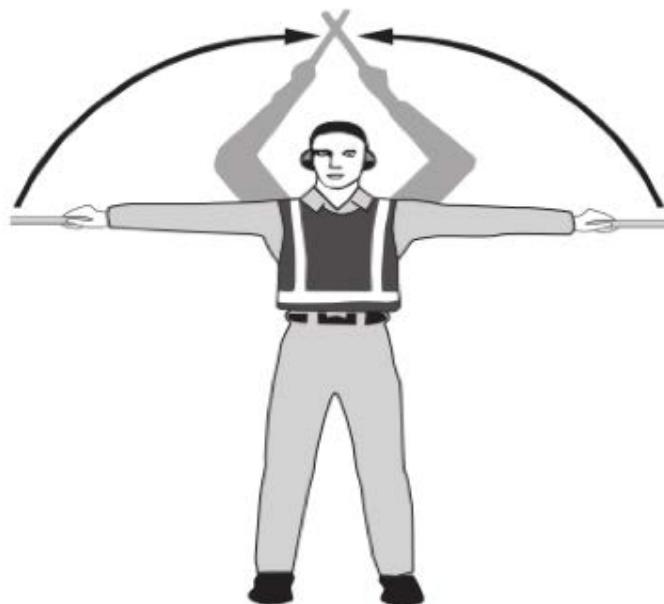
Touch nose with finger and with arm at a 90° angle to the shoulder, point in the direction that the aircraft needs to be turned to.

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.

11.18 Equipment Positioning

- 1) Equipment shall be positioned behind the equipment restraint line with parking brakes applied prior to any aircraft movement (departure and arrival on the apron),
- 2) The parking brake shall be always applied, with gear selector in park or neutral, when equipment is parked away from or positioned at the aircraft,
- 3) The passenger loading bridge shall be in the fully retracted position prior to aircraft arrival and departure,
- 4) When positioning equipment, the operator shall maintain a reasonable distance between the aircraft and the equipment in order to avoid damage caused by vertical movements of the fuselage during loading, unloading and fueling. Protective covers/bumpers are allowed to lightly touch the fuselage, but must not be compressed,
- 5) Stabilizers, when fitted on equipment, shall be deployed when equipment is positioned at the aircraft, and
- 6) Equipment (excluding fuel bowser, fuel hydrants) shall not be positioned or maneuvered under the aircraft wings and/or into hazard areas associated with the aircraft type.

11.19 Toilet/Lavatory Services

11.19.1 Introduction

Toilet servicing is the process by which toilet waste is removed from an aircraft at the end of the flight, in a sanitary manner. The toilet waste holding tank is flushed then recharged with a toilet fluid (degerm). Failure to correctly service aircraft toilets on the ground may result in the toilets becoming unserviceable during the flight.

Only authorized and trained ground handling personnel to operate and perform toilet servicing.

Toilet servicing consist of the following steps:

- 1) Draining of the waste tank.
- 2) Flushing of the waste tank.
- 3) Adding an amount of pre-charge and/or a concentrated deodorant pre-charge product, as applicable.

11.19.2 Precautions

11.19.2.1 General Precautions:

- 1) The toilet servicing unit must not be driven under the wings of the aircraft, use guide person during all reversing operations.
- 2) Inform aircraft maintenance or flight crew, if:
 - A. Fluid leakage is observed.
 - B. The drain valve will not open or the waste tank cannot be drained.
 - C. Report any spillage of waste to the supervisor.

11.19.2.2 Hygiene Precautions:

- 1) Personnel engaged in toilet servicing cannot perform potable water servicing during the same task and are not permitted to enter the aircraft galley areas.
- 2) When performing toilet servicing, ensure wear heavy rubber gloves, full face protection and protective clothing against harmful waste.
- 3) Toilet servicing unit cannot be parked in the same areas as the potable water servicing unit.

11.19.3 Toilet Servicing Procedures

- 1) Prior to opening a toilet service panel, check for stains around the panel.
- 2) While opening the service panel, stay clear and watch for signs of leakage.
- 3) Stay clear of the drain fitting cap while opening, and watch for signs of leakage.
- 4) If required for a recirculation toilet, stir up the waste tank contents with an appropriate stick.
- 5) Make sure the drain hose Y-fitting coupling is connected correctly, before a drain valve handle is pulled.
- 6) Empty the waste tank(s).
- 7) Flush the waste tank(s) twice and empty them again.
- 8) Pre-charge the tank(s) with the correct quantity of water and disinfectant—as applicable.
- 9) Fill the waste tank(s) with the correct amount of water and concentrated deodorant pre-charge 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 pre-charge, or concentrated deodorant pre-charge
- 10) After servicing ensure that there are no leaks at the drain fitting cap and the end of the drain hose Y-fitting coupling.
- 11) Close the nozzle tightly in order to prevent the accumulation of ice during flight and wipe off residual water and disinfectant.
- 12) Check for possible leakage.
- 13) After servicing close and latch the fitting caps and service panel door.

11.19.3.1 Toilet Draining

- 1) Drain the aircraft waste system into the waste tank of a Toilet Service Unit (TSU).
- 2) Observe the waste drain hose during draining to confirm that the waste tank is completely emptied. The hose will also vibrate for a few seconds as the contents of the waste tank pass into the waste tank of a Toilet Service Unit.

11.19.3.2 Toilet Servicing During Freezing Conditions

To prevent freezing of the fluid in the aircraft toilet tanks and lines during freezing conditions:

- 1) 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.
- 2) Fill the aircraft toilet system only after electrical power supply has been restored, and as close to flight departure time as possible.
- 3) 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.

Inform supervisor or aircraft maintenance immediately.

11.19.4 Inoperative Toilet Systems

If defects of the toilet system prevent regular servicing:

- 1) Ask qualified technical staff - if available - for assistance (e.g. removal of panels, etc.).
- 2) If no technical staff is available, inform the Flight Crew or Supervisor.

NOTE

For potable water quality standards refer to AHM 440

1) General Requirements:

- A. Potable water systems are susceptible to contamination by bacteria and other micro-organisms,
- B. All water for drinking and other personal use made available to crew and passengers shall be free from chemical substances and micro-organisms that could cause illness in any form,
- C. Potable water shall be chlorinated, and
- D. Handling companies shall adhere to sanitary requirements.

2) Quality Standards:

- A. Regardless of its origin, water destined for aircraft potable water systems shall be chlorinated,
- B. Only products approved by local health authorities may be used for the chlorination of drinking water,
- C. Total chlorine content at the point of filling into aircraft shall be in the range of 0.3 to 0.8 mg/l,
- D. Once filled, potable water servicers may only be used for aircraft servicing after a minimum of 30 min, to allow the chlorinating agent time to react,
- E. Water shall be circulated within the servicer during this time to ensure thorough mixing with the chlorinating agent,
- F. The filling hose connector shall be of a different size, as recommended by ISO 450 Aircraft Connection for Water of Drinkable Quality, and

- G. Water samples for bacteriological examination from airport water supply systems, servicing vehicles and aircraft water systems shall be collected regularly by the potable water service provider:
 - i. Sampling shall be carried not less than four (4) times a year,
 - ii. The frequency may be increased if the need arises, and
 - iii. Bacteriological contamination of the water shall not exceed standards established by World Health Organization (WHO) or those issued by the local health authority, if they are more stringent.
- H. Results of the water samples shall be made available to **Flynas** upon request.

3) Sanitary Regulations:

- A. Potable water servicers shall not be filled from the same tap as toilet servicers,
- B. Potable water servicers and toilet servicers shall not be parked in the same area,
- C. Personnel engaged in toilet servicing are not allowed to perform water service at the same time,
- D. Before the fill hose is connected to an aircraft, a few liters of water shall be pumped to waste, to ensure thorough flushing of hose and nozzle, and
- E. When the hoses are not in use, all nozzles or connectors shall be protected from contamination by covers or by immersing them in receptacles containing chlorinated water:
 - i. The contents of the potable water servicer shall be drained not later than 24 hrs after filling,
 - ii. Service vehicles shall be cleaned and disinfected weekly, and
 - iii. The interior of the tank shall be scoured once a month to remove any deposits.
- F. He shall supervise and oversee the ground handling operations. His primary task is to avoid and stop all unsafe acts.

4) Water Servicing During Freezing Conditions:

- A. Drain the aircraft water tanks if instructed by the operating airline as per the operating airline procedures.
- B. Ensure the fill line is fully drained before closing the cap to prevent freezing of fluid inside.
- C. Ensure cargo doors are closed when loading and unloading are not performed to prevent water lines from freezing.

CAUTION

Do not attempt to remove the frozen substance in the fill lines or connections or on the service panels.

Contact the aircraft maintenance immediately.

11.21 Boarding Passenger

1) General Requirements:

- A. Local procedures shall take into account regulations regarding the clearance for boarding of passengers,
- B. Different procedures maybe necessary for:
- C. Boarding via passenger jet ways, and
- D. Boarding via buses and passenger stairs.
- E. When passengers are required to walk on the ramp they shall be escorted or supervised by sufficient Ground Staff, and
- F. Passenger routes to and from aircraft shall be selected in such a way that risk of accident is kept to a minimum.

2) Pre boarding and Embarkation:

- A. Boarding for all Flynas A320/A330 flights operating Domestic sectors within the Kingdom of Saudi Arabia shall follow AUTO BOARDING procedure, unless otherwise agreed in advance for a specific flight and communicated to all involved,
- B. Definition: AUTO BOARDING - a process whereby pre boarding (gate acceptance):
 - i. Does not depend on initial confirmation that the aircraft is ready for embarkation (aircraft entry via stairs or jet ways), and
 - ii. It is assumed that the aircraft is ready, thus reducing the amount of communication needed during standard operations, as specific times are used to sequence events,
- C. Pre boarding and bus transportation (if needed) for on-time departure shall commence as scheduled at all times, unless there are specific instructions to delay the process, and
- D. Embarkation (aircraft entry) shall only commence:
 - i. With minimum crew present (including at least one Flight Deck crew member), and
 - ii. After completion of the aircraft security check and positive confirmation from Crew or Aircraft Dispatcher to Ground Staff that embarkation can start.

3) Departure Handling:

- A. Ground Handling Agents(GHA)/ Flynas Ground Staff shall hand over all required flight documents to CSD/CS not later than 10 min before scheduled time of departure, and
- B. CSD/CS shall keep the documents in the aircraft document bag and stow it in the hat rack (last left hand side first class hat- rack).

4) Arrival Handling:

- A. CSD/CS shall prepare the aircraft document bag for document collection by Ground Staff,
- B. Immediately after the door is opened, the documents shall be collected from the aircraft document bag,
- C. After the documents are collected, the bag shall be returned to CSD/CS, and
- D. Procedures for all Cabin Crew documents shall remain the same.

11.22 Push Back Responsibilities

- 1) This procedure is applicable to pushback, engine start-up and aircraft towing operations performed on all aircraft by Company personnel or appointed personnel,
- 2) Headset Operator is normally the person in charge of towing and pushback unless responsibilities are otherwise jointly established between the staff involved,
- 3) If a person other than Headset Operator executes the tasks, this person shall have received a detailed briefing about safety measures and procedures by Headset Operator,
- 4) All staff performing headset communication during engine start-up or pushback shall be able to communicate with Flight Crew and other staff in English, and
- 5) The following personnel are involved in towing and pushback:
 - A. Headset Operator,
 - B. Flight Crew (pushback),
 - C. Brake Operator (towing),
 - D. Tug Operator,
 - E. Wingtip watch / tail watch / look-out mechanics (restricted movement areas / hangar tows), and
 - F. Engineer (if required).
 - G. Wing walker (if required).

11.22.1 Headset Operator:

- 1) Headset Operator shall be technical certified staff, qualified mechanic or approved handling agent staff, and
- 2) Headset Operator is responsible for ensuring that:
 - A. Sufficient chocks are positioned in place, removal should be done before start-up,
 - B. The parking brake is released before commencing movement and set before disconnecting the tow bar,
 - C. The nose wheel steering system is deactivated,
 - D. All nose and main gear down lock pins or sleeves are installed and streamers are visible where required (towing),
 - E. All cargo and cabin doors are closed,
 - F. Engine cowls are closed and latched,
 - G. Ground service equipment is clear from the aircraft,
 - H. The aircraft tow fitting is visually inspected for damage,
 - I. The tow bar is of the correct type for the aircraft to be towed / pushed-back and is serviceable,
 - J. The tow bar is correctly fitted to the tug and the aircraft,
 - K. Tow bar shear pins are checked for serviceable condition,
 - L. If torque links are disconnected, they are supported to avoid damage during any aircraft turns,
 - M. Communication is established with the cockpit and tug operator,
 - N. The aircraft is adequately chocked (towing) and brakes are set at the completion of towing before the tug is disconnected, and
 - O. A set of chocks is available on the tug for emergency use.

11.22.2 Tug Operator:

- 1) Tug Operator is responsible for:
 - A. Having a valid airport driving permit,
 - B. Ensuring that the tug is in a serviceable condition and braking system checked and found serviceable. The tug needs to be fitted with air brakes and a secondary braking system,
 - C. Ensuring that the tug anti-collision beacon lights are switched on irrespective of the time of the day,
 - D. Connection of the tow bar head to aircraft, ensuring that the tow bar head is safely locked and full engagement, and the safety pin fitted,
 - E. Positioning the tug and connect tow bar tug end to tug and to engage the safety pin,
 - F. Ensuring that tug brakes are applied when needed, Towing the aircraft smoothly at safe and suitable speeds,
 - G. Not exceeding the maximum allowable towing angle limits for the aircraft under tow,
 - H. Obeying the instructions of Headset Operator during the towing operation,
 - I. Towing the aircraft in strict compliance with the airport rules and regulations,
 - J. Ensuring that sufficient watch is maintained on the tug's instrument indications to ensure that brake pressures are adequate and that the air compressors are functioning to replenish dissipated pressures during braking action,
 - K. Towing the aircraft in a straight-line for at least 10 m at start, if possible, to relieve any torsional loads, and
 - L. Strictly following the taxiway centerlines painted on the ramp for aircraft taxi operation. Areas where such lines are invisible then additional caution is required to prevent contact with other aircraft or Ground Support Equipment (GSE). If multiple lines are present confirm which line is applicable for the aircraft type.

11.22.3 Person in Charge

- A. The person in charge shall notify all members of the towing / pushback crew that he is in charge of the towing operation and he shall accept the responsibility of ensuring that aircraft movement can be completed safely,
- B. If in his opinion and judgment, the circumstances of the movement require additional assistance, the aircraft tow shall be stopped and not restarted until the request for assistance has been satisfied,
- C. This situation is primarily required when towing aircraft in and out from hangar, where special attention is required with the use of wingtip / tail watch and using the whistle,
- D. The person in charge shall be fully aware of all instructions before moving the aircraft and, in the event of any change of instructions, towing shall be stopped while these instructions are conveyed to him, and
- E. He shall post his crew and give them adequate instructions regarding the towing and pushback operation.

- F. He shall supervise and oversee the ground handling operations. His primary task is to avoid and stop all unsafe acts.

11.23 General Safety Measure for Aircraft Towing, Engine Start Up and Push Back

- 1) A headset shall be used for ground-to-cockpit communication during engine start-up and pushback whenever available, except during thunderstorms,
- 2) In the event of a headset not being available, hand signal communication can be used, providing headset operator and Flight Crew / Brake Operator have confirmed usage and common signals have been agreed prior to aircraft movement,
- 3) This procedure shall only be performed with the help of wingtip / tail watch as required,
- 4) During engine start-up or pushback no information that is not relevant for these activities (e.g., Last Minute Change (LMC)
- 5) information) shall be exchanged via ground-to-cockpit communication,
- 6) If ground-to-cockpit communication is interrupted for any reason, pushback shall be immediately stopped, and
 - A. Wingtip / tail watch shall always be present if necessary because of local ramp conditions (e.g., narrow parking positions, a lot of ramp traffic, no headset):
 - B. Wingtip watch shall be positioned at the wingtips and accompany the aircraft during towing / pushback,
 - C. At airports where a roadway that is used e.g., for catering, baggage carts, runs behind the aircraft, a tail watch shall be positioned at the tail of the aircraft. Their responsibility shall be to halt traffic or in unsafe conditions alert Headset Operator / tug operator to stop the towing / pushback,
 - D. For communication between the wingtip / tail watch and headset operator, standard marshaling / hand signals shall be used, and
 - E. In case of an emergency stop, a whistle, or other method, shall be used to alert the others involved in the procedure.

11.24 Warning

- 1) When towing or pushing back an aircraft, all persons shall stay out of danger areas around the tow tug, Tow bar, nose wheels and the main wheels,
- 2) Persons on the ground shall be aware that it is possible to be run over by aircraft wheels or the tow tug,
- 3) The tow tug, Tow bar, and aircraft shall change position often during towing and pushback,
- 4) Maintain a minimum of 10 ft (3 m) separation between persons on the ground and any equipment that moves, and
- 5) No person shall walk in or forward of the path of travel of the nose wheels, a fatal injury could occur.

11.25 Push Back and Engine Startup Operation

1) General Requirements:

- 1) The following tasks shall be performed for complete pushback and engine start-up:
 - i. The final operational walk-around, which is described here, is an outside check performed by an engineer in charge, and
 - ii. In addition, a walk-round by appointed GHA personnel before pushback shall ensure that:
 - a. Cabin and compartment doors have not been damaged during servicing,
 - b. Doors and all servicing panels are closed and locked correctly,
 - c. Communication for pushback and engine start-up ensured,
 - d. Removal of wheel chocks,
 - e. Pushback, if needed,
 - f. Engine start-up, and
 - g. Push back disconnect.

2) Walk-around Guidelines

The pre-departure walk-around check includes, but is not limited to, ensuring the following:

- A. The table below (Walk-around Inspection Checks) serve as a guideline for pre-departure walk-around,
- B. The ramp area surface is free of debris that could cause foreign object damage (FOD)
- C. All GSE, power cables/hoses and passenger boarding devices are detached from the aircraft.
- D. The stand area is clear of obstructions. GSE and vehicles are positioned clear of the aircraft path and positioned outside the ERA.
- E. Adequate clearance exists between the aircraft and facilities or fixed obstacles along the aircraft intended movement path.
- F. All aircraft servicing panels and/or hatches are closed and secured (except – external power and headset panels).

- G. 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.
- H. Any abnormalities on the aircraft observed (e.g. obvious damage, fluid leakage) are immediately brought to the attention of the pilot in command and ground engineer.
- I. Depending on the aircraft model, doors, service panels, engines and other items may be located in different places or may be less or more in number than shown,
- J. Landing gear safety pins are removed.
- K. There are no obvious signs of unmarked dents or other skin panel damage.
- L. This walk-around is mainly a visual check and is performed at normal walking pace,
- M. Walk-around can be carried out in both directions if applicable,
- N. If doors, door handles or service panel covers seem not to be closed or retracted properly, it is advisable to check this by touching them,
- O. If this is not possible because of height, handling staff with suitable equipment shall be called,
- P. Some aircraft have system outlets, for example ventilation outlets for electric or hydraulic system components, which also have covers. These covers shall not be closed,
- Q. Ground handling staff can detect only external damage such as holes or deflections in aircraft structure, missing parts, flat tires and other items,
- R. If such damage is found, the engineer or Flight Crew shall be informed, and
- S. Walk-Around Inspection

Walk-Around Inspection Checks		
No	Side	Check
1.	Left Side	<ol style="list-style-type: none">1) Doors and structural parts, engine cowlings, wing and stabilizer edges and tips are not visibly damaged,2) All cabin and cargo doors are closed properly,3) All service panel covers are closed properly, and4) No foreign objects (e.g., pens, caps, documents, tie-down material, ULD tags, waste, stones) are lying on apron or in engine inlet, intake or blast areas.
2.	Right Side	<ol style="list-style-type: none">1) Doors and structural parts, engine cowlings, wing and stabilizer edges and tips are not visibly damaged,2) All cabin and cargo doors are closed correctly,3) All service panel covers are closed correctly,

		<p>and</p> <p>4) No foreign objects (e.g., pens, caps, documents, tie-down material, Unit Load Device (ULD) tags, waste, stones) are lying on apron or in engine inlet, intake or blast areas.</p>
3		<p>1) All service panel covers are closed correctly, and</p> <p>2) No foreign objects (e.g., pens, caps, documents, tie-down material, Unit Load Device (ULD) tags, waste, stones) are lying on apron or in engine inlet, intake or blast areas.</p>

2) Removal of Wheel Chocks:

- A. Prior to pushback or tow, all wheel chocks shall be removed from aircraft wheels,
- B. This shall normally be carried out by tug operator or appointed handling staff member,
- C. If a situation arises where a chock or chocks are stuck under the aircraft wheels, a staff member shall remove these once forward or backward movement of the aircraft has taken place and it is safe to do so,
- D. The person in charge of the movement (Headset Operator) shall be informed of the situation,
- E. Personnel placed to remove stuck wheel chocks shall maintain their own safety at all times,
- F. A clear path of exit shall be maintained once the chock / chocks have been removed,
- G. If an on stand engine start with ground power and/or pneumatic air is performed, the personnel assigned to remove any stuck chocks shall be fully aware of the need to leave the underside of the aircraft in the direction of the non-started engine, or along the center line of the undercarriage,
- H. Chocks shall be removed before start-up, and aircraft parking brakes shall be set to prevent aircraft movement,
- I. This process shall only be undertaken as an exception, and not as routine practice,
- J. At all times, blast and intake areas shall be observed,
- K. The safest path is under the aircraft following the parking bay centerline, and
- L. If all engines are started on stand, consideration shall be given to carrying out aircraft movement and removing chock prior to engine start.

NOTE

The maximum allowed pushback speed during the entire pushback procedure is 5 km/h, OR applicable by the local airport which must not be exceeded at any time. However, the pushback speed shall always be adapted to the present apron condition.

11.26 Push Back

1) **General Safety Precautions for Pushback:**

- A. Instruct Tug Operator verbally or by agreed hand signals about the start of pushing, and ensure that all safety areas are free, and stay free of obstructions and hazards,
- B. If pushing is interrupted for any reason, instruct tug operator verbally or by hand signal (thumb down). If pushing is interrupted but not on demand of Flight Crew, inform Flight Crew of the reason and situation,
- C. Tug Operator shall maintain visual contact with Headset Operator during pushback. If visual contact is lost, tug operator shall stop and not continue until visual contact is regained,
- D. Nose landing gear steering lockout pin shall be fitted,
- E. Headset Operator shall request Flight Deck Crew to release parking brake,
- F. Headset Operator shall ensure that the area behind the aircraft is clear for pushback and there is no conflict with other aircraft or obstructions, and
- G. Tug Operator shall not commence pushback until signaled to do so by Headset Operator.
- H. If an aircraft is to be pulled forward after pushback and engines started, care and special precautions must be taken to reduce the risk of the aircraft's engine thrust causing damage to the nose gear and towbar when stopping the aircraft at completion of maneuver. If known in advance, consider not starting the engines until the pull forward maneuver is completed.
- I. Engine Start-up when a Power Push Unit is used:
 - i. The start-up of engine no. 2 takes place in the normal sequence at the parking stand.
 - ii. Start-up of engine no. 1 must be performed after pushback, parking brake set and when the PPU moved to the back of the aircraft stabilizers."

11.26.1 Nose Gear Turning Angle

During pushback of Flynas aircraft the maximum nose gear turning angle or nose gear load, as specified below must never be exceeded,

If maximum turning angle or maximum nose gear load is exceeded, or the aircraft brakes have been applied for an emergency stop during pushback, damage to the nose gear and steering mechanism may occur. If confirmed to have occurred, or is suspected, maintenance must be contacted prior to flight. Undetected nose gear damage may fail at a later date with possible serious impact on flight safety.

NOTE

The recommended mass of the pushback truck lies within the range of approximately 10% to 15% of the Maximum Ramp Mass of the aircraft

11.26.2 Push Back with Tow bar

Pushback Process with Tow bar	
Action	Description
A. Connecting	<ul style="list-style-type: none"> i. Before connecting tow bar to aircraft, steering bypass pin shall be set at nose gear of aircraft, ii. Tow bar and tow-truck shall be connected to aircraft by person responsible for walk- out assistance and tug operator. Check correct connection of tow bar, iii. If tow bar is equipped with retractable wheels, retract wheels after tow bar has been connected with aircraft and tow- truck, and iv. If engine start-up shall be performed on, and parking position, ensure that tow bar is connected to aircraft before engines are started.
B. Push Back	<ul style="list-style-type: none"> i. Tug Operator shall smoothly and slowly position aircraft to location indicated by Headset Operator, ii. Driver shall ensure that nose landing gear turning limits are not exceeded, iii. Headset Operator shall walk alongside nose wheels maintaining a minimum distance of 10 ft (3 m) from nose wheels, tow bar and tractor. He shall never walk in or forward of path of travel of nose wheels, and iv. In confined spaces, observers (wing / tail watch) shall ensure that aircraft does not come near to conflict with any obstructions.
C. Completion	<ul style="list-style-type: none"> i. On completion of pushback, Headset Operator shall request Flight Crew to apply parking brake, and await confirmation that brakes are on, ii. Prior to disconnection of tow bar, wheel chock shall be placed 6 in (15 cm) in front of nose gear, as safety measure against aircraft moving forward because brakes are not set, iii. Tow bar shall be disconnected at tractor first, before disconnecting at aircraft landing gear, iv. Headset Operator shall remain on headset until engine start-up is complete and clearance has been given by Flight Crew to disconnect, v. Nose landing gear steering lockout/bypass pin shall be removed and interphone access panel closed and secured, vi. Headset Operator shall position himself on left or right of aircraft, in view of Flight Deck, vii. He shall display nose landing gear steering lockout pin and indicate clearance to taxi by giving thumbs up signal, if area in front of aircraft is clear, and viii. At night, it may be necessary to give clearance by use of torch or illuminated wand.
D. Braking Rules	<ul style="list-style-type: none"> i.

11.26.3 Push Back with Towbarless

- 1) The aircraft main landing gear wheel chock installed and nose landing gear wheel chocks removed, if applicable.
- 2) Tractor approach the nose gear to centerline of fuselage.
- 3) Ensure a spotter is available to assist in the final approach to nose gear.
- 4) On final approach to aircraft, the tractor must be properly aligned.
- 5) Position the tractor to standby for lifting and wait for clearance from flight deck crew to lift.
- 6) Wait for approval from flight deck crew to lift.
- 7) Set the tractor parking brake.

11.26.4 Pushback with a Power Push Unit (PPU)

Action	Description
A. Before connecting the PPU	<ol style="list-style-type: none">I. Inform the flight crew that a PPU will be used.II. Refueling must be completed.III. Nose landing gear wheel chocked and parking brake is set.IV. Main landing gear wheel chocks removed.
B. Pushback	<ol style="list-style-type: none">I. Headset operator must have headset communication with the flight crew at all times during the pushback.II. The headset operator must have an operational radio to communicate with ATC.
C. Completion	<ol style="list-style-type: none">I. Once the aircraft parking brake is set, the ground handling staff in-charge of the departure operation controls the opening of the rollers.II. Move the PPU until at least below the aircraft tail.III. Once the aircraft has been taxied and the blast disappeared, withdraws the PPU from the taxiway.

11.27 General Towing Safety Practice and Pre-Cautions

11.27.1 General

- 1) Only approved towing tugs shall be used for towing operations,
- 2) Suitably qualified staff shall operate towing equipment,
- 3) The correct type of tow bar and towing tug shall be used,
- 4) Chocks shall not be removed from the aircraft until the tug and tow bar have been attached to the aircraft and tug brakes applied,
- 5) Reference, unless visible through markers, shall be made to aircraft maintenance manuals for information regarding permissible aircraft towing angles and loads,
- 6) Do not exceed the maximum allowable towing angle and towing speed limit. Avoid sharp turns which results in excessive tire scrubbing,
- 7) Ensure that all nose and main gear down lock pins or sleeves, if required, are installed, and that streamers are visible,
- 8) Nose gear steering lockout pin installed or torque link shall be disconnected. Landing gear struts shall be correctly serviced, and limits on nose gear strut extension shall be observed,
- 9) Aircraft center of gravity shall be within safe towing limits, and lateral balance shall be satisfactory,
- 10) All aircraft main entry doors, cargo doors and all landing gear doors shall be closed,
- 11) Engine cowls shall be closed and latched,
- 12) Anti-collision beacon and navigation lights shall be switched on, or as required by local airport authorities,
- 13) Observe safety precautions for personnel, and when using the headset cord in the hazard zone around the nose wheel area,
- 14) All ground equipment, not in use, shall be disconnected and removed (e.g., GPU, ACU),
- 15) Weather conditions shall be such as to permit towing,
- 16) A set of wheel chocks shall be carried on the tug in case required,
- 17) The tow bar shall have a spare set of shear pins / bolts, and the required tools for changing the shear pins / bolts shall be available, and
- 18) Aircraft path shall be clear of all equipment and /or obstructions.
- 19) Pushback with a Power Push Unit (PPU) is not permitted in case of a headset/interphone failure, if applicable.

11.27.2 Towing Communications, Signals and Tower/Ground Frequency:

- 1) Only standard phraseology and signals shall be used,
- 2) Commands shall be loud and concise. Examples are listed below:
 - a. "Back – Forward – Slow – Stop – Set brakes – Release brakes."
- 3) Communication between ground crew and Brake Operator in the cockpit shall be by the use of headsets through the flight intercom system to ensure constant communication between cockpit and ground, or, if required and known in advance, by approved hand signals,

- 4) All towing crew shall be in possession of a whistle, or other such item, to alert other crew members which shall be used for all emergency situations,
- 5) The following signals shall be used to stop towing where normal communication equipment is not available:
 - 6) In daylight, one whistle blast together with the standard marshaling signal, arms repeatedly crossed above the head,
 - 7) In darkness, as for daylight but using illuminated batons,
 - 8) Brake Operator shall monitor the control tower or ground frequency continuously during the towing operation,
 - 9) Use of flight interphone is mandatory between Flight Deck personnel and ground personnel at all times, and
 - 10) If flight interphone is unavailable, alternative methods of communication shall be established prior to start of operations.

11.27.3 Driving Requirements

- 1) Aircraft shall be towed along taxiway centerlines, and positioned on parking stands using the centerlines provided,
- 2) If no parking centerlines or marked stands are provided, the airport appointed Marshaller shall be available at the required stand or parking area to guide the towing crew,
- 3) The tug used for towing the aircraft shall remain in one gear only. No attempt shall be made to change gear during towing,
- 4) Care shall be exercised during acceleration and deceleration to minimize shock loading on the tow bar shear pins,
- 5) During towing, the tug shall always move forward before a turn is initiated, and
- 6) Extreme caution shall be exercised when towing aircraft on a sloping taxiway.
- 7) Ensure and make all stop smoothly.

11.27.4 Towing Procedure

- 1) Connecting with tow bar and tug:
 - A. Before connecting the tow bar to the aircraft, set the steering bypass pin shall be at the aircraft nose gear,
 - B. The person responsible for walk-out assistance and Tug Operator tow bar shall connect the tug to the aircraft,
 - C. Check the correct connection of the tow bar,
 - D. If the tow bar is equipped with retractable wheels, retract the wheels after the tow bar has been connected with aircraft and tow-truck, and
 - E. Connect the tow bar to the nose landing gear before connecting it to the tug.

11.27.5 Towing

- 1) When the connection has been established, Headset Operator shall inform Brake Operator as follows:
 - A. "Aircraft is ready, awaiting your instructions", and
 - B. The aircraft SHALL NOT be moved at this time,
- 2) Brake Operator shall request towing clearance / approval and instructions from Airport Ground Control using the aircraft VHF communication system,
- 3) Once clearance has been obtained and confirmed by Airport Ground Control, together with route details, Brake Operator shall inform Headset Operator as follows:
 - A. "Towing approved via....", and shall pass details of the route.
- 4) Tug Operator shall reconfirm the direction of push out and towing route with Headset Operator,
- 5) Upon signals from Brake Operator, Headset Operator shall give instructions for nose wheel chocks to be removed, and obtain confirmation that brakes are released. Brake Operator shall confirm as follows:
 - A. "Brakes released".
- 6) Headset Operator and Tug Operator shall ensure that at least 10 seconds elapse between "Brakes released" confirmation and commencement of towing / pushback,
- 7) Headset Operator shall instruct Tug Operator to commence towing,
- 8) Tug Operator shall inform Brake Operator:
 - A. "Commencing tow".
- 9) While towing, keep tug speed to a safe limit,
- 10) The radius of turn shall be as large as possible, to minimize tire scrubbing and twisting loads on the main landing gear:
 - A. The towing angles specified for the aircraft type shall never be exceeded, and
 - B. Maximum steering angle markings shall be observed.
- 11) Towing loads applied to the nose landing gear shall not be exceeded,
- 12) Towing shall be carried out slowly and smoothly, and
- 13) Brake Operator shall continuously monitor Airport Ground Control / Tower frequency.

11.27.6 Completion of Tow with Tow bar

- 1) On completion of towing, align the tug with the aircraft and tow it out in a straight line for at least 10 m, if possible, to relieve any torsional loads,
- 2) Headset Operator shall:
 - A. Request Brake Operator for "Brakes on", and wait for confirmation, and
 - B. Chock the nose wheels.
- 3) The nose steering system shall not be activated before the tow bar is disconnected,
- 4) After completion of the tow:
 - A. Remove the tow bar from the nose gear fittings before reactivating the nose wheel steering system,
 - B. Inform Brake Operator that checks are completed and interphones are being removed, and
 - C. Secure panels, where applicable.

11.27.7 Towing Through Thunderstorm

- 1) Aircraft under tow during thunderstorms cannot be grounded, and the use of headsets connected to the aircraft interphone system by the external towing crew, constitutes a hazard to the user,
- 2) Therefore, headsets shall not be used during thunderstorms. Standard and pre-agreed hand signals shall be used to communicate with Brake Operator,
- 3) Staff shall be discouraged from sheltering beneath aircraft during thunderstorms, and
- 4) Any staff positioned to watch the extremities of aircraft wing tips and tail shall be well clear of the aircraft structure.

11.27.8 Incidents during Towing

Brake Operator	Tractor Driver
VHF Communication Failure	
	<ol style="list-style-type: none"> 1) Stop aircraft/tractor set immediately; unless crossing a runway, in which case clear the runaway, and then stop. 2) Apply tractor parking brake. 3) Advice Towing Regulation and wait for assistance (Follow me before completing the towing).
Tractor Failure	
<ol style="list-style-type: none"> 1) Inform ATC. 2) Applying parking brake. 3) Listen to VHF and wait for assistance. 	<ol style="list-style-type: none"> 1) Stop aircraft/tractor set. 2) Inform ATC. 3) Apply tractor parking brake. 4) Chock the aircraft. 5) Listen to VHF.
Coupling Break Off	
<ol style="list-style-type: none"> 1) Step on both brake pedals progressively. 2) Apply parking brake before releasing the pedal. 	<ol style="list-style-type: none"> 1) Don not apply tractor brakes. 2) Follow the aircraft path attentively and stop the tractor according to the aircraft position. 3) Chock the aircraft.
Tractor Fire	
<ol style="list-style-type: none"> 1) Inform ATC. 2) Apply parking brake. 	<ol style="list-style-type: none"> 1) Inform the brake operator. 2) Stop aircraft/tractor set immediately. 3) Move tractor away as rapidly as possible. 4) Fight the fire, using the fire extinguisher. 5) Chock the aircraft.
Aircraft Fire	
<ol style="list-style-type: none"> 1) Inform ATC. 2) Apply the parking brake. 3) Fight the fire with the on-board extinguisher. 4) Evacuate the aircraft using on-board means, if required. 	<ol style="list-style-type: none"> 1) Stop aircraft/tractor set immediately. 2) Move tractor away as rapidly as possible. 3) Chock the aircraft.
Accident with Other Aircraft or Vehicle	
<ol style="list-style-type: none"> 1) Contact the Control Tower stating position and nature of trouble. 2) Listen to VHF and wait for assistance. 	<ol style="list-style-type: none"> 1) Stop aircraft/tractor set immediately. 2) Apply tractor parking brake. 3) Advise towing regulation. 4) Do not unload or disconnect the aircraft. 5) Chock the main landing gear.
Interphone Communication Failure	
<p>If during the tow the interphone fails, the tow must be immediately stopped and an alternate means of communication established before continuing. Assistance must be requested, if not possible.</p>	

NOTE

The Tractor Driver and Brake Operator must continuously keep each other informed.

11.27.9 Incidents during Pushback with PPU

Flight Crew	Ground Staff
Aircraft unable to move alone – PPU removed	
Inform aircraft maintenance for inspection.	1) Inform the flight crew PPU is removed. 2) Disconnect interphone contact after confirmation with the flight crew.
Aircraft unable to move alone – PPU not removed	
Shutdown the engine. 1) Forbidden the evacuation of passengers via the wing emergency exit on the PPU side. 2) Inform aircraft maintenance for inspection.	Informs the flight crew PPU is removed. 1) Disconnect interphone contact after confirmation with the flight crew. 2) Use fire extinguishers.
Aircraft able to move alone – PPU removed	
Inform aircraft maintenance for inspection.	Informs the flight crew PPU is removed. 1) Disconnect interphone contact after confirmation with the flight crew. 2) Guide the flight crew to move the aircraft forward.
Aircraft able to move alone – PPU removed	
Does not shutdown the engine. 1) Moves the aircraft forward with engine thrust overpowering the rollers jacks resistance. 2) Inform aircraft maintenance for inspection.	Informs the flight crew PPU is removed. 1) Disconnect interphone contact after confirmation with the flight crew. 2) Presses the most accessible stop button. 3) Re-established the interphone contact and report to the flight crew.
PPU fire during pushback	
1) Warn the Fire Brigade using VHF. 2) Set the aircraft parking brake.	Inform the flight crew. 1) Stop the pushback. 2) Release the rollers and remove the PPU. 3) Report to the flight crew the on-going situation.

11.28 Tow bar Failure during Towing

- 1) Tow bars are designed to fail at the shear pins, should excessive towing forces be experienced,
- 2) Should a shear pin or bolt fail during towing, Headset Operator shall advise the person in the cockpit (Brake Operator) to perform an emergency stop,
- 3) Headset Operator shall direct Tug Operator to take appropriate action as required, and
- 4) Tug Operator shall ensure that the tug continues its movement away from the aircraft so as to provide adequate clearance between the tow bar and the aircraft.

11.29 Towing Aircraft without Hydraulic Power

- 1) When towing without hydraulic power, the person in charge shall ensure that all precautions applicable to the type of aircraft are complied with, and shall take full responsibility for the maneuver, and
- 2) A set of wheel chocks shall be carried on the tug for emergency use.

