Security Chapter 10





Chapter: 10
Page: 1

Table of Content	
Chapter 10 Security	4
10.1.1 General	
10.1.2 Co-Operation with Airport Authority	
10.1.3 Nesma Airlines Security Policy	
10.1.4 Duty Operations Staff	
10.1.5 Captain and Pursers Responsibilities	
10.1.6 Identification Cards	
10.1.7 Crew Baggage Security	
10.1.8 Security Measures	
10.1.9 Access to Aircraft	
10.1.9.1 Ramp Areas	
10.1.9.2 Persons with Statutory Right of Access	
10.1.9.3 Cockpit Security	
10.1.9.4 Admission to Cockpit	
10.1.9.5 Unattended Aircraft	
10.1.9.6 Night Stops	
10.1.9.7 Aircraft Visits by the Public	
10.1.10 Passengers	
10.1.10.1 Personal Searches	
10.1.10.2 Diplomatic Immunity	
10.1.10.3 Passengers Failing to Board after Check-In	
10.1.10.4 Passenger Baggage Identification	
10.1.10.5 Rush Baggage	
10.1.10.6 Hand baggage	
10.1.10.7 Firearms & Other Prohibited Weapons	
10.1.10.7.1 Legal provisions and Regulations.	
10.1.10.7.2 Acceptance Procedures	
10.1.10.7.3 Protection on the Ground.	
10.1.10.8 Left Behind By Disembarking Passengers from Transit Flights	16
10.1.11 Unruly Passengers	17
10.1.11.1 General	
10.1.11.2 General Policy	17
10.1.11.3 Nesma Airlines Conditions of Carriage	
10.1.11.4 Captain Authority	

Issue No.: 04	Revision No.: 04	D N NIMA OMACOM 1001
Issue Date: Jan. 2018	Revision Date: Oct. 2019	Doc. No.: NMA – OMA.GOM – 1001



Chapter: 10
Page: 2

10.1.11.5 Smoking	10
10.1.11.5.1 Passenger Smoking in the Cabin	
10.1.11.5.2 Passenger Smoking in the Toilet	
10.1.11.6 Unruly Passenger Report	
10.1.11.7 Handling Unruly Passengers	
10.1.11.7.1 At Check-in	
10.1.11.7.2 At the Boarding Gate	
10.1.11.7.3 In Flight	
10.1.11.7.3.1 In Flight Security Guards (Sky Marshals)	
10.1.11.7.4 Security Measures That Must Be Implemented By Cabin Cre Unruly Passenger In-Flight	w against
10.1.12 Searching and Guarding of Aircraft	27
10.1.12.1 General	
10.1.12.2 Routine Checking	27
10.1.12.2.1 Flight Deck and Exterior	27
10.1.12.2.2 Aircraft Interior	
10.1.12.3 Aircraft Searches	28
10.1.12.3.1 Search Technique	28
10.1.13 Procedures for Unattended Aircraft	29
10.1.13.1 Sealing of Aircraft	29
10.1.13.2 Positive Searching and Guarding for High Risk Sectors	29
10.1.13.3 Pre-Flight Search of Aircraft	29
10.1.13.4 Hold Baggage	29
10.1.13.5 Guarding of Aircraft	30
10.1.14 Crew Security	31
10.1.15 Inadmissible and Deportee Passengers	31
10.1.15.1 Factor which could make inadmissible or deportee passengers a second	•
10.1.15.2 Security Procedures for Aircraft Safety to Accept Passengers S Judicial or Administrative Proceedings	
10.1.16 Bomb or Sabotage Threats	34
10.1.16.1 Classification and evaluation of bomb messages and threat	34
10.1.16.1.1 Oral threat	34
10.1.16.1.2 Written Threat	35
10.1.16.2 Understanding a Bomb Threat	35
10.1.16.3 Characteristics of Bomb Threats	35
10.1.16.4 Receipt of Bomb Threats	36

Issue No.: 04 Revision No.: 04
Issue Date: Jan. 2018 Revision Date: Oct. 2019

 $Doc.\ No.:\ NMA-OMA.GOM-1001$ 



Chapter: 10
Page: 3

10.1.16.5 Staff Instruction and Training	36
10.1.16.6 Action by Recipient of a Bomb Threat	36
10.1.16.7 Bomb Threat Assessment in the Air	38
10.1.16.7.1 Notification of Authorities/ Agencies	38
10.1.16.7.2 Bomb threats in flight	39
10.1.16.7.3 In-Flight Search Procedures	39
10.1.16.7.4 Measures To Minimize Effects of Explosives In Flight	39
10.1.16.7.5 Post Landing Procedures	40
10.1.16.8 Specific Threats to Aircraft on the Ground	41
10.1.16.8.1 Searching the Aircraft	41
10.1.16.8.2 Non Specific Threats to Aircraft	
10.1.16.8.3 Aircraft on the Ground before Loading	41
10.1.16.8.4 Emergency Procedures On The Ground	42
10.1.17 Hijacking/Unlawful Seizure of Aircraft	43
10.1.17.1 Characteristics of Hijacks	43
10.1.17.2 The Objective	43
10.1.17.3 Aircraft Crews in an Unlawful Seizure Situation	44
10.1.17.4 Contingency Procedures on Ground	45
10.1.17.5 Debriefing Information and Media Releases	46
10.1.17.6 Incident Reporting	46
10.2 Appendices	47
10.2.1 Legal Aspects	47
10.2.1.1 General Conditions of Carriage of Passengers and Baggage	47
10.2.1.2 Tokyo Convention And Its Countries (Refer To 10.1.11.4. For Ca Authority)	
10.2.1.3 ECAR 121.575 (Alcoholic Beverages)	50
10.2.2 Aircraft Search Checklist In Case Of Bomb Threat	51
10.3 Biochemical & Biological Weapons	55
10.3.1 Introduction	55
10.3.2 Methods of Unlawful Exposure	55
10.3.3 Crew Responsibilities	55
10.3.4 Identification	56
10.3.5 Crew Action	57
10.3.5.1 Discovery of A Suspicious Substance on An Aircraft In Flight	57
10.3.5.2 Discovery of A Suspicious Package/Envelope on An Aircraft In Flight	57

Issue No.: 04	Revision No.: 04	D ,
Issue Date: Jan. 2018	Revision Date: Oct. 2019	Doc. I



Chapter:	10
Page:	4

### **Chapter 10 Security**

#### 10.1 Security Instructions and Guidance

#### **10.1.1** General

This section refers in general terms to the precautions and procedures applicable to Flying Staff, and may be supplemented by information in Aircrew Circulars. Any incident, which has a bearing on security, is to be reported to Director of Operations and Security Manager.