11.30 Positioning Aircraft into and out of hangar

- 1) In addition to the above procedure and precautions, the following guidelines and instructions shall be adhered to when positioning aircraft into or out of hangars,
- 2) The maintenance supervisor shall allocate engineers to supervise and control the movement of aircraft into and out of the hangar,
- 3) One engineer shall be responsible to oversee aircraft maneuvering from the ground, and another shall be positioned in the flight deck as brake operator and to maintain radio communication with airport control tower (if necessary) and with Headset Operator,
- 4) Mechanics shall be positioned as follows:
 - A. One at each wingtip,
 - B. One at the rear of the aircraft, and
 - C. One at the nose of the aircraft.
- 5) The mechanics at each wing tip and at the rear of aircraft shall be in possession of whistles,
- 6) The engineer in charge of ground maneuvering shall ensure that the area in front of the hangar is clear of any obstacles before attempting to position an aircraft into or out of the hangar,
- 7) Prior to any aircraft movement into or out of the hangar, the engineer in charge shall brief the mechanics and Tug Operator to ensure that they are familiar with towing and emergency signals and procedures,
- 8) Tug Operator shall not attempt to maneuver an aircraft in the vicinity of maintenance hangars unless an engineer is in attendance at ground level, and he has checked that the lookout mechanics are in possession of whistles,
- 9) The engineer in charge shall guide Tug Operator so that the aircraft nose wheels do not deviate from the hangar center line painted on the hangar floor and apron approaches to the hangar during the entire towing operation,
- 10) Standard marshaling hand signals shall be used at all times during towing / maneuvering and shall be closely monitored by Tug Operator and the engineer in charge,
- 11) Should any situation be observed during towing / maneuvering that could cause contact between any part of the aircraft and surrounding obstacles, e.g., hangar structure, buildings, docking work stands or any other imminent danger:
 - A. The lookout shall blow his whistle,
 - B. Upon hearing a whistle, all the remaining lookouts shall blow theirs concurrently,
 - C. Tug Operator shall immediately apply the tug brakes, and

- D. If the aircraft fails to stop, the engineer in the flight deck (Brake Operator) shall apply the aircraft brakes as a last resort.
- 12) Under no circumstances shall Tug Operator attempt to move an aircraft without a headset person or, in the case of no headset, a nominated person, to liaise between flight deck and tug.

11.31 Ground / Cockpit Communications

In case of an aircraft taxi-out, “Pushback” and “Pushback completed” phases are not applicable. Below dialogue communication to be used for departure:

For communication between cockpit and ground, the following statements shall be used exactly.

A – Ground – to – Cockpit Communication: Connection of Electric Power on Arrival		
Event	Flight Deck	Ground
Initial ground contact	“Ground from Cockpit”	“Cockpit from Ground”
External electric connection	“Connect external electric”	“External electric connected”

B – Ground – to – Cockpit Communication: Engine Start without Pushback		
Event	Flight Deck	Ground
When ready to start engines	“Ground from Cockpit” “Clear to start?” “Starting engine (engine number)”	“Cockpit from Ground” “Clear to start”
When ready to disconnect (after engines started and parameters are stabilised)	“Clear to disconnect (hand signals on left/right)”*	“Disconnecting (hand signals on left/right)”*
*Agree with Flight Crew before start-up procedure from which side hand signal for taxi clearance shall be given		

C – Ground – to – Cockpit Communication: Engine Start with ASU and GPU before Pushback

Event	Flight Deck	Ground
When ready to start engines	“Ground from Cockpit” “Clear to start?” “Ready for pneumatics”	“Cockpit from Ground” “Clear to start” “Pneumatics available”
After starting the engines	“Remove external electrics and pneumatics”	“External electrics and pneumatics removed”
When ready to disconnect (after engines started and parameters are stabilised)	“Clear to disconnect (hand signals on left/right)”*	“Disconnecting (hand signals on left/right)”*

*Agree with Flight Crew before start-up from which side hand signal for taxi clearance shall be given

D – Ground – to – Cockpit Communication: Pushback with Towbar/Towbarless

Event	Flight Deck	Ground
When ready for pushback and pushback clearance received from ATC	“Ground from Cockpit, cleared for push”	“Cockpit from Ground, release parking brake”
Start of pushback	“Parking brake released, clear to push”	“Pushing back”
When ready to start engines	“Clear to start?” Starting engine (engine number)	“Clear to start”
When pushback completed	“Parking brake on”	“Set parking brake”
When ready to disconnect (after engines started and parameters are stabilised)	“Clear to disconnect (hand signals on left/right)”*	“Disconnecting (hand signals on left/right)”*

*Agree with Flight Crew before start-up from which side hand signal for taxi clearance shall be given

Before connecting towbar to aircraft, set steering bypass pin

E – Ground – to – Cockpit Communication: Pushback with Power Push Unit (PPU)		
Event	FlightDeck	Ground
Preparation before positioning the PPU	Parking brake set	Confirm parking brake set
Completion of the pre-departure servicing checks	Roger	Pre-departure servicing checks completed
Engine no. 2 start	Standby – Starting engine no.2	Clear to start engine no. 2
Pushback	Parking brake released cleared to pushback	Acknowledged – Commencing pushback
Pushback completed	Parking brake set	Pushback completed – Set parking brake
Engine no. 1 start	Starting engine no. 1	Aircraft clear – clear to start engine no. 1
Disconnecting	Clear to disconnect – holding position and standing by for visual signal on the left/front/right	Disconnecting – hold position and wait for visual signal on your left/front/right

* Check that the steering bypass pin is not installed before positioning the PPU

The flight crew steers the aircraft according to the guidance instructions provided by the ground handling staff in-charge of the departure operation.

F. Communication during Engine Fire

- 1) 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.
- 2) In the event that a headset is not available, the appropriate "Fire" hand signal must be used.
- 3) 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.

G. Departure Communication without Interphone

- 1) In the event that the interphone becomes unserviceable or under extreme circumstances where the interphone is not available, you must use conventional hand signals for the departure.
- 2) Prior to departure a briefing must be held between the flight crew and the ground agent responsible for the departure, including:
 - A. Review of departure specifics, e.g. direction of movement, final positioning, and taxi out direction;
 - B. The hand signals to be used, including emergency signals.

H. Re-establishing Communication after Departure

In case the ground handling staff or flight crew re-establish interphone communication after it has been disconnected:

- 1) Initiated from the Flight Deck
 - A. The flight crew sets parking brake and re-establishes communication with ground handling staff via radio channel or ATC.
 - B. If visual communication with ground handling staff is still established, visual signals may be used.
- 2) Initiated from the Ground

If ground handling staff needs to re-establish communication with the Dispatch, do not approach the aircraft if communication cannot be established using hand signals, make contact via radio channel or ATC.

I. Interphone Communication Failure

- 1) In the case of a single person operation and if no other means of communication are available, immediately request assistance to continue the movement.
- 2) In the case of multiple operation, communication with the flight crew will be established using hand signals.
- 3) Notify ATC, if radio available and continue the movement in cooperation with ATC.

11.32 Clearance for Taxiing

- 4) Because Flight Crew cannot overlook traffic on the ramp, they rely on the clearance signal of Engineer in Charge or Ramp Agent,
- 5) Before giving clearance for taxiing, Engineer in Charge or Ramp Agent shall:
 - A. Ensure that the traffic on the ramp allows free taxiing,
 - B. Raise his right arm at elbow with thumb raised,
 - C. Do not use other signals to give clearance for taxiing, and
 - D. Show the steering bypass pin, if the aircraft has been pushed back.
- 6) As a standard, the clearance signal shall be given from the left hand side to Commander,
- 7) If hand signals shall be given from the right side instead (e.g., for safety reasons), agree this with Flight Crew before start-up,
- 8) Ensure that only the person responsible for engine start-up or walk-out assistance gives the clearance signal. Other personnel shall not give this signal or any other signal that could be misinterpreted by Flight Crew,
- 9) After receiving and recognizing confirmation of the clearance signal from Flight Deck without any doubt, Ground Staff may leave the aircraft,
- 10) If there is any doubt whether confirmation was given, or if the confirmation by Flight Crew cannot be seen (e.g., because of darkness or rain), Ground Staff shall wait at the aircraft until the taxi lights are switched on and the aircraft begins to move, and
- 11) As soon as the aircraft starts taxiing, Commander assumes responsibility for safe maneuvering of the aircraft on the apron.

11.33 Engine Start Up

11.33.1 General Requirement during Engine Start

- 1) Engines are always numbered from left to right facing the flight direction,
- 2) Normally, the sequence for engine start-up is not important for Ground Staff, and
- 3) After receiving "All engines clear" from ground, Flight Crew shall start the engines according to their procedures. Ground- to-Cockpit Communication, for phraseology required at engine start-up.

11.33.2 Warning during Engine Start Up

- 1) Ensure that all safety areas are free, and stay free of obstructions and hazards,
- 2) Observe local airport regulations, which may restrict the time, place and sequence of engine start-up, and
- 3) If there are local restrictions, or if it is not possible to keep all safety areas around all engines clear at the same time (e.g., because of positioning of Air Start Unit (ASU), Ground Power Unit (GPU) or passenger air bridge), inform Flight Crew about the situation and agree with them about the sequence for engine start-up.

WARNING

Ensure that all safety areas are free, and stay free of obstructions and hazards.

Observe local airport regulations, which may restrict the time, place and sequence of engine start-up.

if there are local restrictions, or if it is not possible to keep all safety areas around all engines clear at the same time (e.g., because of positioning of Air Start Unit (ASU), Ground Power Unit (GPU) or passenger airbridge), inform Flight Crew about the situation and agree with them about the sequence for engine start-up

11.33.3 Air Starter Unit (ASU)

- 1) If ASU is used to start the engines, ASU may block a maximum of one emergency exit escape area for a period of time,
- 2) Commander shall be informed about he blocked exit, and
- 3) In this case it is not necessary to reduce the maximum allowed number of passengers.

11.33.4 Cross Bleed Engine Start

- 1) If a cross bleed start is necessary, obtain a clearance from the Dispatching Engineer and ATS if necessary.
- 2) Cross bleed starts are not permitted during push back. The aircraft must be pushed back, the brakes engaged, the tug disconnected before initiating a cross bleed start and aircraft around area is clear.
- 3) If the thrust increase is above the normal idle range, ATC clearance is required.
- 4) Do not increase thrust above idle until push back is completed and aircraft brakes engaged.

CAUTION

With engine(s) above idle thrust, blast and suction effects are greater.

Simultaneous use of engine bleed supply and external pneumatic power supply is prohibited

11.34 Aircraft Arrival and Departure Visual Check

11.34.1 Aircraft Departure Visual Check (Exterior and Hold Interior)

- 1) The ramp area is clear of all FOD and any equipment that may cause aircraft damage or pose a risk.
- 2) The apron surface condition is sufficiently free of ice, snow, etc., to ensure safe aircraft movement.
- 3) The ramp area is free of objects/obstacles, along the aircraft intended movement path, which may be impacted by the aircraft or may endanger others due to jet blast effects.
- 4) All persons not involved in the aircraft departure operation must remain clear of the departing aircraft, behind the ERA
- 5) Additional ground staff such as Wing Walkers are present (if applicable/required).
- 6) 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.
- 7) Vehicles and personnel remain clear of aircraft engine intake and/or blast areas during engine start.
- 8) The aircraft holds shall be visually checked during loading for any damage(s) with particular attention to but not limited to, the floors, walls, ceiling, divider nets, cargo loading systems, fire and smoke detection systems and ULDs (as applicable for the aircraft type),
- 9) Any irregularity must be reported to the station Maintenance Technician or responsible person immediately when noticed,
- 10) Prior to closing of the doors, the frame areas of the doors shall be visually checked for any damage(s). Particular attention should be given to the seals and edges of the frame,
- 11) Visually check the aircraft for damage(s) prior to departure, after service equipment is removed from aircraft. Particular attention should be given to the areas around passenger and cargo hold doors, and
- 12) Any irregularity must be reported to the station Engineer or responsible person immediately when noticed.
- 13) Also Ground Handling Safety Report shall be submitted along with the note in the Flight Handling Report and shift report.

11.34.1.1 Pre Departure Table

Action	Applicable to					
	Pushback			Towing		Taxi Out
	TT	TBL	PPU	TT	TBL	
The required Pre-Departure Servicing Checks are completed.	X	X	X	X	X	X
Fire protection devices are available and correctly positioned (as per local rules).	X	X	X	X	X	X
Communication with flight crew and ground staff is established via interphone system.	X	X	X	X	X	X
The path and area that the aircraft is moving towards is clear of objects (FOD) ensuring safe aircraft movement.	X	X	X	X	X	X
The stand surface condition is sufficiently free of ice, snow, etc., to ensure safe aircraft movement.	X	X	X	X	X	X
The GSE is outside the ERA, and Loading bridge is fully retracted, if applicable.	X	X	X	X	X	X
If an Air Start Unit is required, check the equipment is correctly positioned and suitable for the operation.	X	X	X			X
Wing Walkers are present, if applicable.	X	X	X	X	X	
The air intake and blast areas of the aircraft engines are clear of persons and obstacles, such as ground support equipment.	X	X	X			X
The bypass pin is installed correctly or nose gear steering torque links are disconnected, if applicable.	X	X		X	X	
All persons involved in the aircraft movement stay well clear of the danger areas around the tractor, landing gear and aircraft engines.	X	X	X	X	X	
A qualified brake operator is in the cockpit.				X	X	

Wheel chocks are not removed from MLG until Flight Deck has confirmed that Aircraft parking brake is set, the tractor is fully secured to NLG and the parking brake of the tractor is set.	X	X		X	X	
Wheel chocks are not removed from the NLG until the powered push unit (PPU) is fully secured to the MLG and its parking brake is set.			X			
The tractor and shear pin combination (if applicable) are suitable for the operation, considering the aircraft type and weight, the weather and surface conditions.	X	X	X	X	X	
The completion of the pre departure table is indicated to the flight crew.	X	X	X	X	X	

11.34.2 Aircraft Arrival Visual Check (Exterior and Hold Interior)

- 1) A visual check of the aircraft for exterior damage(s) is to be conducted upon arrival, before service equipment is positioned.
- 2) Particular attention should be given to the areas around passenger and cargo hold doors.
- 3) After opening of the required doors for disembarkation and unloading, the frame areas of the doors shall be visually checked for any damage(s).
- 4) Particular attention should be given to the seals and edges of the frame. Any irregularity must be reported to the station maintenance technician or responsible person immediately when noticed.
- 5) Exterior and door frame damage(s) must be reported within 15 minutes after engine shut-down.
- 6) The aircraft holds shall be visually checked during unloading for any damage(s) with particular attention to but not limited to, the floors, walls, ceiling, divider nets, cargo loading systems, fire and smoke detection systems and ULDs (as applicable for the aircraft type).
- 7) Any irregularity must be reported to the station Engineer or responsible person immediately when noticed. Hold damage(s) must be reported within 30 minutes after engine shut-down.

11.35 Aircraft Pre-Arrival Safety Check Requirements

The ground handling personnel shall:

- 1) Conduct Foreign Object Damage (FOD) check on entire stand removing all debris just prior to arrival.
- 2) Make sure the stand surface condition is sufficiently free of ice, snow, etc., to ensure safe aircraft movement.
- 3) 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).
- 4) 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.
- 5) Make sure the aircraft ramp area free of objects and obstacles that the aircraft may strike or endanger others due to jet blast effects.
- 6) Make sure aircraft docking guidance system is operating, or marshalling staff is present.
- 7) Make sure additional ground personnel (such as wing walkers) are present (if required).

WARNING

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

1. The engines have been shut down and are spooling down.
2. The anti-collision lights have been switched off, and
3. The main gear wheel chocks are positioned.
4. Clearance to approach the aircraft has been given by the ground agent responsible for the arrival operation, if applicable.

11.35.1 Sequence of Aircraft Arrival Activities

- 1) Upon aircraft complete stop:
 - A. Position wheel chocks at the nose landing gear wheels.
 - B. If required, before engine shut down position and connect the Ground Power Unit (GPU).
- 2) After engines have been shut down, are spooling down and anti-collision lights have been switched off:
 - A. Position wheel chocks at the main landing gear wheels and confirm hand signal to flight crew.
 - B. Position safety cones.

- C. Prior to positioning the Passenger Boarding Bridge (PBB) confirm that there is no damage on the cabin door area.
- D. Conduct an arrival walk around to inspect for damage on the following parts of the aircraft:
 - i. All cargo and passenger doors
 - ii. All access panels and servicing access points
 - iii. Aircraft fuselage and engines
- E. Give clearance for GSE to approach aircraft and position.
- F. If required, position and connect the external powers.

NOTE

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

CAUTION

If an aircraft arrives with an unserviceable anti-collision light, do not approach the aircraft until headset communication has been established with the flight crew.

11.35.2 Aircraft Arrival with APU Inoperative

- 1) In the event of unserviceable APU, only authorized staff may approach the aircraft for the purpose of connecting ground power. This must only be done once it is confirmed that aircraft brakes have been set to park, and the engine(s) on the side where ground power is to be connected, have been shut down. Where ground power units are integrated with a jetty, the jetty may approach the aircraft provided the above confirmation and actions have been carried out.
- 2) The standard sequence for ground activities for an aircraft arriving on stand with unserviceable APU, under its own power or under tow is:
 - A. Aircraft Arrives on Stand
 - B. Engine(s)shut down on the side where ground power is to be connected.
 - C. Nose wheel chocks positioned;
 - D. Ground Power connected;
 - E. Remaining engine(s)shutdown and anti-collision beacons switched off;
 - F. Safety cones positioned;
 - G. Aircraft servicing activities commence.

NOTE

When visually confirmed that safety cones are in position and it is safe to do so; other personnel and equipment may approach the aircraft to conduct aircraft servicing.

11.35.3 Aircraft Arrival at the Gate or Open Ramp Area

- 1) Aircraft arrival at the Stand without an automated guide-in-line or at the Open Ramp Area:
 - A. As the aircraft approaches, the marshaller point to the guide-in-line on the ramp to be followed by the aircraft. The marshaller stand at the top of the guide-in-line and giving the "Identity Stand" signal.
 - B. If required, a Wing walkers shall be positioned outside the path of the aircraft wing tips and shall maintain a visual contact with the marshaller until the aircraft comes to a complete stop.
 - C. The marshaller gives the "Continue to Taxi Ahead" signal with marshalling wands while the aircraft taxis along the guide-in-line.
 - D. Use the "Turn Left" or "Turn Right" signals to correct the track of the aircraft as required. The aircraft nose wheel should follow the guide-in-line all the way to the assigned stop point.
 - E. 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.
 - F. Notify the crew once the chocks have been positioned.

NOTE

If at any time during the aircraft movement the marshaller is unsure or identifies imminent hazard, immediately with "STOP" signal the aircraft.

- 2) Aircraft arrival at the Stand with an automated guide-in system:
 - A. The responsible ground staff shall verify that the correct aircraft has been selected for the arrival and the equipment is operational.
 - B. In an emergency event if needed, the responsible ground staff for manning the emergency stop button shall be positioned with an unobstructed view of the arriving aircraft and within the system to stop the aircraft.
 - C. The responsible ground staff only after check that the hazard or risk is no longer present the aircraft docking guide system can be reactivated or if not standard aircraft arrival procedure shall be used, if applicable emergency stop is activated.

11.35.4 Ground Power Unit (GPU)

- 1) Positioned the GPU on the appropriate side of the aircraft.
- 2) Set and positioned the brake and chocks the GPU.
- 3) Disconnect the GPU from the towing truck prior to operations, if applicable.
- 4) Ensure while the GPU in operation positioned a minimum of 3 m (10 ft) from any fueling vehicles and aircraft vent exits.

NOTE

GPU can be prepositioned inside the ERA provided that the GPU parking positioned is marked.

11.35.5 Air Conditioning Unit (ACU)

- 1) Connecting the ACU:
 - A. Open the access panel.
 - B. Connect and start up the unit to the aircraft.
 - C. Ensure desired cooling settings.
- 2) Disconnecting the ACU:
 - A. Shut down the unit.
 - B. Disconnect the unit from the aircraft.
 - C. Retract hose to fully stowed and secured position.

NOTE

Ensure at least one cabin door is open and remains open while ACU in operations.

Ensure the air conditioning unit positioned not near the aircraft

CAUTION

The air conditioning unit exhaust pipe must point away from the aircraft due heat from the exhaust can cause damage to the aircraft structure.

11.36 Tie Down Procedure

11.36.1 General

Load control staff, before loading, shall identify all packages requiring tie-down or blocking, give necessary instructions on the Loading Instructions/Report form and ensure they are effectively applied.

Cargo loaded in a ULD under a certified net installation, will not require additional tie down unless the shape and density of the cargo could cause it to become a hazard, or damage the aircraft's structure as a result of shifting during operations or individual piece weight exceed certain limitations.

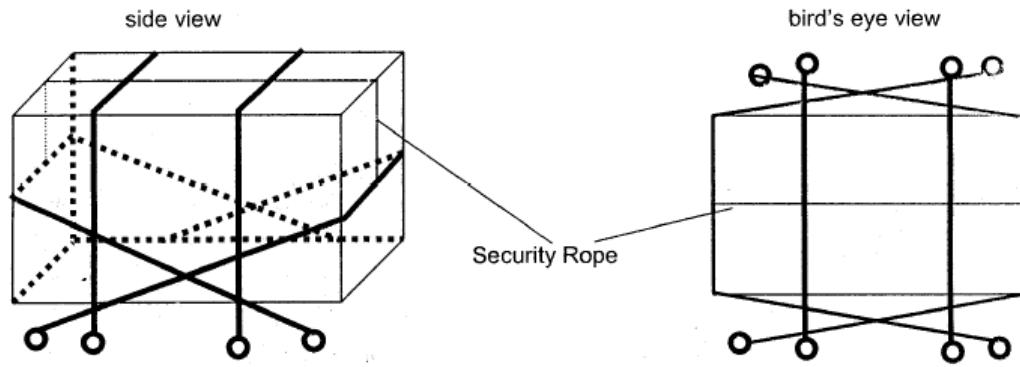
Blocking by other cargo or baggage may be considered as equivalent to tie down provided:

- 1) The total load in the same area/compartment must be for same destination as the package(s) to be tied-down and the package(s) must be effectively blocked by baggage or other cargo in all directions, including upwards.
- 2) Blocking upwards is considered to be effective only if the area / compartment is filled up to $\frac{3}{4}$ th of its height.

11.36.2 Standard Lashing

Standard tie down requires four tie-down straps and one security rope. Two tie-down straps will be used against upward forces, one tie down strap each against forward and backward forces. The security rope prevents the ropes used against forward and backward forces from sliding down.

The following picture illustrates standard lashing.



The maximum allowed weight of the cargo piece is based on the strength of the tie down materials used. Following tables shows the maximum weight of a piece based on the lowest standard capacity of the tie-down straps used.

Material used	Attachments used	Maximum weight
Single stud strap	Hook and single stud ring	900 kgs
Double stud strap	Hook and double stud ring	2500 kgs

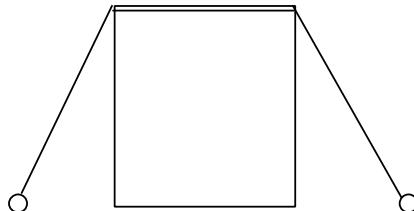
11.36.3 Capacity of Standard Tie-Down Equipment

For all tie-down material, standard capacity figures are applicable to the different thrust forces. These figures are the basis for the calculation of the material required for correct tie-down. When various kinds of tie-down material with different capacities are used, the lowest capacity will be applicable for calculation purposes.

Description	Standard Capacity at	
	1.5 g	3 g
Single stud tie-down strap with hooks	900 kg	450
Double stud tie-down strap with hooks	2500 kg	1250 kg

Attention: For safety reasons a **combination** of the double stud tie-down strap and the single stud tie-down ring is **strictly forbidden!**

The standard capacity figures of the tie-down straps are based on lashing from one tie-down ring across or around the cargo piece, respectively, to a second tie-down ring (see example 1).



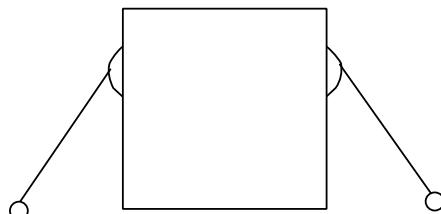
Capacity of tie-down strap (single stud):

at 3.0 g: 450 kg

at 1.5 g: 900 kg

Example 1

If a strap is fastened directly to the cargo piece and one tie-down ring (e.g. securing aircraft engines),

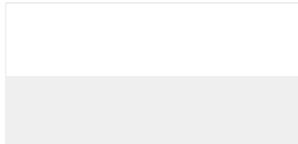


Example 2

Capacity of tie-down strap (single stud) At 3.0 g: 225 kg at 1.5 g: 450 kg

11.36.4 Tie Down with Standard Ropes

This table to be used for the tie-down of a load with ropes (based on strength assumed to be 450 kg) attached to single stud fittings (based on strength 900 kg) in the bulk hold of an aircraft.



- 1) The values shown allow for a maximum strap angle of 30° to the restraint direction. Minimum distance between two fittings should be specified for each type of aircraft e.g. single stud 30 cm (12 in) and double stud 50 cm (20 in).
- 2) When the rope is hooked on a fitting on one end and to the piece of cargo on the other end, then the number of ropes is double the number indicated in the tabulation.
- 3) For a normal shaped load the sideways restraint is provided by the restraints in the other directions. Load with irregular shape or high center of gravity requires left-right restraint.

11.37 Aircraft Structure Limitations

11.37.1 Running (Linear) Load Limitation

- 1) **Definition** — an aircraft is a flexible structure. In particular, the fuselage contorts during flight according to the loads it contains. So that the fuselage contortion does not exceed at any point the maximum allowed limit, which would result in a risk of permanent damage, the manufacturer defines a running (linear) limitation, i.e. a maximum load acceptable on any given fuselage length. This limitation is expressed in kg per m of fuselage length.
- 2) The linear limitation applies to the whole of the load located in a given part (on a given length) of the hold.
- 3) General case — the linear limitation determines the total maximum load allowed in each bulk hold section. It is provided by the manufacturer in the appropriate chapter of the Weight and Balance Manual. Therefore, it is prohibited to exceed this maximum load per section.
- 4) Heavy packages — in the event of carriage of one or several heavy packages, the running load limitation is complied with, and there is no need to check it, if the following rules are applied:
 - A. Total load in the hold section (including the heavy package(s)) is below the allowed maximum load for the section;
 - B. The use of a spreader floor if the area load limitation is exceeded.

11.37.2 Area Load Limitation

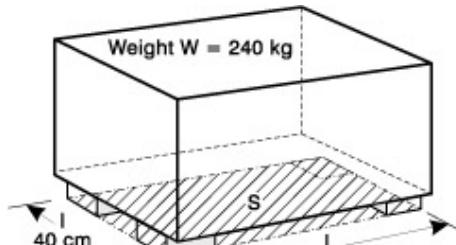
The hold area load limitation, expressed in kg/m², is to prevent the weight of the load resting upon a certain area of the compartment floor to exceed the capability of the aircraft structure underneath the floor (beams, cross beams, attachments to the aircraft body).

The hold area load limit is provided by the aircraft manufacturers in the appropriate chapter of the Weight and Balance Manual. It is generally referred to as “Uniformly Distributed Floor Loading” or “Maximum Distributed Load”.

If it is stated that the area load limit is 732 kg/m², this means that on 1 m² of the floor, not more than a total amount of 732 kg may be loaded, with one or several pieces of cargo, and irrespective of the way the piece (or the pieces) of cargo is (are) in contact with the floor within the square meter considered. In practice, the area load limitation shall be checked dividing the weight of the piece of cargo by the area defined by the external contour of its contact points on the floor (see example 11.1).

Example 11.1:

In this case the area to take into account is not the crate's or the surface of its feet but the area $S = L \times I$ defined by the external contour of its contact points:



$$\text{divide } \frac{W}{S} \quad S = 0.4 \times 0.6 = 0.24 \text{ m}^2.$$

$$\frac{W}{S} = \frac{240}{0.24} = 1,000 \text{ kg/m}^2 > 732 \text{ kg/m}^2.$$

If the resulting figure is higher than the limitation, the load cannot be accepted as it is. It will be necessary to provide a spreader floor to be placed under the load. The spreader floor shall meet two requirements:

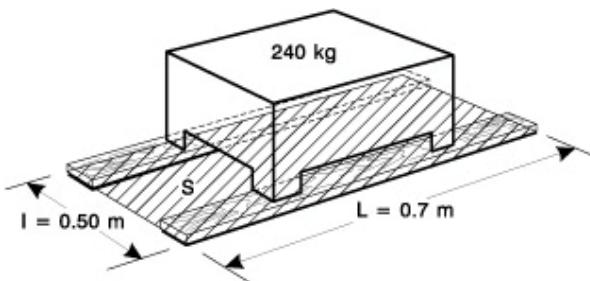
- 1) It shall possess a sufficient degree of stiffness to effectively accomplish the load transfer; this degree of stiffness will be dictated by the weight of the load and the length of spreader projecting beyond or within each actual contact point of the package with the spreader floor;
- 2) The resulting area, defined by the external contour of the contact points of the spreader floor, shall distribute the load below or up to the maximum permitted area load.
- 3) To determine the area required the following calculation is made: divide the weight of the piece of cargo by the hold area load limit (see example 11.2).

Example11.2:

Load = 240 kg. Area load limit = 732 kg/m^2 . Minimum surface defined by the external contour of the contact points of the spreader floor:

240 / 732

$$\begin{aligned} \text{Spreader} &= 10 \text{ kg}.S = L \times I = 0.7 \text{ m} \times 0.5 \text{ m} = 0.35 \text{ m}^2 \\ &= 0.33 \text{ m}^2 \end{aligned}$$



Note:

The total weight is a combination of the load and spreaders. The load imposed by the total weight of cargo and spreader on the aircraft structure may now be compared with the area load limit dividing the weight by the new area S:

$$\begin{aligned} & 240+10 \text{ kg } 0.35 \text{ m}^2 \\ & = 715 \text{ kg/m}^2 < 732 \text{ kg/m}^2 \end{aligned}$$

If the package requires a spreader floor, this means that even with this floor the maximum area load limitation is reached: therefore, no other cargo shall be loaded on the package itself or on the accessible parts of the spreader floor.

11.37.3 Floor Panel Limitations

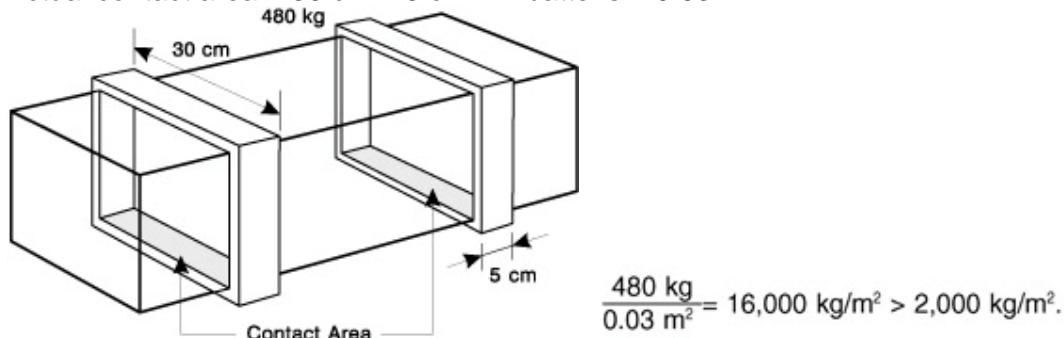
11.37.3.1 Contact Load Limitation

The floor contact load limitation (expressed in kg/m^2) is used to prevent the weight imposed by those parts of the load in direct contact with the floor from exceeding the capability of the horizontal floor panels (metal sheets, honey comb sandwich panels).

The floor contact load limit is provided by some aircraft manufacturers in the corresponding chapter of the Weight and Balance Manual. It is generally referred to as "Concentrated (Foot Print) Load" or "Maximum Local Load". If it is stated that the floor contact load limit is $2,000 \text{ kg/m}^2$, this limitation shall be checked dividing the weight of a piece of cargo by the sum of its actual contact area with the floor (see example 11.3).

Example 11.3:

$$\text{Actual contact area} = 30 \text{ cm} \times 5 \text{ cm} \times 2 \text{ battens} = 0.03 \text{ m}^2$$



If the resulting figure is higher than the limitation the load cannot be accepted as it is. It is necessary to provide a spreader floor to be placed under the load. The spreader floor shall meet two requirements:

- 1) It shall possess a sufficient degree of stiffness to effectively accomplish the load transfer; this degree of stiffness will be dictated by the weight of the load and the length of spreader projecting beyond or within each actual contact point of the package with the spreader floor;

Its actual contact area with the aircraft floor will distribute the load below or up to the maximum permitted contact load.

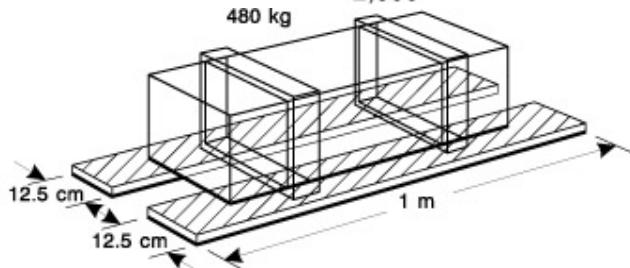
To determine the contact area required, the following calculation is made: divide the weight of the piece of cargo by the floor contact load limit (see example 11.4).

Example 11.4:

Load = 480 kg. Floor contact load limit = 2,000 kg/m².

Weight of spreader = 20 kg. Spreader floor contact surface = 1 m × 0.125 m × 2 = 0.25 m².

$$\text{Minimum contact surface} = \frac{480}{2,000} = 0.24 \text{ m}^2.$$



Note:

The total weight is a combination of load and spreader. The load imposed by the cargo on the aircraft floor panels through the spreader floor may now be compared with the contact load limit dividing the weight by the new contact area:

- 1) If the package requires a spreader floor, this means that even with this floor the maximum contact load limitation is reached: therefore, no other cargo shall be loaded on the package itself or on the accessible parts of the spreader floor.

11.37.3.2 Simplified Calculation from kg per m²

Floor contact area of standard supporting spreader planks are as given in the following table.

Material	Length	Width	Actual floor Contact Area
Wooden Planks	1.0 Meter	0.15 Meter	0.15 m ²
Wooden Planks	1.5 Meter	0.15 Meter	0.225 m ²

The values of the following table may be used for a simplified calculation of the required floor contact area for given package weights. Minimum 2 planks has to be used in order to maintain an even supporting area.

Package Weight	Minimum contact area (extra 10% for supporting materials)	Minimum Standard Planks (width 0.15m)	
		1 meter planks	1.5 meter planks
50	0.755m ²	2	2
100	0.15m ²	2	2
200	0.30m ²	2	2
300	0.45m ²	3	2
400	0.60m ²	4	3
500	0.75M ²	5	4
600	0.90M ²	6	4

11.37.3.3 Point Load Limitation

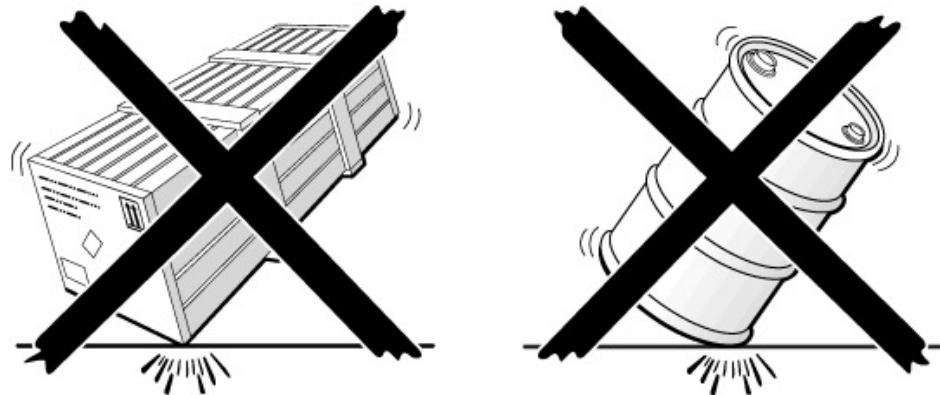
It defines the resistance to puncture (by a heavy load bearing onto a very small surface) to the material used in a bulk hold floor. It is equivalent to a pressure, and is expressed in kg/cm² (lb/in²).

In practice, the concentrated load limit of bulk floors is very high. Normally handled packages does not reach that limit. This is why the point load limitation is not mentioned in the manuals of the aircraft manufacturers and carriers.

It is recommended, however, to apply the elementary package handling precautions indicated hereafter in order to avoid a floor puncture by a point load during handling in a bulk hold. Package Handling.

During handling, never lay a heavy (more than 50 kg) package on one corner (see examples).

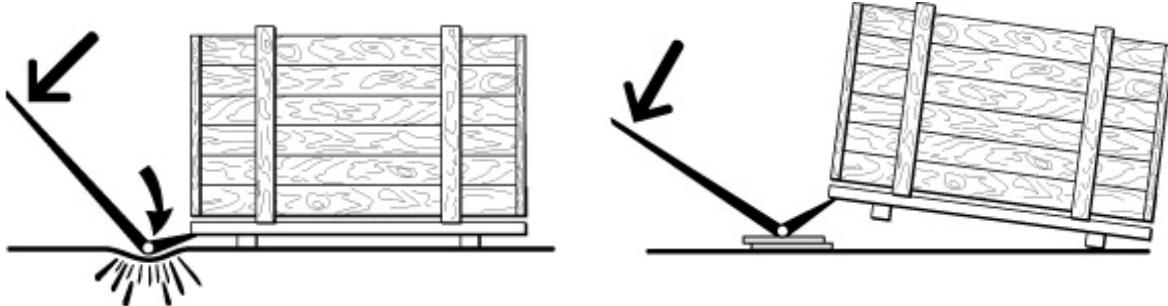
Never drop down a heavy (more than 50 kg) package on an edge or a corner: the impact may result in damage to the aircraft floor.



11.37.4 Moving of Load with the assistance of Pinch Bar

Usage of Pinch Bar directly against the aircraft structure is strictly forbidden as it can severely damage aircraft floor structure.

When using a "Pinch Bar" place a floor protector device beneath the "Pinch Bar" prior to applying the load, e.g. a plank or piece of plywood (see examples).



11.38 Special Handling

11.38.1 Live Animals

WARNING

Flynas DO NOT Transport Live Animals in the Cargo Hold.

Below is just for education purpose.