#### 10.1.2 Co-Operation with Airport Authority

Nesma Airlines Staff are to comply with security procedures required by airport authorities at airports in regular use by Nesma Airlines. Corporate Security will ensure that our procedures are compatible with local regulations.

In the event of operation or diversion to an aerodrome where there is no Nesma Airlines agent, the Captain is to liaise with the local authorities to ensure the safety and well-being of his passengers and aircraft.

#### 10.1.3 Nesma Airlines Security Policy

Nesma Airlines Security Policy expresses the clear and genuine commitment to have a Security Management System (SEMS) that provide our organization with a structured approach that manages the security as an integral part of its overall business and consider it as a fundamental operational priority.

#### We are commit to:

- Comply with legislation and regulations, bulletins and security directives issued by the civil aviation authority and the civil aviation law No. (28) Of 1984 and as amended by law No.
  - (136) of 2010 as well as the legislation of international organizations in the field of aviation security and with other applicable regulations and standards of Nesma Airlines;
- The establishment of security objectives and security performance standards;
- Imperatives for including operational security in the description of duties and responsibilities of senior and front line management;
- The provision of resources necessary for the successful implementation of Nesma Airlines security policy;
- The adoption of industry best practices for security management;
- The promotion of security awareness and the establishment of a security culture;
- The promotion of a reporting system that encourages the reporting of inadvertent human error and/or intentional acts of non-compliance;
- Continual management review and improvement of the SEMS and security culture;
- The development of objectives for the measurement of security performance;
- Communication processes that ensure a free flow of information throughout the organization and communicate the security policy throughout the organization;
- Periodic review of the policy to ensure continuing relevance to the organization;
- Provide the needed protection to company in order to enable its function, by means of keeping the security and safety of its clients, employees and equipment in consistence with the national laws and regulations concerning the aircraft registered in it, via the used legislations, during the presence of the company's aircraft in the national airports, or in air, and when the company aircraft are in another country's territory, or in another range of aviation, the program is thus abiding to the rules of the other country.

Issue No.: 04	Revision No.: 02	D. N. NIMA COM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	5

### **10.1.4 Duty Operations Staff**

Station Manager and/or Dispatcher on duty are responsible for informing all Aircraft Captains and Pursers of any security matter related to the Flight Crews' current operation and/or duties

### 10.1.5 Captain and Pursers Responsibilities

The Captain is the Nesma Airlines designated In flight Security Coordinator, is fully responsible for the safety of the aircraft, its load, passengers and all crewmembers aboard and ensuring that security procedures at the aircraft and pertinent to the particular flight have been completed prior to departure, during transits and before leaving the aircraft after flight.

- The PIC will coordinate with the other crewmembers, in cases of sabotage and hijacking and shall notify the other crewmembers of the nature of any threat and acts in accordance with company policy; he initiates the required aircraft searches.
- Acts of unlawful interference should be mentioned to the crew by the PIC at every preflight briefing.
- In case of arrested hijacker on board; the PIC will advise the Airport Authority, who will decide on what to do with the hijacker.
- If the aircraft falls under the control of one hijacker or more, then the PIC will assume full responsibility for the fate of the aircraft.
- In case of a security problem on board during the flight, all crewmembers will offer any possible assistance to the Pilot in Command or his delegate.
- If the PIC approves the admission of anyone into the cockpit as per of ECAA Rules, the Purser shall be informed and he will inform the rest of the crewmembers.
- Outside Egypt and during layovers, assigns a cabin crewmember to keep the crew baggage under continuous supervision.
- He is a member of the crisis management team for threats involving his aircraft, he organizes and coordinates the activities of his crew and liaises with authorities.
- The PURSERS must report to the Captain that a Cabin Security check has been completed before passengers aboard the aircraft. The check should consist of a visual inspection of the flight deck, galley, toilets and cabin and a visual inspection of the interior of the aircraft. The objective of these checks is to ensure that there are no unauthorized personnel or prohibited items on board the aircraft. Advice on requirements and procedures at particular stations can be provided by the Security Department.

Issue No.: 04	Revision No.: 02	D N NIMA OMACOM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	6

#### 10.1.6 Identification Cards

Each employee must wear Nesma Airlines Identification Card (ID card) along with the Airport Security Pass issued (if applicable) for the duration of his employment. Flying crews are required to visibly display their Identification Card when on duty within the restricted zone at an airport.

It is the individual's responsibility to ensure his card remains valid and that he is familiar with its conditions of issue and use. All reasonable care is to be taken to prevent loss or theft of an ID or Security passes, particularly when OFF duty, due to the security implications of misuse. This is even more serious if other identifying documents such as passports and licenses are lost or stolen at the same time. Loss or theft of an ID or Security passes should be reported to the Nesma Airlines Security and Flight Operations Departments as soon as possible. If away from base the incident should be reported to the Captain and, if possible, to the Police and a Police Report obtained; then to be reported to Nesma Airlines Security and Flight Operations Departments as soon as possible.

#### 10.1.7 Crew Baggage Security

All crew baggage should carry an identification label giving full name and rank of the crewmember. Baggage tag supplies are to be protected in locked storerooms and counter supplies are kept under observation and secured. Crewmembers must not leave their baggage unattended at all time. Crewmembers must not accept the carriage of sealed parcels from third parties. Any sealed package belonging to a crewmember shall at all times be carried by the crewmember concerned onto the aircraft personally and shall not be entrusted to any other crewmembers.

The individual crewmember is responsible for the handling and security of his personal baggage. Adherence to the following procedures is required:

- Keep your bags locked when you are not using them.
- Maintain security of your entire carry-on bag.
- Before leaving hotel, make sure all items in your bags belong to you and have not been tampered with.
- Keep your bags in view at all times in public areas such as lobbies, boarding lounges, restaurant, restrooms, hotel or terminal buildings.
- Never accept anything for carriage, including letters or envelopes, given by strangers, fellow employees or acquaintances.