- 1) Ground transportation and loading/unloading should be performed smoothly in order not to startle the animals.
- 2) Animal shipments should not be left standing unnecessarily in the open, or on standing aircraft when the departure is delayed.
- 3) Live animals shall not be packed inside a closed ULD, except for a few species, e.g. tropical fish.
- 4) When loading containers onto pallets with igloos, the cages shall be stowed next to the igloo opening, with their main ventilation side facing the open side of the igloo.
- 5) The containers shall always be tied down or be otherwise secured against any kind of movement at take-off, landing and during flight, to prevent shifting or falling of the animal container.
- 6) The containers shall be stowed in such a way that there is enough space between cages and other load to guarantee a sufficient air circulation. Cages should not be placed under other loads.
- 7) A departure from the normal loading sequence may be unavoidable, in order to ensure the best possible container location.
- 8) Depending on the quality of the animal container, care should be taken when stacking to prevent crushing of the lower levels:
- 9) The containers shall be accessible, without needing to be off-loaded, when care of the animal is required during transit stops;
- 10) In the event of an excessive delay, special care should be taken, according to shippers/passengers instructions, e.g. opening of compartment doors, extra watering/feeding, offloading, etc. as necessary;
- 11) The containers shall not be loaded directly in front of or below air ventilation outlets, or in contact with the floor, or compartment walls, or internal lights.
- 12) Live animals shall not be loaded in close proximity to other loads which may have a negative effect on their health and welfare.
- 13) Animals which are natural enemies shall not be loaded in close proximity to one another.
- 14) Animals shall not be loaded in close proximity to cryogenic liquids (RCL), Carbon dioxide, solid (dry ice) (ICE) and foodstuffs (EAT).
- 15) Live animals shall not be stowed in the same compartment as poisons (RPB) and infectious substances (RIS).

- 16) Live animals may be loaded together with radioactive materials, provided that the separation distances stated in the IATA Live Animals Regulations are complied with.
- 17) For carriage of birds on long-haul flights, the cargo compartment lights shall be left switched on, to enable the birds to feed during flight.

11.38.2 Handling of Human Remains

11.38.2.1 Procedures

Human remains (HUM), except cremated, must be contained in a hermetically sealed inner coffin of lead or zinc inside a wooden coffin. The wooden coffin may be protected from damage by an outer packing and covered by canvas or tarpaulin so that the nature of its contents is not apparent.

Cremated remains must be shipped in funeral urns which are efficiently cushioned by suitable packaging, against breakage.

11.38.2.2 Handling of Coffins

Carriage of Human remains in coffins on flynas flights are subject to the following conditions:

- 1) Non-Creamed HUM shall not be loaded in close proximity of foodstuffs (EAT):
- 2) The Pilot in Command should be informed.
- 3) Always load HUM in a horizontal position.

11.38.2.3 Handling of URNS

Handling and Loading as normal cargo.

11.38.3 Carriage of Battery Operated wheelchairs as checked baggage.

In order to prevent damage to aircraft and to ensure flight safety, power driven wheelchairs or mobility aids may be carried as checked baggage on passenger aircraft provided the following are complied with:

- 1) Wheelchairs or other battery-powered mobility aids powered by **non-spillable** type batteries as defined in the IATA Dangerous Goods Regulations, must have the battery disconnected and the battery terminals insulated to prevent accidental short circuits. The battery must be securely attached to the wheelchair.

- 3) Wheelchairs/mobility aids with gel type batteries do not require the battery to be disconnected provided the battery terminals are insulated to prevent accidental short circuits.
- 4) Wheelchairs or other battery-powered mobility aids with **spillable batteries** are not permitted as checked baggage on Flynas flights.
- 5) Wheelchairs or mobility aids with spillable batteries must have the battery removed and the wheelchair or mobility aid may then be carried as checked baggage without restriction.
- 6) The pilot in command is informed of the location of the mobility aids and/or the batteries.

11.39 Aircraft Ground Stability

11.39.1 Definition

A critical aft center of gravity situation may lead to tail tipping of the aircraft during handling or towing operations. Precautions must be taken to eliminate this possibility as it can occur on many aircraft types.

11.39.2 Precautions

In order to avoid the risk of tail tipping the following precautions shall be taken:

1) Load Planning

When planning the load distribution, sufficient load should be allocated in the compartments forward of the center of gravity to ensure ground stability.

Particular attention must be paid to the distribution of the transit load on multi-sector flights. The distribution of the load remaining in the compartments at the next station must be such that it meets the above condition.

2) Loading / Unloading

Unloading should commence with aft compartments. Loading should commence with forward compartments. The same sequence applies for forward and aft galleys. Passenger distribution shall not be used to ensure ground stability.

Note: In certain cases, a tail support stanchion or nose tether can be used as recommended or required by aircraft manufacturers.

- 3) Shipment bearing "Cargo Aircraft Only" (CAO) label shall not be loaded onto a Passenger Aircraft under any circumstances

11.39.3 Ground Stability Checks

Methods to ensure ground stability include use of tables or graphs to determine the weight required in forward compartments to counteract weight to be loaded in aft compartments, or calculation of center of gravity for comparison against the applicable tipping and/or towing limit.

Refer to aircraft specification chapter for aircraft type requirements on precaution against tail tipping.

11.40 Adverse Weather Conditions

11.40.1 Winter or Slippery Apron Conditions

- 1) Plan additional time for all ramp activities and take extra care when walking across apron surfaces which can be slippery.
- 2) Take extra care when driving and vehicles require greater distance to stop safely, especially approaching the aircraft.
- 3) Operators of potable water unit and toilet servicing unit 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.
- 4) If apron conditions hazardous, inform local airport authority to mitigate the hazard. In the event the hazard cannot be mitigated inform Flynas representative or flight crew and suspend the affected operations, if required.
- 5) Close all entrance and cargo hold doors as soon as possible and keep them closed to avoid precipitation or snow entry into the aircraft.
- 6) Reduce speeds in slippery apron conditions. Adjust all activities and operations on the ramp to suit the conditions at the time.

11.40.2 Sandstorms

- 1) In case of heavy sand storm activity is predicted, either have the flight crew position the aircraft out of the affected area, or follow the same procedure for high winds, with the addition of covering up all open access points.
- 2) Wear appropriate PPE.
- 3) Ensure the provision of shelter, as required.

11.40.3 Low Visibility

- 1) Ground handling personnel will bear equipment that contains reflecting material.
- 2) If ground markings are obscured, ensure GSE is not parked outside of designated safe parking areas.
- 3) The aircraft position lights are on during the ground operations.
- 4) If the aircraft is pulled at reduced visibility, it will be lightened accordingly.
- 5) The GSE shall have the rotating overhead lamps on.
- 6) All GSE that are not necessary for the immediate servicing of the aircraft shall be removed from the maneuver area and the pedestrian traffic will be reduced.
- 7) Only GSE directly concerning the handling of the aircraft are authorized to carry out the activity.

- 8) Speed limitations must be observed; the moving speed of the devices will not exceed the walking speed of a pedestrian.
- 9) All GSE for services or for loading/unloading that approach the aircraft or move away must be guided.

11.40.4 Intense Heat

- 1) Wear appropriate PPE (i.e. covered clothing).
- 2) Ensure the provision of rehydration for ground handling staff.
- 3) Ensure the provision of a temperature-controlled environment during rest breaks.

11.41 Maneuvering During Adverse Weather Conditions

- 1) One of the most difficult policies to interpret is that dealing with operations during hazardous meteorological conditions. The flight should always attempt to avoid such conditions, and if they are encountered, use the proper procedures and techniques to minimize the hazard to the flight. To exercise good judgment in hazardous weather areas, the pilot must be familiar with the types of phenomenon likely to occur, the en-route weather conditions and their potential developments.
- 2) Whenever the airport is encountering adverse weather condition (e.g. fog, rain) there will be an increased risk of the operation, visibility, and traction will be affected and the surroundings, including the aircraft, passengers, ground staff, etc.
- 3) The PIC shall refer to the aircraft Operating manuals for limitations on ground operations. For instance, strong winds conditions, or sand storms, etc.
- 4) The tractor must reduce and adapt equipment speed as required by the current conditions.

11.41.1 Icy Conditions

- 1) Maneuvering an aircraft on slippery apron areas, extreme caution is required to avoid losing control of the tractor due to skidding. Many elements can contribute to the hazards involved such as strong winds, slippery road surfaces, pavement slopes and etc.
- 2) Avoid sudden turns, deceleration or acceleration when operating GSE.
- 3) Ensure when operating an ASU, do not start aircraft engines unless the condition of the pavement is such that reasonable traction is ensured. The aircraft parking brakes are set and the aircraft is disconnected from the tow tractor.

11.42 Ramp Turnaround Coordination/Supervision Requirements

The table below defines elements requiring supervision or coordination assigned to oversee the ground handling operations.

Item	ACTION
1.	Pre-flight brief conducted regarding flight requirement(s) and services as needed
2.	Pre-arrival check that parking position is free of Foreign Object Damage (FOD), obstacles and/or spillage
3.	Personnel wearing PPE available and ready
4.	All GSE and personnel positioned outside the Equipment Restraint Area (ERA)
5.	Guidance system is activated and marshaller(s)/wing walkers correctly positioned as applicable
6.	Personnel stay clear of the aircraft, until anti-collision lights have been switched off (exception applies if Auxiliary Power Unit (APU) is not operational)
7.	Aircraft chocked and coned
8.	An arrival external check prior to approach of any ground support equipment is done
9.	Equipment is properly positioned and operated (e.g. guide rails)
10.	Cargo holds are offloaded and commodities correctly handled as required
11.	Cargo holds offloaded according to LIR and inspected for damage
12.	Passenger Boarding Bridge (PBB) and/or stairs/steps are set to correct height before opening cabin access doors and all safety devices are installed
13.	Aircraft cabin access door operation by authorized and qualified person
14.	During passenger (dis)-embarkation, passenger movement is protected and guided in walkways between the aircraft and bus or terminal
15.	Passenger walkways are clean of obstacles and free of undesired contaminated substances
16.	Fuel bowser/tank or pumps is properly positioned and escape route not obstructed
17.	Fuel safety zones are respected
18.	Safety precautions for fueling with passengers on board or boarding are adhered to as applicable
19.	On-load started and the person responsible for loading oversight, (i.e., Load Master) is in possession of the LIR
20.	Condition of load is inspected prior to loading
21.	Baggage and cargo loaded and handled in accordance with the LIR
22.	Dangerous Goods (DG) is correctly handled, segregated, secured and stowed
23.	Holds are checked to verify load and locks/nets configuration

24.	Load information is exchanged with all deviations noted
25.	Final load information is provided to flight crew as required
26.	GSE removal procedures are followed
27.	Final ramp inspection and aircraft walk-around check are performed
28.	Chocks and cones removal procedures are followed
29.	Departure sequences conducted as required
30.	Post departure activities are conducted as required with appropriate document retention

* The Primary task is to stop all unsafe acts.

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12.0 Aircraft Servicing

12.1 Aircraft Cleaning

12.1.1 General

It is important that we welcome our guest on board an aircraft cabin immaculately presented in terms of appearance, cleanliness and odor.

The following guidelines and standards will help to ensure our customers receive the service promise every time they travel with us. All persons in charge of airport units, or agents, are responsible for complying with the contents of this manual so as to ensure the safe, punctual and economic performance of all aircraft cleaning activities.

The ground handling staff must observe the health and safety general instructions when performing aircraft cleaning.

12.1.2 Objective

1. Meet our passenger's expectations of boarding an immaculate aircraft irrespective of the time of day or place at which they start their journey.
2. Maintenance of the highest standards of hygiene.
3. Ensure that aircraft and fittings are not damaged through use of non- approved materials.
4. Give guidance to in-house cleaning teams and agents on procedures, materials and equipment.

12.1.3 Brief Description

1. Cabins

All floors, including galleys and entrances should be clean and clear of debris. No prominent dirty marks on ceilings, walls, locker doors and boarding doors.

2. Seats

All seats free of dirt, crumbs and stains. All tables and ashtrays clean. Pockets free of debris, tidy and correctly stocked.

3. Toilets

All waste cleared. Walls, floors, doors clean. Pan area clean and fresh looking. No debris on floors and no foul smells.

12.2 Cleaning Standards

12.2.1 Seats

1. No dirt or debris on seats.
2. Headrest covers clean and properly placed.
3. Arm rests and ashtray covers clean.
4. Ashtrays completely clean with no loose ash, paper, gum or other debris.
5. Tables completely clean including table lips, no cup rings, liquid runs or food particles.
6. All pockets correctly stocked and neatly stowed in uniform pattern with safety on board cards visible at front.
7. Seat belts straightened and crossed.
8. Clean pillows in clean covers. (if applicable)

12.2.2 Cabin

1. Floors vacuumed leaving no loose dirt or debris.
2. No gum on floors.
3. No obvious isolated dirt marks on carpets, spot cleaning done where necessary.
4. No finger marks or other marks on locker doors,
5. No debris inside.
6. No finger marks or spillage marks on hard surface walls.
7. No greasy marks on inside window surfaces, blinds or surrounds.
8. Wardrobes cleared out and free of debris.
9. Passenger doors clean of any finger marks, smears or any obvious isolated marks.
10. No debris in magazine racks and no obvious marks on outsides.
11. Drinking fountains clean and replenished.
12. Open blanket packs removed and replaced with fresh ones.
13. No stale odor in cabin.

12.2.3 Lavatories/Toilets

1. All waste removed, bins disinfected.
2. Floors washed and clean with no debris or dirt remaining.
3. Toilet seat covers completely clean.
4. Toilet surrounds clean, no fluid marks or stains.
5. Basins, mirrors & fittings clean with no smears.
6. All amenities fully stocked with approved sizes/patterns.
7. Walls and ceilings clear of any obvious isolated marks.
8. No foul smell.
9. Check and renew deodorant, if fitted.

12.2.4 Galleys

1. All waste cleared, bin liners replenished and bins disinfected, if needed.
2. Work tops, framework and ovens cleaned with no food residues remaining.
3. Remove any waste from sinks, clean and polish dry.
4. Clean and vacuum stowage areas.

12.2.5 Flight Deck / Cockpit

1. All waste removed.
2. Floors clean and free of any loose debris.
3. Seats and tables clean;
4. No debris or marks remaining.
5. No greasy marks on windows, blinds or other surfaces.
6. Maps and chart stowage cleared of any debris.
7. Belts straightened and tidy.

WARNING

STAFF ENTERING FLIGHT DECK
SHALL NOT TOUCH ANY
SWITCHES OR CIRCUIT
BREAKERS. A TECHNICIAN OR
AUTHORISED STAFF SHALL BE IN
THE FLIGHT DECK DURING
CLEANING.

12.2.6 External Cleanliness

The external appearance of aircraft should be maintained to a high standard. Cosmetic cleaning to remove dirt picked up from the atmosphere is an important part of maintaining this high standard of appearance.

12.3 Classification of Aircraft Cleaning

12.3.1 Transit/ Turnaround Cleaning

During the Short haul flights, where ground time is less than 45 minutes, the transit / turnaround cleaning has been designed to maintain a balance in achieving the best possible level of cleanliness for the passenger within the time constraints.

Tasks:

1. Seats

- A. Where necessary replace headrest covers with those consistent to product dressing.
- B. Place Safety Briefing Cards at front of seat pocket
- C. Rough out all waste from seats(unoccupied),
- D. Seat pockets and ash trays.
- E. Brush seats and cross safety belts.
- F. Wipe trays.

2. Cabin

- A. Remove rubbish from floor and vacuum clean the floor carpet.

3. Toilets

- A. Clean wash basin and all surrounds (including toilet seat) and polish dry.
- B. Empty waste bins, ashtrays and rough out all rubbish
- C. Replenish toilet paper, hand towels, soap etc. as required.
- D. Spray with air freshener.

4. Galleys

- A. Remove rubbish from waste bins and surrounding areas.
- B. Remove rubbish from sinks and work tops, clean and Polish dry.
- C. Pick up rubbish from floors.
- D. Flight Deck
- E. Empty bins and remove rubbish.

12.3.2 Extended Cleaning

As its name implies this is the most important clean. Cabin, seats, toilets, entrances and passenger amenities must be cleaned to the highest standard thus eliminating all traces of previous use. On Short haul routes the extended cleaning will be carried out after an aircraft has arrived for a **night stop**.

Tasks:

1. Seats

- A. Where necessary replace headrest covers with those consistent to product dressing.
- B. Brush or vacuum seats.
- C. Remove used blankets and carry cots.
- D. Cross seat belts.
- E. Remove rubbish from seat pockets.
- F. Wipe tables and remove any obvious stains from backs.
- G. Empty ashtrays.
- H. Remove and replace any soiled head rest covers.
- I. Replenish safety Cards and waste bags as required.

2. Toilets

- A. Clean wash basins and all surrounds and polish dry.
- B. Empty waste bins, ashtrays.
- C. Replenish toilet paper, hand towels, soap etc. as required.
- D. Clean mirror and wipe dry.
- E. Vacuum/wipe floor.
- F. Brush round toilet bowl, clean toilet seat.
- G. Spray with air freshener.

3. Cabin

- A. Vacuum all carpet areas.
- B. Clean drinking fountain drainage tray and tops and replenish cups.
- C. Wipe off any obvious marks (e.g. newsprint) on overhead locker doors.

4. Galleys

- A. Remove any rubbish from sinks and worktops, clean and polish dry.
- B. Remove rubbish from waste bins and surrounding areas.
- C. Vacuum/sweep floor.

5. Flight Deck

- A. Clean seats and tables.
- B. Empty waste bins and ashtrays.
- C. Remove rubbish from floor and vacuum.
- D. Clean outside windscreen on request.

12.3.3 The Deep Clean

Every aircraft will be Deep Cleaned at intervals as stipulated by the quality procedures department. It is intended that the Deep Clean will restore the aircraft to faultless cleanliness throughout removing all accumulated dirt, grime and scruffs.

Tasks:

1. Seats

- A. Rough out all waste, including waste disposal (sick) bags, seat pockets and ash trays. Ash trays must be removed and washed.
- B. Clean tables (including portables), seat arms and ashtrays removing all marks.

- C. Wipe down hard seat backs. Remove all debris from table arm stowages.
- D. Brush or vacuum seats including under seat cushion to remove all loose debris.
- E. Cross seat belts.
- F. Check condition and replenish waste bags.
- G. Ensure serviceable and correct issue safety card in each seat pocket.
- H. Remove and replace headrest covers, pillow cases and blankets. Ensure all seats are dressed uniformly.
- I. Dress seats with headsets and blankets as appropriate.

2. Cabin

- A. Wash all roof lining and wall panels.
- B. Brush out and wipe clean all air vents.
- C. Clean all seat control panels and reading light panels.
- D. Wipe clean all seat frames.
- E. Vacuum all carpet areas.
- F. Brush and vacuum seat rail.
- G. Shampoo carpet areas. If this is not possible arrangements to be made to shampoo at earliest date to remove marks and gum etc. by spot cleaning where necessary.
- H. Clean overhead stowage bins (inside and out), rails and top.
- I. Clean drinking fountain drainage tray and tops and replenish cups. Wash and clean drinking fountain stowage.
- J. Clean and polish in side window surfaces, window surrounds and blinds.
- K. Clean portable table stowage.
- L. Clean magazine racks removing all loose debris.
- M. Clean all handsets and stowage.
- N. Remove all debris and surplus items, clean all wardrobes and cabin stowage.
- O. Remove all marks and ingrained dirt from boarding doors and surrounds.
- P. Clean bulkheads surfaces.
- Q. Clean all crew seats and seat stowage.
- R. Wipe video screens removing all marks and smears.
- S. Spray cabin with air freshener.

3. Toilets

- A. Empty waste bins, ashtrays and rough out all rubbish.
- B. Clean wash basin and polish dry.
- C. Clean toilet surround, toilet seat and polish dry.
- D. Brush round toilet bowl.
- E. Remove, wash and replace ashtrays.
- F. Clean mirror and work tops, wipe dry and polish.
- G. Replenish toilet paper, hand towels, soap etc. with correct specification items and to required levels.
- H. Remove debris, then wash floor.
- I. Wash out waste bin and disinfect.
- J. Wash walls, ceilings and doors removing all isolated marks and ingrained dirt.
- K. Clean toilet module and stowage.
- L. Clean behind stowage panels.

- M. Check/renew deodorant.
- N. Clean overhead air conditioning grills.

4. **Galleys**

- A. Clean all ceiling panels, walls, lights and air vents.
- B. Remove rubbish from waste bins and surrounding areas. Wash out waste bin, bin stowages and fit new liner.
- C. Remove any rubbish from sinks & worktops, clean and polish dry.
- D. Wash sink and work tops.
- E. Wash all stowages, doors, panels and framework.
- F. Clean all ovens and beverage makers.
- G. Clean lifts and lift shafts.
- H. Clean any onboard trolleys.
- I. Clean over head air-conditioning grilles.
- J. Clean compactors.
- K. Clean Drinks machines/Coffee makers

5. **Flight Deck**

- A. Empty and wash waste bins, ashtrays, cup holders and surrounding area.
- B. Clean seats, tables, arm rests, ashtray and belts.
- C. Remove rubbish from floor and vacuum.
- D. Clean outside windscreen on request.
- E. Clean sun blinds and inside of windscreens.
- F. Clean panels, doors, maps and chart stowage.

6. **Cargo Holds**

- A. On request, remove waste and clean out all lashings, sweep floor, wash and disinfect hold.

12.3.4 Cleaning Methods and Techniques

1. **General**

Where cleaning is performed by handling companies, it is expected that our handling agents will determine the most appropriate methods and techniques to achieve our specifications.

2. **Preparation for Cleaning**

It is essential in the case of Short Cleans and also where limited time is available for Transit/Turnaround cleaning, that cleaning teams are ready on the aircraft stand before aircraft arrival. Material and equipment should all be on hand so that the sequence of cleaning operation is not interrupted.

The use of two sets of steps or jetties to speed up passenger disembarkation is an obvious advantage in making optimum use of time available for cleaning. Where a single exit only is in use for passenger disembarkation, consideration should be given to the provision of additional access for the cleaning team.

It is not necessary to wait until passengers have disembarked before cleaning commences. Ensure that cleaning team members are properly briefed on their respective tasks before starting.

12.3.5 The Cleaning Activity

There are no laid down rules for the completion of the cleaning operation since size of team, time available, number of passengers remaining on board etc. will all vary according to circumstances. However, the following may well be found to be useful:

Due to the tight time constraints that are frequently faced, it is important that the priority listing outlined for the Transit/Turnaround cleaning is adhered to.

1. Clean from the top down

Start with hat racks first, carpets last so that all dirt and dust dislodged does not spoil any cleaning already completed.

2. Vertical Surfaces

Should be cleaned from the top

3. Leather Surfaces

Leather surface should not be soaked with any cleaning agent as this can spoil the surface finish. A light application is recommended.

4. Toilet Cleaning Materials

Rags, sponges, cloths etc. which have been used to clean toilet areas and equipment must not be used in galley or cabin areas. The use of color-coded cloths to avoid confusion is recommended.

5. Ovens

After cleaning ovens, it is imperative that they are thoroughly rinsed out using a clean, damp cloth or sponge. This is to remove residues which, when heated could produce fumes which taint food.

6. Carpets

When shampooing carpets, two light applications are better than one. Take care not to over wet. A pre-spray is recommended.

7. Galley and Toilet Areas

For hygiene reasons, two applications of disinfection should be used in these areas.

8. Galley Floors

When cleaning galley floors, extra attention needs to be paid to any mushrooms used to secure trolleys - as any dirt causes them to jam up.

9. Galley Air Vents

Require special attention as, if the airflow from these vents is obstructed, there will be an adverse effect on the entire cabin air conditioning.

10. Entrance Door Areas

It is important to keep the area around the emergency slide girt bar fixings neat and tidy. Any dirt in this area can cause problems with engaging and disengaging the emergency slide pack.

11. Cleaning Solutions

To maintain bactericidal properties, make up a new solution sufficient to carry out the specific cleaning process. Further, to get the best from the cleaning solutions, use hot water and the recommended mixture strengths.

12. Non-Stick Toilet Bowls

Care must be taken to use the correct cleaning equipment and material. Abrasive materials (e.g. green Scotch Brite) must never be used. The non- stick surface is designed to be self cleaning and to require minimum attention.

12.3.6 Cleaning Equipment

All cleaning equipment used to clean aircraft interior shall be in accordance with approved standards and acceptable to Flynas.

1. Vacuum cleaner operating on aircraft power for carpets, air vents, seat arm storage, seat rails and behind storages.
2. Hand brushes for use on areas inaccessible to vacuum cleaners.
3. Chewing gum remover to remove chewing gum.
4. Mop, brusher and Towel/Cloth must be clearly identified or color-coded for toilet cleaning and general cleaning.
5. Absorbent Wipes for mopping up spillages.
6. Hand sprayers for dispensing detergent mix.
7. Runner for floor/carpet protection.
8. Soft rolls/Wipes for wiping off spillages.

12.4 Security Checks Associated with Cleaning

12.4.1 General

The purpose of the pre-departure security checks is to ensure, within the limitations of the checks, that no prohibited articles or unauthorized people are on board the aircraft.

12.4.2 Scope of Pre-Departure Security Checks

Pre-departure checks are required on all Flynas aircraft by the handling company responsible for night stop cleaning. Checks are to include a visual scrutiny of the interior of the aircraft and its fittings, other storage areas and holds. All these areas, except the flight deck, galleys and holds, are to be checked by aircraft cleaners. The following paragraphs detail the depth of the required checks:

1. Floor Areas

The floor area underneath the seats must be thoroughly checked to ensure that nothing is present.

2. Seat Areas

A check of the seats and the seat back pocket is needed. This is to include making quite sure no items are concealed, by lifting seat cushions and examining the contents of the seat back pockets and stowage areas.

3. Crew Seats and Crew Rest Areas, Including Bunks

Crew seats and rest areas must be checked in the same way as passenger seats, by lifting the cushions and examining the contents of the seat pockets and stowage areas. Rest areas with bunks must be carefully examined. The mattresses and all the bedding in the bunk area must be checked. Wardrobes and stowage are to be checked visually.

4. Overhead Bins and Compartments

All overhead bins and compartments must be opened and a visual check made of each compartment. If necessary, and where fitted, steps should be used to ensure the complete base of the bin is checked. Miscellaneous items in the bins such as a single blanket, a magazine or newspaper, spare headrest cover etc. to be moved to ensure there is nothing concealed.

Heavy or bulky items of equipment stowed in overhead bins need not be physically moved to facilitate check, although the best possible visual check must be made by running hands around the edges and using mirrors if necessary.

5. Storage Cupboards and Wardrobes

Storage cupboards and wardrobes and any other miscellaneous space to which a passenger could legitimately gain access are to be visually inspected. Where viewing is restricted checks must be made by running hands around the edges and using mirrors.

6. Toilets

Checks of toilets must include visual check for evidence of tampering, graffiti on walls or mirrors etc. and an internal check of cupboards and stowage space. Waste bin and water heating access panels are to be removed and the compartments checked.

12.4.3 Security Certification

The handling company is required to complete and sign a Security Clearance Certificate which is an accountable document. This accountable document is registered to a specific aircraft to certify that the security check has been carried out to the required standard.

This document must be completed in triplicate:

1. The original placed on the flight deck for the aircraft Captain.
2. Second copy given to Flynas Station representative.
3. Third copy retained by the handling company for a minimum period of 6 months and to be made available to Flynas on request.

12.4.4 Specimen of Security Clearance Certificate

AIRCRAFT SECURITY CLEARANCE CERTIFICATE		
NOTICE TO CAPTAIN		
<p>This aircraft has been security checked by the aircraft cleaners in accordance with Flynas security requirements.</p>		
Cleaning Co:	Date:	Time:
Aircraft regn:	Stand No:	
Name:	Signature:	
<p>The aircraft has remained within the Restricted Zone at this airport since the check was carried out. Access control to the aircraft has been maintained by regular security patrols.</p>		
<p>Should there be any evidence of a deviation from procedures which may compromise the integrity of the aircraft, please ask the Aircraft Dispatcher to contact Flynas Station Manager and/or the Captain.</p>		

12.5 Drinking Water Service

12.5.1 General

Water can be the carrier of the organisms of many diseases including cholera, dysentery and typhoid fever. It is therefore important that aircraft drinking water for passengers and crew is maintained at the highest possible standard. Furthermore it is important that all water on board the aircraft, including that supplied to the toilet wash hand basins, should be of drinking water quality.

The quality of water being supplied at airports world-wide varies considerably and even where high quality water is available it can be contaminated between the main supply and the final delivery to the passenger and crew.

12.5.2 Care of the Drinking Water Bowser and Bowser Fill Point

1. The bowser must only be filled with drinking water at an approved filling point.
2. The manhole cover on the bowser must not be removed except for special Inspections or internal cleaning of the tank if required.
3. The bowser should be clearly labeled 'Drinking Water Only'.
4. The bowser locker compartments, filling hoses and couplings must be clean at all times.
5. The bowser must always be filled by means of the approved hose and couplings supplied
6. The bowser fill point must be reserved solely for the supply of aircraft drinking water, should be labeled as such and should be well separated from any water supply point provided for toilet servicing use.
7. The taps, pipes and any other fittings and the area adjacent to the filling point should be kept clean and the taps should be kept covered when not in use to avoid unnecessary risk of contamination.

12.5.3 Standard Drinking Water

Standard of drinking water must be tested and certified periodically by authorized laboratory for each water uplift location and record must be maintained for verification and audit purpose.

To ensure the required standard of drinking water is maintained, it is important that:

1. Aircraft tanks or drinking water containers are never replenished with contaminated water.
2. All equipment and vehicles used for replenishing aircraft water systems are maintained at the highest possible hygienic standard.
3. All water uplifts are to be treated with the chemical known as Chloramine-T which, when added in the correct proportion releases chlorine into the water, which subsequently kills any bacteria which may be present.
4. Alternatively, treatment of the water by liquid sodium hypochlorite to give a residual chlorine level of 0.3mg/litre (0.3ppm) is acceptable.
5. Personnel who operate the drinking water bowser should not be engaged in aircraft toilet servicing duties during the same working shift, and protective clothing worn when undertaking toilet servicing must never be worn when operating the drinking water bowser.
6. The water is carried in a fiber glass or metal tank, which is fitted with self-sealing valves to avoid contamination of the water. Access to the tank can only be gained by the removal of a bolted on manhole cover normally positioned on top of the tank.
7. Flexible hosepipes fitted to the bowser must be manufactured from non-toxic material, one designed to carry water from the fill point to the bowser, another to carry water from the bowser to the aircraft. When not in use these hosepipes should be protected by a suitable cover or capping.

12.5.4 Drinking Water Bowser Cleansing and Disinfecting

1. Daily

- A. Wash the water delivery nozzle in a solution of 80 milliliters (4 teaspoons) of commercial liquid bleach (containing approximately 10% available chlorine) to 0.5litres (1pint) of water. After washing, rinse the nozzle thoroughly using clean water to remove any excess bleach.
- B. If readily detachable immerse the metal couplings in the same concentration of liquid bleach solution for five minutes, remove, rinse thoroughly with clean water and refit.

2. Weekly

- A. Drain bowser, remove any sediment (and clean filter if provided and readily detachable).
- B. Measure out 0.25 liter (approx. 0.5 pints) of approved liquid bleach per 450 liter(100 gallons) capacity bowser.
- C. Pour into bowser then fill with drinking water to capacity at full bore.
- D. Allow bowser to stand for 30 minutes.
- E. Empty bowser (pump a few liters to waste through the delivery hose)
- F. Remove the drain plug and thoroughly flush out the bowser and ~~the~~ delivery hose using clean drinking water.
- G. Replace drain plug.

3. Monthly

- A. If possible, open cover and scour the entire internal surface of the tank, including the manhole cover, to remove any deposit or dirt. For this purpose, use a brush with stiff bristles and soak it repeatedly in strong hyper chlorinated solution (20ml or approx. 1 teaspoon) of liquid commercial bleach to 4.5 liters (1 gallon) of water. Scouring may not be possible if access is restricted, but monthly hyper-chlorination must be carried out.
- B. Open drain valves.
- C. Rinse the tank well with clean water and discharge the residue through the valves.
- D. Close the valves.
- E. Secure the cover.
- F. Enter details in the log provided for this purpose.

12.6 Commissary

12.6.1 Standard Commissary

Standard Commissary for passenger use being provided to Flynas flights are given in the following table.

ITEM NUMBER	DESCRIPTION	FLYNAS
	Disinfectant Spray	X
	Liquid Soaps	X
	Facial Tissue	X
	Hand Towel	X
	Toilet Roll	X
	Air Freshener	X
	Disposable Mask	X
	Anti Microbial Gel	X
	Immigration / Landing Card	X
	Waste Plastic Bag 70GAL & 50 GAL	X
	Menu Cards	X
	Flynas Magazine	X
	Skysales Magazine	X
	Flasks	X
	Briefing Cards	X

12.7 Cleaning Checklist

DATE:	FLIGHT NO.:	A/C REG.:		
PLACE A CHECK MARK ON THE APPROPRIATE AND PUT N/A IF NOT APPLICABLE.				
FLIGHT DECK	ACTIVITY	YES	NO	REMARKS
1. Flight deck and sheet pocket	Remove Trash			
2. Waste container and ashtrays	Empty			
3. Floor	Vacuum			
4. Windshields and sunvisor	Clean/Dry			
5. F/E Desk, Coat compartment	Clean/Dry			
CABIN	ACTIVITY	YES	NO	REMARKS
1. Ashtrays	Empty			
2. Floor	Vacuum			
3. Seat belt	Arrange			
4. Seat pocket	Dress / Remove trash			
5. Seat cover	Clean/Dry			
6. Tray table	Clean/Dry			
7. Magazine racks	Clean/Dry			
8. Coat compartment	Remove Trash			
9. Overhead racks	Clean/Dry			
10. Carpet spot	Remove spot			
11. Cabin is deodorized	Spray			
12. Cabin attendant's seats	Hand brush			
13. Intercom panel	Clean/Dry			
14. Stairs and handrails	Clean/Dry			
15. Pillows	Check and arranged			
GALLEYS	ACTIVITY	YES	NO	REMARKS
1. Counters	Clean/Dry			
2. Galley floor	Mop/Dry			
3. Coffee maker/Sink and tables	Clean/Dry			
4. Water disponer	Clean/Dry			
5. Oven interior and exterior	Clean/Dry			
6. Refrigerator exterior	Clean/Dry			
7. Wash container compartment	Empty trash			
8. Galley elevator interior and exterior	Clean/Dry			
9. Galley trash bags	Empty trash			
LAVATORIES	ACTIVITY	YES	NO	REMARKS
1. Ashtrays	Empty			
2. Waste container	Empty trash			
3. Waste container compartment	Remove Trash			
4. Basins/Counters	Clean/Dry			
5. Toilet seat, Shroud and bow!	Clean/Dry			
6. Floor	Mop/Dry			
7. Mirror	Clean/Dry			
8. Lavatories are deodorized	Nil odor			
9. Lavatory area is deodorized	Spray			
LAVATORY & WATER SERVICE	ACTIVITY	YES	NO	REMARKS
1. Potable water tank	Fill			
2. Toilets were dumped	Dump/Charge (2X)			

Accomplished by:

Approved by:

Cleaning Supervisor

Cabin Crew or Airline officer

12.8 Garbage Disposal

1. All aircraft garbage must be transported to the designated disposal areas and as regulated by the local airport authority.
2. Do not obstruct jetties or steps (i.e. passenger steps, etc.) with garbage bags.
3. Do not throw garbage bags onto the ramp from the aircraft or from steps.

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13.0 Dangerous Goods

13.1 Flynas Policy

Flynas DO NOT Conduct the Transportation of Dangerous Goods (GACAR 121.1601/ 121.1605 Sub Part R) in its operation and **SHALL Not** carry on board any of its flights whether revenue or non revenue flight. Unless flynas have a written approval from the General Authority of Civil Aviation (GACA) of Kingdom of Saudi Arabia.

13.2 Appendices “zzzz”

Appendices “ZZZZ” in the flynas GHM have information for ONLY Education purpose for its staff on the Transportation of Dangerous Goods.

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14.0 Special Load

14.1 General

The areas of special handling documents in this Chapter applied to the mainline flynas fleet A320 and A330 and documented for the purpose of monitoring the Wetlease operations aircraft which are mostly wide body aircraft.

14.2 Purpose

The purpose of this chapter is to provide flynas staff with the knowledge required to monitor the safety conduct of the operation by the GHAs and Third Party Contractor conducting operation under the flynas Air Operators Certificate (AOC).

14.3 Handling of Perishable Goods

14.3.1 General

Perishable cargo is goods whose condition or suitability for the original purpose may deteriorate if either exposed to undue changes in temperature or humidity or delayed in carriage (e.g. fruit, vegetables, flowers, meat/fish shipments, etc.).

As individual procedures are applicable for different kinds of perishable goods the following different load information codes have to be used:

1. Food for human or animal consumption EAT
2. Hatching eggs HEG
3. Flowers and plants PEF
4. Meat and meat products PEM
5. Fruits and vegetables PEP
6. Fish and seafood PES

Other perishable goods PER For perishable cargo, which requires special attention during flight, e.g. recommended temperatures or ventilation, such information shall be entered in the special load info on the NOTOC.

14.3.2 Loading of Perishable Goods

Perishable cargo shall only be accepted for carriage if it is properly packed to avoid damage or contamination to other load or compartments / unit load devices.

Pallets with flowers, fruits or vegetables shall only be covered with plastic foil max 50 cm from the upper rim of the contour in order to grant a sufficient air circulation. If perishable cargo is carried that contains fluid which could leak (e.g. meat, fish or other seafood) the floor of the compartment / unit load device shall be protected with polythene sheet to avoid contamination.

Fish or seafood shipments that are packed with wet ice **must not be accepted**. Care shall be taken when stacking perishable items so that the lower layers of the stack are not damaged by the weight of the upper layers.

14.3.3 Handling of Perishable during Delay

In the event of an extensive delay actions shall be taken to prevent deterioration of the load, such as:

1. Provision of air-conditioning of the aircraft
2. Transferring the perishable cargo to a warehouse with adequate facilities such as air-conditioning or cold store
3. Offloading and rebooking on another flight
4. Monitoring the temperature and refilling the dry Ice supply (in case refrigerating containers are used)

14.4 Human Remains

Following regulations apply for human remains in coffins:

1. Human remains always have to be considered as HEA and wet freight.
2. The floor of the compartment or ULD must be protected by polythene sheet.
3. Human remains must always be tied down.
4. Human remains must always be loaded horizontally.
5. Human remains must not be loaded in close proximity of food for human or animal consumption or live animals.
6. Loading of human remains in urns is permitted without special [T] restrictions.

14.5 Wet Freight

Load containing liquids or from which liquids may leak out because of their nature (except dangerous goods) is considered to be wet freight, e.g.:

1. Shipments of casings / raw skins;
2. Live animals;
3. Fresh I frozen meat or fish;
4. Human remains in coffins;

When loading wet freight care must be taken that:

1. Polythene sheets must be used to protect the floor of the compartment/ULD and as well as other load
2. The boxes are stowed in an upright position (THIS WAY UP label).
3. Bowls containing casings or raw skins are completely wrapped in polythene sheets and each bowl is lashed.
4. Damaged packages must not be carried.