#### 10.1.8 Security Measures

The Three categories of security measures are as follows:

- 1. Standard Security Measures (SSM) These are the basic security measures which must be applied at all times.
- 2. Enhanced Security Measures (ESM) These are the enhanced security measures which should be applied in addition to the standard security measures. They are required when the general threats against Nesma Airlines increases and when Corporate Security instructs that they should be implemented.
- **3.** High Risk Security Measures (HRSM) The high risk security measures are to be applied in addition to the standard security measures and the enhanced security measures, when there are VVIP flight or when the Corporate Security judges that there is a threat directed against a specific flight.

Issue No.: 04	Revision No.: 02	D N NIMA OMACOM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	7

No.: NMA – OMA.GOM – 1001

#### 10.1.9 Access to Aircraft

### **10.1.9.1 Ramp Areas**

Only authorized persons are allowed in the vicinity of Nesma Airlines aircraft or equipment.

- Nesma Airlines Staff or appointed agents in ramp areas must be vigilant at all times; any suspicious behavior is to be challenged, the suspect reported to the airport authorities, and, where possible, kept under observation until the arrival of security staff. All Nesma Airlines staff in ramp areas or in the airport restricted zone must wear an ID and Airport Security passes.

#### 10.1.9.2 Persons with Statutory Right of Access

ECAA Flight Operations Inspectors and Surveyors, Customs, Immigration and Police Officers and Nesma Airlines Security Inspectors may board Nesma Airlines aircraft at any time in Egypt or overseas to carry out their official duties. All such personnel carry an identity document issued by their controlling authority and which they must be asked to produce.

Issue No.: 04	Revision No.: 02	ъ.
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc.



Chapter:	10
Page:	8

### 10.1.9.3 Cockpit Security

Refer to security manual for complete procedures.

- Cockpit door must be locked after closure of the last passenger door
- Cockpit door may be opened after the first external passenger door has been opened
- Follow leaving or accessing the cockpit procedure
- Visits to flight deck by passengers is not allowed
- Use of jump seats by ticketed persons is not allowed
- Cockpit doors and surrounding bulkhead are reinforced and made resistant to forced entry
- Cockpit door is lockable from inside the cockpit with bar/bolt locking device, or electrically closed.
- Pilots can monitoring the entire area outside the flight crew compartment door to identify persons requesting entry and detect suspicious behavior or potential threat by using CCTV system (if installed).

### **Locked Flight Deck Door during normal Operations**

Situation	Procedures	
Boarding	The flight deck door must be closed and locked at latest after closure of last external passenger door.	
Taxing	When cabin is secure, the PURSERS will call the PIC through the INTERPHONE to inform PIC that the cabin is ready for takeoff.	
Take off	The flight deck door must be closed and locked	
Climb	Flight deck door must be closed and locked until seat belt signs switched off or authorized by PIC. Seat belt signs will generally not be switched off below 10,000 ft.	
Cruise flight deck service	When seat belt signs have been switched off, Cabin Crew should approach flight deck after contacting flight deck through the INTERPHONE.	
Physical needs	It has to be ensured that time of absence of one cockpit crewmember is as short as possible and another cabin crew is seated in the cockpit.  Forward galley area clearance must be ensured by cabin crew before opening cockpit door.	
Visit to the flight deck by cabin crewmembers	It deems essential, especially during night flights, that cabin crewmembers visit the flight deck frequently. PIC / Captain has to brief cabin crew respectively.	
Descent / Approach	<ul> <li>Seat belt signs shall be switched on at the top of descent. The flight dec door must not be opened after the seat belt sign is switched on, except whe opening is authorized by PIC / Captain. Upon reaching 10,000 ft. Sterilize Cockpit Policy and Procedures in effect.</li> <li>After landing gear down on final approach, PM will announce on th Interphone for cabin crew to be seated for landing.</li> </ul>	
On blocks	Flight deck door may be opened after disembarkation of last passenger or if any external aircraft door is subsequently opened for disembarkation, except when necessary to permit access by authorized persons.	

Issue No.: 04	Revision No.: 02	D N NMA OMACOM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	9

Doc. No.: NMA – OMA.GOM – 1001

concerns of	Cabin crew must inform flight crew about any situation in cabin that is considered as an abnormal situation.  Note: Cabin crew should not be intimidated by locked flight deck door.
Unruly passenger	<ul> <li>During a passenger disturbance at any threat level, the flight deck door must be kept locked until the situation is definitely under control.</li> <li>Purser's signs unruly (disruptive) passenger form when advised by the PIC.</li> <li>Contact to the flight deck shall be by interphone.</li> <li>Different procedure to be followed in the event of hijacking. Procedure to be briefed by PIC to cabin crew prior to departure of flight.</li> </ul>
Pilot incapacitation	<ul> <li>Standard procedure for incapacitation.</li> <li>The decision to open the flight deck door for safety reasons rests with the remaining flight crew.</li> </ul>

**Note**: When the terms "contact, inform, communicate and approach" used for cockpit security procedures, it shall imply the use of INTERPHONE and the code (password) which has been agreed upon during flight briefing.

Issue No.: 04	Revision No.: 02
Issue Date: Jan. 2018	Revision Date: Nov. 2018



Chapter:	10
Page:	10

#### 10.1.9.4 Admission to Cockpit

For all Nesma Airlines Flights, No person may be admitted unless this person is a company crewmember (active crewmember), CAA inspector, assigned persons to perform duty in the cockpit, and any other person properly authorized, e.g. maintenance personnel, ATC controllers. And the area outside the flight deck door must be monitored prior to permitting authorized personnel to access to or egress from the flight deck

#### Flight deck Security Door System Procedure

On all flights, the Flight deck door shall be closed and locked from the time all external doors are closed following embarkation until any such door is opened for disembarkation, except when necessary to allow routine access or permit access and way out by authorized persons. This will prevent any unauthorized person from taking control of the aircraft.

#### When Flight Crew wishes to exit the Flight deck (initiated from the Flight deck to Cabin):

The forward Cabin Crew shall ensure that there is no unauthorized person(s) in the forward galley/toilet area and no passengers standing on the aisle from the galley area up to row number 2 in the cabin and cabin curtain shall be closed

When the above requirement is met the forward Cabin Crew will confirm to the Flight deck Crew via interphone that it is safe to exit the Flight deck.

One Cabin Crewmember will enter the Flight deck and remain until the Flight deck Crewmember has returned.

When Flight deck Crew wants to access the Flight deck, one Cabin Crewmember shall be on guard watching down the aisle until the Flight deck Crewmember access the Flight deck and close the door.