14.6 Loading Cars

14.6.1 Loading Cars

Automobiles may be secured for air transportation by tying their wheels to the pallet(s) using the special tie-down strap assembly shown in the following picture. One tie-down strap assembly is required for each wheel. In addition, the body of the vehicle must be firmly tied to the pallet(s) in order to prevent the body from striking the compartment ceiling.



At least 2 straps must be passed through the interior of the automobile and attached to the pallet(s) on either side. If this method is applied to secure the body of the automobile, care must be taken to prevent damage to the doors, paint work and other parts of the automobile interior.

The doors must not be completely closed, and they must be secured by means of a strap attached to the door frame or to the door handle. To prevent damage to paint and body work, suitable material, such as foam rubber or plastic sheets, should be placed under the strap.

14.6.2 Loading Procedure

1. Automobiles may be loaded in aircraft compartments either crosswise or lengthwise, depending on dimensions.
2. Whenever dimensions permit, crosswise loading is to be preferred, as it allows preloading of the automobile onto the Pallet and thus a speeding up of the loading and unloading operation.
3. If the automobile is to be loaded crosswise in a lower compartment, it may have to be raised above the pallet surface, so as to provide sufficient distance from the angled compartment walls.
4. The engine of automobiles with power-assisted steering may be switched on to facilitate loading and unloading, however precautions must be made to ensure such action is limited and that the compartment does not contain any dangerous gases which could constitute a hazard for the flight.
5. The keys must remain in the automobile and must be attached to the steering wheel. Care must be taken that the doors of the automobile are not inadvertently locked.
6. The hand brake must be put "on".
7. If automobiles are loaded on two or more pallets, this must be indicated in the CPM with the 3-letter code BIG. Further information such as nature of load, weight, etc. should be given in the (SI) Part of the message.

14.6.3 Load Spreading

Regardless of whether an automobile is loaded crosswise or lengthwise, the wheels must be put on platforms. These must be of sufficient length and width to distribute the weight of the automobile over an area ensuring that the floor load limitation and the running load limitation of the aircraft are not exceeded.



For load spreading purposes it is recommended to use platforms consisting of top and bottom planks as shown in the drawing below. In order to facilitate loading it is advisable to nail the top planks to the bottom ones. One platform shall be used for each wheel.

After the automobile has been properly placed on the platforms, each wheel must be chocked with 2 chocks (forward and aft) which are to be nailed to the top planks.

1. Lashing

The instructions contained in this section ensure the safe carriage of automobiles in the cargo compartments of wide-body aircraft. For obvious reasons, automobiles must also be adequately secured on pallets or trailers for transfer between cargo warehouse and aircraft.

Moving parts such as steering rods, wheel suspension, etc. shall not be used as attachment points for straps. To prevent damage to the paint work, no straps, ropes or nets must be passed over the body of the automobile.

14.7 Handling of Heavy and Oversized Pieces

Heavy pieces are pieces with a weight of 150kg or more. Heavy pieces can endanger the safety of the aircraft. If heavy pieces are not secured properly, they can move and break through containers or compartment walls and shift the center of gravity or cause serious damage to the aircraft structure or other important aircraft parts. Heavy pieces should preferably be loaded on pallets.

If a heavy piece is loaded in a container:

1. Load the heavy piece with utmost care to avoid damage to the container.
2. Tie down the heavy piece if the container is not filled up to 40 cm below the container roof.
3. If a heavy piece is loaded in a bulk compartment: Always tie down the heavy piece

14.7.1 Oversized Cargo

General

An item is defined as oversized cargo (BIG) if it has to be loaded over more than one pallet position due to its dimensions.

Loading of oversized cargo is possible by two different methods:

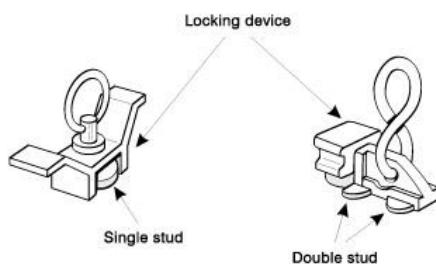
1. Overlapping Piece

The item will be loaded overlapping on one pallet. Spreaders or wooden pallets must be used to provide a minimum distance of 10 cm between the item and the pallet. The pallet must be secured by means of pallet locks and side restraints. The item must be secured on the pallet by means of tie - down straps.

2. Floating Pallet

The item will be loaded on one pallet which must be placed in the center of the compartment It occupies two pallet positions with its narrow sides in flight direction. The lashing of items loaded on floating pallets is performed by means of tie - down straps fastened to the aircraft structure.

A minimum distance of 50 cm (20 inch) must be provided between two stud fittings in the same tie - down track and against the same forces.



14.7.2 Pipes and Bars

Tubes, bars, beams and similar items which due to their small cross - section might penetrate the meshes of the pallet net or the compartment bulkhead shall be loaded transverse to flight direction whenever possible. If these items must be loaded longitudinally because of their length they must be secured against forward and aft movement by means of supporting planks or similar materials which must be fixed to their position by straps/ ropes.

It is recommended that full contour units are loaded in front and aft of pipes and bars to provide additional protection against movement.

14.7.3 Valuable Cargo

Valuable cargo needs special handling procedures for security reasons:

1. The captain has to be informed about the valuable cargo in the special load info on the NOTOC.
2. The cargo-handling department is responsible to check and control the handling of valuable cargo on the ramp until loading into the aircraft, and after offloading from the aircraft.
3. The load controller or ramp agent is responsible to inform the cargo- handling department about the planned loading position according to the loading instruction and to inform the captain also verbally about the loading of the valuable cargo (in addition to the special load information and the load sheet)

14.8 Miscellaneous Goods

14.8.1 Aircraft on Ground (AOG)

Aircraft on Ground (AOG) are aircraft spare parts required with highest priority to rectify a technical defect. Therefore, AOG shipments should be loaded in such a way that they are accessible immediately upon arrival. The code AOG and the loading position should be entered in the appropriate box of the Load Sheet and Load message.

14.8.2 Diplomatic Mail (DIP)

Due to the confidential character of Diplomatic Mail shipments, special attention may be required. Sometimes, they are accompanied by a courier. The code DIP and the number of bags should be entered in the appropriate box of the Load Sheet and Load messages.

14.8.3 Living Human Organs and Fresh Blood Plasma (LHO)

LHO shipments are vital to save human lives. Therefore, they must be handled with extreme urgency. These shipments are usually cooled with dry ice or cryogenic liquids and must be handled accordingly. LHO shipments should be loaded in such a way as to be immediately accessible upon arrival.

The code LHO and the loading position should be entered in the appropriate box of the Load Sheet and Load message.

14.8.4 Newspaper and Magazines

Newspapers and magazines are very time critical items. Speedy transportation is vital for that type of cargo as it will come worthless when longer delays occur.

Loadmessage For Example: NWP/3

14.8.5 Semen (Animal) – PER

Semen shipments are generally cooled by means of liquid nitrogen which is dangerous goods and must be treated in compliance with the IATA Dangerous Goods Regulations.

The shipper must provide a thermally insulated packaging. The code PER and the loading position should be entered in the appropriate box of the Load Sheet and load message.

14.8.6 Serum Blood (PER)

When serum is packed with dry ice or cryogenic liquids, the IATA Dangerous Goods Regulations apply.

The code PER and the loading position should be entered in the appropriate box of the Load Sheet and Load message.

14.8.7 Undeveloped Film (FIL)

In order to avoid that undeveloped films or plates are spoiled by radiations, packages identified as containing such films or plates must be separated from packages containing radioactive materials, in accordance with the IATA Dangerous Goods Regulations.

The code FIL and the loading position should be entered in the appropriate box of the Load Sheet and Load message.

14.8.8 Vaccines

Vaccines may be classified as a restricted article, because they may consist of either infectious substance or biological products.

However, even when the vaccine itself does not classify as a dangerous goods, the packages may contain cooling agents such as dry ice or cryogenic liquids to keep the vaccine at a constant low temperature during all stages of transportation.

In this eventuality again, reference is made to IATA Dangerous Goods Regulations.

14.8.9 Ballast Bags

In case of a trim problem, ballast bags can be used to keep the Centre of Gravity within the operational limits. Ballast bags shall have a weight of 20 kg and shall contain gravel or similar material only. Sand must not be used as a filling for ballast bag as wetness might cause high weight variations.

Ballast bags can be loaded as bulk, in containers or on pallets. They shall always be loaded last in the door area. If ballast bags are in bad condition (holes, etc.), gravel may fall into the compartment and cause damages to aircraft or load.

Only ballast bags in perfect condition shall be used. The weight of the ballast bags shall be included in the cargo (C) figures for load planning and load documentation.

14.8.10 Pallet Stacks

Pallet stacks can be carried according to the following procedure:

1. A maximum of 20 pallets is permitted for a pallet stack.
2. Locking of the base pallet by means of the regular aircraft pallet locks.

Tie down to the base pallet:

Eight double stud tie-down straps have to be used; Four tie down straps laterally and four tie-down straps longitudinally.

Additionally the stack has to be secured by means of standard pallet net. In order to allow a proper locking in the aircraft, pallet stacks have to be supported on the base pallet by means of four wooden pallets.

Damaged pallets have to be separated from those ready for use by means of spreaders (pallets ready for use underneath) and marked unserviceable.

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Punctuality Management

15.1 Policy

The punctual operation of our services is of vital importance. Punctuality is a cornerstone of good customer service, and is essential in maintaining a schedule. It is Flynas policy to operate exactly on time whenever possible.

15.2 Scope

All Flynas operating flights.

15.3 Purpose

- 1) The purpose of this procedure is:
 - A. To set out the requirements of punctuality management;
 - B. To set out the procedures for delay allocation.

15.4 Definition of Standard Ground Time

All resource areas should have locally agreed engagement standards documented in the stations local operating procedures. The combination of these engagement standards should form the basis of stations Standard Ground Time.

Standard Ground Time is a timing schedule in which all the required turnaround activities must be achieved and is based on the Standard Working Times. A SGT may vary by aircraft type and turn type (e.g. international service turning to a domestic service). The Station Manager/Supervisors should use the SGT to monitor progress towards a safe and punctual departure.

The Standard Ground Time for a particular aircraft at a given station is the standard time required to turn the aircraft round under normal operating conditions. Standard Ground Times are published in the following sections.

15.5 Delays

15.5.1 General

A delay occurs when an aircraft remains on stand beyond the scheduled time of departure (STD). In the event of a return to stand, the delay will extend from the STD until the aircraft eventually departs.

15.5.2 Delay Attribution

In the event of a late departure, delays should be allocated to any resource holder whose activities do not meet their engagement standards within the Standard Ground Time.

15.5.3 Multiple Delay Reasons

Once a delay has occurred, the station may allocate up to 3 delay reason codes together with the number of minutes allocated to each code. The number of minutes allocated to each reason code must total the overall delay.

15.5.4 Responsibility

Flynas Station Manager or Supervisor on duty is responsible for allocating the delay reason codes and their decision is final.

They will inform those departments allocated a delay. Whilst it is accepted that this may result in some inaccuracies in delay allocation, the main purpose is for post-event analysis of trends so that improvements can be made.

15.5.5 Main Delay Component

1) Rotational delay

When the actual arrival time of an inbound service (ATA) is later than the scheduled time of arrival (STA) then an arrival delay has occurred. If the aircraft is scheduled to turnaround, and the time available to turn that aircraft is less than the SGT then part of any subsequent delay will be a rotation delay (RA). The rotation delay must equal ATA+SGT-STD.

2) Delay prior to doors closed

When a delay continues beyond STD, the Supervisor on duty should allocate the time between STD to doors closed to one or more of the delay reasons.

3) **Delay after doors closed**

If pushback is delayed for more than 3 minutes beyond doors closed, the flight crew should report back to the dispatcher/Supervisor, or the Station's Terminal/ Operations control, via company frequency, the reason for delay.

15.5.6 Transit and Turnarounds

Every effort must be made to make up time if an aircraft arrives late on a turn-round, without compromising on any safety and security related activities.

15.5.7 Early Departures

Early departures up to 10 minutes for domestic stations and 15 minutes for international stations are permitted in agreement with the Captain. It must be ensured that no booked passengers, cargo or mail is left behind.

The destination station must be informed accordingly to ensure that standard ground handling facilities are available upon arrival of the aircraft.

15.6 Standard Ground Time Table

Standard ground Time for Flynas flights for various types of operations is given in the following table.

Flynas Operation	Aircraft Type	SGT
All domestic Stations Except RUH and JED	A320	30 minutes
RUH/JED		45 minutes
International		50 minutes
International to Domestic		60 minutes
Domestic to International		60 minutes

Important Note:

Chock ON = Actual Arrival Time
Chocks OFF = Actual Departure Time

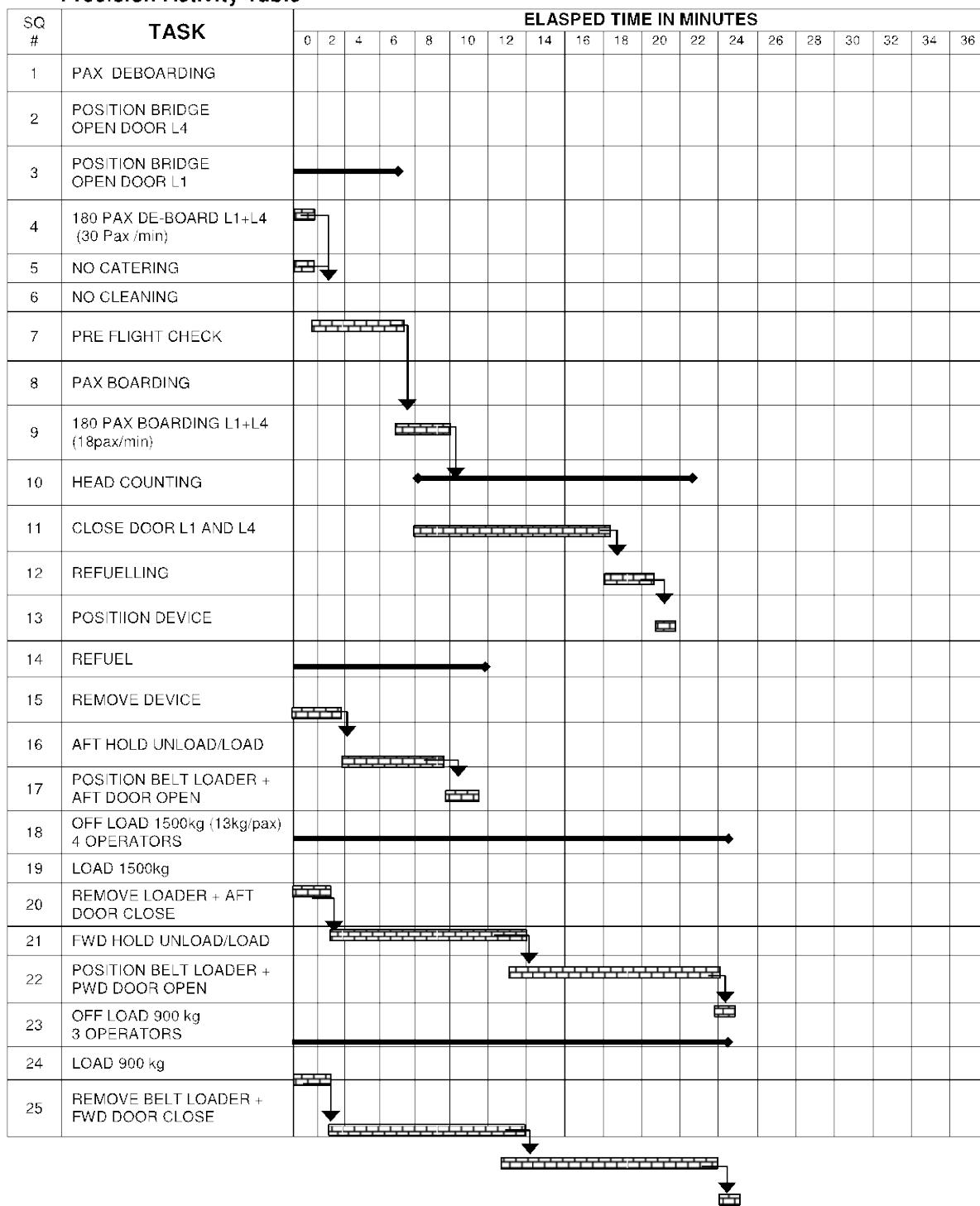
15.6.1 Precision Turnaround Activity Table

The precision activity table for a turn around time of 25 minutes for A320 aircraft without catering and cleaning is given in the following page.

Transit / Turn around cleaning which normally takes 5 minutes can be performed after passenger disembarkation and thus the 30 minutes SGT can be maintained as per the following flow chart.

Transit / Turn around with simultaneous cleaning and catering also can be achieved by following the precision activity table, subsequently resulting in 30 minutes SGT. Each station, depending upon the local operating condition, may develop own turnaround activity plan based on the activity table given below.

Precision Activity Table



15.7 Punctuality Committee

At Riyadh, being HUB station, a “Punctuality Committee” is established in order to overview the on time performance at each station. The committee shall meet under the supervision of Regional Manager / Station Manager on a daily basis in order to review the previous day operation.

In the absence of Regional Manager / Station Manager, Airport Managers will take over the responsibility of the daily meeting. All delays shall be analyzed and corrective action shall be taken in order to enhance on time performance. Minutes of the meetings shall be recorded and copy of the minutes must be forwarded to Director of Ground Operations on daily basis.

Any delay occurred due crew shall be communicated to OCC for their necessary corrective action.

15.7.1 Monthly Punctuality Statistics

All Stations must submit a monthly punctuality report to the Director of Ground Operations on a monthly basis after the last flight of the month, latest by 2nd of the following month.

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16.0 Aircraft Movement Message and Reporting Delays

16.1 Delay Codes and General Information

Aircraft movement messages serve the purpose of controlling punctual and regular operation of all flights; they are the basis for coordinating aircraft and crew rotation and for the registration of flight duty hours for the technical and commercial departments. It is essential that **Flynas** Operations Control Centre (OCC) is aware at all times of the position of all individual aircraft within the **Flynas** fleet. This will enable the OCC to manage the fleet in a safe and efficient manner on a minute by minute basis:

- 1) Why is consistent delay code allocation important?
 - A. Poor OTP is effectively wastage and affects the bottom line, and
 - B. Consistent and accurate delay allocation enables **Flynas** to monitor its business and initiate effective remedial action.
- 2) How are delay codes used?
 - A. To identify key areas as to target for performance improvement,
 - B. To forecast the impact of situations on the rest of the network,
 - C. To communicate OTP issues to relevant custodians to get them to take action,
 - D. To monitor the progress of initiatives to improve OTP,
 - E. To monitor the performance of handling areas, and
 - F. To monitor the technical reliability of the aircraft, its components and systems.
- 3) Why so many delay codes?
 - A. The IATA list is a generic list of codes enables prompt evaluation of delay causes and implementation of remedial actions, and
 - B. Each delay code has been assigned to a custodian, accountable for monitoring the delay codes and taking action on issues identified.
- 4) Who is responsible for allocating the delay codes correctly?
 - A. The tracking of performance by each handling activity is the responsibility of the applicable handling area,
 - B. Allocation of delay codes is made by the Pilot in command (PIC), and
 - C. Airport Managers are accountable for resolving any local issues with respect to delay code allocation.

16.2 Recording of Delays

Principally the times given by the Captain will be used, it is therefore essential that the staff or (GHA) confirm all timings with the Captain. If this is not possible staff are to use their own timings. As the Captain's log is legally binding **Flynas** maintains the right to amend any un-ratified timing that the staff or GHA.

The staff, GHA for each individual flight must maintain a report which clearly identifies the background and contributing factors for the delay. This should contain relevant detail which can be used to track performance and identify remedial action to improve performance. This report must be stored along with flight documents for 90 days and must be available for inspection by **Flynas**.

16.3 Measuring the Departure

16.3.1 Turn Around Time and Arrival

Flynas, for the purposes of monitoring on time performance, will measure a turnaround from the time chocks are correctly positioned to the time they are removed (i.e. On-block time to Off-block time).

16.3.2 Messaging Movement (MVT)

Stations report departure, arrival and delays by sending a teletype departure, arrival or delay message as appropriate.

The following shall be observed:

- 1) Except site-addresses no internal addresses shall be used,
- 2) The standard format shown in the IATA AHM 785 for Aircraft Movement Message (MVT) shall be strictly be followed,
- 3) Corrected versions always have to be sent as complete messages, and
- 4) For destinations for which a 3 letter airport code and 3 letter city code has been published by IATA, the Airport code shall be used.

16.3.3 Definition of Time

The times in the form Aircraft Movement Message will be defined as follows and given in UTC:

Table 1- Definitions of Time	
Abbreviation	Definition / Meaning
AD	Actual Time of Departure consisting of: 1) Off-block Time (the time when the aircraft moves from its parking position under its own power or that of an external power), and 2) Airborne Time (actual wheels up time).
EA	Estimated Time of Arrival: 1) This time at which this aircraft estimates to be on-chocks which can be earlier or later than STD. 2) The most accurate ETA should be requested from flynas OCC, in order to allow the staff arrange required arrival requirements if aircraft estimated to be earlier or delayed. (eg: gate assignment, ground support etc)
ED	Estimate Time of Departure
NI	Time of Next Information – to be used to indicate when further information will be given in case of delay.
AA	Actual Time of Arrival: 1) Landing Time (Aircraft Touchdown Time) 2) On-Block/On Chocks (Time aircraft comes to stop at the gate/stand)

16.3.4 Load Message (LDM)

- 1) The load message shall be transmitted immediately after departure for all flights,
- 2) The LDM shall be addressed:
 - A. To the station route,
 - B. To the alternate station if landing at the next station appears doubtful, and
 - C. From the scheduled destination to the alternate station if the aircraft is diverting during flight.
- 3) Due to local requirements additional addresses may be necessary,
- 4) The load message provides details required for load planning and from the preparation of the loading instruction as well as the load and trim on the transit station, all data in the LDM must correspond with the actual loading of the aircraft. All last minute changes must be taken into account,
- 5) For flights handled by DCS, the computer will generate a LDM as part of the departure message, and
- 6) The LDM is as follows:

Table 2- Movement Message Abbreviation

	Abbreviation	Definition / Meaning
A	AD	Actual Time of Departure consisting of: <ol style="list-style-type: none">1) Off-block Time (the time when the aircraft moves from its parking position under its own power or that of an external power), and2) Airborne Time (actual wheels up time).
B	EA	Estimated Time of Arrival: <ol style="list-style-type: none">1) This time at which this aircraft estimates to be on-chocks which can be earlier or later than STD.2) The most accurate ETA should be requested from flynas OCC, in order to allow the staff arrange required arrival requirements if aircraft estimated to be earlier or delayed. (eg: gate assignment, ground support etc)
C	ED	Estimate Time of Departure

D	NI	Time of Next Information – to be used to indicate when further information will be given in case of delay.
E	AA	Actual Time of Arrival: 1) Landing Time (Aircraft Touchdown Time) 2) On-Block/On Chocks (Time aircraft comes to stop at the gate/stand)

Example

MVT XY333/24.VPCXY.RUH
 AD1215/1225 EA1405 JED
 DL93/41/0010/0008
 SI. Late Arrival/tech

16.3.5 Arrival Message

The arrival message must contain the following details:

Table 3- Arrival Message

	Abbreviation	Definition / Meaning
A	Standard message identifier for aircraft movement messages	MVT
B	Flight number and date of scheduled arrival	XY333/24
C	Aircraft Registration	VPCXY
D	Aircraft Arrival Station 3 Letter IATA Code	RUH
E	Actual Time of Arrival (AA) Code AA Followed by arrival time	AA 1400/1405

Example:

MVT XY333/24. VPCXY.RUH
 AA1400/1405

16.3.6 Delay Message

- 1) A delay message must be sent, whenever the scheduled:
 - A. Departure time at stations of origin/turn-around stations is exceeded or likely to be exceeded,
 - B. Departure time at transit stations after scheduled arrival is exceeded or likely to be exceeded, and
 - C. Time and maximum ground time at transit stations after late arrival is exceeded or likely to be exceeded by 15 minutes or more.
- 2) The delay message must state the estimated time of departure (ED) the delay code(s) (DL) and the reason for delay in plain language under SI. Codes and abbreviations must not be used to explain the delay reason,
- 3) If the estimated time of departure advised in the delay message is likely to be exceeded, a further delay message must be sent stating a revised estimated time of departure however, the message must be dispatched before the time advised in the previous message, and
- 4) Whenever a delay of unknown duration arises, the time when further information will be given has to be stated behind the code NI.

A delay Message must contain:

Table 4 - Delay Message

	Message	Format
A	Standard message identifier for aircraft movement messages	MVT
B	Flight number and date of scheduled arrival	XY333/24
C	Aircraft Registration	VPCXY
D	Station where the delay occurred	RUH
E	Estimated time of departure (ED) code ED followed by date and time	ED14/2130
F	Time of next information (NI) code NI followed by date and time	NI 14/1900

G	Delay Code – IATA Standard Code	DL41
H	Supplementary Information (SI)	Oil Leak Number 2 Engine

Example

MVT XY333/14.VPCXY.RUH NI14/1900
DL41
SI OIL LEAK NUMBER 2 ENGINE

16.4 Delay Codes - Flynas

Controlled / Uncontrolled	Code	Description	Explanation
Section 1 - Ground Operations (Passenger Service, Aircraft & Ramp Handling)			
C*	10	Damage to Aircraft (On Ground)	<i>Damage caused to aircraft by Station or handling agent Personnel performing services functions.</i>
C*	11	Late Check-In	<i>Acceptance after deadline</i>
C*	12	Check-In Congestion	<i>Congestion at Check-In area.</i>
C*	13	Check-In Error	<i>Passenger & Baggage, such as wrong destination, baggage tagging, duplicate seating.</i>
C*	15	Boarding	<i>Late Passengers boarding, missing checked in Passenger, gating error, and boarding process impaired by oversize or excessive carry-on baggage.</i>
C*	16	Passenger Convenience	<i>Meals served to Passengers on ground, missing personal items, sudden sickness, onboard seating problems caused by Passengers. Acceptance of denied Passengers against failed to join. VIP, Press pertaining to protocol.</i>
C*	18	Baggage Processing	<i>Handling, sorting, assembly or breakdown.</i>
U	20	Equipment Turn-Around	<i>Due to late arrival of aircraft ex Passenger Services delay.</i>
C	21	Load Connection	<i>Awaiting loads connection from a flight of XY or other airlines.</i>
C*	22	Through Check-In Error	<i>Passengers & Baggage by initiating station.</i>
U	23	Consequential	<i>(Other than Equipment Turn-Around), Passenger Services delay or discrepancy at originating station that was detrimental to on-time departure of another flight out of destination station e.g. late arrival of crew, sparts. Connections or slot, etc. The code is to be used on onward flights as long as the effect of the delay exists.</i>
C	24	Departure Control System (DCS)	<i>Delay, irregularity or cancellation caused by DCS system failure, slow response or hosts (OAI, or GHA) system failure. IT support failure/breakdown.</i>
C*	31	Aircraft Documentation	<i>Late or error of weight and balance documents, General Declaration stamping, NOTOC, Passenger manifest.</i>
C*	32	Loading / Un-Loading	<i>ULD, bulky, special load, lack or shortage of loading staff)</i>
C*	33	G.S.E Servicing	<i>Lack of, or breakdown of station GSE, shortage of G.S.E operators.</i>
C*	35	Aircraft Cleaning	<i>Late or improper cleaning, including fumigation of aircraft, or lack of, or shortage of cleaning staff.</i>
Section 2 - Network Planning			
C	09	Schedules	<p><i>Scheduled ground time less than the declared minimum ground time during planning stage, or failure to reflect correct block hours.</i></p> <p><i>Gate limitations, terminal & ramp congestion due to flight scheduling causing congestion and slow processing of passengers.</i></p> <p>NOTE: Use code 09 for equipment turn-around and consequential delays related to Network Planning.</p>
Section 3A - Revenue Management			
C	01	Equipment Turn-Around / Consequential	<i>Late arrival of equipment ex Revenue Management, or consequential</i>
C	14	Over-Sale	<i>Acceptance of Passengers & Baggage over aircraft seat capacity or over allowable traffic load (payload restriction).</i>
C	19	Reservations	<i>Reservations discrepancies not including overbooking.</i>
Section 3B - Onboard Revenue			
C	17	Catering Order	<i>Late or incorrect order given to catering supplier</i>
C	37	Catering	<i>Late delivery, loading / unloading of catering, incorrect provisioning, breakdown of catering truck.</i>

COMMERCIAL

GROUND HANDLING

OPERATIONS MAINTENANCE

Controlled / Uncontrolled	Code	Description	Explanation
Section 4A - Aircraft Maintenance Department			
U	04	Equipment Turn-Around	<i>Late arrival of aircraft ex maintenance delay.</i>
U	41	Aircraft Defects	<i>Any defect which prevents the aircraft being operated in accordance with Civil Aviation statutory requirements.</i>
U	42	Scheduled Maintenance	<i>Late release from Maintenance Base.</i>
U	43	Non-Scheduled Maintenance	<i>Special checks and/or additional work beyond normal maintenance schedule</i>
U	46	Aircraft Change	<i>Aircraft Change for technical reasons</i>
U	47	Standby Aircraft	<i>Lack of planned standby aircraft to cover the schedule due to AOG aircraft</i>
U	48	Consequential	<i>(Other than Equipment Turn-Around), technical delay or discrepancy at originating station that was detrimental to on-time departure of another flight out of destination station e.g. late arrival of crew, s/parts or late online connections, etc. The code is to be used on onward flights as long as the effect of the delay exists.</i>
C	49	Personnel	<i>Technical personnel error</i>
Section 4B - Maintenance-Materials Management			
U	30	Equipment Turn-Around	<i>Late arrival ex Maintenance-Materials Management delay.</i>
U	44	Spares and Maintenance Equipment	<i>Lack of aircraft spare parts or special equipment for defect rectification, Late presentation of aircraft spares for loading</i>
U	45	AOG Spares	<i>Awaiting AOG spare parts for carriage to another station.</i>
U	52	Consequential	<i>(Other than Equipment Turn Around), Maintenance Materials Management delay or discrepancy at originating station that was detrimental to on time departure of another flight out of destination station e.g. late arrival of crew, s/parts. Connections or slot, etc. The code is to be used on onward flights as long as the effect of the delay exists.</i>
Section 6A - Flight Operations			
U	02	Consequential	<i>(Other than Equipment Turn-Around), Flight Operations delay, or discrepancy at originating station that was detrimental to on-time departure of another flight out of destination station e.g. late arrival of crew, s/parts or late online connections, etc. The code is to be used on onward flights as long as the effect of the delay exists.</i>
U	03	Aircraft Movement Time Lost	<i>Delay encountered while taxi-out, en-route or taxi in of an inbound flight. The code to be finalized by OCC in coordination with concerned department.</i>
C	06	Personnel	<i>Delay, cancellation, or aircraft damage suspected to have Flight Operations ground or flying personnel involvement.</i>
C	07	Load Sheet	<i>Late completion of Load Sheet by the operating crew.</i>
U	60	Equipment Turn-Around	<i>Due to late arrival of equipment ex Flight Operations delay.</i>
C	61	Flight Operations Documentation	<i>License Validation, or related discrepancies or unclear information in various Flight Operations manuals.</i>
U	62	Operational Requirement	<i>Fuel or load alteration as a result of extra fuel uplift due to flight release, weather, or ATC, specifying additional fuel stop for payload protection.</i>
U	65	Flight Deck Crew	<i>Special requests not within operational requirement, crew inability caused by an in-flight occurrence, sickness, crew meals or fuel load changes not within flight release</i>
C	67	Flight Deck Crew Shortage	<i>Lack or non availability of flight deck crew caused by improper scheduling, or late reporting of crew due to transportation, or due to VIP requirement.</i>
U	69	Captain Request For Security Check, Extraordinary	

Controlled / Uncontrolled	Code	Description	Explanation
Section 6B - In-Flight Services			
C	68	Cabin Crew	<p>Special requests not within operational requirements, personal errors, sickness, or crew inability caused by an in-flight occurrence, or, departure procedures other than connection and standby.</p> <p>Or,</p> <ul style="list-style-type: none"> - Late reporting or no show of crew due to transportation. - Incorrect head count, request for cleaning, or, request for commissary items such as cups, tissues etc. - Crew shortage due to VIP flight requirement provided that OCC made prior coordination with In-Flight Services Department before flight set-up. Or, - Lack or non-availability of cabin crew caused by manpower shortage. <p>NOTE: Use code 68 for equipment turn-around and consequential delays related to Cabin Crew.</p>
Section 6C - Operations Control Center (OCC)			
C	63	OCC Personnel	<i>Delay, irregularity or cancellation resulting from error by OCC personnel.</i>
C	64	Consequential	<i>(Other than Equipment Turn-Around), OCC delay, or discrepancy at originating station that was detrimental to on-time departure of another flight out of destination station e.g. late arrival of crew, s/parts or late online connections, etc. The code is to be used on onward flights as long as the effect of the delay exists.</i>
C	90	Equipment Turn-Around	<i>Late arrival of aircraft ex OCC delay.</i>
U	95	OCC Documentation	<i>Late completion or change of Dispatch Release, General Declaration and Flight Plan</i>
U	96	Operational Decision	<i>Such as delay, re-routing, diversion, consolidation, and/or cancellation of flight for reasons other than Technical or Commercial demands or requests. Gate limitation, terminal & ramp congestion due to additional flights setup causing slow processing of Passengers.</i>
Section 7 - Weather			
U	05	Equipment Turn-Around	<i>Late arrival ex weather delay.</i>
U	71	Departure Station	<i>Below Limits</i>
U	72	Destination Station	<i>Below Limits</i>
U	73	En-route or Alternate	<i>En-route or alternate weather below limits.</i>
U	75	Aircraft De-icing / Anti-icing	<i>Ice, snow, and/or frost removal or prevention, excluding un-serviceability of equipment.</i>
U	76	Removal of Snow, Ice, Water and Sand from Airstide	
U	77	Ground Handling Impaired by Adverse Weather Condition	
U	78	Consequential	<i>(Other than Equipment Turn Around), weather delay, or discrepancy at originating station that was detrimental to on-time departure of another flight out of destination station e.g. late arrival of crew, s/parts or late online connections, etc. The code is to be used on onward flights as long as the effect of the delay exists.</i>
Section 8A - Airport Facilities			
U	36	Fueling / De-fueling	<i>Fueling / De-fueling errors caused by Fueler, fuel company and, or its equipment.</i>
C	86	Airport Facilities	<i>Delay or discrepancy as a result of jetty, power outage, buildings, baggage belts, airport ambulance, delegates, immigration system, screening machines, and/or lack of government personnel, parking stands, lighting, water drainage system, electrical power pit, fuel pit. Delay to be followed up by nasair Station Manager or Station Representative.</i>
C	87	Equipment Turn-Around	<i>Late arrival of equipment ex airport facilities delay.</i>
C	88	Consequential	<i>(Other than Equipment Turn Around), Airport facilities delay, or discrepancy at originating station that was detrimental to on-time departure of another flight out of destination station e.g. late arrival of crew, s/parts, connections, or slot, etc. The code is to be used on onward flights as long as the effect of the delay exists.</i>
Section 8B - Air Traffic Control			
U	08	Equipment Turn-Around / Consequential	<i>Due late arrival of equipment ex ATC delays, or consequential.</i>
U	89	ATC Ground Movement Control / Air Traffic Flow Management	<i>Including air traffic services, start up clearance and pushback, other than lost slot time. Flight held by ATC due aircraft taxiing behind or ramp congestion caused by ATC delays and or VIP movement, ATC system (AFTN) Failure resulting to unavailability of filed Flight Plan</i>

Controlled / Uncontrolled	Code	Description	Explanation
Section 8C - Security			
U	80	Equipment Turn-Around	<i>Late arrival ex security delay.</i>
U	82	Security	<i>Delay, irregularity or cancellation resulting from;</i> <i>-Bomb threats at land or airside or pertinent baggage identification.</i> <i>-Late or slow search of Passengers by Aircraft Security Guards or late reporting to flight.</i> <i>-Extraordinary security checks imposed by airport security.</i>
C*	83	Slow Processing	<i>Slow processing of Passengers at government security, immigrations, and customs.</i>
U	85	Consequential	<i>(Other than Equipment Turn-Around), Security delay, or discrepancy at originating station that was detrimental to on-time departure of another flight out of destination station e.g. late arrival of crew, spares, connections, or slot, etc. The code is to be used on onward flights as long as the effect of the delay exists.</i>
Section 9A - Admin Support			
C	53	HR/GR CREW VISA/TRAVEL	<i>Delay or discrepancy due to Crew Visa/Iqama...etc expired or discrepancy. Late positioning due to Late ticket issuance or Discrepancy.</i>
C	54	FINANCE/PROCUREMENT Handler/Vendor Payments	<i>Delay or discrepancy resulting from unsettled account.</i>
Section 9B - Miscellaneous			
U	51	Damage to Aircraft During Flight	<i>Caused by lightning, or bird strike, turbulence or foreign objects, etc. Delay to be followed by Flight Operations.</i>
U	91	Equipment Turn-Around / Consequential	<i>Late arrival of equipment ex miscellaneous delay.</i>
U	93	Leased Aircraft	<i>Delay, irregularity or cancellation resulting from incorrect operational plan or schedule, setup ground time less than schedule ground time, use of equipment on non-scheduled flights resulting in equipment shortage on schedule services.</i>
U	94	Leased Aircraft (Contract Services)	<i>Delay, irregularity, or cancellation resulting from inability of lessor to fulfill his contractual obligations, e.g. late delivery of aircraft, shortage of equipment or crew, including incorrect or late preparation of weight & balance documents.</i>
U	98	Industrial Action / Restrictions	<i>Delay, cancellation or irregularity resulting from:</i> <i>-Industrial action or political unrest.</i> <i>-Airport or airspace closed for a state flight.</i> <i>-Departure / Destination airport and/or runway closed due to constructions, Nav aids, noise abatement, night curfew, or military activities.</i>
	99	Not Otherwise Classified	<i>This code shall be used only when it is clear that reason cannot be matched to any of the given codes. It is mandatory to add full explanation in the (SI) element of the delay message.</i>

C	Station Delay
C*	Delay attributable to the Ground Handling Company

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Aircraft Specification – (Airbus A320)

17.1 Introduction

This chapter describes **Flynas** Ground Services requirements for Airbus A320.