### When Cabin Crew wishes to access the Flight deck (Initiated from Cabin to Flight deck):

The forward Cabin Crew shall ensure that there is no unauthorized person(s) in the forward galley/toilet area and no passengers standing on the aisle from the galley area up to row number 2 in the cabin.

When the above requirement is met, the Cabin Crewmember concern will follow the Flight deck access procedure and ensure it is safe to access the Flight deck.

The Second Cabin Crewmember will stand guard in the forward galley area looking towards the cabin to stop any movement from the passengers beyond the row 2.

Once 2nd Crew has been granted, the Cabin Crewmember will access the Flight deck and close the door behind them.

Any Crewmember exiting the Flight deck will check outside using the spy hole from the Flight deck and once everything is cleared exit the Flight deck and close the door behind.

#### Note:

- At any time during the Flight deck door opening procedure, if any passenger refuses to follow these instructions, and/or if security of the Flight deck cannot be ensured, the Cabin Crewmember standing guard shall raise an alarm as appropriate. All possible measures shall be taken by Crewmembers to prevent unauthorized access to the Flight Deck.
- In the event of suspicious activity or security breaches (e.g. hijacking) raises in the cabin, the communication between the cabin crew and the flight crew shall be through the interphone only.

If CDSS (Cockpit Door Surveillance System) is inoperative for any unforeseen reason or a communication failure between the cockpit and cabin through the interphone, the following procedure shall be applied for flight deck entry/admission and communication between cockpit and cabin:

Issue No.: 04	Revision No.: 02	D. N. NIMA COM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	11

- PIC shall assign in coordination with purser or his deputy one cabin crew to stay in the cockpit.
- The assigned cabin crew shall:
  - Follow Flight deck Security Door System Procedure as described above.
  - Be the communication/reporting link between flight crewmembers and the rest of cabin crew in passenger compartment.
  - Strictly adhere to sterile cockpit policy as described in OM-A 8.3.12.

#### 10.1.9.5 Unattended Aircraft

No air bridge, powered Jet-way, or any other means of direct access from terminal or pier to aircraft may be in position against Nesma Airlines aircraft unless under surveillance by Nesma Airlines staff or handling agents or security guards. When aircraft are left unattended on the ramp, they should be parked with all doors, hatches and windows closed and steps and ground equipment withdrawn except when parked within the restricted zone and subject to the surveillance mentioned above.

#### **10.1.9.6 Night Stops**

At normal planned night stops where adequate Station staff and security facilities exist, the Captain's responsibility for the safety of his aircraft is delegated to the Nesma Airlines Station Manager (or senior staff member or agent) after it has been safely positioned for unloading. At unplanned stops and at Stations where the staff is insufficient or unsuitable to accept responsibility, the Captain is to take all possible precautions for the safety of the aircraft, if necessary detailing Air crewmembers to guard it.

#### 10.1.9.7 Aircraft Visits by the Public

The public are not generally admitted to the airside of an airport for the purpose of viewing aircraft for which Nesma Airlines is responsible. An exception may be made for a public relations and/or sales promotion visit authorized by Corporate Security in conjunction with the aircraft Captain, if appropriate. Visitors are to be accompanied at all times by a responsible staff member and display an I.D pass issued by the Airport Authority.

Issue No.: 04	Revision No.: 02	D N NIMA OMA COM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	12

### 10.1.10 Passengers

#### 10.1.10.1 Personal Searches

All passengers, their hand baggage, and any duty free items are to be searched before boarding the aircraft; the use of electronic metal detectors is approved for this purpose. Local security screening and boarding procedures must not permit passengers to by-pass this personal search. Deportees are subject to the same requirements and procedures in respect of personal and hand baggage search as other passengers.

Any article considered a "security risk" is to be taken from a passenger and not loaded on any aircraft. At the discretion of security staff and with the consent of the Pilot in Command, certain items may be pre-boarded but only if those items can be secured in the aircraft hold and are not accessible from the cabin.

### **10.1.10.2 Diplomatic Immunity**

Members of Foreign Diplomats and members of certain international organizations (e.g. United Nations Organization) enjoy diplomatic privileges, including immunity from compulsory personal search, and in many cases immunity from the compulsory search of their personal baggage. This can include spouses and children traveling with any such person.

Diplomatic Immunity is subject to reciprocal agreements with other countries.

Sealed diplomatic bags may be carried in the passenger cabin without examination of contents, provided station staff is satisfied with the authenticity of their seals and the courier's credentials, and the Pilot in Command has been informed. Under no circumstances may an airline insist on the courier being separated from his bag.

### 10.1.10.3 Passengers Failing to Board after Check-In

The Direction concerning carriage of hold baggage requires that a check be carried out prior to departure to confirm that all passengers who have checked in baggage for carriage in the hold have boarded the aircraft. Whenever the final head count determines that a passenger has not boarded, the flight may not depart with the missing passenger's baggage on board, and:

- 1. immediate steps are to be taken to identify the passenger and the reason for not boarding the aircraft;
- 2. All hold baggage belonging to that passenger is to be located and OFF loaded. In certain circumstances this may necessitate the off-loading of all baggage for passengers' positive personal identification in order to locate the baggage of the passenger who failed to board;
- **3.** Any baggage off loaded in these circumstances is to be removed to a designated safe area and dealt with in accordance with local security regulations.

Issue No.: 04	Revision No.: 02	D N NIMA ONA COM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	13

#### 10.1.10.4 Passenger Baggage Identification

When Passenger Baggage Identification is considered necessary, the following procedures must be adopted:

- If the aircraft has already been loaded, the holds must be emptied of passenger baggage.
   The Pilot in Command should ensure that no baggage is left behind in the holds.
- 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 severe
  and there is sufficient space to perform this passenger/baggage identification under
  cover, this should be arranged.
- There should be sufficient gaps in the rows and space between them to enable the
  passengers to walk between the rows to identify their baggage.
- Before the passengers leave the aircraft, a clear announcement should be made, by the PURSERS, over the public address system informing them that they will be obliged to identify their own baggage. They should be instructed to take their flight coupon/boarding card with baggage tags with them and to leave cabin baggage on board the aircraft.
- If possible, there should be one set of steps for the passengers to disembark from and another set of steps for them to re-board after identifying their baggage.
- The crew must control the flow of passengers leaving the aircraft and ensure that there
  are no more than ten passengers on the tarmac at one time.
- Ground staff must ensure that the identification is carried out in an orderly manner and that when a passenger has identified his baggage, the baggage tags correspond with the baggage tags on the ticket cover/boarding card.
- As the bags are identified, they should be marked with a sticker, chalk or crayon and immediately placed in a container or trolley or loaded directly on to the aircraft. Ground staff must monitor passengers to ensure that no item of hold baggage is taken back on board the aircraft by the passengers and that no item is removed from the hold baggage and taken on board the aircraft.
- 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.
- Any unclaimed baggage must be removed to a designated safe area and dealt with in accordance with local security regulations.