17.1.1 References

- 1) Airbus A320 Weight and Balance Manual
- 2) Airbus A320 Airplane Characteristics Manual

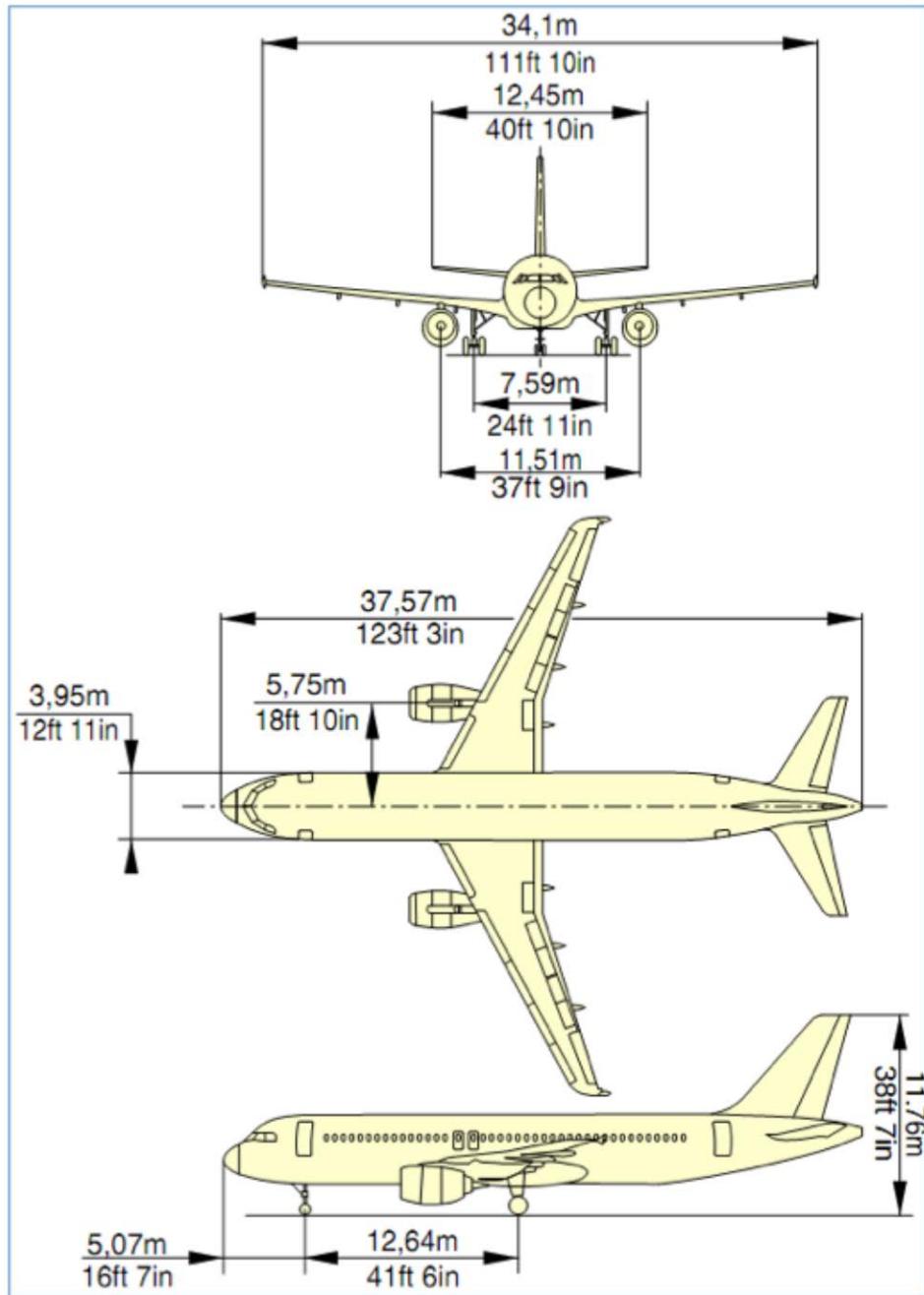
17.2 Flynas Aircraft Data Information

Reserved

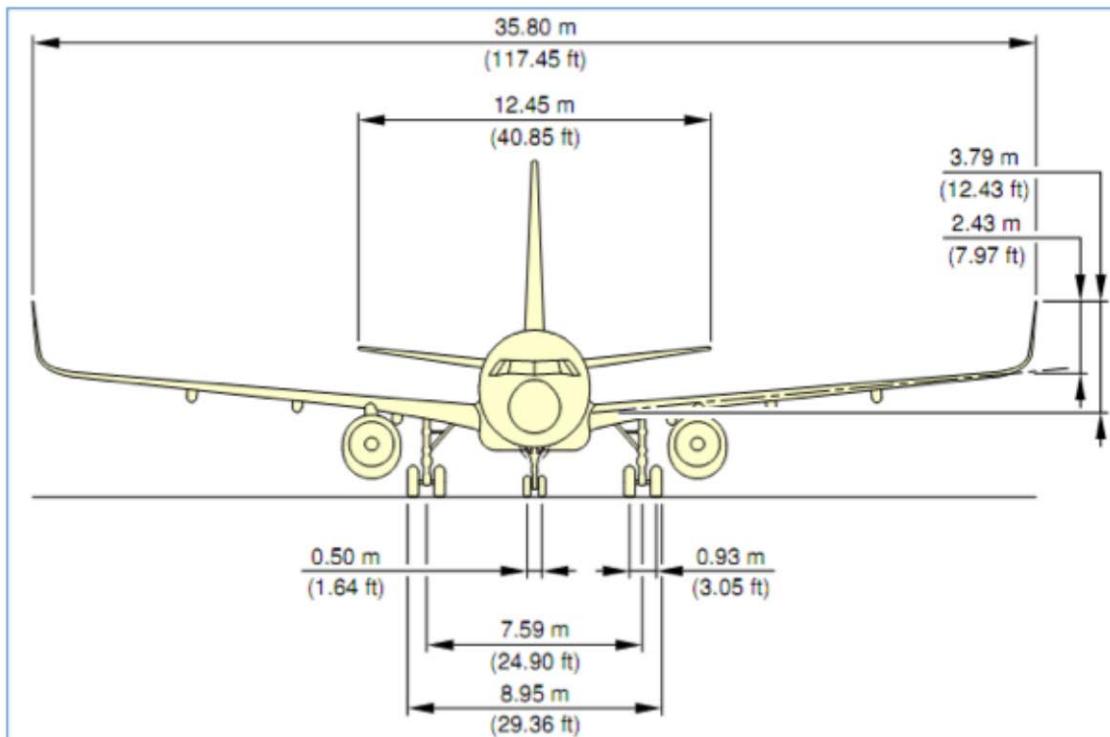
17.3 Aircraft Dimensions and Ground Clearances

- 1) One variant of the A320 is operated, with wing fences or with sharklets,
- 2) All values are given in meters and feet.

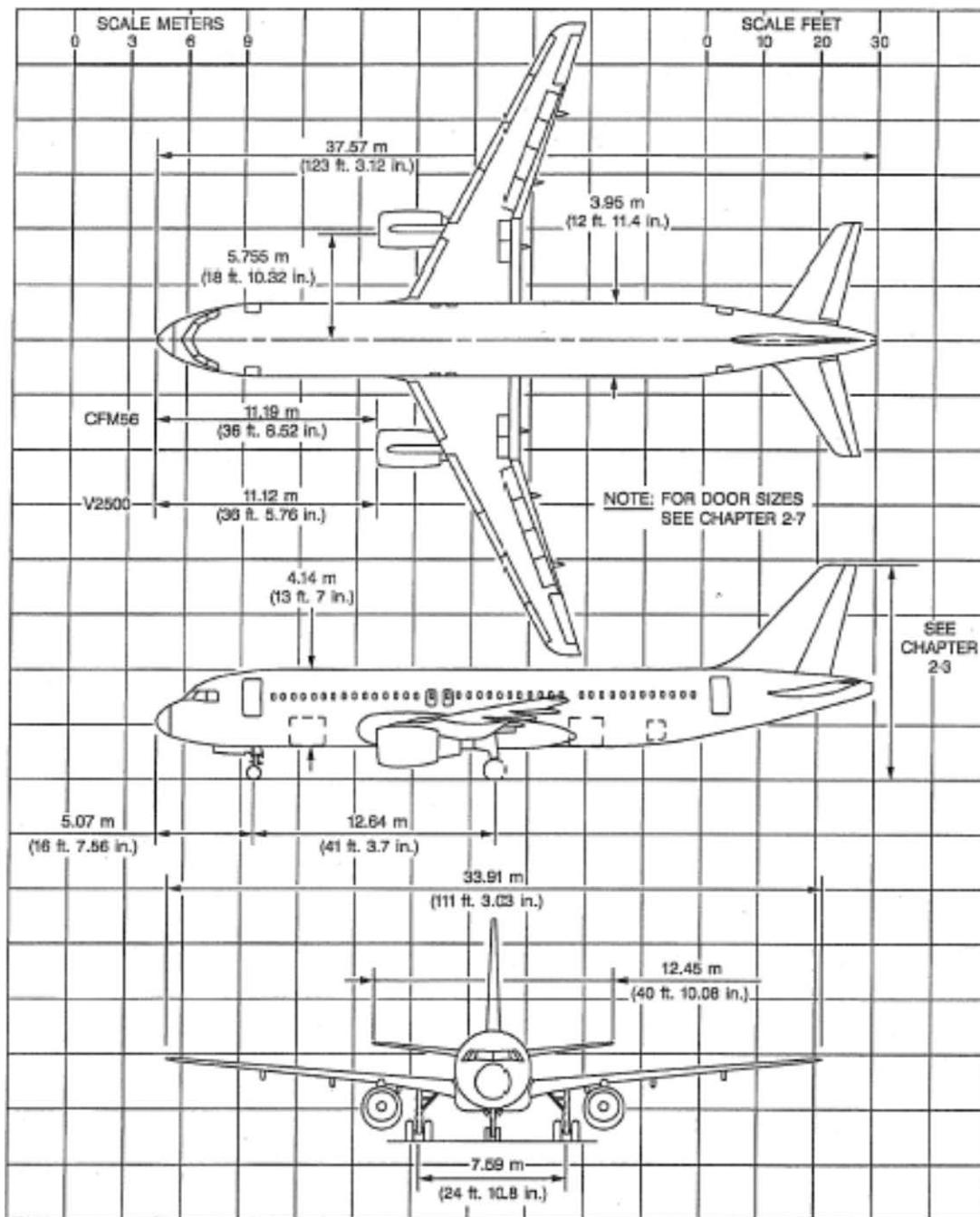
17.3.1 Aircraft Dimension with wing fences



17.3.2 Aircraft Dimension with Sharklets



17.3.3 Aircraft Dimension for Airport Planing



17.4 Aircraft Doors

17.4.1 Cabin Doors

Cabin Doors Locations and Dimensions

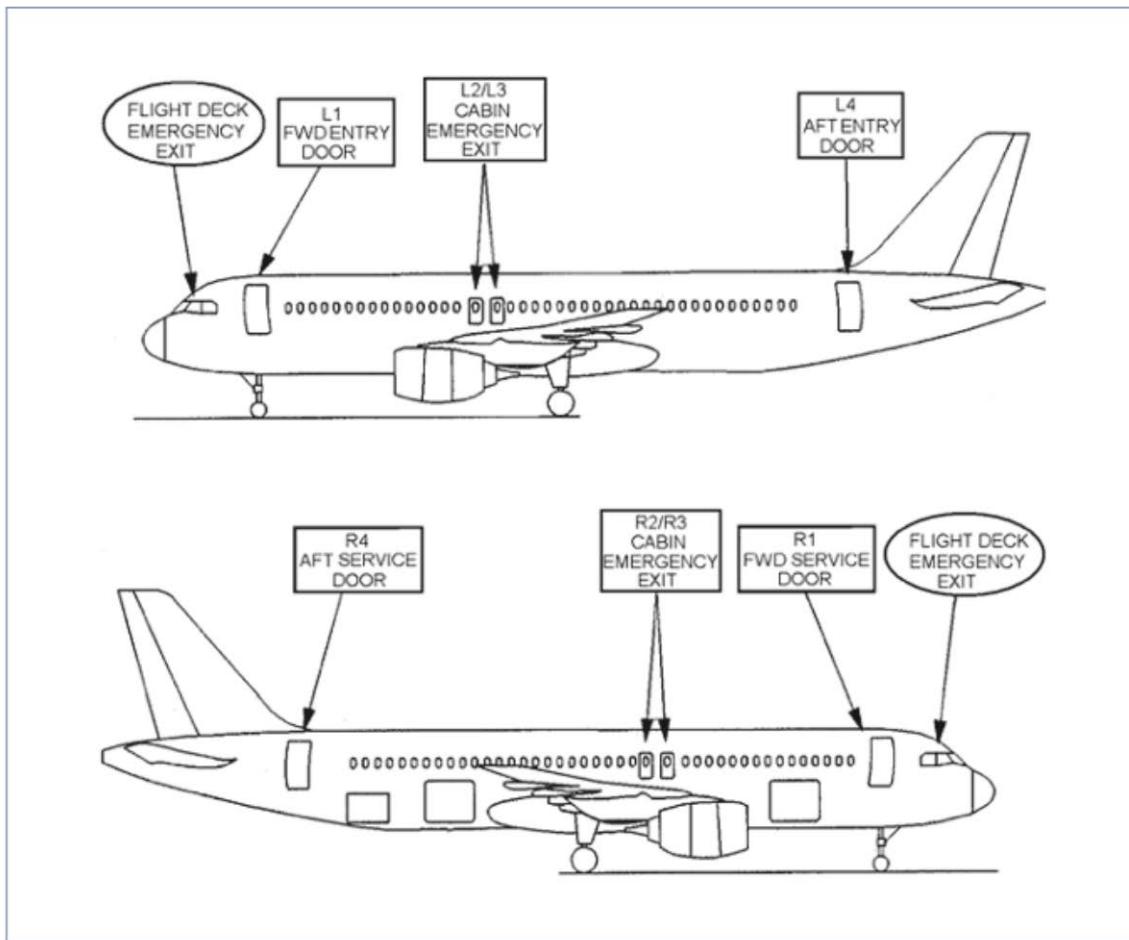


Figure 4 – Airbus A320 Cabin Door Locations

Table 1 – Airbus A320: Cabin Door Dimensions

Door	Height (m)	Width (m)
L1, R1	1.85	0.81
L2, R2	0.90	0.50
L3, R3		
L4, R4	1.85	0.81

Cabin Door Operation

- 1) Cabin doors are normally operated only by crew members, from inside,
- 2) If cabin doors need to be operated from outside, this shall only be done by trained personnel,
- 3) Instructions and safety advices labelled on the outside shall be strictly followed,
- 4) Cabin doors may be operated at wind speeds up to 40 knots. They shall be closed before wind speed exceeds 60 knots,
- 5) During opening and closing, cabin doors swing about 61 cm outwards from the aircraft, and
- 6) Keep the door area clear, and open the doors carefully.

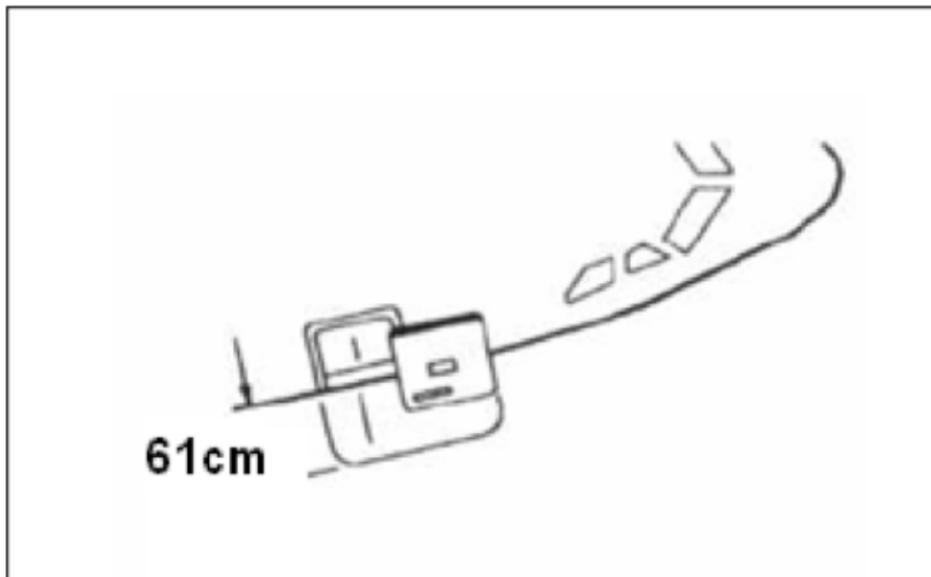


Figure 5 – Airbus A320 Cabin Door Opening Distance

17.4.2 Hold Doors

Hold Door Locations and Dimensions

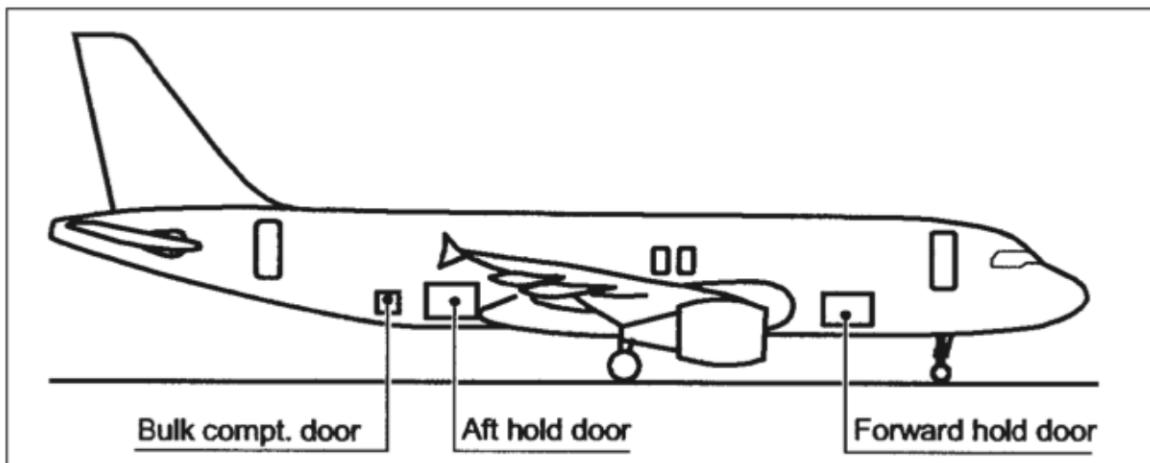


Figure 6 – Airbus A320 – Hold Door Locations

Table 2 – Airbus A320: Hold Door Dimensions

Door	Height (m)	Width (m)
Fwd	1.22	1.82
Aft	1.22	1.82
Bulk	0.76	0.95

Forward and Aft Door Hold Operations

- 1) Forward and aft compartment doors are hydraulically powered and open outwards and upwards,
- 2) The procedures for opening and closing forward and aft doors are the same,
- 3) Only one door may be opened at a time, to avoid overstress of the hydraulic system,
- 4) If hydraulic power fails, the hold doors can be operated manually. Only Station Engineer (or equivalent) is authorised to do this, and
- 5) Hold doors can be operated at wind speeds up to 40 knots. They shall be closed before wind speed exceeds 60 knots.

Table 3 – Airbus A320: Forward and Aft Hold Door Operation

Operation	Process
Opening	<ol style="list-style-type: none"> 1. Pull locking handle fully out and turn it by 90° to UNLOCKED position, 2. Open cover of door operation panel under aircraft, and 3. Turn selector switch to OPEN and hold it until door is open and green light comes on.
Closing	<ol style="list-style-type: none"> 1. Turn selector switch to CLOSE and hold it until door is closed and green light goes off, 2. Close cover, and 3. Turn locking handle to LOCKED and push it level with aircraft surface.

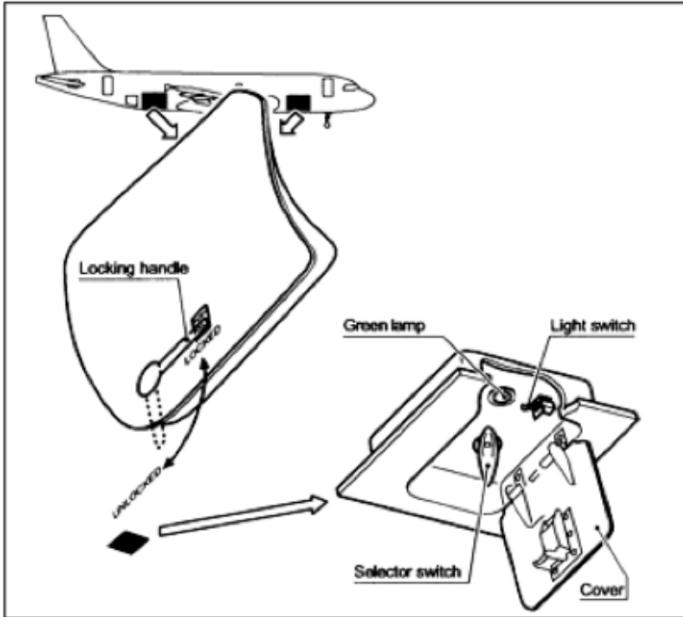


Figure 7 – Airbus A320 – Hold Door Handle and Switches

NOTE

During opening and closing, forward and aft hold doors swing about 56 cm below the doorsill level. The doors can be damaged or may damage the load.

Keep the door swing area clear, and open the doors carefully.

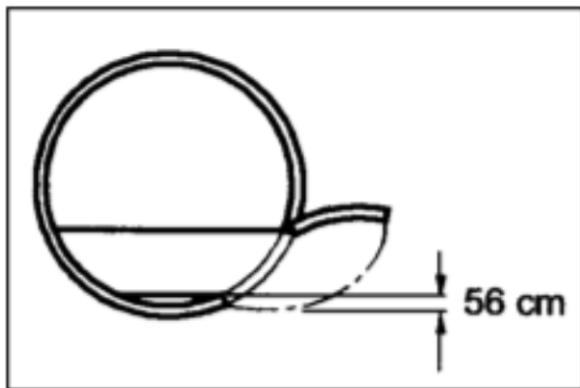


Figure 8 – Airbus A320 Hold Door Opening Distance

Bulk Hold Door Operation

- 1) The bulk compartment door opens inwards and upwards,
- 2) It is manually operated from outside the aircraft,
- 3) The bulk compartment door shall be opened using the force of the assist spring to lift the door, with a gentle push up to latch the door securely, and
- 4) The door locks under the compartment ceiling.

Table 4 – Airbus A320: Bulk Hold Door Operation	
Operation	Process
Opening	<ol style="list-style-type: none">1) Press button in door handle until handle springs out,2) Turn door handle to OPEN,3) Push door inward and turn door handle to LOCKED without closing door again, and4) Open door until it locks at compartment ceiling.
Closing	<ol style="list-style-type: none">1) Turn door handle to OPEN,2) Pull door down until it is closed, and3) Turn door handle to LOCKED and push door handle level with cabin surface.

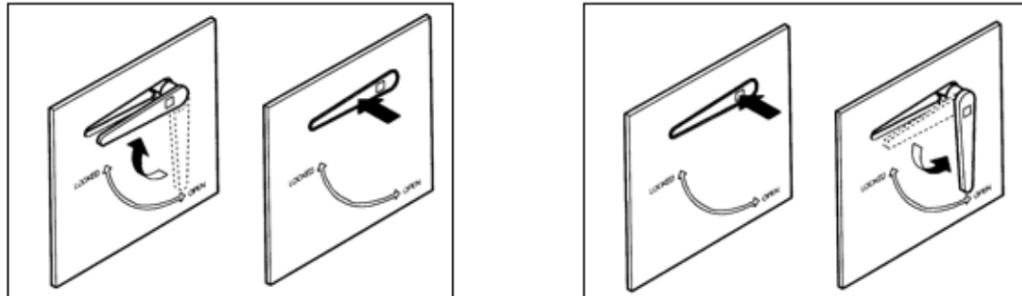


Figure 10 – Airbus A320 – Bulk Hold Door Handle Positions

17.5 Safety Escape Areas

- 1) Before engine start-up clearance is given, the intake and blast areas shall be clear of loading personnel, loading equipment and Foreign Objects (FOD),
- 2) Aircraft engines create intake and blast zones,
- 3) Air is blasted out of the engine at both high temperature and velocity,
- 4) As thrust increases, so does temperature, distance and speed, and
- 5) Therefore, staff shall never pass behind an aircraft with the anti- collision beacon on.

17.5.1 Escape Areas

- 1) During engine start-up, all operating areas of the emergency slide escape areas shall be kept free of vehicles, Ground Servicing Equipment (GSE), load or other obstacles, and
- 2) If an Air Start Unit (ASU) is used, one exit may be blocked by ASU and the Commander shall be informed of the blocked exit.

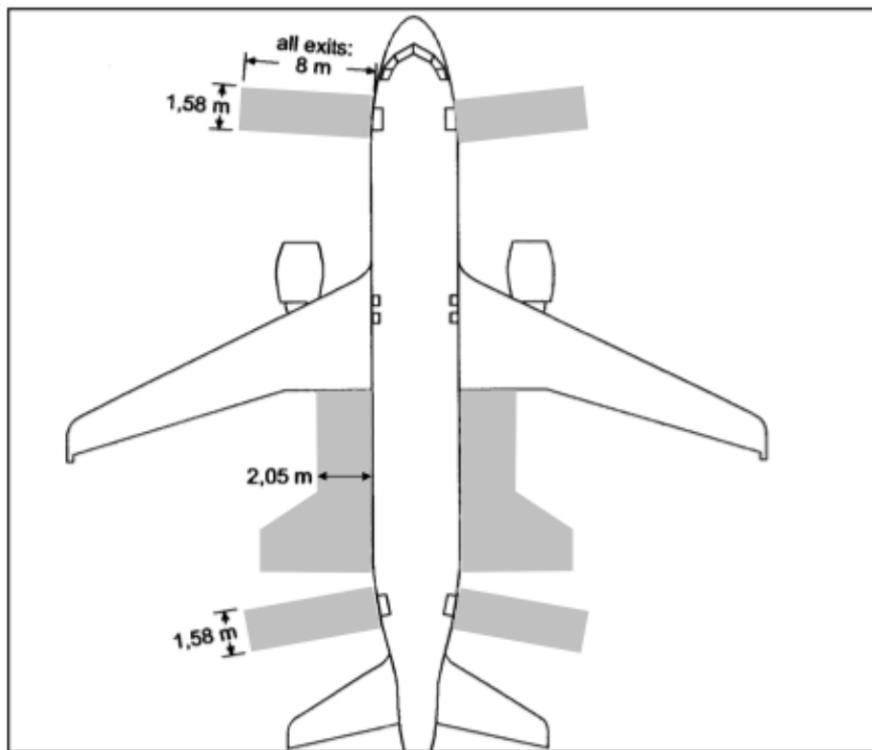


Figure 11 – Airbus A320 – Escape Areas

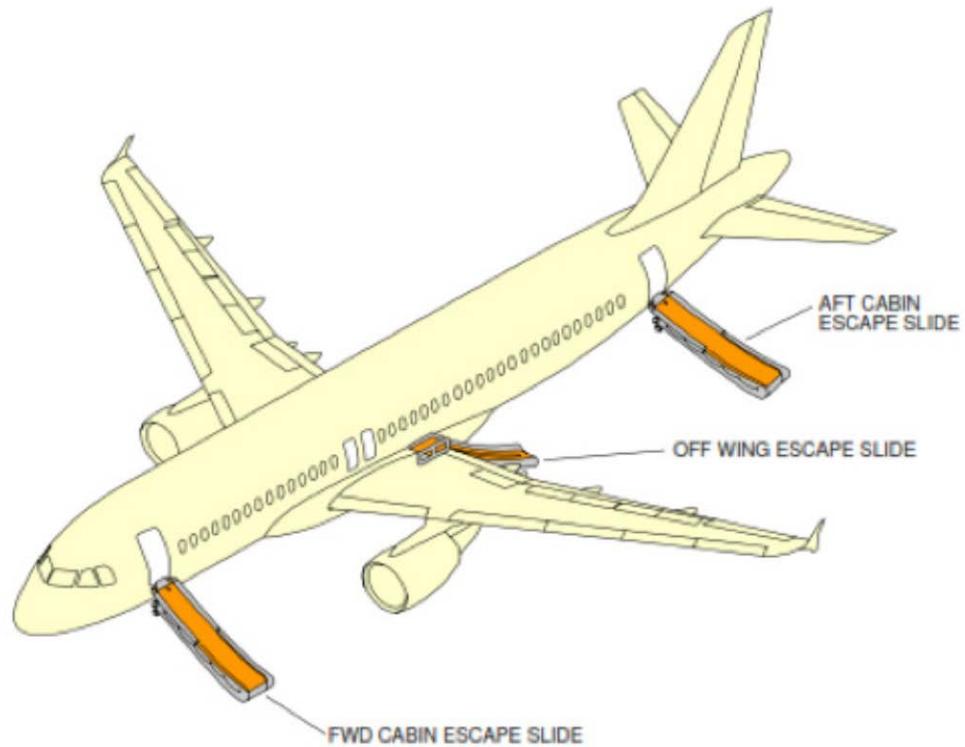


Figure 12 – Airbus A320 – Escape Slides

17.6 Jet Blast and Intake Areas

- 1) The blast and intake areas at idle and roll-off thrust are the area behind the aircraft, and the leading and trailing edges of the wings, and
- 2) The width of the safety area shall be at least the same as the wingspan of the aircraft.

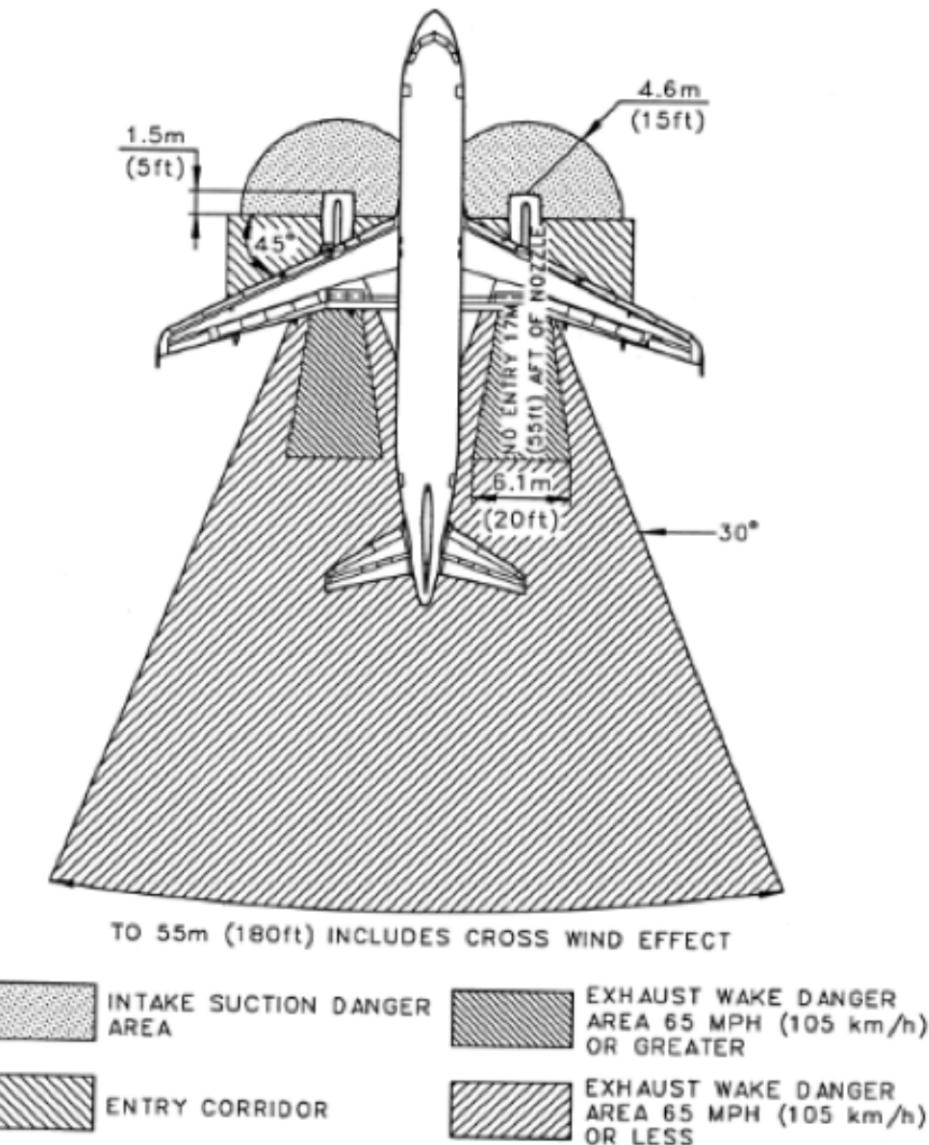


Figure 13 – Airbus A320 – Jet Blast and Intake Areas

17.7 Aircraft Servicing

17.7.1 Servicing Points

- 1) Figure 14 shows location of servicing points used during various turn around activities.

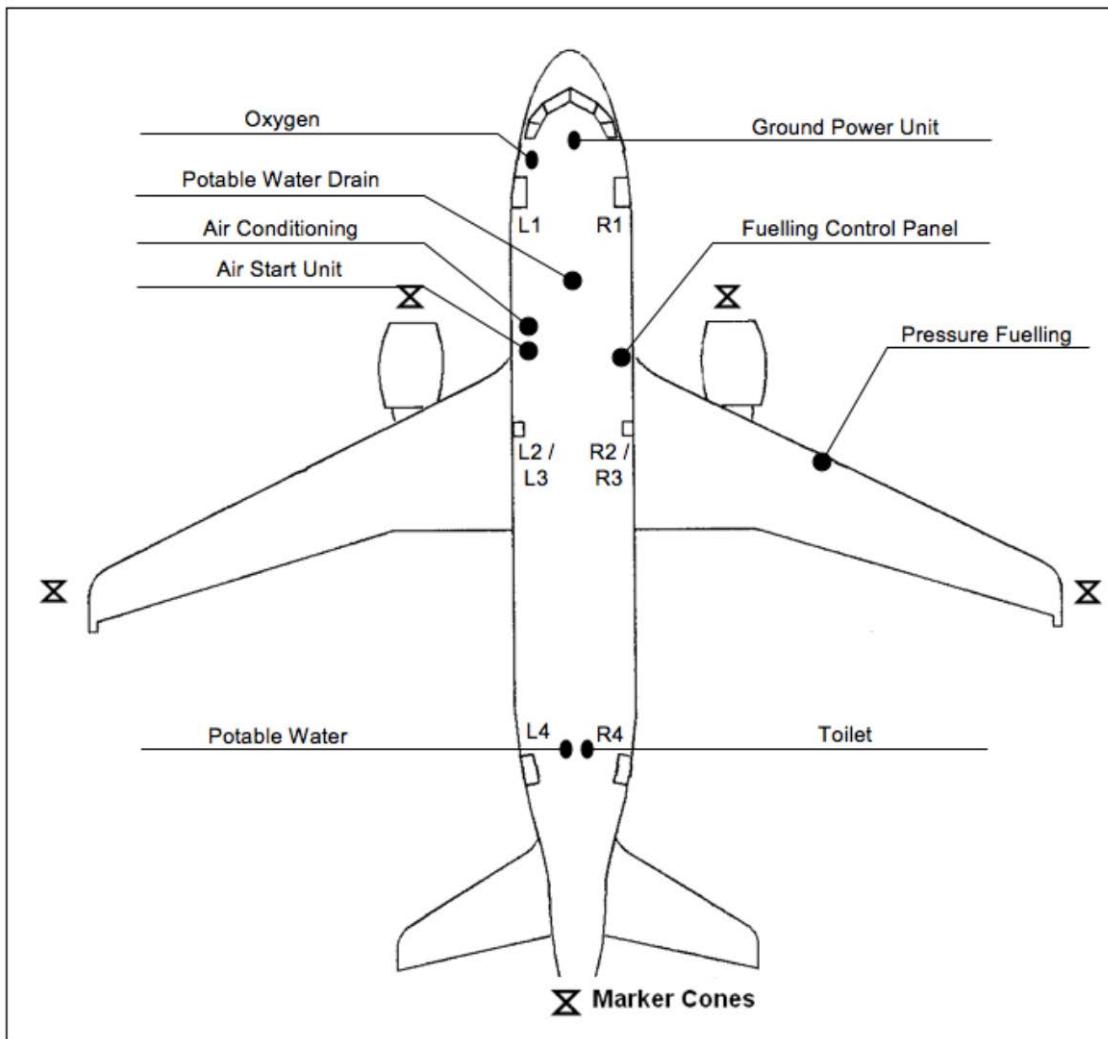


Figure 14 – Airbus A320 – Location of Service Points

17.7.2 Positioning of GSE when Fuelling Without Passengers on Board

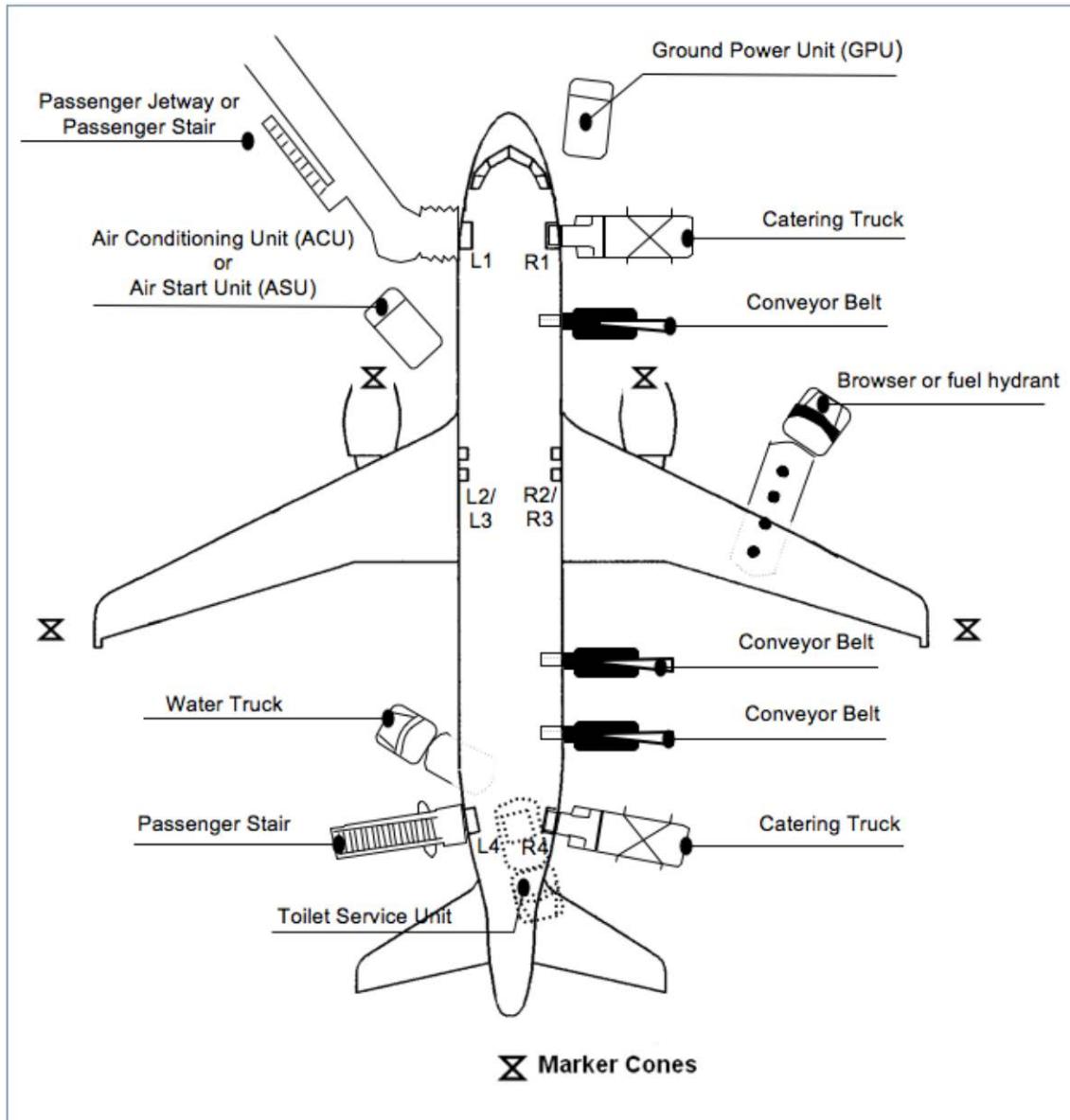


Figure 15 – Airbus A320 – Position of GSE during fuelling without passengers onboard.

17.7.3 Positioning of GSE

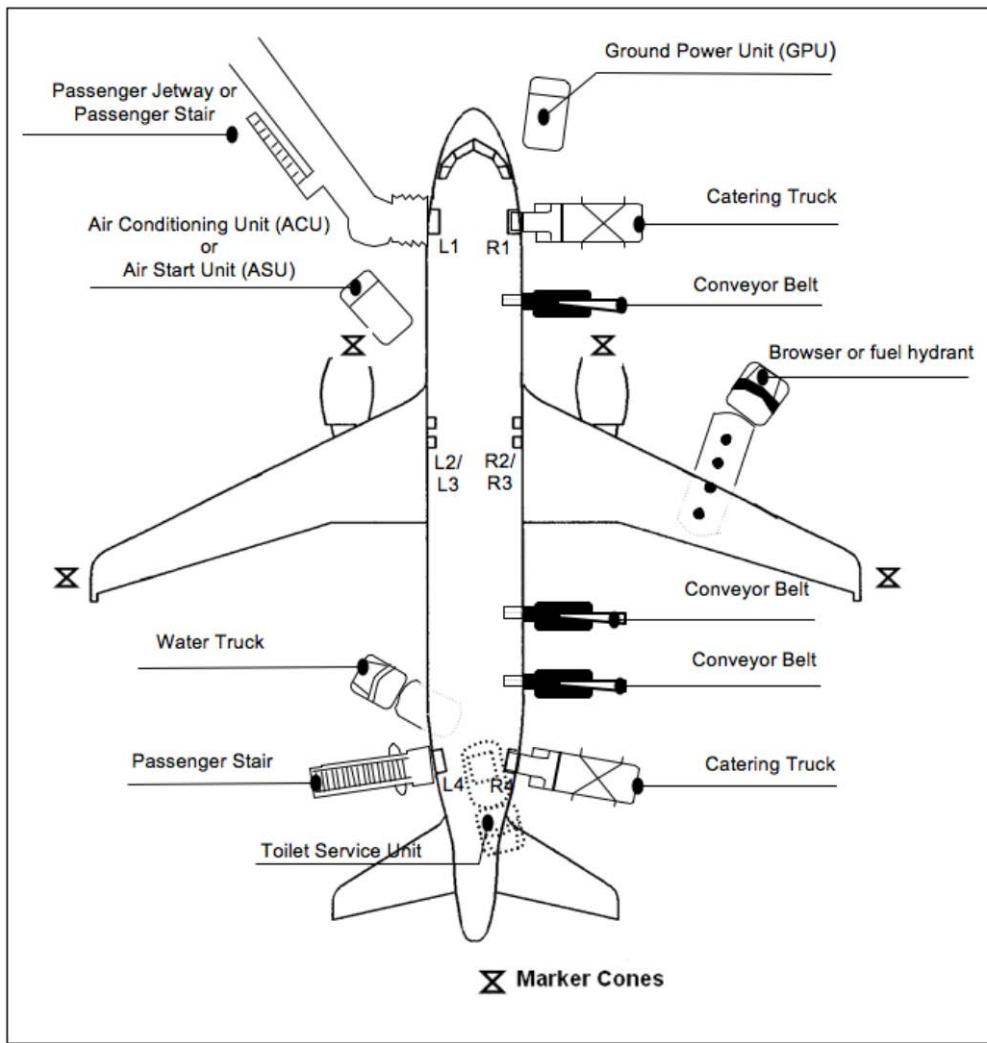


Figure 16 – Airbus A320 – Position of GSE

- 1) For deboarding and boarding at remote positions, doors L1 and L4 shall be used.
If only one stair is available, door L1 shall be used,
- 2) For deboarding and boarding doors at gate positions, door L1 shall be used, and
- 3) ASU is only necessary if Auxiliary Power Unit (APU) is unserviceable. In that case:
 - A. StartengineNo.2,
 - B. Remove ASU,
 - C. StartengineNo.1.

17.7.4 Positioning of GSE during Fuelling with Passengers onboard.

- 1) Fuelling with passengers on board is permitted by **Flynas** policy, but regulations may vary at individual airports, and
- 2) The following precautions shall be observed at all times:
- 3) Two exit doors shall be opened and passenger steps / jet ways shall be positioned at these doors,
- 4) Ground servicing activities and work with the aircraft shall be conducted in a manner such that no hazard or obstruction is created, and
- 5) The minimum distance between aircraft doors and GSE in exit direction shall be 2 m.

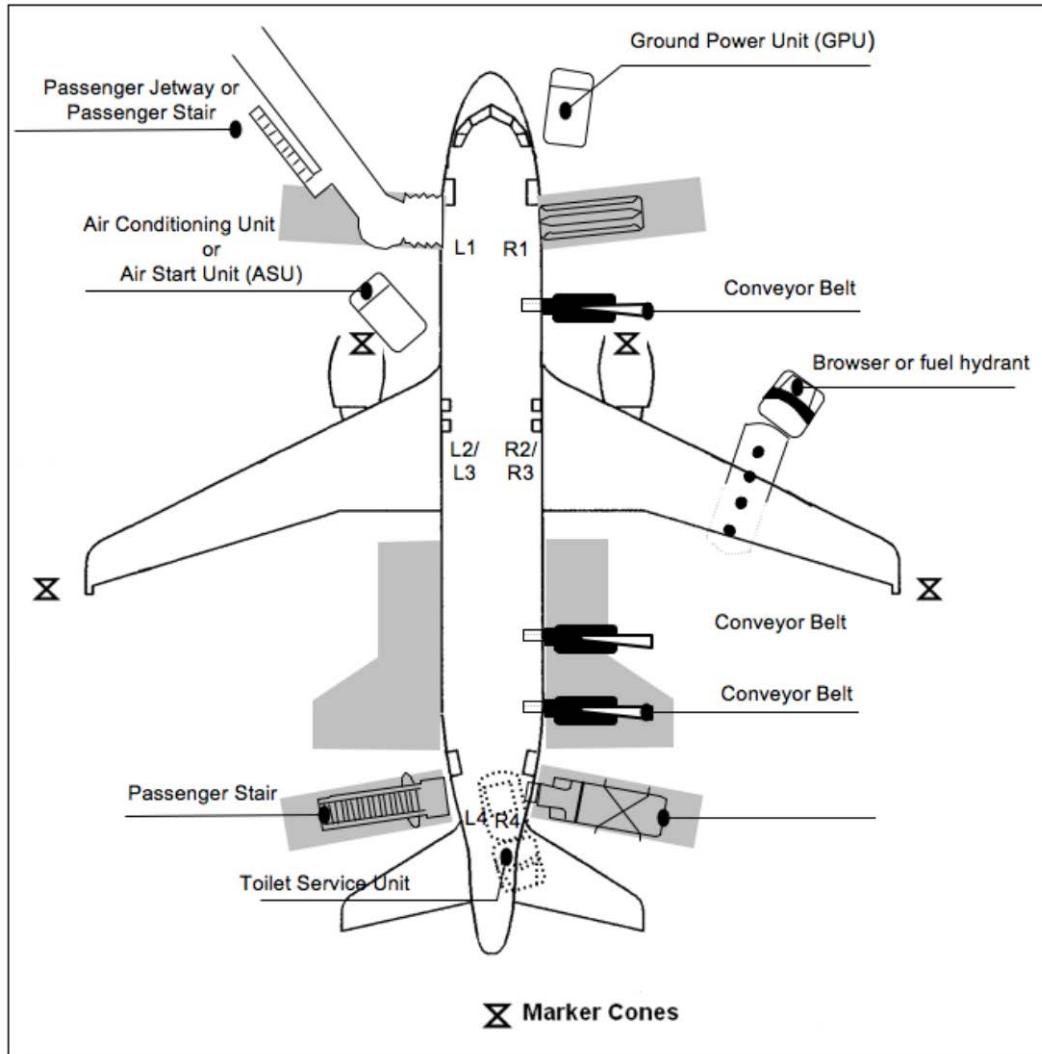


Figure 17 – Airbus A320 – Positioning of GSE during Fuelling with Passengers onboard.

17.8 Cargo Hold Layout

17.8.1 Lower Deck Compartment Layouts

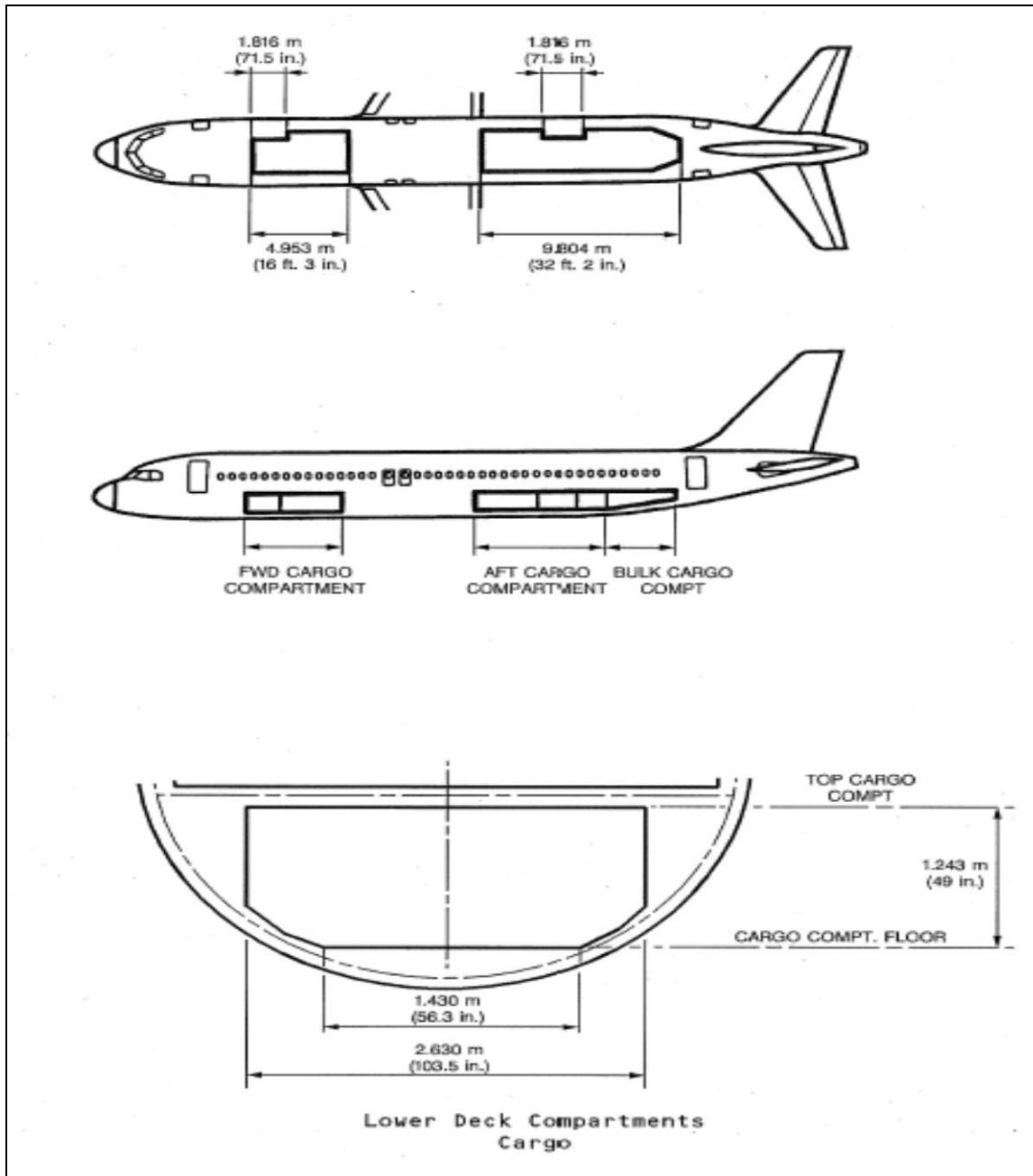


Figure 18 – Airbus A320 – Lower Deck Cargo Hold Layout

17.8.2 Maximum Compartment Weights

Maximum compartment and hold weights for the lower cargo holds are given in the following chart. Maximum weight limits per net sections and the cumulative compartment/hold weights shall never be exceeded.

Section	Max Gross Weight (Kgs)	Max. Compartment
11	1045	Compartment 1 / 3402
12	1225	
13	1132	
31	1301	Compartment 3 / 2426
32	1125	
41	928	Compartment 4 / 2110
42	1182	
51	374	Compartment 5 / 1497
52	353	
53	770	

17.8.3 Maximum Floor Loading Limitations

FWD Hold 1	732 kgs / sqft.
AFT Hold 3,4	732 kgs / sqft.
Bulk Hold 5	732 kgs / sqft.

17.8.4 Forward Hold Layout and Dimensions

The forward Cargo Hold is subdivided in to net sections 12,12 and 13 as illustrated in the following pictures. The compartments are equipped for bulk loading.

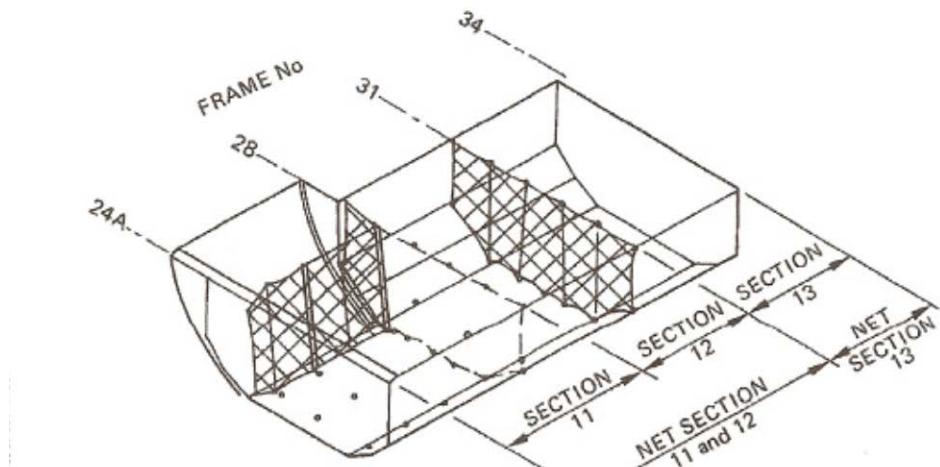
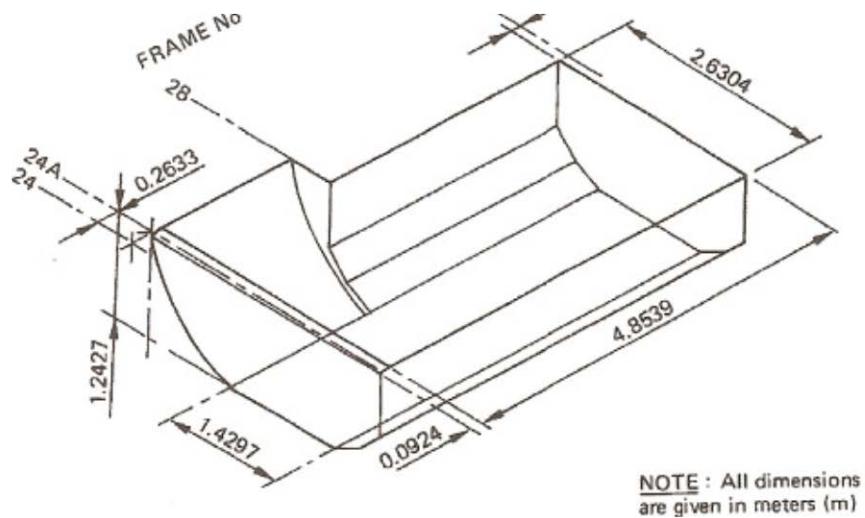
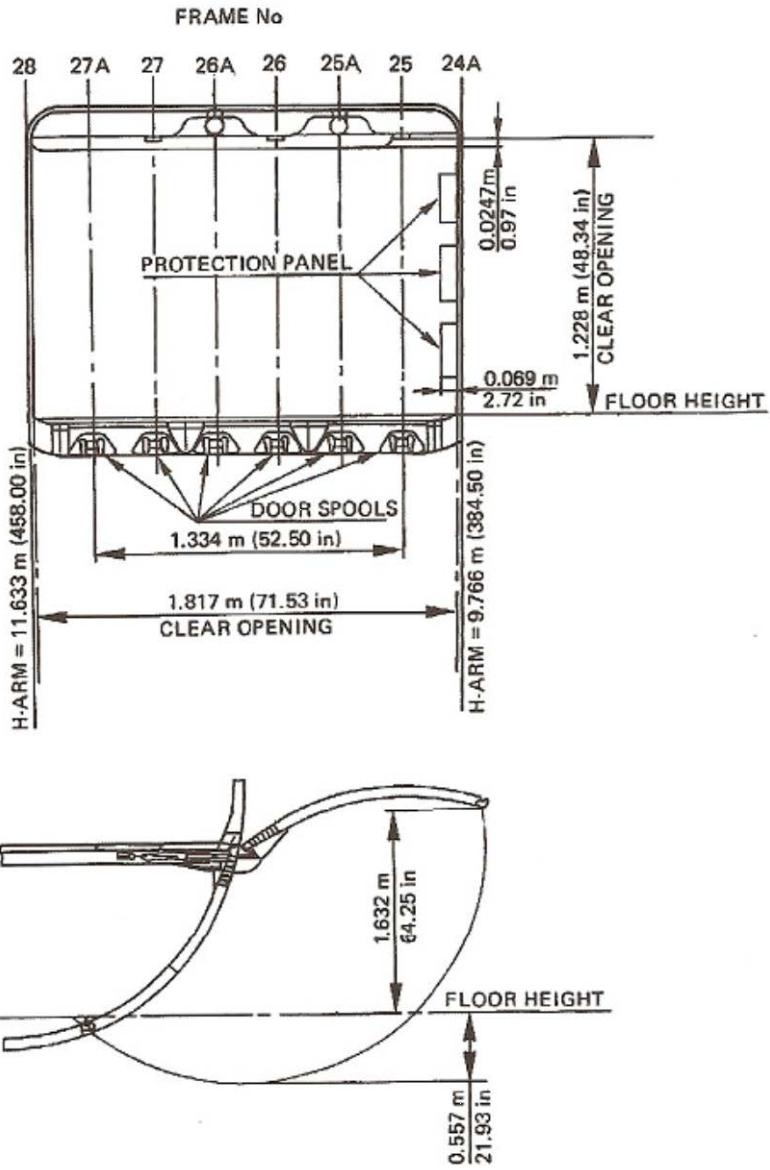


Figure 19 – Airbus A320 – Forward Cargo Hold Layout and Dimensions

17.8.5 Forward Hold Opening Size and Dimension

The door opening / closing clearance shall be taken in to consideration in order to avoid damages during opening / closing operation.



Forward Cargo Door Opening Size and Stations

Figure 20 – Airbus A320 – Forward Hold Opening Size and Dimensions

17.8.6 Forward Hold Maximum Packaging Size

The maximum dimensions of any single baggage / cargo package which can be loaded in the Forward Hold is given in the following chart.

1) Upright Loading

Upright loading refers to large or heavy baggage / cargo pieces loaded with the assistance of mechanical ground support equipment and maneuvered through the door in an upright position.

Width		Height		Length	
(m)	(in)	(m)	(in)	(m)	(in)
1.499	59.0	1.194	47.0	1.643	64.7

2) Tilted Loading

Tilted loading refers to large low-density baggage / cargo that may require hand maneuvering through the door in a tilted position to avoid obstructions. The piece may be tilted to any suitable position to enable access through the door.

Width		Height		Length	
(m)	(in)	(m)	(in)	(m)	(in)
0.250	10.0	0.250	10.0	5.000	197.0
0.500	20.0	0.500	20.0	4.930	194.0
0.750	30.0	0.750	30.0	4.890	192.5

17.8.7 Aft Hold Lay out and Dimensions

Lay out of the AFT cargo compartments 3 and 4 is illustrated below. The AFT cargo compartment is subdivided in to net sections 31/32 and 41/42. The compartments are equipped for bulk loading with net sector dividers.

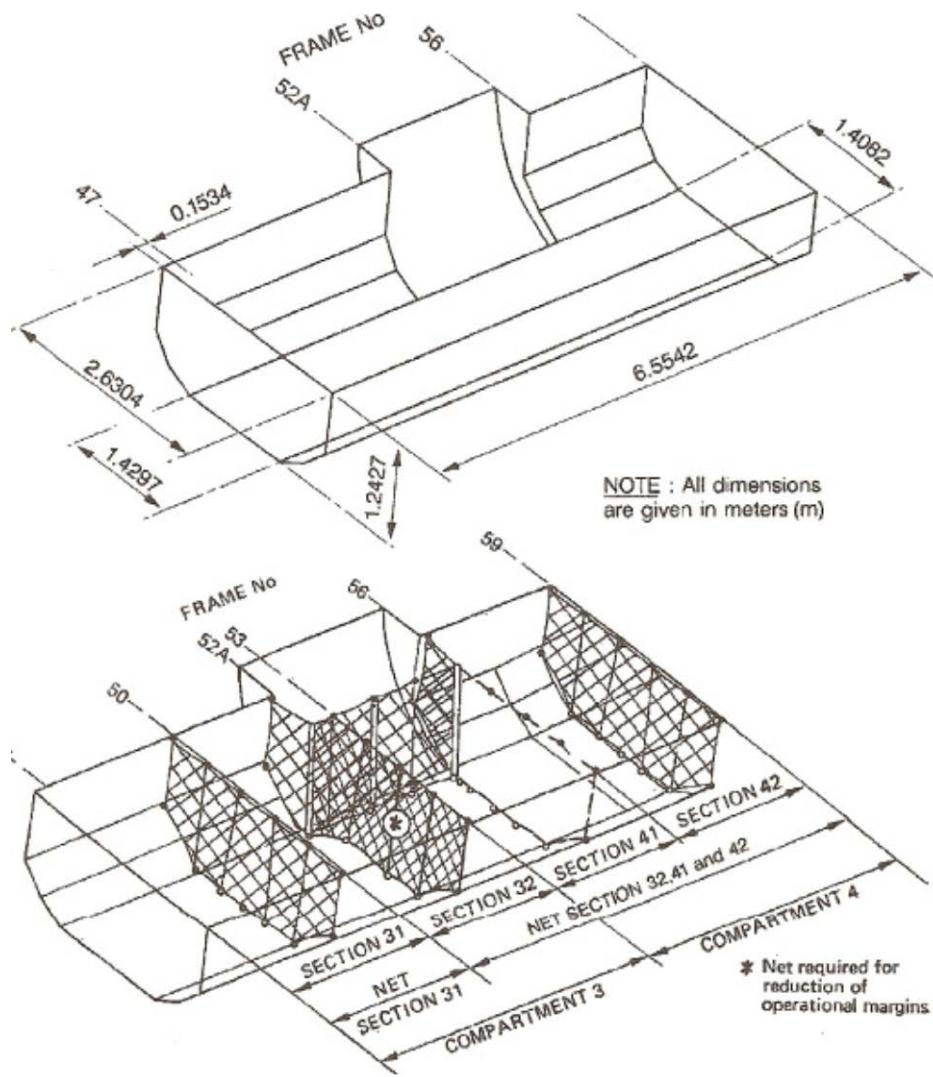
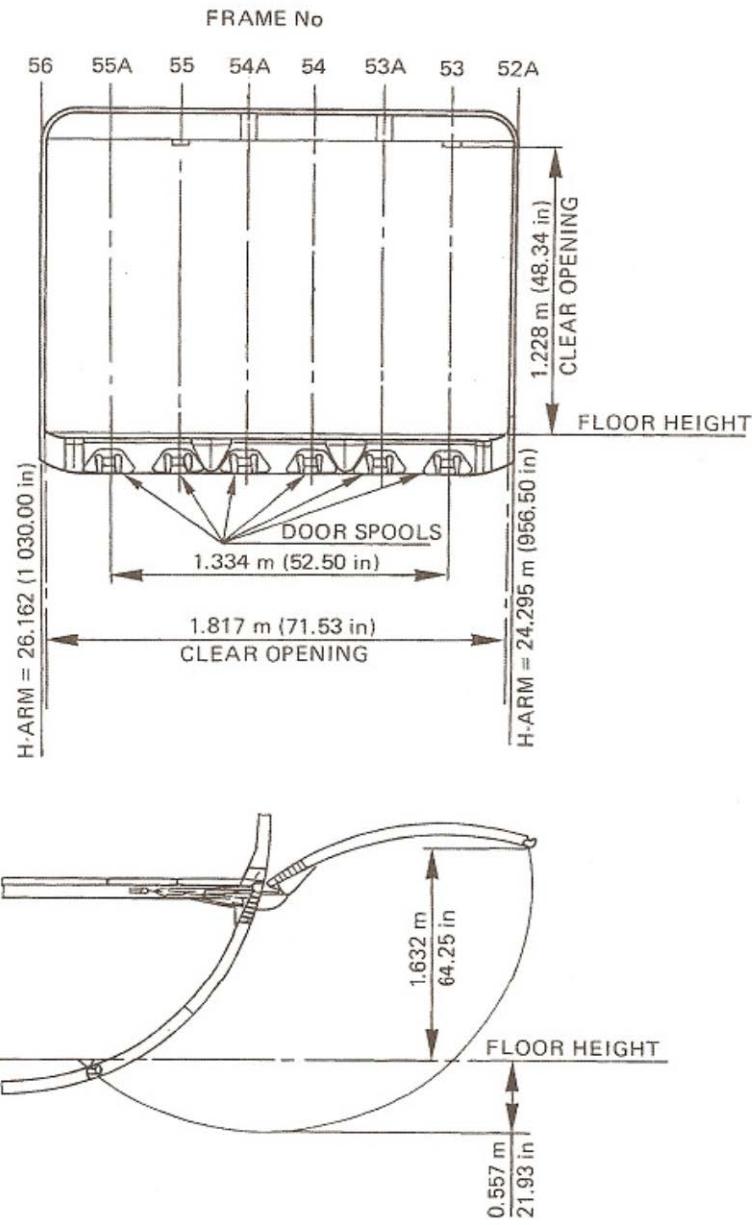


Figure 21 – Airbus A320 – Aft Hold Lay out and Dimensions

17.8.8 Aft Hold Opening Size and Dimensions

The door opening / closing clearance shall be taken in to considerations in order to avoid damages during operation.



Aft Cargo Door Opening Size and Stations

Figure 22 – Airbus A320 – Aft Hold Opening Size and Dimensions

17.8.9 Aft Hold Door Maximum Packaging Size

The maximum dimensions of baggage / cargo pieces which can be loaded through the aft cargo compartment 3/4 door is given in the following table.

1) Upright Loading

Upright loading refers to large heavy baggage / cargo pieces loaded with the assistance of mechanical ground support equipment and maneuvered through the door in an upright position.

Width		Height		Length	
(m)	(in)	(m)	(in)	(m)	(in)
1.499	59.0	1.194	47.0	1.643	64.7

2) Tilted Loading

Tilted loading refers to large low-density baggage / cargo pieces that can be loaded through compartment 3 and 4 door in a tilted position.

Width		Height		Length	
(m)	(in)	(m)	(in)	(m)	(in)
0.250	10.0	0.250	10.0	5.000	197.0
0.500	20.0	0.500	20.0	4.930	194.0
0.750	30.0	0.750	30.0	4.890	192.5

17.8.10 Bulk Compartment 5 Layout and Dimensions

Bulk compartment 5 is subdivided in to net sections 51, 52 and 53. Maximum weight restrictions per net sections shall be observed. Refer to section 12.2.2 for maximum allowed weights per net sections.

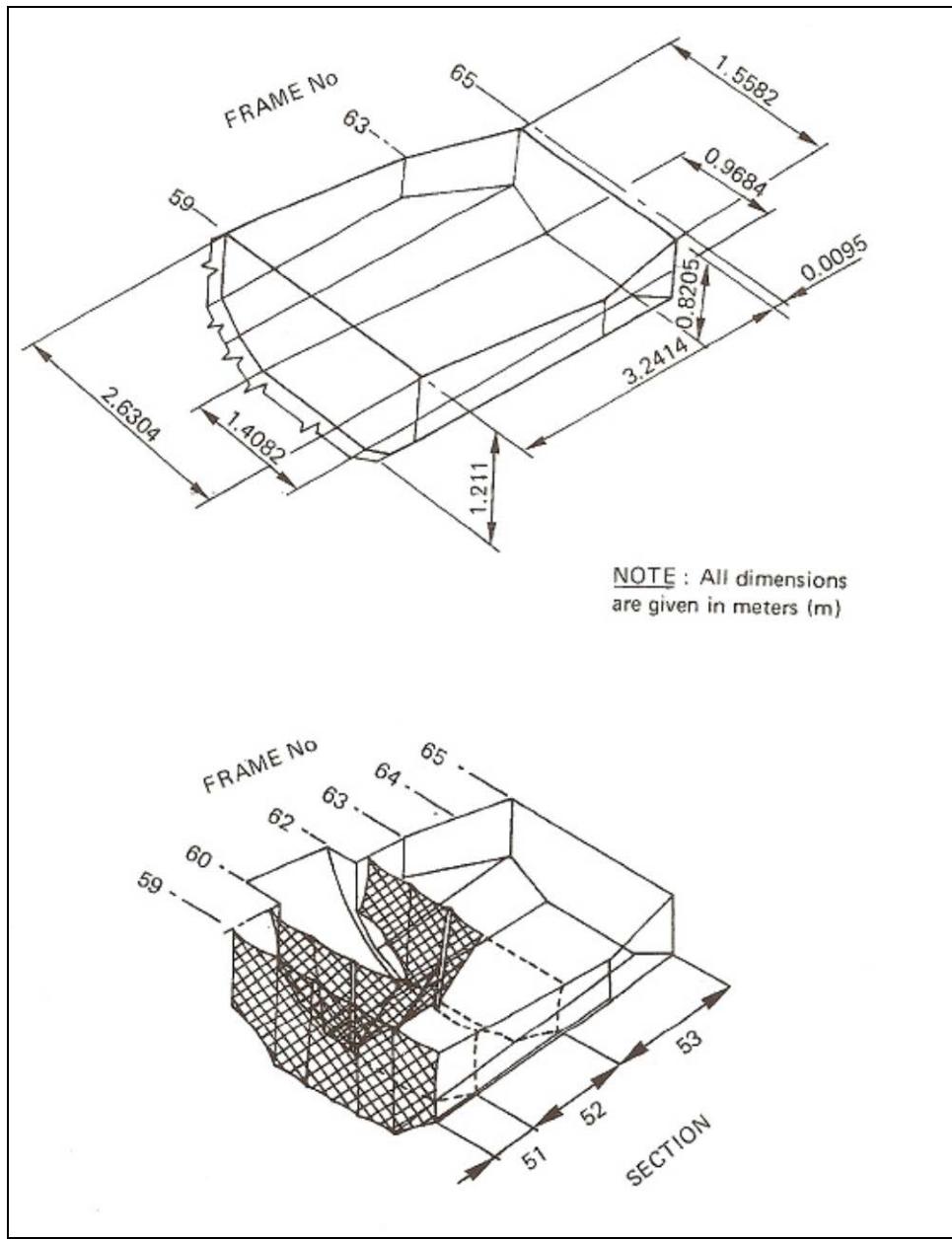


Figure 23 – Airbus A320 – Arrangement Rear Bulk Cargo Hold (Compartment 5)

17.8.11 Bulk Compartment 5 Door Opening and Dimensions

Door opening size and dimension for BULK cargo compartment 5 is provided below

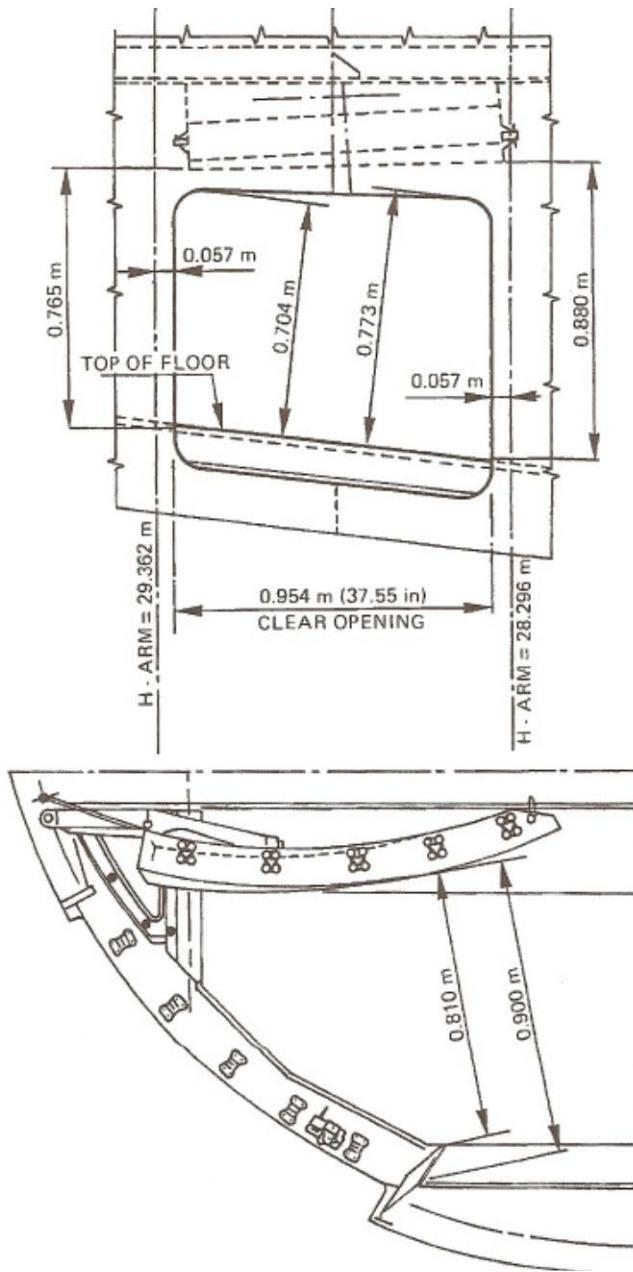


Figure 24 – Airbus A320 – Bulk Compartment 5 Door Opening & Dimensions

17.8.12 Bulk Compartment 5 Maximum Packaging Size

Bulk compartment 5 can also be accessed through AFT hold compartment door 3 and 4. The maximum dimensions of baggage / cargo pieces which can be loaded in to bulk compartment 5 through compartment 3 and 4 door is given in the following table.

1) Upright Loading

Upright loading refers to large of heavy packages loaded with the assistance of mechanical ground support equipment and loaded through the door in an upright position.

Width		Height		Length	
(m)	(in)	(m)	(in)	(m)	(in)
1.499	59.0	1.228	48.3	1.748	68.8

2) Tilted Loading

Tilted loading refers to large low-density cargo that may me suitably handled in order to gain access through the door.

Width		Height		Length	
(m)	(in)	(m)	(in)	(m)	(in)
0.250	10.0	0.250	10.0	5.000	197.0
0.500	20.0	0.500	20.0	4.930	194.0
0.750	30.0	0.750	30.0	4.890	192.5

17.8.13 Cargo Loading

Table 10 – Airbus A320: Action Required in Event of Damage to Door and Divider Nets

Area	Item	Description	Action
Forward Cargo Hold (Compartment 1)	Door net	<p>Door net or door net stanchions shall be considered unserviceable in following condition:</p> <ul style="list-style-type: none"> 1) More than one broken stitching, 2) Door net stanchion cannot be fixed, or 3) More than one net fitting missing. 	Net sections 11 and 12 shall remain empty or all pieces in affected net sections shall be restrained individually
	Divider net between net sections 12 and 13	<p>Divider net shall be considered unserviceable in following condition:</p> <ul style="list-style-type: none"> 1) More than one broken stitching, or 2) More than one net fitting missing. 	Forward cargo hold shall remain empty or all pieces in forward cargo hold shall be restrained individually
Aft Cargo Hold (Compartment 3 and 4)	Door net Compartment 4	<p>Door net or door net stanchions shall be considered unserviceable in following condition:</p> <ul style="list-style-type: none"> 1) More than one broken stitching, 2) Door net stanchion cannot be fixed, or 3) More than one net fitting missing. 	Net sections 32, 41 and 42 shall remain empty or all pieces in affected net sections shall be restrained individually
	Divider net between net sections 31 and 32	<p>Divider net shall be considered unserviceable in the following condition:</p> <ul style="list-style-type: none"> 1) More than one broken stitching, or 2) More than one net fitting is missing. 	Net sections 31, 32, 41 and 42 shall remain empty or all pieces in affected net sections shall be restrained individually

	Divider net between net sections 42 and 51	<p>Divider net shall be considered unserviceable in the following condition:</p> <ul style="list-style-type: none">1) More than one broken stitching, or2) More than one net fitting is missing.	Net sections 32, 41, 42 and Compartment 5 shall remain empty or all pieces in affected net sections and in Compartment 5 shall be restrained individually
Bulk Hold (Compartment 5)	Door net or door net stanchions	<p>Door net or door net stanchions shall be considered unserviceable in following condition:</p> <ul style="list-style-type: none">1) More than one broken stitching,2) Door net stanchion cannot be fixed, or3) More than one net fitting missing.	Compartment 5 shall remain empty or all pieces in Compartment 5 shall be restrained individually

17.9 Reserved

17.10 Reserved

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18.0 Airport Sales

18.1 General

Sales generated at the Airport shall be reported on a daily basis in accordance with the following guidelines. A reconciliation of the sales report and the amount deposited in the company's bank account must be verified by the Station Manager and or his deputy on a daily basis. Any irregularity must be immediately reported to the Manager Airport Services.