**Note:** The passengers should always be taken to the baggage; under no circumstances should the baggage be taken on board the aircraft for identification.

Issue No.: 04	Revision No.: 02	D N NIMA OMA COM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	14

#### 10.1.10.5 Rush Baggage

Rush Baggage is baggage, which has been mishandled due to reasons beyond the passengers control and shall be delivered to the passenger.

Rush baggage can be sent under the following conditions:

- It must be screened
- It must be ensured that the passenger has already traveled. Rush Baggage must be stored at the airport in secure storage area.

#### **10.1.10.6** Hand baggage

Flying crew and ground staff are to make a careful check, particularly at transit and terminal Stations, that passengers who have completed their flight have left no bags or packages on the aircraft. If an item cannot be identified, do not touch it. Clear the area and call Security. On no account must a suspicious object be touched or moved.

Issue No.: 04	Revision No.: 02	D N NIMA OMA COM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	15

### 10.1.10.7 Firearms & Other Prohibited Weapons.

### 10.1.10.7.1 Legal provisions and Regulations.

The carriage of firearms on board aircraft by law enforcement officers and other authorized persons must be governed by laws of the States involved, thus is covered by the Egyptian Civil Aviation Regulation (ECAR) - Airplane Operator Security - Part 108 Para. 209;

#### **10.1.10.7.2** Acceptance Procedures

Reference Security Manual chapter 5

Nesma Airlines policy not allows boarding armed persons on board its flights,

#### **Bodyguards to government VIPs**

With the approval of Nesma Airlines, the following procedures should be implemented:

- a) In case of VIPs (minister or other), whether Egyptian or foreigner, the guards should submit the firearms to the Nesma Airlines in-flight {Pilot In-command}.
- **b)** Firearms shall be placed in the cockpit with the pilot in command, while the ammunition shall remain off the firearms.
- c) The firearm shall be handed over, in case of Egyptian, Foreign ministers or VIPs immediately after opening the aircraft door in the mean time of the VIPs going through the exit door.
- **d**) Prior to the departure of the flight pilot-in-command and all crewmembers should be advised of the seat location and the number of each armed person on board the aircraft.

#### 10.1.10.7.3 Protection on the Ground.

With the approval of Nesma Airlines, the following procedures should be implemented:

- e) Prior to acceptance Nesma Airlines staff must be assured that the weapon is not loaded;
- f) The weapon must be transported in a sturdy container to prevent any possible damage during the flight;
- g) The 5 kg allowance for more than one person must not be combined into one or more packages;
- h) Weapons and ammunition must be stowed in an area that is inaccessible to any person while the aircraft is in flight and should not be carried on the flight deck or retained by any member of crew;
- i) pilot-in-command must be notified when weapons and ammunition are carried on the aircraft;
- j) Transit and transfer stations must be advised and should ensure the integrity of such items;
- **k**) At the final destination, security procedures must be implemented to return the weapons and/or ammunition to passenger;
- D Police and customs authorities supervise firearms destined from abroad;
- m) In case of the carriage of firearms on board Nesma Airlines aircraft from aboard, Nesma Airlines security General Department must be notified by a telex about the consignment in order to secure its arrival and delivering it to the consignee, the security General Department must notify both police and customs authorities.

Issue No.: 04	Revision No.: 02	D N NIMA OMACOM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	16

### 10.1.10.8 Left Behind By Disembarking Passengers from Transit Flights

During the examination of the areas in the cabin of the aircraft, no passengers shall be on board, unless the aircraft is in transit.

Where an aircraft is in transit, the aircraft security search may be performed to ensure any items left behind by disembarking passengers from transit flights are removed from the aircraft or otherwise addressed appropriately before the departure of the aircraft whilst passengers remain on board provided that:

- a) The passengers area in possession of their cabin baggage when the examination is performed, and
- **b)** passengers remaining on board should be asked to positively identify their belongings, perhaps by placing them on their laps, while the security check or search is performed
- c) The passengers are under supervision in order to prevent movement through the aircraft when the search is being performed.
- **d**) Any articles found are treated as suspect and appropriate measures are taken to remove them from the aircraft

Issue No.: 04	Revision No.: 02	D. N. NMA OMACOM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	17

#### 10.1.11 Unruly Passengers

#### 10.1.11.1 General

Individual passengers or groups of passengers with the potential to behave in a disorderly manner generally fall into the following categories;

- ➤ Those who disregard repeatedly the Instructions of the crew or Nesma Airlines Ground staff;
- ➤ Those who behave abusively in general;
- Those who refuse to follow the company regulations (no smoking, use of electronic equipment, etc.).
- Those related to the use of excessive amounts of alcohol and the use of both prescription and non-prescription drugs.

### 10.1.11.2 General Policy

Unruly behavior at check-in, boarding gate, lounges or on board the aircraft, conflicts with our goal to be a safe and secure airline and lowers the level of customer satisfaction felt by other passengers. It also places additional and often unacceptable burdens on crewmembers and ground staff. Nesma Airlines policy, outlined below, applies to all passengers regardless of status perceived or otherwise.

- Not to tolerate any physical or verbal assault by passengers on Nesma Airlines employees whilst they are on duty or away from their home base whilst on company business.
- Not to tolerate any disorderly or unruly behavior by passengers or any person on board our aircraft.

To empower crews and ground staff to take reasonable steps to prevent disruptive and unruly behavior and, where necessary, to deal with it as effectively as practicable including refusal to carry passengers who have the potential for creating disturbances

- ➤ On board the aircraft and who therefore could endanger the flight safety or any person.
- ➤ To empower crews to refuse further alcohol to passengers who appear to be intoxicated or on the verge of becoming so on board Nesma Airlines aircraft.
- > To support crews and ground staff taking such action.
- To encourage the police to prosecute unruly passengers in appropriate cases particularly where there have been assaults on Nesma Airlines staff.
- > To assist and support crewmembers and ground staff who are required, after an incident, to give witness statements to the police or to appear in court proceedings when Passengers are prosecuted.
- > To provide appropriate training to crew and ground staff in dealing with conflict and its aftermath.
- To deny future carriage to unruly passengers who remain a threat to employees or Nesma Airlines.