18.2 Sales Agent

This procedure has been prepared for staff to learn the importance of reporting sales in correct method. Staff is requested to read and understand procedure below and follow it in exact sequence.

Note:

- 1) Sales staff will always log in using their own usernames and passwords.
- 2) Under no circumstances, staff will be allowed to disclose their usernames and passwords to anyone.
- 3) Agent must ensure all collections i.e. ticket sales, excess baggage collection or any other charges or fees to be entered into the system.
- 4) Each sales staff must print receipt using SkyPort i.e. print booking details which will provide complete details of payment entered into the booking.
- 5) Sales Agent must prepare their own DSR as per nas format " NAS-GOD- 007".
- 6) At the end of shift, every agent must submit the following to on Duty Supervisor:
 - A. Payment receipts printed from SkyPort
 - B. Cash
 - C. DSR
- 7) Agent must not deposit any cash into Flynas's bank account until all above documents have been checked and verified by on Duty Supervisor.

18.2.1 Procedure for Shift Closing

- 1) Prepare his/her own DSR as per Flynas format NAS-GOD-007 as per the sample attached.
- 2) Take his/her complete cash sales per shift to Duty Supervisor along with prepared DSR as mentioned above for verification.
- 3) Deposit cash collection into Flynas's bank account after Duty Supervisor's verification. Please see Flynas's bank account details below:
 - A. Bank: National Commercial Bank
 - B. Account No: 10622300000100
- 4) Sales agent shall provide bank deposit slip to Duty Supervisor for verification of actual amount deposited.

18.2.2 Daily & Monthly Sales Reporting Procedures

Duty Supervisor

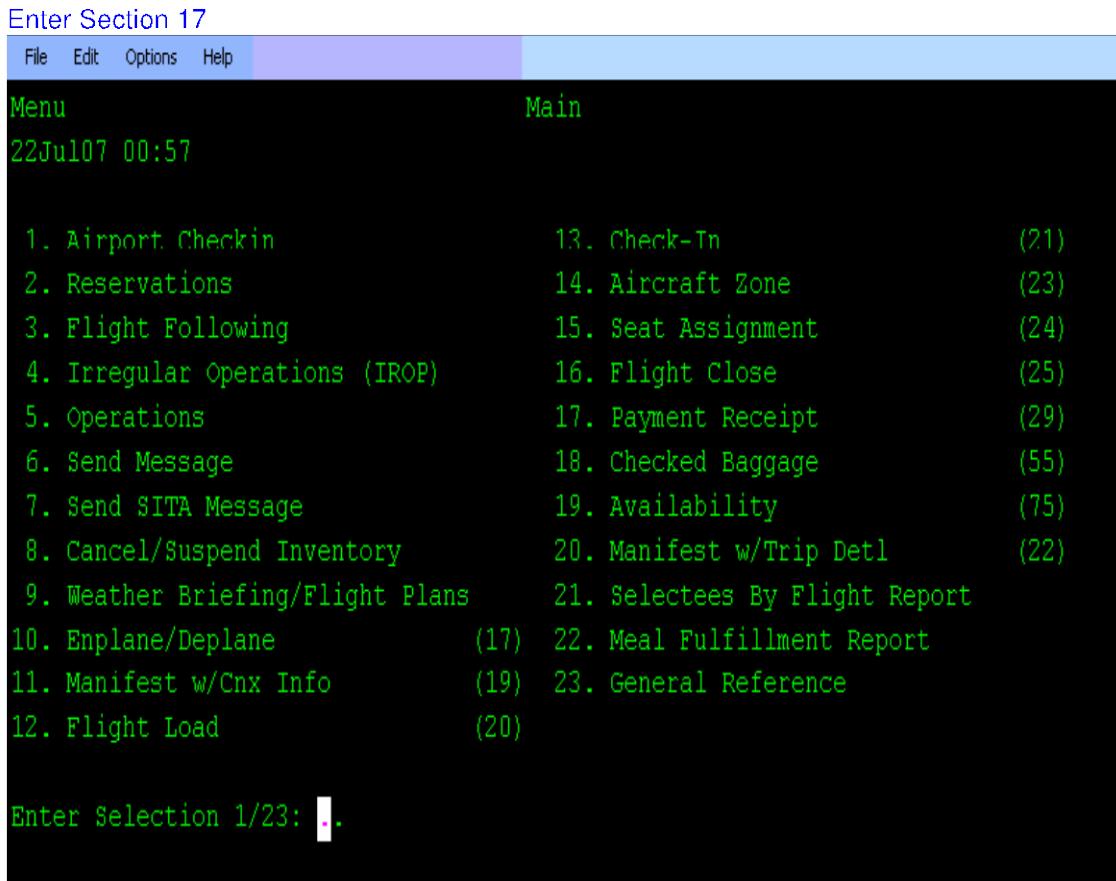
Daily

- 1) Duty supervisor will check and verify the actual amount against printed receipts and DSR.
- 2) Duty Supervisor will print Navitaire Sales Report of sales agent to verify if cash, DSR & Navitaire report matched. Please see procedure below how to print each sales agent's sales report from Navitaire.

18.2.3 How to generate Sales Report in Sky Port

1) Step 1

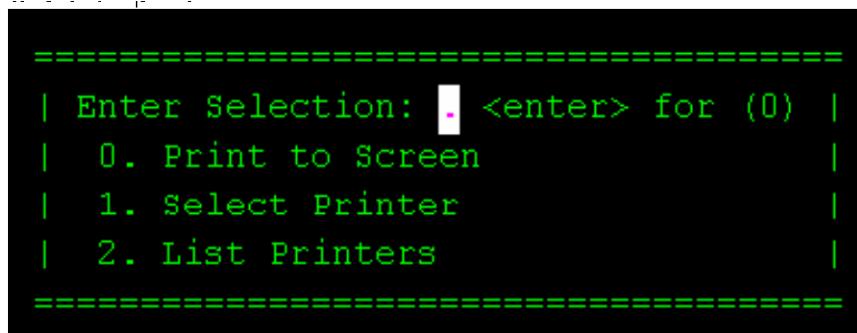
Select Item No. 17 (Payment Receipt) from the Sky Port Main Menu (Shown in the screen shot below)



Here type 17 and Enter

2) STEP-2

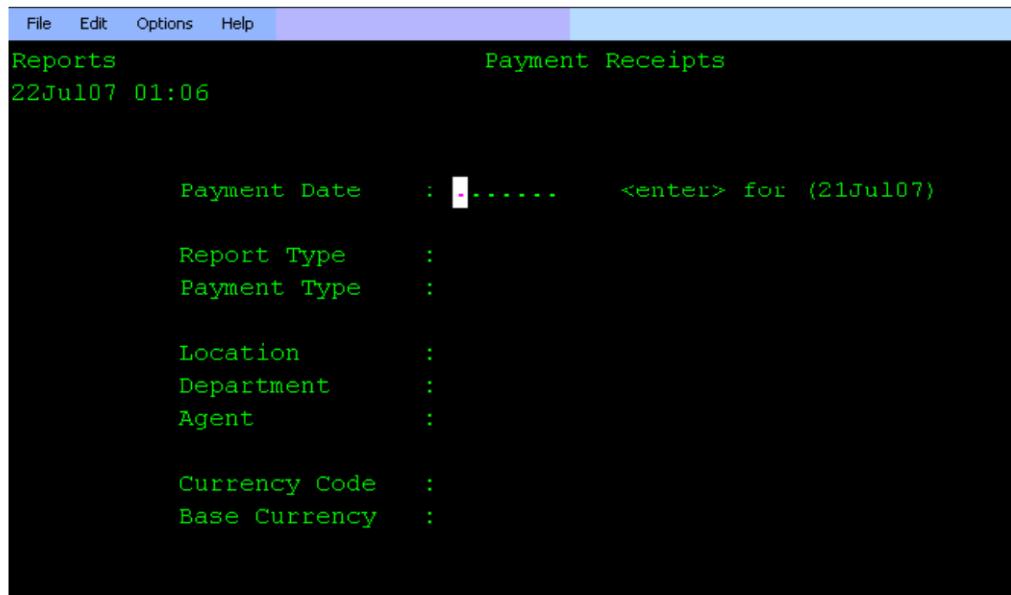
- A. Depending on your settings, make a selection (Example Shown as Print to Screen with (0) Selection).
- B. (Just Enter) here to generate sales report to the screen to view and then print.



3) STEP-3

- A. Fill in the required Fields with information: (Interactive)
- B. Payment date: At the end of the Staff Shift (If you just enter system will take current / present day date by default).
- C. Report Type: Make a Selection (S) for Sales Report Summary – (D) for Detail Sales Report.
- D. Payment Type: Just Enter (This will give you a report with all type of payments) Eg: Cash, Credit Cards.....
- E. Location: APT (Airport)
- F. Department: RUHA (Riyadh Airport)
- G. Example: JEDA – URYA – GIZA – MEDA (for other respective airports)
- H. Agent: RUH001 (Agent User ID)
- I. Currency: SAR
- J. Base Currency: SAR

Note: User Location and Department is attached to your User ID / Agent. However it is recommended to fill in complete information.



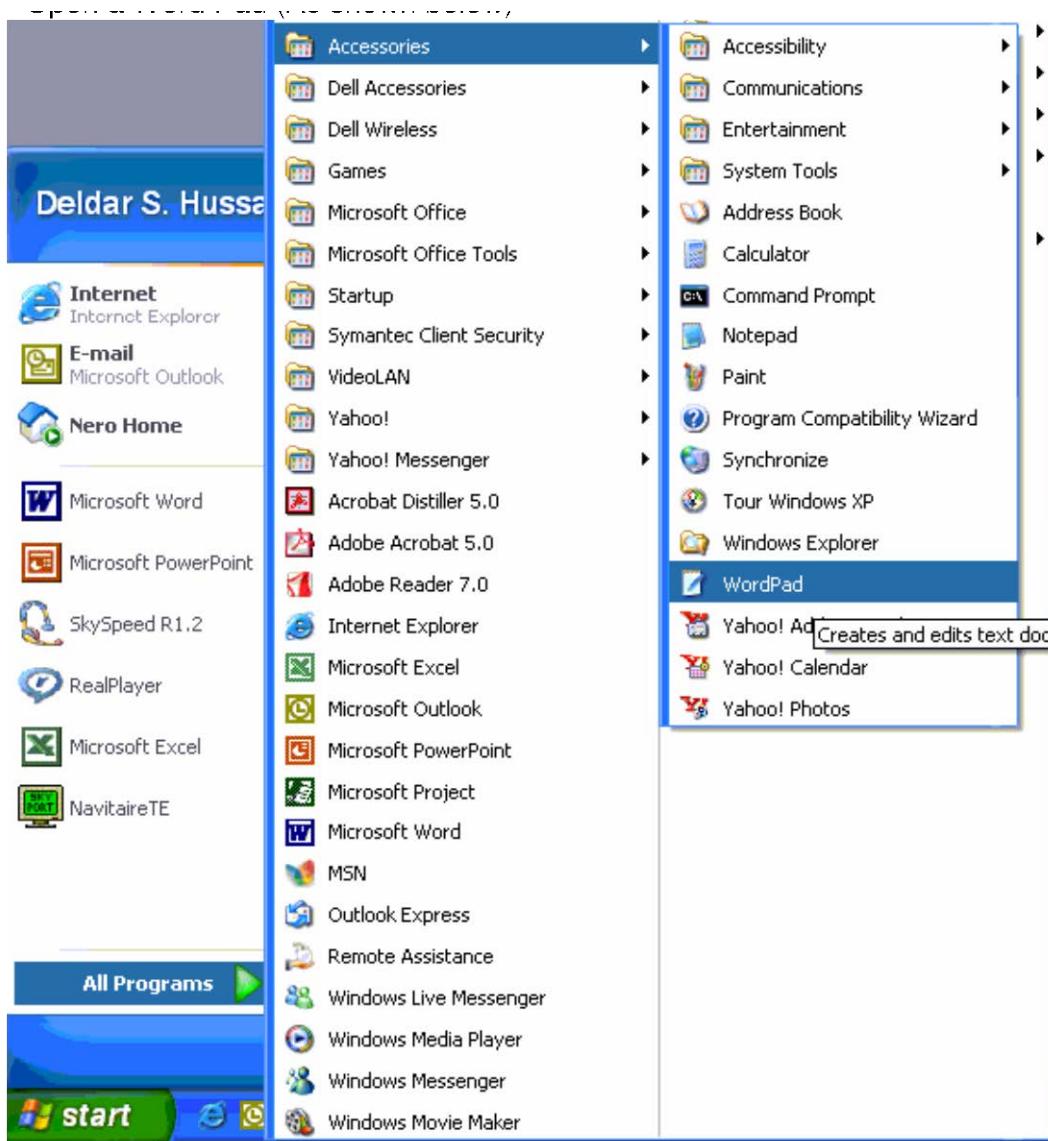
Sample Report

Pay	Code	Payment Text	PNR	Bank Auth	Requested	Payment
-----	-----	-----	-----	-----	-----	-----
Agent: NFS001 Location: APT Department: RUHA Name: Ryan Alsalfy						
CA		XBGDNN			0	1170.00 SAR
CA		B3Z1QF			0	50.00 SAR
CA		YDYIUX			0	190.00 SAR
CA		L1PHUL			0	180.00 SAR
CA		I83CSG			0	90.00 SAR
CA		N3I1HF			0	100.00 SAR
CA		Q3BKKV			0	100.00 SAR
CA		TYZ46A			0	524.00 SAR
CA		ABW6HH			0	90.00 SAR
CA		FCCZQH			0	210.00 SAR
CA		T3TEFF			0	1393.00 SAR

MU=move up. Displayed:1 of 6 Pages, Continue (y,n):

Type > MB and Enter This will take you to the Bottom of the report.

- Select complete text of the sales report.
- Go to Edit, drop it down and Select Copy
- Open a Word Pad (As shown below)



Keep the mouse pointer on the Word Pad > Right Click and then Paste your Report.
Save or Print the Sales Report.

3. Duty Supervisor shall ensure to deposit any short collection into Flynas's bank account on the same day.

18.2.4 Monthly Reports

- 1) Duty Supervisor shall ensure to keep daily & monthly sales reports and other relevant documents for 180 days.
- 2) Duty Supervisor shall check Navitaire monthly sales report against Flynas's monthly sales report as per format NAS-GOD-008.
- 3) Duty Supervisor will not print Navitaire sales report until monthly sales report
- 4) has not been prepared as per Flynas's format NAS GOD-008. Please see sample attached on the following pages.

18.3 FEE Schedule

Item	Description	ECONOMY	BUSINESS	GROUPS	ECONOMY (CODESHARE)	BUSINESS (CODESHARE)
1	FARE RULES - ALL routes on A320 aircraft excluding Cairo					
1.1	Refunds	Not Permitted	Not Permitted	Not Permitted	Not Permitted	Not Permitted
1.2	Name Change	Not Permitted			Not Permitted	
1.3	Flight Date/Time Change	Permitted up to 12 hours before travel SAR150 fee plus fare difference	Permitted up to 3 hours before travel fare difference only	Permitted up to 15 days before travel change fee of SAR50 per Customer per sector plus any fare difference	Permitted up to 6 hours before travel SAR100 fee of SAR100, plus any fare difference	Permitted up to 6 hours before travel SAR350 fee plus any fare difference
1.4	Booking Cancellation	Permitted up to 12 hours before travel SAR150 fee, balance held in credit for 1 year	Permitted up to 3 hours before travel SAR150 fee, balance held in credit for 1 year	If cancelled at least 15 days in advance of departure fee of 25% if , balance held in credit for 1 year No cancellation permitted within 15 days of departure	Permitted up to 6 hours before departure, cancellation fee of SAR200 per Customer, balance held in credit for 1 year	
1.5	Grace Period	Changes permitted within 2 hours from payment. No fees but any fare difference to be paid. If cancelled, balance to be held in credit for 1 year	N/A	Changes permitted within 2 hours from payment. No fees but any fare difference to be paid. If cancelled, balance to be held in credit for 1 year		
FARE RULES - Rights to/from CAIRO. All fare rules as above with exception of below						
1.6	Flight Date/Time Change	Permitted up to 12 hours before travel SAR100 fee plus fare difference	Permitted up to 3 hours before travel fare difference only	Permitted up to 15 days before travel, change fee of SAR50 per Customer per sector plus any fare difference	N/A	N/A
1.7	Booking Cancellation (Canc)	Permitted up to 12 hours before travel SAR150 fee, balance refunded or held in credit for 1 year	Permitted up to 3 hours before travel SAR150 fee, balance refunded or held in credit for 1 year	If cancelled at least 15 days in advance of departure fee of 25% , balance refunded or held in credit for 1 year. No cancellation permitted within 15 days of departure	N/A	N/A

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19.0 Aircraft Ground De-Icing/Anti Icing

19.1 General De-Icing/Anti Icing Program

As required by GACA/ FAR of part 121, section 121.135 and 121.629 (c), flynas de-icing/anti-icing manual, general maintenance manual, and the Flight Crew Operating Manual (FCOM) takeoff is not permitted with frost, ice or snow adhering to the aircraft wings or control surfaces.

To ensure this policy is strictly adhered to, flynas has developed and implemented De-icing and Anti-icing program.

The Executive director of Flight Operations will maintain overall control of the program. Any changes to the policies and procedures of this program will be evaluated by the Executive director of Flight Operations for any potential impact on safety and possible conflicts with the interfaces found within this manual. In the absence of the Executive director of Flight Operations, the responsibility and control of this program is delegated to the Chief Pilot.

All persons required by GACA / FAR § 119.65 shall comply with the provisions in the Operations Specifications, including excerpts, references, mandatory compliance requirements, or other information related to the impact on their duties and responsibilities.

De-icing/anti-icing is provided through deicing contracts with preapproved vendors either trained in anti-ice/de-ice procedures or whose de-ice/anti-ice procedures Executive director of Flight Operations reviews accepts another operator or air carrier's approved equivalent de-ice/anti-ice procedures, manuals, or training as necessary and authorizes by Acceptance Letter.

In the event no contract service agreements or service equipment is available, and the aircraft is contaminated, takeoff will not be attempted until an alternate de-icing/anti-icing vendor is secured through flynas flight operations (OCC) De-ice/ Anti-ice Coordinator using de-icing/anti-icing vendor approval checklist. Such "emergency" vendor approval is subject to the approval of flynas Executive director of Flight Operations or the Chief Pilot only.

19.2 Ground Operations Functions on De-Icing/ Anti Icing

19.2.1 Procedures and Quality Standards

Ensuring handling of aircraft in frost, ice or snow weather conditions are in compliance with the GACA approved Aircraft De-icing and Anti-icing Program, developed and Implemented at all affected stations.

Monitor through Station Quality Audit, the implementations of the procedures contained in this manual and De-icing / Anti-icing manual and Flynas General Maintenance Manual (GMM).

19.2.2 Duties and Responsibilities of ground personnel (Station Manager / Supervisor / Ramp Supervisor / GHA)

The following should be followed by the ground personnel:

- 1) Ensure all necessary Ground Operations functions depicted in this GHP and policies and procedures in De-Icing and Anti-Icing manual and General Maintenance Manual are strictly followed at affected stations by all concerned staff in coordination with designated De-Icing Personnel (service Provider)
- 2) Ensure implementation of following procedures at stations affected by icing weather conditions.
- 3) Upon receiving an operational request from flynas OCC or the Flight Crew, Ground Personnel will coordinate with the appointed vendor to conduct deice/anti-ice procedures in accordance with de-icing / anti-icing manual and general maintenance manual or the accepted vendors procedures. Ground personnel will establish and maintain two-way radio communication with the Flight Crew and relay the following information:
 - A. Aircraft positioning or configuration.
 - B. Pertinent information to the de-ice/anti-ice process.
 - C. Type Fluid Used (for Types II, III, and IV fluids, the specific manufacturer name and type fluid or SAE type II, III, IV.
 - D. Percentage of fluid within the fluid/water mixture (for Type II, III, and IV fluids).
 - E. The local time the final de-icing/anti-icing began.
 - a) at the start of the final treatment for a one-step de-icing/anti-icing operation.
 - b) at the start of the second step (anti-icing step) for a two-step de-icing/ant-icing operation.

- F. The date in the following format: day, month, year.
 - G. The results of the post-de-icing/anti-icing check.
 - H. Gallons of fluid applied.
 - I. The aircraft departure procedure.
 - J. Equipment clear, job done – safe to taxi.
 - K. Any situations or conditions that may affect the safe operation of the aircraft.
- 4) Establish aircraft parking assignment in coordination with De-icing personnel.
- 5) De-Icing/Anti-Icing service provider personnel are responsible for the implementation of the deicing/ anti-icing station plan and coordinating this function with the Local Station Manager.
- 6) Perform following for Inbound Flight during precipitation where frost, ice or snow is adhered to the surfaces of the aircraft:
- A. Position steps/ jetty or mobile as normal. Expedite disembarkation of passengers.
 - B. Open Cargo doors as soon as advised by DDAP (Designated De-icing / Anti-icing Person – is an Aircraft Maintenance representative)
 - C. Advise maintenance in case of door problem. Offload baggage, cargo, mail
 - D. Close all lower hold doors.
- 7) While aircraft is on ground:
- A. Keep all cargo compartment doors closed to avoid precipitation entry into the aircraft.
 - B. Upon advice by maintenance (service provider), drain potable water system, if required.
 - C. Start checking the cargo hold area before loading, for any frost, ice or snow accumulation and if noticed, remove it.
- 8) Advice De-icing / Anti-icing personnel, if ice/snow accumulation is noticed in cabin doors area.
- 9) Coordinate with De-icing/Anti-icing coordinator and obtain information regarding the Holdover Time (HOT – the estimated time De-icing of anti-icing fluid will prevent formation of frost or ice and the accumulation of snow on the aircraft protected surfaces) and plan to accomplish the ramp activities within this period. Noting that the deicing / anti-icing process is normally done close to departure time in order to maintain holdover time.
- 10) Expedite boarding of Passengers and loading of dead loads and close aircraft cabin and cargo doors to avoid entry of precipitation into aircraft.
- 11) Precautions during de-icing from an open basket:
- A. Ensure that the fall restraint device is securely anchored and the safety harness is always worn.
 - B. Ensure that the basket door or safety chain is securely latched.

- C. Avoid to a running APU.
- 12) Precautions during de-icing from closed basket:
- A. Ensure the seat belt is always worn.
 - B. Ensure the windows of the cabin are clean and check wipers for condition and check window washer fluid level.
 - C. Ensure the door of the cabin is securely closed.
 - D. Ensure there are no obstructions to the cabin heater/ventilation system.

19.2.3 Communications

Persons communicating with the flight crew shall have a basic knowledge of the English language.

Communication between the flight crew and the deicing crew will usually be achieved using a combination of printed forms and verbal communication.

For treatments carried out after aircraft doors are closed, the use of flight interphone (headset) or VHF radio will usually be required.

Electronic message boards may also be used in 'off stand' situations. Use of hand signals is not recommended except for the final 'all clear' signal.

NOTE

No flight crew communication is required
and
no holdover time applies if the aircraft is
deiced
using Type I for overnight frost in the
absence
of further precipitation or active frost.

19.2.3.1 All Clear Signal

The flight crew shall receive a confirmation from the ground crew that after all deicing/anti-icing operations and prior to departure are complete. All personnel and equipment have been removed from the area before reconfiguring or moving the aircraft that it is safe to taxi. The flight crew receives confirmation of a clean aircraft.

19.2.3.2 Phraseology

The flight crew and ground crews must establish a clear concise standardized communication and phraseology between them. It is very important that both parties communicate fully about contact requirements, aircraft configuration, de-icing/anti-icing treatment needed, and post de-icing reporting requirements.

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20.34	Safety Briefing Card - A330 - Front	Error! Bookmark not defined.
20.35	Safety Briefing Card - A330 - Back.....	Error! Bookmark not defined.

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20.0 Stationaries and Forms – Ground Operations

20.1 Premium Class Voucher

flynas طيران ناس	SEQ No.	flynas طيران ناس
دعوة دخول صالة الاعمال BUSINESS CLASS VOUCHER	دعوة دخول صالة الاعمال BUSINESS CLASS VOUCHER	
المطار/ الصالة Airport Terminal	المطار/ الصالة Airport/Terminal	الاسم Name
الاسم Name	رقم الرحلة Flight No.	التاريخ Date
رقم الرحلة Flight No.	رقم الحجر PNR	رقم الحجر PNR
هذه القسيمة تعتبر تصريح لدخول مسافر واحد فقط الى صالات الاعمال/ المقاهي. يجب على مسافرين طيران ناس الموافقة واللتزام بقوانين وشروط صالات الاعمال يجب إبراز هذه القسيمة لموظفي المطار عند الدخول لصالات الاعمال		
This voucher permits entry to the named airport lounge/cafe on the above date to one person only. flynas Customers agree that by accessing the airport lounge they are bound by the terms and conditions of the airport lounge operator. This voucher must be handed to the airport lounge operator staff on entry as proof of payment		

Ref: flynas IFS 025

20.2 Flynas Baggage Tag - 1

The form consists of two parts: a front page and a back page.

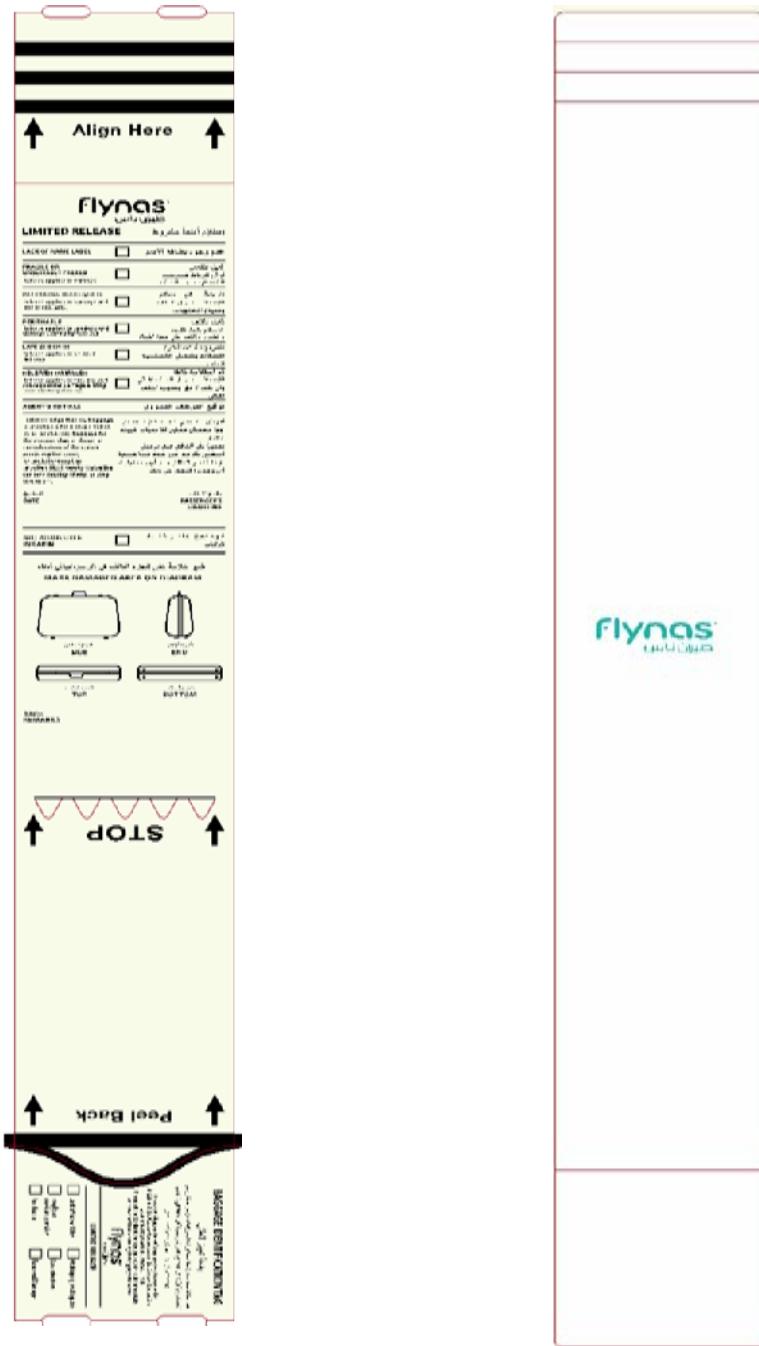
Front Page:

- BAGGAGE INFORMATION:** Includes fields for flight number, date, destination, and origin.
- PULL OFF HERE:** A horizontal line with arrows indicating where to tear off the tag.
- STOP:** A large arrow pointing upwards from the tear-off line.
- LIMITED RELEASE:** A section with checkboxes for damage, loss, or damage due to handling.
- RECEIVED:** A section with checkboxes for damage, loss, or damage due to handling.
- AGENT'S INITIALS:** A section for initials with a note about baggage being unserviceable.
- SAFE:** A section with icons for safe, lost, found, and remains.
- PASSENGER SIGNATURE:** A large area for a passenger signature.

Back Page:

- A large blank area for a signature or stamp.

20.3 Flynas Baggage Tag – 2



20.4 Dangerous Goods Placard

DANGEROUS GOODS

flynas
طيران ناس

Do not carry dangerous goods in your baggage or on your person.


Spare Batteries


Gases


Flammable Liquids


Infectious Substances


Flammable Solids


Magnetised Materials


Toxic Substances


Explosives Materials


Radioactive Materials

flynas.com

CONTACT CENTER 9200 01234

20.5 Prohibited Items

flynas
طيران ناس

Prohibited Items

Examples of dangerous articles not permitted in cabin baggage

Firearms & Replicas	Explosives Materials	Ice Skates	Baseball Bats	Ammunition
Knives	Scissors	Blades	Meat Cleavers	Toxic Liquids
Nail accessories	Tools	Corrosive	Radioactive Materials	Security Type Cash Boxes Bag, Attache Cases
Compresses Gases	Army Knives	Liquid Oxygen Devices	Electro Shock & Disabling Devices	Liquids

Examples of dangerous articles not permitted in all baggage

Explosives Materials	Compresses Gases	Flammable Liquids	Matches & Lighters	Oxidizers or Organic Peroxides
Liquid Oxygen Devices	Electro Shock & Disabling Devices	Radioactive Materials	Corrosive	Magnetised Materials
Toxic or Infectious Substances	Security Type Cash Boxes Bag, Attache Cases	Firearms & Replicas (Only with prior airline approval)		

flynas.com [CONTACT CENTER 9200 01234](#)

20.6 Baggage Claim Form – Page 1



1

BAGGAGE CLAIM FORM		نموذج مطالبة الأمتعة	
DEAR PASSENGER		عزيزي المسافر	
<p>Please accept our apology for inconvenience caused to you by not delivering your baggage upon arrival. All possible effort will be done to locate and return your property. Resolution of this claim depends upon details provided to our Baggage Services staff at the airport and distinctive items mention inside your bag. If your baggage is not delivered to you within 5 days then please fill this form, attach all baggage tags and mail in self-addressed envelope handled to you or by fax no. or email.</p> <p>Tel: E-mail:</p>		<p>طيران ناس نعذر عن أي إزعاج لعدم استلامكم كامل أمتعتكم فور وصولكم وسوف نبذل كل جهودنا لعادتها راسخ ومت ممكناً وبنجاح</p> <p>موظفو خدمات الأمتعة بالمعلومات الدقيقة سوف يساعدون في سرعة العثور عليها وإذا لم يتم إسلامكم خلال خمسة أيام برجي تغيبة الرموز</p> <p>بالمعلومات الدقيقة للأمتعة وتحديد سعر ولون القطع المفقودة ومن ثم إرفاق بطاقة الأمتعة وإرسالها إلينا بالفاكس أو البريد الإلكتروني</p> <p>رقم الهاتف بريد الإلكتروني رقم الفاكس رقم البريد الإلكتروني</p>	

Booking Ref.	رقم الحجز	Lost	شcdn	Damage	ضرر	Station Claim No.	المخططة رقم المطالبة
إجمالي عدد وزن الأمتعة المفقودة/المتنكرة	Total number of pieces and Wt. of mishandled baggage	هل دفعتم وزن زائد للأمتعة؟	Did you pay excess baggage charges?	إجمالي عدد الأمتعة المعروضة	Total number of pieces checked	أين تم رؤية الأمتعة كاملاً وفي حالة جيدة؟	
Pcs.	العدد	Yes <input type="checkbox"/> نعم	No <input type="checkbox"/> لا	رقم التذكرة		baggage was last seen complete and in good condition at	
Wt.	الوزن	Ticket No.	Excess Wt.	الوزن الزائد	Amount	الغيلان	

Mr./ Mrs./ Miss	Family Name	أسم العائلة	Middle Name	اسم الأب	First Name	الأسم الأول	السيد/السيدة/الأنثى
.....							
العنوان البريدي							
Zip Code:	الرمز البريدي	City:	المدينة:	P.O. Box:	ص.ب:		
Zip Code:	البريد الإلكتروني						
Fax No.:	رقم الفاكس	Phone No.:	رقم الهاتف				
Cell Phone No.: رقم الجوال							
Did any other person travel with you?		Yes <input type="checkbox"/> نعم	No <input type="checkbox"/> لا	هل كان أحد برفقكم أثناء السفر؟			
يرجى كتابة اسمائهم أدناه:							
1.	2.	3.	4.				
Provide name on baggage (if different from yours) or an external ID.				اذكر الأسم المكتوب على الأمتعة إذا كان مختلفاً عن اسمك أو أي مواصفات خارجية			

FLIGHT ITINERARY				خط السير
From	إلى	التاريخ	رقم الرحلة	
.....	To	Date	Flight No.	
.....				
.....				

Ref. GOPS 015

20.7 Baggage Claim Form – Page 2



2

USE GIVEN WALLET FOR BAGGAGE DESCRIPTION
DETAILS OF LOST / DAMAGED PIECE

يرجى الاستعانة بحافظة الأوراق لتحديد شكل ولون أمتعتك
معلومات عن القطعة المفقودة/التالفة

Cost + Currency	القيمة ونوع العملة	Date of Purchase	تاريخ الشراء
Brand	الماركة	Combo Lock No.	رقم الارقام
Material/Colour	مادة الصنع / اللون	Zipper Yes <input type="checkbox"/> نعم No <input type="checkbox"/> لا	سحاب
Made In	بلد الصنع	Wheels Yes <input type="checkbox"/> نعم No <input type="checkbox"/> لا	محلات

LIST OF LOST OR DAMAGED ITEMS

بيان بالمحتويات المفقودة أو التالفة

Please make separate list for each missing piece		الرجاء عمل قائمة منفصلة لكل قطعة مفقودة		
الاغراض Items	الماركة Brand Name	الكمية Quantity	تاريخ الشراء Date Purchased	أسم متجر الشراء و المدينة Purchased at (Shop/City)
الرجاء تزويدنا بارصادات / فواتير الشراء لدعم申تم مطالبتكم Please provide purchase receipts/invoices to substantiate your claim (if available)				المجموع TOTAL
I hereby declare that this information is true and complete.				
Signature	Date	التاريخ	التوقيع	Acceptance of this form is not an acknowledgment of liability.
Report upon arrival	Yes <input type="checkbox"/> نعم	No <input type="checkbox"/> لا	هل تم الإبلاغ بعد الوصول مباشرةً	قبول هذا النموذج لا يشكل أي اقرار بالمسؤولية
Explain reason, if no:				
For official use				
Status	الحالة	Handled by	i.z ref.	للإستعمال الرسمي

Ref: GCPS Q5

20.8 Cabin Discrepancy Log



CABIN DISCREPANCY LOG

Aircraft Reg. _____

Aircraft Passenger Service Cosmetic Discrepancy Log

Date: _____

LCD: _____

Flight No: _____

I have checked all passengers' service and cabin items for proper function and condition and
Determined them to be in order except as noted below.

Flight Technician / attendant Name: _____ EMP#: _____

Number	Aircraft Discrepancy	Number	Corrective Action	Signature	Date

This page to be used for cabin discrepancy items only not affecting airworthiness. All mechanical discrepancies to be recorded on Aircraft Flight Log sheet.

All items deferrable in accordance with the MEL and MPD need to be addressed in the aircraft Acceptable Deferred Defects Sheet not in the Cabin Discrepancy Log.

White: To Technical Records
Pink: To Remain In The Logbook

20.10 Flight Interruption Manifest FIM



Ref. GCPB 02

Rerouted from: (Forwarding Carrier)					FLIGHT INTERRUPTION MANIFEST					Company Stamp/name of the agent/date		
Airline	Flight	Date	From	To	Reason for issuance:							
					<input type="checkbox"/> CXLD	<input type="checkbox"/> OVSLD						
					<input type="checkbox"/> DLYD	<input type="checkbox"/> MSCNX						
Rerouted to: (Receiving Carrier)					Rerouted to : (2nd Receiving Carrier)							
Airline	Flight	Date	From	To	Airline	Flight	Date	From	To			
No	Passenger's Name				Airline Code	Booking reference(Delivering Carrier)				Cabin Class		Excess PC/WT
1										New Flight 1	New Flight 2	
2												
3												
4												
5												
6												
Distribution: 1 White Copy - receiving carrier 2. Yellow copy and any coupons uplifted to flynas Revenue Accounting 3. Pink copy - Station file					TTL PAX	flynas طيران ناس				1		

20.11 Boarding Pass



20.12 Approved Cabin Baggage



20.13 Fragile Sticker



20.14 Meal Voucher

No.

flynas
طيران ناس

Meal Voucher		قسیمة ضيافة
R <input type="checkbox"/>	Supplier name:	: المساقط
S <input type="checkbox"/>	Flight No. / Date :	: رقم الرحلة / التاريخ
M <input type="checkbox"/>	SEQ no:	: رقم بطاقة الم subdued

flynas.com
9200 01234

nasair apologizes for the delay. يعتذر طيران ناس عن تأخير رحلتك.

Ref GAPS 014

20.15 Hajj Delivery Baggage Tag



flynas
طيران ناس

flynas.com | 9200 01234

20.16 Lost Articles Receipt



سند استلام المفقودات Lost Articles Receipt

Station: اسم المحطة:

Passenger's Name: اسم الراكب:

Receiver's Name: اسم المستلم:

Address: العنوان:

Telephone: رقم الهاتف:

Type of Baggage: نوع العفش:

Tag(s) Number & Destination: رقم البطاقة ووجهتها:

Flight Number, Date & Passenger Itinerary: رقم الرحلة وتاريخها وخط سيرها:

Weight of delivered baggage: I.D. No: وزن العفش المسلم: البطاقة الشخصية:

I certify that I am in receipt of the above mentioned baggage with the contents intact.