Issue No.: 04	Revision No.: 02	D N NIMA OMACOM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	18

### 10.1.11.3 Nesma Airlines Conditions of Carriage

Nesma Airlines may refuse carriage or onward carriage of any passenger if, in the exercise of its reasonable discretion, Nesma Airlines finds it necessary for any of the following reasons:

- > To ensure the safety of the aircraft or its occupants;
- ➤ To prevent violation of any applicable laws, regulations, or orders of any State or country to be flown from, into or over;
- ➤ The conduct, age, mental or physical state of the passenger is such as to require special assistance from Nesma Airlines (unless prior arrangements are made), or cause any risk or hazard to himself or to other persons or property;
- ➤ Passenger causes discomfort or makes himself objectionable to other passengers or property;
- ➤ Passenger has failed to observe the instructions of Nesma Airlines staff.

### 10.1.11.4 Captain Authority

The Tokyo Convention Act 1963 confers powers upon an aircraft Pilot In Command in respect of offences and certain other acts committed on board an aircraft. Refer to Tokyo Convention Countries in the current chapter.

Failure to obey the lawful commands of the Captain (for example, observe the seat belt sign) is a criminal offence.

If at any time between 'doors closed' and 'doors opened' the Captain has reasonable grounds for believing that any person on board the aircraft has done or is about to do anything that may jeopardize:

- The safety of the aircraft or persons or property on board; or
- > The good order and discipline on board.

The Captain may take all reasonable measures including restraint to:

- > Protect the safety of the aircraft;
- > Protect persons or property on board;
- Maintain good order and discipline on board;
- ➤ Enable him to deliver such person to competent authorities or to disembark him in accordance with provisions of the Tokyo Convention.

The aircraft Captain may authorize the assistance of, Security, other crewmembers and may request or authorize, but not order, the assistance of passengers to restrain, any person whom he is entitled to restrain.

Additionally, any crewmember or passenger may without the Captain authority, take similar measures if he believes these to be immediately necessary to protect the safety of the aircraft, its occupants or contents.

Issue No.: 04	Revision No.: 02	D N NIMA OMA COM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	19

#### 10.1.11.5 **Smoking**

Failure to obey the "No Smoking Sign" is a threat to safety and an offence under Egyptian Law.

#### 10.1.11.5.1 Passenger Smoking in the Cabin

If the cabin crew observe a passenger smoking in the cabin they will immediately inform him to refrain from doing so. However, if the same passenger repeats the offence the PURSERS must obtain his name, seat number, final destination and pass this information to the Captain who in turn will inform dispatch who will relay this information to Commercial Department who will cancel the passenger's onward travel arrangements on Nesma Airlines aircraft.

#### 10.1.11.5.2 Passenger Smoking in the Toilet

If the cabin crew observe a passenger smoking in the toilet the PURSERS will immediately obtain his/her name, seat number, final destination and pass this information to the Captain who in turn will inform dispatch who will relay this information to the Commercial Department who will cancel the passenger's onward travel arrangements on Nesma Airlines aircraft. Note: Please do not hesitate to inform dispatch as soon as possible by means of Radio, Station Manager, Telex, Fax, etc.

#### 10.1.11.6 Unruly Passenger Report

In the event that a passenger causes disruption in the cabin by refusing to follow instructions from either the Captain or the PURSERS, a "unruly Passenger Repot" must be filled. An Air Safety Report must be raised noting the following details:

- Passenger full name.
- ➤ Passenger Passport details number, nationality, address (If possible.)
- > Seat number.
- > Any further onward sectors.
- > Description of the incident.
- Name and staff number of Crew involved.

Issue No.: 04	Revision No.: 02	D N NIMA OMA COM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	20

Doc. No.: NMA – OMA.GOM – 1001

#### 10.1.11.7 Handling Unruly Passengers

#### **Introduction:**

Cabin Crews are in a unique position in dealing with the unruly passenger problem as they are not able to escape the situation or to call for the authorities for assistance on board during flight. The emphasis on unruly behavior of passengers should be one of prevention and with strong emphasis in doing so from the curb at the airport through to the passenger cabin of the aircraft in order to best mitigate incidents and when possible to keep the unruly behavior on the ground.

### **Definition of Unruly/Disruptive Passenger:**

A passenger who fails to respect the rules of conduct at an airport or on board an aircraft or to follow the instructions of the airport staff or crewmembers and thereby disturbs the good order and discipline at an airport or on board the aircraft.

#### LEVELS OF THREAT:

It is important to follow the authorities' regulations, This to facilitates communication and understanding of crewmembers and ground personnel on the level of seriousness that the onboard situation has reached.

The ICAO's levels of threat are as follows:

Level 1 — Disruptive behavior (verbal);

Level 2 — Physically abusive behavior;

Level 3 — Life-threatening behavior (or display of a weapon);

Level 4 — Attempted or actual breach of the flight crew compartment.

Level 1 and 2 are for the most part behaviors that would be considered safety hazards for example: Smoking, alcohol-related or intoxication, delaying flight by refusing to comply with instructions, not turning off portable electronic devices as per instructions.

On the other hand Level 3 and 4 behaviors are very serious security threats that also impact flight safety.

Issue No.: 04	Revision No.: 02	
Issue Date: Jan. 2018	Revision Date: Nov. 2018	



Chapter:	10
Page:	21

Examples of levels of threat:

### LEVEL 1 DISRUPTIVE BEHAVIOR (VERBAL)

### MINOR (Notification Card Shall be given Ref. CCM CH. 11)

- Behavioral indicators include but are not limited to:
- The use of unacceptable language towards a crewmember: swearing or use of profane language.
- Unacceptable behavior towards a crewmember: communicating displeasure through voice tone or rude gesture, provoking an argument or making unreasonable demands (e.g. refusal to give up on a denied request).
- A display of suspicious behavior: e.g. agitated or numb; distant and unresponsive behavior.
- Passenger not following crew instructions or challenging authority.
- Violation of a safety regulation.