اقر انا وقعت اسمي ادلة بانى استلمت العفش المذكور بعاليه كاملا المحتويات

Passanger's Signature: Date: التاريخ: توقيع الراكب:

Agent's signature: Date: التاريخ: توقيع الموظف:

20.17 Guest Name Sticker



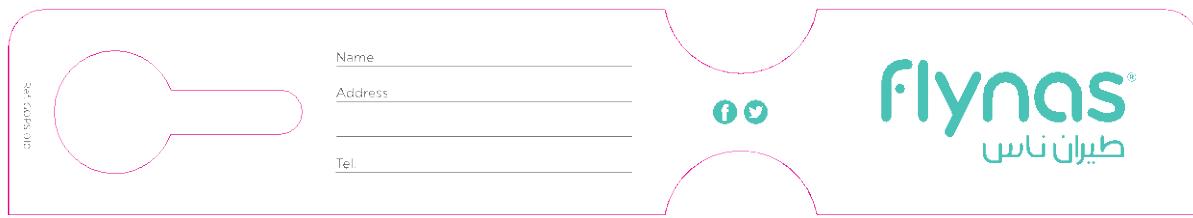
The image shows a template for a guest name sticker. It features the flynas logo at the top left. Below the logo is a white rectangular input field with rounded corners. Inside this field, there are four lines for inputting information: 'Name' (الاسم), 'Address' (العنوان), 'E-mail' (البريد الإلكتروني), and 'Tel.' (الهاتف). At the bottom right of the input field, the reference code 'Ref. GOPS 006' is printed vertically. At the very bottom of the template, the contact information 'flynas.com | 9200 01234' is displayed.

Name	الاسم
Address	العنوان
E-mail	البريد الإلكتروني
Tel.	الهاتف

Ref. GOPS 006

flynas.com | 9200 01234

20.18 Guest Baggage Name Tag



20.19 Priority Baggage Tag – Premium Class



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طيران ناس

flynas.com | 9200 01234

20.20 Rush Tag CO-Mail (Company Mail)

Ref. GOPS 009

flynas®
طيران ناس

CO - MAIL
XY

Weight of this Piece _____

To _____

Airline _____ | Flight _____
Via _____

Airline _____ | Flight _____
Via _____

Airline _____ | Flight _____

XY
XY

flynas®
طيران ناس

XY AIRLINES
XY

A	T	-	W	M	X	S	VII			
Originator				Date	Time			VIII		
C	I	O	VIA	Airport	Carrier	/		VIIA		
Name (s) on Bag								/		
Initials on Bag								Carrier Bag Tag Number	VIIA	
C	T	Color Type Description			VIIA	R	T	Routing	/	VIIA
F	I	Carrier	Flight Number	/	D	S	Stamps	/	VIIA	
Bag Brand and Type (separated by an oblique (/))								/	VIIA	
Address on Bag								/	VIIA	
Phone Number on Bag								/	VIIA	
To (Station / Office / Airline)								/	VIIA	
Name								/	VIIA	
Address								/	VIIA	
Phone No.								/	VIIA	
At Expense of								/	VIIA	
Information / Instructions								/	VIIA	

20.21 Rush Tag – Expedite Baggage



A horizontal 'RUSH' tag with a pink circle at the top right. It features a dashed line across the middle. On the left, there is a large 'flynas' logo with the Arabic name 'طيران ناس' below it. To the right of the logo, the letters 'OHD' are visible. Below the logo, the word 'XY AIRLINES' is printed twice, once above 'XY' and once below it. To the right of 'XY AIRLINES', there is a large rectangular form area containing several sets of input fields. Each set includes fields for 'Originator', 'Date', 'Time', 'Airport', 'Carrier', 'Name (S) on Bag', 'Initials on Bag', 'Carrier', 'Bag. No.', 'Color Type Description', 'Receiving', 'Carrier', 'Flight Number', 'Day', 'Month', 'Bag Board and Type (separated by an oblique (/))', 'Address on Bag', and 'Phone Number on Bag'. Below these fields, there are four text input boxes for 'To (Station / Office / Airline)', 'Name', 'Address', and 'Phone No.'. There is also a field for 'At Expense of' and a final box for 'Information / Instructions'. A large 'RUSH' label is positioned at the bottom right of the form area.

20.22 Boarding Now – ZONE 1

الصعود للطائرة الآن
Boarding Now

ZONE 1

flynas®
طيران ناس

20.23 Boarding Now – Zone 2

الصعود للطائرة الآن
Boarding Now

ZONE 2

flynas
طيران ناس

20.24 Found Item Form



Found Item Form

Airline	Flight number	zone
Date	Time	Seat No.

Description

Found By:		PRN:	Signature	Date
Handover by:				
Received By:				
Received By:				

WHITE - AIRLINES YELLOW ATTACH TO ARTICLE

20.25 Handover Form



HANOVER FORM

ORIGINATING STATION	DATE	FLT. NO.	DESTINATION
ITEMS	QUANTITY	DESCRIPTION	
<input type="checkbox"/> Package			
<input type="checkbox"/> Envelope			
<input type="checkbox"/> Passport			
<input type="checkbox"/> Landing Cards			
<input type="checkbox"/> Others (Please specify)			
► EMAIL FWDD TO			
EMPS NAME AT ORIGINATING STATION	SIGNATURE	EPN	DATE
LFA's NAME	SIGNATURE	EPN	DATE
EMP's NAME AT ARRIVAL STATION	SIGNATURE	EPN	DATE
LAST RECIEVER NAME			
REMARKS:	<p>*FORM SHOULD ONLY BE USED WHEN DISPATCHING COMPANY MAIL AND PASSPORTS. *IN CASE OF PASSPORT, PLEASE INDICATE PAX NAME. *Email should be FWDD and reply from receiver to all concern that it's received</p>		

Ref: GPPS 019

20.26 Limit Release Tag – Interline

XY

<input type="checkbox"/> LIMITED RELEASE	غير مصرح بها فيabin
<input type="checkbox"/> NOT ADMISSIBLE IN CABIN	الركاب



استلام أمتعة مشروطة	
<input type="radio"/> FRAGILE	في حال كسرها يرجى إبلاغ مهندس طيران
<input type="radio"/> PACKING INADEQUATE	ال梂ة غير مناسبة لنقلها وتحتاج إلى عناية خاصة
<input type="radio"/> PERISHABLE	تحتاج إلى تبريد
<input type="radio"/> LATE CHECK-IN	ال梂ة متأخرة
<input type="radio"/> NOT ADMISSIBLE IN CABIN	غير مصرح بها فيabin
<input type="radio"/> RECEIVED DAMAGED	تحتاج إلى عناية خاصة

Passenger Name	<input type="text"/>
----------------	----------------------

Guest Signature	<input type="text"/>
-----------------	----------------------

TO

Airline/Flight No.	Date
--------------------	------

VIA

Airline/Flight No.	Date
--------------------	------



الإذن بفتح الأمتعة المعرفة بالرمز المكتوب على الصندوق أو الملاقط الملحقة به، وذلك في الحالات التالية:
أ) إذا كان الركاب يحمل ملابساً ممنوعة من النقل فيabin.
ب) إذا كان الركاب يحمل ملابساً ممنوعة من النقل فيabin.
ج) إذا كان الركاب يحمل ملابساً ممنوعة من النقل فيabin.

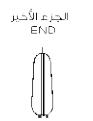
أ) ملابس ممنوعة من النقل فيabin.
ب) ملابس ممنوعة من النقل فيabin.
ج) ملابس ممنوعة من النقل فيabin.

نحو علامة على الجزء المالي في الرسم البياني أدناه
Signature over the damaged area

PASSINGER'S SIGNATURE

استلام أمتعة مشروطة
LIMITED RELEASE

الجزء المالي
MARK DAMAGED AREA NO DIAGRAMS



Remarks:

XY

XY

XY

XY

XY

XY

XY

XY

20.27 Jump Seat Authorization Form

JUMP SEAT AUTHORIZATION FORM



Name: EPN:

Dept: Signature:

Flt No: Date: Form: To:

Authorized by :

Executive Director Flight Operations

* Passenger has to show early at the crew report time.

* Flight Crew Member, Flight dispatcher, Flight Mechanic and Flight attendant must be in Uniform.

Distribution

White : OCC / Crew Control

Yellow : Ground Ops Supervisor

Pink : Remains with requestor



20.28 Property Irregularity Report (PIR)

flynas *		PROPERTY IRREGULARITY REPORT (PIR) FOR CHECKED BAGGAGE												P.O. BOX 305161 RIYADH 11361 KINGDOM OF SAUDI ARABIA			
To Be Issued In BLOCK LETTERS																	
Operator transmission not required for boxes left empty																	
Priority	- A T L W M X S -																
Originator	L L -	Date	Time	V													
Please cross out whichever of these boxes does not apply																	
A	H	L	D	A	M	A	G	E	D	V							
FR	Airport		Carrier		Reference No		V		V								
NM	Guest's name or surname on bag																
IT	Pax Initials		V														
TN	Carrier - bag tag number			Carrier - bag tag number			Carrier - bag tag number			Carrier - bag tag number			V				
TC	Color	Type	Desc.	Color	Type	Desc.	Color	Type	Desc.	Color	Type	Desc.	V				
RT	Routing and/or locations to be traced																
FD	Carrier flight number		Date		Carrier flight number		Date		Carrier flight number		Date		V				
BI	Brand name of bag - distinctive outside identification				(1) Name and or initials on bag				Other markings - hotel stickers on bag				V				
BI	Brand name of bag - distinctive outside identification				(2) Name and or initials on bag				Other markings - hotel stickers on bag				V				
BI	Brand name of bag - distinctive outside identification				(3) Name and or initials on bag				Other markings - hotel stickers on bag				V				
BI	Brand name of bag - distinctive outside identification				(4) Name and or initials on bag				Other markings - hotel stickers on bag				V				
CN	Contents (no more than 4 distinctive items) (1)																
CN	Contents (no more than 4 distinctive items) (2)																
CN	Contents (no more than 4 distinctive items) (3)																
CN	Contents (no more than 4 distinctive items) (4)																
FI	Forwarding instructions																
Damage Information - please indicate damage on these drawings																	
Side 1			Side 2			End 1			End 2			Top			Bottom		
														Type of Damage:			
														= Minor			
														= Major			
														- Complete			
Supplementary Information														BW BAGS WT. / DLVD.			
Guest's Title PT				Booking Reference TK				Passport No. PN				Weight of missing pieces				Total weight of chkd bag(s)	
Guest's permanent address & phone number PA								Temporary address and phone number TA									
Local delivery instructions LD				How and when the bag was received													
Forwarding instructions LD				Where the bag was located				Delivery information				Code of Combination Lock					
Language: <input type="checkbox"/> English Insurance: <input type="checkbox"/> YES LA <input type="checkbox"/> Other (specify)				Reason for loss RL				If bags locked ask for key(s) & attach to PIR Keys attached: <input type="checkbox"/> YES <input type="checkbox"/> NO									
For inquiries regarding missing baggage please phone:				Company Official's name stamp PHONE NUMBER. This report does not involve any acknowledgement of liability.				Guest's Signature:				Cash advance paid					
Agent's Signature:																	
DISTRIBUTION:				1. Guest Copy (Original)				2. Station File (Pink)				3. Guest Service Dept. - RUH (Yellow)					
Ref. GOPS Q11																	

20.29 Transfer Baggage Tag

Front



Back



20.30 Safety Briefing Card – A320 – Front



Safety Instructions Artwork

C+K + 2 special colours printing

Pantone cool gray II

Pantone 3262

Die-cut

20.31 Safety Briefing Card – A320 – Back



Safety Instructions Artwork

C M K + 2 special colours printing

Pantone cool gray 11

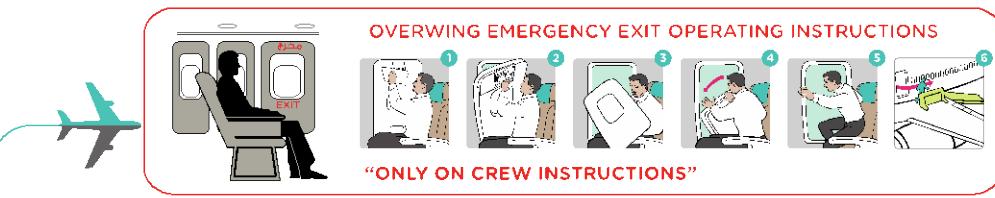
Pantone 5262

Die-cut

20.32 Emergency Exit Briefing Card – A320 – English



THIS CARD HAS TO BE PLACED AT EMERGENCY EXIT SEATS



GENERAL AUTHORITY OF CIVIL AVIATION (GACA) REGULATIONS FOR PASSENGERS SITTING IN EXIT ROW SEATS

GACA regulations require that passengers seated in exit row seats have to be able to assist crewmembers in the event of an emergency. If you are seated in an emergency exit seat, you must be able to perform the following tasks:

- 1 Locate the emergency exit.
- 2 Understand the emergency exit opening mechanism.
- 3 Understand the instructions for operating an emergency exit.
- 4 Open and operate the emergency exit.
- 5 Make sure that opening the emergency exit won't endanger passengers.
- 6 Follow the instructions and hand signals given by a crewmember.
- 7 Stow the emergency exit door in a place where it won't impede the proper use of the exit (some exit doors are heavy).
- 8 Assess the condition of the escape slide, install it and assist others in using the slide.
- 9 Pass quickly through the emergency exit.
- 10 Identify and follow a safe path away from the emergency exit.

In addition, a passenger seated in an emergency exit row seat is required to inform a flight attendant if she or he wishes to be reseated because she or he is unable to perform one or more of the above-mentioned tasks for the following reasons:

- 1 The person lacks sufficient mobility, strength or dexterity in arms, hands or legs.
- A To reach upward, sideways and downwards to the emergency exit location and to the exit slide operating mechanism.
- B To push, pull or turn, or otherwise operate these mechanisms.
- C To push, shove, pull, or otherwise, to open the emergency exit.
- D To push in order to hold or throw yourself on nearby

seats or to jump over the back of the seats to the next row appropriate for over-wing exit doors with the size and weight of 31-25 lbs = 14-23.5 Kg.

- E To remove obstacles similar in size and weight to over-wing exit doors.
 - F To reach the emergency exit quickly.
 - G To maintain balance while removing obstacles.
 - H To exit quickly.
 - I To stabilize the escape slide after installing it.
- 2 The person is less than 15 years of age or unable to perform all the tasks listed above without assistance of an adult.
 - 3 The person is unable to read and understand instructions relating to emergency evacuation provided by the airline in printed, handwritten, or graphic form and is unable to understand oral crew instructions in the English language.
 - 4 The person is unable to perform one or more of the tasks listed above without the assistance of visual aids that are beyond contact lenses or eyeglasses.
 - 5 The person is unable to hear or understand instructions given by flight attendants without assistance of hearing aids beyond regular hearing aids.
 - 6 The person is not able to adequately provide information orally to another passenger.
 - 7 The person has:
 - A Conditions or responsibilities, such as caring for small children that might prevent the person from performing one of the above-listed tasks.
 - B An indiscernible condition that might cause the person harm if she/ he performs one or more of the tasks listed above.

In line with GACA regulations, passengers are required to comply with these regulations and help crewmembers implement them. If you are seated adjacent to an emergency exit and you cannot or don't want to perform these functions, please inform a flight attendant.

20.33 Emergency Exit Briefing Card – A320 - Arabic



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A1.0 Dangerous Goods

1.1 General Policy and Applicability of this Section

The information provided in this section is only for education purpose ONLY.

Flynas DO NOT conduct Transport Dangerous Goods and is NOT approved by the General Authority of Civil Aviation (GACA), Kingdom of Saudi Arabia.

No staff shall allow the carriage of dangerous goods on flynas aircrafts.

1.2 Definition

- 1) Goods or articles which due to their nature, composition or contents constitute danger or hazardous effect to the aircraft, and / or its load; they can be safely carried on commercial airlines provided they have been properly:
 - A. identified
 - B. classified
 - C. packed
 - D. marked
 - E. labeled
 - F. documented
- 2) **List of these goods and all other requirements are described in IATA Dangerous Goods Regulation Manual.**
- 3) Even though the IATA Regulations have assigned these responsibilities to the shipper, we as airline employees are not relieved from this responsibility. Therefore, if we have any doubts in relation to any substance, we must not accept the shipment before we make the necessary investigation, even if it entails contacting the manufacturers of the article or other appropriate authority to obtain all necessary information required to ensure that the shipment is safe for carriage by air. Always remember that the aircraft safety is of paramount importance while considering the commercial aspect.

1.3 Handling Requirements

- 1) Staffs that have successfully completed the required Dangerous Goods Course only are authorized to deal with the Acceptance, Handling, Warehousing and Stowage of these commodities.
- 2) When checking any particular article or substance, always ensure to use and adhere to the current issue of Dangerous Goods Regulations IATA manual.
- 3) The staff designated to handle dangerous goods must be responsible for the correct loading and securing of dangerous goods on board the aircraft.

1.4 Acceptable Articles

Articles which can be accepted for carriage by air provided all conditions and provision of the regulations are met.

1.5 Dangerous Goods Forbidden in Aircraft under any circumstances

These are contained in section 1 of IATA Dangerous Goods Regulations (DGR). Special care must be exercised to ensure that no such item is accepted for transportation under any circumstances.

1.6 General Regulations for the Transport of Dangerous Goods

Dangerous Goods may be carried provided that they are not forbidden for air transport, the indicated net quantities are not exceeded and the applicable packing instructions according to the "IATA Dangerous Goods Regulations" are strictly adhered to. In certain cases, some states may grant exemptions from the regulations. A copy of the exemption must accompany the consignment and the NOTOC must be endorsed.

Dangerous Goods must be clearly marked and labeled with the appropriate labels. Special handling instructions (labels or imprints), e.g. "This Way Up" or arrows indicating the proper orientation of the package, must be strictly observed. Dangerous Goods must never be carried in the passenger cabin or cockpit (**exception:** items allowed in Dangerous Goods Carried by Passengers or Crew).

Prior to loading, the packing of Dangerous Goods must be inspected to determine that it has no damage, leakage or other indication that the packing has been damaged. The package seals – if any – on radioactive materials must be intact.

Under no circumstances shall Dangerous Goods be loaded into an aircraft when any damage is noticed. Dangerous Goods labeled with the CAO (Cargo Aircraft Only) label shall never be loaded on board passenger aircraft. Such packages should only be loaded on board cargo aircraft in compartments of ULDs accessible during the flight.

Dangerous Goods must be loaded and secured in a way that will prevent any movement which could change the position of the package during ground / air transportation. This can be achieved by tying down the Dangerous Goods or by stowing other load together with Dangerous Goods in a way that no movement is possible.

When unloading from bulk compartments or from ULD's, the Dangerous Goods packages must be inspected for evidences of any damage or leakage. If arrived in ULD's, the area where the ULD was stowed must be inspected for evidence of leakage or contamination.

1.7 Damaged Dangerous Goods

1.7.1 General

- 1) Damaged Dangerous Goods shipments **shall never** be loaded into an aircraft. If damage is noticed during loading or unloading the aircraft, the captain, the cargo department and the station engineer have to be informed immediately. As locally regulated, the organizations responsible for the salvage (e.g. fire brigade, technical / medical institutions) shall be informed immediately.
- 2) The Ramp Agent must make sure that nobody touches the damaged packages until the nature of the hazard is determined. Other cargo/load has to be checked for similar damage or contamination and offloaded, if necessary. Contaminated compartments / ULD's shall be cleaned by station engineer or technical handling agent.
- 3) The ramp agent must make sure that during dangerous goods loading and securing, the DGR packages must be oriented/adjusted on the aircraft in such a way that DGR/hazard label is visible.
- 4) In case of damaged shipments of infectious substances (RIS) a teletype message has to be sent to the Airport Managers of all previous and subsequent line stations. All persons who have been involved in loading or unloading activities have to be informed immediately.
- 5) In case of damaged shipments of radioactive material (RRY/RRW) the Ramp Agent must make sure that all personnel stay at least 25m away from damaged packages.
- 6) The Airport Manager is responsible to report all Dangerous Goods accidents or incidents involving cargo, mail or passengers' baggage immediately. This also includes any occasion where undeclared or wrong declared Dangerous Goods are discovered in cargo or when Dangerous Goods not permitted under "9.2.13 Dangerous Goods Carried by Passengers or Crew" are discovered in passenger's baggage.

- 7) Reports have to be sent immediately to the appropriate authority of the state in which the incidents or accidents occurred, as required by that authority (GACA), to the Training and Quality Manager and Airport Security Officials. Training and Quality Manager will inform the Flight Safety Office accordingly, which then reports the incident to the GACA.

1.7.2 Mercury Spillage

- 1) When Mercuric liquids spillage is noticed aboard aircraft, do not touch the damage package. Alert immediately the local Engineer in charge and try in the meantime to cautiously remove other cargo from its vicinity without disturbing the position of the damaged package or bodily contacting the spilled material. Mercuric liquids tend to spread and infiltrate quickly in the aircraft inner floor panels and roller system. They can affect the vital wiring complex deep in the aircraft structure. Corrosion effects will appear at a later stage and may jeopardize the safety of aircraft.
- 2) The following procedures should be adopted:
 - A. Alert the Engineer In-charge for adequate cleaning and checking the extent of spillage.
 - B. Alert the Supervisor In-charge immediately.
 - C. Alert by Urgent Signal the departments concerned at the base station, viz., Operations Department, Line Maintenance Department, Systems and procedures Department, Director Ground Handling, giving full details of the damage, quantity of spillage and location onboard, etc.
 - D. Ascertain that spillage has been totally cleaned before aircraft release.
 - E. Obtain aircraft release clearance from maintenance supervisor in charge or from the base station.
 - F. It is a mandatory precautionary measure to allocate for every store or warehouse of Dangerous Goods, a shelf, wall panel or cabinet for keeping the required emergency equipment which normally consist of the following
 - i. Safety Gloves
 - ii. Protecting eye glasses or goggles
 - iii. Breathing masks
 - iv. Fire extinguishers
 - v. Sign board with directives in English and Arabic language for handling, storing and dispensing of damaged Dangerous Goods shipments.

1.8 Handling incase of Damage or Spillage

If damage or spillage of a package containing dangerous goods is noticed on board an aircraft or during loading / unloading, appropriate action must be taken immediately.

1.8.1 Damaged Poisonous and/ or infectious Substance

In case of damaged shipments containing Poisonous or Infectious substance, all persons who have been involved in loading / unloading activities must be informed immediately because of danger concerning health.

The station managers and cargo departments of all online and down line stations shall be informed accordingly. In case of damage or leakage of infections substances, the competent Authority viz., Airport Health Department, Local Civil Aviation Authorities, Airport Security department, Cargo Department, Quality and Procedures Department, and Flynas Station Manager shall be notified immediately.

1.8.2 Damaged Radioactive Material

In case of damage to shipments containing Radioactive material (all categories), personnel shall stay away to a minimum of 25 m (75 ft) from the package in order to avoid exposure to radiation or contamination. The competent Authority (as indicated in Poisonous or Infectious substance) and the Station Manager shall be notified immediately.

If a package containing dangerous goods is found to be leaking, it shall be excluded from onward transportation. Packages of the same shipment shall be inspected for similar defects and offloaded, if necessary. All other packages which have been stained or affected by the damage package(s) shall be offloaded.

As a matter of general principle, it is essential that such spillage be notified immediately to the competent authority concerned, according to local procedures. It is mandatory to have the telephone numbers and local contact information list of these authorities readily available at all times.

When damage to a shipment or radioactive material is noticed either abroad aircraft or on the ground, alert the airport fire brigade for salvage, but **STAY AWAY** from the shipment and warn other personnel (crew, ground staff, engineers, etc.) in its neighborhood.

1.9 Classification of Dangerous Goods

- 1) Dangerous Goods are divided into nine different hazard classes:
 - A. Class 1: Explosives
 - B. Class 2: Gases
 - C. Class 3: Flammable Liquids
 - D. Class 4: Flammable Solids
 - E. Class 5: Oxidizing Substances
 - F. Class 6: Toxic and/or Infectious Substances
 - G. Class 7: Radioactive Materials
 - H. Class 8: Corrosives
 - I. Class 9: Miscellaneous Dangerous Goods
- 2) Some hazard classes also include divisions, indicated by a second figure (e.g.: 4.1). Hazard class 1 is subdivided into different compatibility groups, indicated by a letter (e.g: 1.4S).
- 3) According to the sequence of hazard classes, the IATA Air Imp codes of dangerous goods and corresponding labels are shown on the following pages.

1.9.1 Class 1: Explosives

Class 1 (Explosives) is divided into 6 divisions (1.1, 1.2, 1.3, 1.4, 1.5 and 1.6). These explosives all have the IATA Air Imp code REX:

- A. Division 1.4 is subdivided into various compatibility groups.
- B. The compatibility groups are shown by a letter at the end of the code (B.C.D.E.G.S)
- C. Explosives 1.4S are the only type of explosives allowed in passenger aircraft.

Marking and identification of Dangerous Goods packages and classification are provided in the following table.

Class 1

Class or Division	Cargo IMP code	Label	Description
Class 1	Explosives		
Divisions 1.1, 1.2, 1.3	REX RCX RGX		Packages with label marked Division 1.1 or 1.2 are normally forbidden for air transport.
Division 1.4	RXB RXC RXD RXE RXG RXS		Only 1.4S is allowed to be carried on a passenger aircraft
Division 1.5	REX		Packages with this label are normally forbidden for air transport.
Division 1.6	REX		Packages with this label are normally forbidden for air transport

1.9.2 Class 2: Gasses

Flammable Gas	
Division	IATA Air Imp Code
2.1	RNG

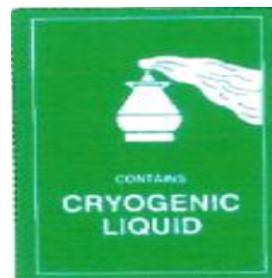


Non-Flammable Gas	
Division	IATA Air Imp Code
2.2	RNG



Some non-flammable gases are cryogenic liquids (deeply refrigerated gases). These gases have the label for non-flammable gases but have IATA Air Imp Code RCL. They must have the additional handling label shown below.

Cryogenic Liquid	
Division	IATA Air Imp Code
2.2	RCL



Toxic Gas	
Division	IATA Air Imp Code
2.3	RPG



1.9.3 Class 3: Flammable Liquids

Flammable Liquid	
Division	IATA Air Imp Code
3	RFL



1.9.4 Class 4: Flammable Solids

Flammable Solids	
Division	IATA Air Imp Code
4.1	RFS



Spontaneously Combustible	
Division	IATA Air Imp Code
4.2	RSC



Substances (dangerous when wet) are substances, which produce flammable gases if they come into contact with water

Dangerous When Wet	
Division	IATA Air Imp Code
4.3	RFW



1.9.5 Class 5: Oxidizer

Oxidizer	
Division	IATA Air Imp Code
5.1	ROX
Organic Peroxides	
Division	IATA Air Imp Code
5.2	ROP



1.9.6 Class 6: Toxic Substances

Toxic Substances	
Division	IATA Air Imp Code
6.1	RPB



Infectious Substances	
Division	IATA Air Imp Code
6.2	RIS



1.9.7 Class 7: Radioactive Material

Radioactive Material of category I	
Division	IATA Air Imp Code
7	RRW



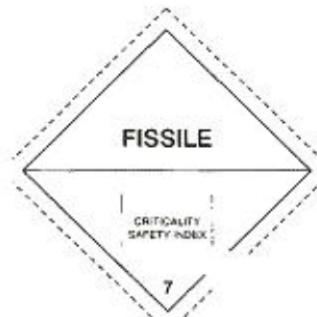
Radioactive Material of category II	
Division	IATA Air Imp Code
7	RRY



Radioactive Material of category III	
Division	IATA Air Imp Code
7	RRY



Special label for Fissile Material	
Division	IATA Air Imp Code
7	RRY



1.9.8 Class 8: Corrosives

Corrosive Material	
Division	IATA Air Imp Code
8	RCM



1.9.9 Class 9: Miscellaneous Dangerous Goods

Dry Ice	
Division	IATA Air Imp Code
9	ICE



Polymeric Beads	
Division	IATA Air Imp Code
9	RSB



Miscellaneous Dangerous Goods except the two goods shown above have IATA Air Imp Code RMD.

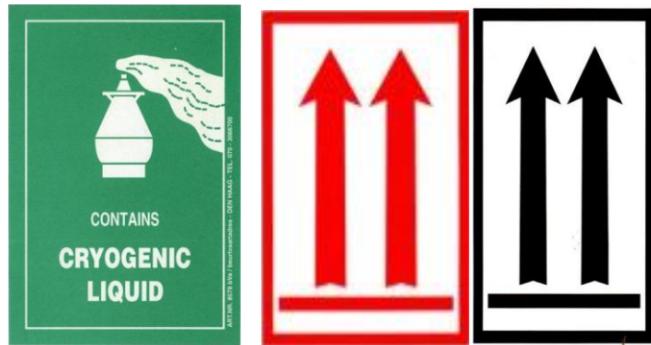
Examples: wheelchairs with wet cell batteries, vehicles self-inflating life-saving appliances.

Vehicles are always RMD but the hazard label is not needed. Magnetized material has the IATA Air Imp codes MAG. It needs no hazard label but the handling label as shown on the following page.

1.10 Handling Labels

1.10.1 Illustration of Handling Labels

Following are the standard handling labels used in conjunction with the class labels.



1. **Cryogenics** - used on liquefied gases
2. **This Way Up**



1. **Magnetic Material**
2. **Cargo Aircraft Only** - a warning that the package must not be carried in a passenger aircraft.
3. **Keep Away from Heat**

1.11 Segregation

1.11.1 Segregation Chart

The following segregation chart shows the incompatibilities between various special loads. The rules are provided in accordance with the applicable numbers as per the chart.

Hazard Class	IATA CODE	R X	R X	R X	R X	R X	R X	R P	R C	R F	R S	R F	R O	R P	R I	R C	R I	F C	H U	H A	H E	H A	L H	
	IMP CODE	C G X B C D E G S G L	G X X C D E G S G L	X X X C D E G S G L	X X X C D E G S G L	X X X C D E G S G L	X X X C D E G S G L	P C F	S C W	F X P	S X P	F X P	O B S	P B S	I S Y	C Y M	R E L	F I M	H E L	H A E	H V G	H I O		
1.3C	RCX	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1						
1.3G	RGX	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1					
1.4B	RXB	1	1		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1					
1.4C	RXC	1	1	1		1	1	1	1	1	1	1	1	1	1	1	1	1	1					
1.4D	RXD	1	1	1	1		1	1	1	1	1	1	1	1	1	1	1	1	1					
1.4E	RXE	1	1	1	1	1		1	1	1	1	1	1	1	1	1	1	1	1					
1.4G	RXG	1	1	1	1	1	1		1	1	1	1	1	1	1	1	1	1	1					
1.4S	RXS																							
2	RPG	1	1	1	1	1	1	1												2				
2	RCL	1	1	1	1	1	1	1	1											1	1			
3	RFL	1	1	1	1	1	1	1							1									
4	RSC	1	1	1	1	1	1	1	1					1										
4	RFW	1	1	1	1	1	1	1									1							
5	ROX	1	1	1	1	1	1	1		1	1													
5	ROP	1	1	1	1	1	1	1	1															
6	RPB																		2	2	2	2		
6	RIS																		2	2	2	2		
7	RRY																4		7	7	7			
8	RCM	1	1	1	1	1	1	1					1											
9	ICE																		1	6				
	FIL														4									
	HUM																	2	8	8				
	EAT*													2	2				2	8				
	HEG									1				2	2	7	1				5			
	AVI								2	1				2	2	7	6	8	8	5	3			
	LHO													2	2	7		8						

1.11.2 Segregation Rules

- 1) Shall not be loaded in close proximity to each other (minimum distance: 0.5 m) or in a position that would not allow interaction between them in the event of a leakage (not on top of each other)
- 2) Shall not be loaded in the same bulk compartment / ULD If loaded in separate ULD's, the ULD's shall not be loaded adjacent to each other. **Minimum distance:** One loading position.
- 3) Laboratory animals shall not be loaded in close proximity to other animals. Animals, which are natural enemies, shall not be loaded in the same net section or on the same pallet.

Minimum distances: 2.20 m for T.I s 0.1 – 4.0 3.50 m for T.I s 4.1 – 8.0

- 4) Hatching eggs and day-old chicks shall not be loaded in the same bulk compartment or on the same pallet.In ventilated ULD compartments hatching eggs shall always be loaded in front of the day-old chicks **Minimum Distance** One loading position
- 5) Shall not be loaded in the same hold.
- 6) **Minimum distance:** One loading position or 1.50 m.
- 7) Shall not be loaded in close proximity to each other. Animals, which emit a strong smell, should not be loaded in the same hold as EAT and / or baggage.
- 8) Shall not be loaded in close proximity to each other. Animals, which emit a strong smell, should not be loaded in the same hold as EAT and/or baggage.

9) Note:

- A. With regard to segregation requirements, the aft compartments 4 and 5 of wide bodied aircraft are considered as **one** bulk compartment.
- B. With regard to segregation requirements, the aft compartments 3 and 4 of A320 aircraft are considered as **one** bulk compartment.

1.11.3 Radio Active Material

- 1) There are three categories of radioactive material. For radioactive material of category 1 (RRW) there is no special restrictions. However for the carriage of radioactive material of category II and III (RRY) the following restrictions have to be observed:
 - A. The permitted total of transport indices must not be exceeded, Reference Section 10 of the IATA Dangerous Goods Regulations
 - B. The material must be loaded in the correct loading area
 - C. The loading height (distance from compartment floor to top of Packages) is limited in lower compartments of passenger aircraft. The actual amount of transport indices for each package must be entered on the hazard labels of the respective package by the shipper (except RRW). If several packages with radioactive material are carried on the same flight, the total amount of transport indices of all packages shall be taken as a basis.
- 2) Packages containing radioactive materials of category II and III (RRY) shall always be stowed on the compartment floor to ensure a maximum distance to passengers and crew. It must be ensured that no damage can be caused by load placed on top the packages.
- 3) Packages with radioactive material of category II and III (RRY) without entry of transport indices on the label or with broken seals (if any) must not be carried. Radioactive materials must be restrained so that movement is not possible under any circumstances during flight.
- 4) The respective load limitations for radioactive materials on board passenger and cargo aircraft are shown on the following tables. No individual package shall be accepted with a T.I. of more than 10. Passenger aircraft can carry a maximum of 50 T.I

1.11.4 Separation of Radio Active Material

Minimum distances table

Minimum distances from surface of packages, over packs and freight containers of radioactive materials to nearest inside surface of partitions or floors of Passenger cabin or flight deck, irrespective of duration of carriage.

Total Sum of Transport Indices	Minimum Distances	
	Meters	ft. in.
0.1 to 1.0	0.30	1'0"
1.1 to 2.0	0.50	1'8"
2.1 to 3.0	0.70	2'4"
3.1 to 4.0	0.85	2'10"
4.1 to 5.0	1.00	3'4"
5.1 to 6.0	1.15	3'10"
6.1 to 7.0	1.30	4'2"
7.1 to 8.0	1.45	4'10"
8.1 to 9.0	1.55	5'0"
9.1 to 10.0	1.65	5'4"
10.1 to 11.0	1.75	5'8"
11.1 to 12.0	1.85	6'0"
12.1 to 13.0	1.95	6'4"
13.1 to 14.0	2.05	6'8"
14.1 to 15.0	2.15	7'0"
15.1 to 16.0	2.25	7'4"
16.1 to 17.0	2.35	7'8"
17.1 to 18.0	2.45	8'0"
18.1 to 20.0	2.60	8'6"
20.1 to 25.0	2.90	9'6"
25.1 to 30.0	3.20	10'6"
30.1 to 35.0	3.50	11'6"
35.1 to 40.0	3.75	12'4"
40.1 to 45.0	4.00	13'0"
45.1 to 50.0	4.25	13'10"

1.11.5 Magnetized Material

Magnetized material (MAG) can be carried only in the aft hold. The Cargo Handling Department is responsible that magnetized materials are packed according to the relevant packing instructions of the IATA Dangerous Goods Regulations before accepted for transport.

If any articles, that are sensitive to magnetized material, are accepted, cargo services must inform the responsible Load Control agent to ensure that these articles are not loaded adjacent to magnetized material.

1.11.6 Dry Ice

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

- 1) Dry ice per hold is limited to quantity as per airframe manufacturers instructions
- 2) The structure of compartments. Pallets and containers must be protected against direct contact with dry ice by insulating material
- 3) Transit and destination station must ventilate the compartments before entering
- 4) Live animals and dry ice must not be loaded together in the same compartment

1.11.7 Polymeric Beads (RSB)

A maximum of 100 kg of polymeric beads (RSB) may be carried in each hold.

1.11.8 Battery Driven Wheelchairs

Before loading wheelchairs with a dry battery or with a battery filled with a non-spillable gel it must be ensured that:

- A. The battery is securely attached to the wheelchair
- B. The battery is disconnected
- C. The battery poles are insulated in order to prevent short-circuits.

So-called high tech wheelchairs often have integrated dry batteries, which cannot be disconnected at the battery terminals.

They have a removable control unit, which, if it is removed, disconnects the battery. Such wheelchairs may be loaded if the control unit is removed.

Spillable wet cell batteries may only be shipped as Dangerous Goods cargo through the cargo-handling department. In the load sheet as well as in LDM and CPM the loading position of a battery driven wheelchair shall be shown in plain text under "SI".

1.11.9 Dangerous Goods Carried by Passengers

Please refer chapter 8 and 9 for the dangerous goods table.

1.11.10 Totally Forbidden

- 1) Security-type briefcases or attach cases incorporating dangerous goods, such as lithium batteries or pyrotechnic devices (explosives).
- 2) Disabling devices, such as mace, pepper sprays etc. containing an irritating or incapacitating substance.
- 3) Fireworks of any type, including all party fireworks, in any quantity.

1.12 Dangerous Goods Notification to Captain (NOTOC)

The Captain is to be given a NOTOC containing all relevant information for the transportation of Dangerous Goods. This NOTOC must be readily available to him during the entire flight. The following is an example of a manual NOTOC.

Special Load Notification to Captain (NOTOC)									
Station	Flight No.	Date	A/C Reg.	Prepared by					
RUH	X/Y401	15-Apr-08	VPCXN	SAUDI					
Dangerous Goods									
Station of unloading	Airway bill number	Proper Shipping Name	Class or Division	UN or ID number	Sub Risk	Number of packages	Net Quantity or Tl per package	Radio active Category	Packing group
JED	2211223344	METHYLLACETATE	3	UN1201	N/A	10	10L	N/A	II
Other Special Loads									
Station of unloading	Airway bill number	Contents and Description	Number of packages	Supplementary Information			Code	Loading position	
JED	N/A	LIVE DOG	1	10KGS	ONE KENNEL WITH 1 LIVE DOG			AM	H4
There is no evidence of any damaged or leaking packages containing dangerous goods have been loaded on the aircraft. Dangerous goods and other special load packages have been secured in accordance with company loading procedures.									
Name	Loading Supervisor	Captain	Remarks:						
THAMPY		SIGNATURE							
Other Informations :									
AHMED SULTAN									