#### LEVEL 2

### PHYSICALLY ABUSIVE BEHAVIOR

#### MODERATE (Unruly Passenger Warning Form Shall be issued CCM Ref. CH. 11)

Behavior includes but is not limited to:

- Physically abusive behavior towards a crewmember: openly or aggressively hostile action that includes physical act or contact.
- Obscene or lewd behavior towards a crewmember: actions of an overtly sexual, lecherous or lascivious nature.
- Verbal threats: threatening a crewmember or another passenger with physical violence or bodily harm on board or while about to board aircraft, or making threats in an attempt to board aircraft.
- Tampering with any emergency or safety equipment on board the aircraft.
- Deliberately damaging any part of the aircraft or any property on board the aircraft.

### LEVEL 3 LIFE THREATENING BEHAVIOR

#### SERIOUS (Unruly Passenger Incident Report Shall be issued Ref. CCM CH. 11)

Behavioral indicators include but are not limited to, actions creating a fear of imminent death such as:

- The threat, display or use of a weapon
- Physical or sexual assault with intent to injure (Violent, threatening, intimidating or disorderly behavior

Issue No.: 04	Revision No.: 02	D N NIMA OMA COM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	22

LEVEL 4 ATTEMPTED OR ACTUAL BREACH OF THE FLIGHT DECK

FLIGHT DECK (Unruly Passenger Incident Report Shall be issued Ref. CCM CH. 11)

An incident which constitutes a security threat and which includes but is not limited to:

- An attempted or unauthorized intrusion into the flight deck.
- A credible threat of death or serious bodily injury in an attempt to gain control of the aircraft.
- The display, use or threat to use a weapon to breach the flight deck.
- Sabotage of or the attempt to sabotage an aircraft.
- Actions that render the aircraft incapable of flight or that are likely to endanger its safety of flight.
- Any attempt to unlawfully seize control of the aircraft.

#### **Cabin Crew Actions:**

- 1) The seatbelt sign be turned on so that all passengers are seated when issuing the notification warning card.
- 2) request another Cabin Crewmember or airline employee (deadheading or on staff travel) to witness the issuance of the notification warning card
- 3) If the passenger is unable to read the card a Cabin Crewmember can read the card to the passenger
- 4) The operator may issue notification warning cards in diverse route languages in order to communicate the information in the passenger's language

**Note:** A notification warning card would never be issued for Level 3 or 4 interferences due to the nature and severity of the threat.

### **Restraining Devices:**

- 1) Crew need to be aware that a situation can escalate at any moment and sometimes without warning.
- 2) Applying restraining devices should be used when all conciliatory approaches have been exhausted.
- 3) Once restraints have been used, they should remain on the passenger for the duration of the flight even if he/she promises good behavior.
- 4) Able Bodied Passengers (ABPs) can assist Cabin Crew in restraining the unruly passenger(s)
- 5) Cabin crew should never relinquish control of the cabin to either perpetrators or ABPs, even if they are air carrier employees or law enforcement officers.
- 6) Cabin crew should control the amount of force used by ABPs in order to restrain or subdue a perpetrator and make sure it is not excessive.
- 7) If the Cabin Crew cannot control the disturbance the flight crew should relay this information to the applicable persons on the ground and land as quickly as possible.

Issue No.: 04	Revision No.: 02	D N NMA OMACOM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	23

#### **Police Involvement:**

Where practicable, the following information should be relayed to the police before landing through air traffic control services:

- Nature of the incident
- Identity of the offender and the complainant
- Time, date and location of incident
- If the offender and/or the complainant has sustained any injury requiring medical attention
- If the complainant is prepared to institute proceedings against the offending passenger
- The location where the aircraft is going to park at the airport. (In the case of a difficult or violent passenger, the police may require the aircraft to be parked on a remote stand.)

When the police attend the parked aircraft, they will likely require:

- All other passengers not involved in the incident to disembark (some authorities prefer to immediately embark and remove the offender prior to passenger deplaning)
- A briefing of the allegation by the crewmembers involved in the incident
- An interview with the complainant
- Particulars of the complainant
- Details of all other persons involved in the incident who may give corroborative evidence
- Details of time, date and place on the aircraft where the offence(s) took place
- A record of "first person" conversation with the offender and crewmembers involved in the incident, which should be recorded in written notes made at the time or shortly after the incident

Depending on local criminal procedure, the police may require the complainant to be present at the time that the allegation is put to the offender.

The Role of the Pilot in Command:

- 1) the Pilot in Command is aware of the Powers and Immunities bestowed upon them by the Tokyo Convention 1963 to assess and deal effectively with unruly passenger behavior on board and underline the fact that the organization will give them full backing anytime these Powers are legally used.
- 2) With a locked flight deck door the flight crew must rely on the Cabin Crew to assess and manage unruly passenger situations in the cabin. Pilots should consider restraint whenever they assess that a situation will in any way affect the safety of the aircraft, its passengers and Cabin Crew, and/or at the advice of the Cabin Crew.

Issue No.: 04	Revision No.: 02	D N NIMA OMACOM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	24

Mandatory Reporting and Required Documentation for Prosecution:

- 1) Nesma Airlines have procedures to ensure that all unruly passenger incidents are reported and documented in an effective manner, not only to gain an understanding of the incidents
- 2) The Pilot in Command should advise air traffic control services (ATC) whenever a serious passenger disruption has taken place during the flight and request to be met at the gate by local law enforcement authorities and a representative of the air carrier if they consider that criminal prosecution should be pursued.
- 3) The crew should gather contact information from all passengers who witnessed the incident as their testimony might be required in later legal proceedings
- 4) The Purser should ascertain the name of the police officer investigating the allegation; his/her contact particulars and where they are stationed.
- 5) A report should be submitted giving details of the incident.

#### 10.1.11.7.1 At Check-in.

If a person appears at the check-in counter and is in what appears an intoxicated state or acting strangely, his condition and actions will be reported to the ground supervisor before he/she is accepted onto the flight, allocated a seat and before the hold-stowed baggage is accepted for carriage.

The following aspects will be considered when refusing a person carriage at check-in due to what appears to be his/her state of intoxication:

- a) The person's condition may not be associated with intoxication, he/she may be suffering from some chronic illness or physical or neurological disability with similar symptoms to a person affected by intoxicating liquor;
- b) If the person contests the decision taken by Nesma Airlines, it may be necessary to have the person's physical condition examined by a medical practitioner. If the person is examined, a certificate should be obtained of the medical practitioner's finding;
- c) A report setting the details of the refusal to carry should be submitted by staff members who initiated and confirmed the refusal. The names of others who may give additional information regarding such refusal should be included;
- d) A copy of that report should be filed.

Issue No.: 04	Revision No.: 02	D N NIMA OMACOM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	25

#### 10.1.11.7.2 At the Boarding Gate

A passenger's state of insobriety may not be recognized until his arrival at the boarding gate. His condition could well have changed from the point of check-in to being called to board the flight. A passenger availing himself of early check-in or subject to delay in departure time may account for an advanced state of insobriety.

The following aspects will be considered when the person is refused carriage at the boarding gate due to what appears to be a condition making him/ her unfit to fly:

- **a.** Action should be taken on all the points set out in the section 'At Check-in';
- **b.** Hold stowed baggage of the passenger who has been refused carriage should be removed from the flight;
- **c.** The passenger should be re-united with his hold stowed baggage;
- **d.** Duty free purchases should be reported to Customs;
- **e.** The passenger should be escorted back through the Immigration line to the landside of the terminal;
- **f.** The flight purser of the subject flight should be informed of the passenger's removal from the flight;
- **g.** Arrangements should be made for the passenger's name to be removed from the passenger manifest.

#### 10.1.11.7.3 In Flight

When an incident comes to the notice of cabin crew staff member he/she will:

- a. Report the incident to the cabin crew supervisor;
- **b.** Ascertain the underlying causes of the incident;
- **c.** Identify any persons traveling with the offending passenger;
- **d.** Identify any remedial responses that may be introduced;
- **e.** Move, if appropriate, the offending passenger to another seat location;
- **f.** Have another member of cabin crew speak with the offending passenger (a crewmember of the opposite gender can often assist in quieting the situation);
- **g.** If the passenger continues with unruly or disruptive behavior, inform the pilot-in-command of the flight, who may advise the use of restraint equipment;
- **h.** Keep the pilot-in-command informed on the progress of solving the situation.

#### 10.1.11.7.3.1 In Flight Security Guards (Sky Marshals)

Nesma Airlines is not hiring In Flight Security Guards (not mandatory by regulations), the flight crews have been trained to anticipate trouble and handle riotous passengers.

Issue No.: 04	Revision No.: 02	D N NIMA OMA COM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	26

### 10.1.11.7.4 Security Measures That Must Be Implemented By Cabin Crew against Unruly Passenger In-Flight

Cabin crew records any case of unruly passenger in the unruly passenger report

- **a.** Inform the pilot-in-command with incident;
- **b.** Ensure that no alcohol is served to the unruly passenger;
- **c.** Prevent unruly passenger from entering the flight deck;
- **d.** If the passenger be unruly once again during the cabin crew will implement the following procedures:
  - ➤ Us of restraint equipment to capture unruly passenger, and when using handcuffs should not be shackled to any part of the aircraft including seats, tables, etc.;
  - ➤ Change the seat of unruly passenger to be seated as far to the rear of the passenger cabin as is possible but not in a lounge area or next to/ directly across from an exit;
  - ➤ They should be accompanied at all times and kept under surveillance, including visits to the lavatory;
  - When served food should not be provided with metal utensils or a knife.
- **e.** The Captain should contact the local authorities at the arrival airport to advice the police to receive the unruly passenger and make a written report at the police station if needed;
- **f.** Unruly passenger should be the last passenger to leave the aircraft.

Issue No.: 04	Revision No.: 02	D N NMA OMA COM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	27

### 10.1.12 Searching and Guarding of Aircraft

#### 10.1.12.1 General

Aircraft Checking, Searching and Guarding procedures are necessary to protect Passengers, Aircrew and Aircraft operating on all services and on the ground before, between and after flights.

Responsibility for ensuring these procedures are undertaken to the required standards rests with Nesma Airlines. Access to the aircraft must then be guarded and controlled by either security staff or operating crew until departure.

On flights operating in the absence of a specific threat, provided that the aircraft has remained in the Air side or has been sealed post previous flight and that the seal has not been broken, a security check must be made by the Operating Crew and confirmation of cabin security check completion be reported to the Captain by the PURSERS. Again, access must be controlled until departure.

### 10.1.12.2 Routine Checking

#### 10.1.12.2.1 Flight Deck and Exterior

The aim of checking pre-flight is to ensure that the aircraft has not been interfered with in a manner, which would jeopardize its safety.

Checking of aircraft flight deck is directly concerned with the safe operation of the aircraft and only flight deck crew and designated airline staff are competent to check this area. The Captain or his representative in the course of ensuring that the aircraft is airworthy should generally check the exterior of the aircraft.

Before the aircraft undertakes the first flight of the day, and if circumstances dictate on turnarounds, flight crews when inspecting the aircraft exterior, should be mindful of security considerations.

Additionally all easily accessible quick release panels should be inspected. These measures are sufficient to meet the risk of interference with aircraft in the absence of a specific threat.

#### 10.1.12.2.2 Aircraft Interior

The passenger cabin, toilets, galley and interior cargo holds are directly concerned with the safe operation of the aircraft and shall be checked by cabin staff and/or Maintenance Engineers who are familiar with the aircraft type. Cleaning staff not directly employed by Nesma Airlines should be subject to supervision. Cabin crews are required to complete security checks prepassenger boarding, during turnarounds and on return to base.

Post-flight checks must include the passenger cabin, toilets, galley areas and are undertaken to ensure that passengers who have disembarked have left nothing on board which will hazard the aircraft.

As passengers will not normally have had access to the flight deck, cargo and external areas of the aircraft – these should not normally require a check.

Basic responsibility for the security of aircraft rests with Nesma Airlines. The objective of the search is to look for something that is out of place, cannot be accounted for and should not be there.

Issue No.: 04	Revision No.: 02	D N NIMA OMACOM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	28

Doc. No.: NMA – OMA.GOM – 1001

#### 10.1.12.3 Aircraft Searches

Aircraft are searched at the beginning of each operating day before coming to service, (<u>refer to 13.2 Security Forms</u>), on layovers, and when a well-founded suspicion exists that the aircraft may be the object of an act of unlawful interference, or the aircraft was left unattended for 6 hours or more (<u>refer to 13.2.2 Aircraft Security Check List</u>). If a cooling period has been set, no attempt shall be made to unload, inspect the dead load or search the aircraft until the time limit has elapsed

Aircraft are also searched in connection with the carriage of prominent passengers, or following the cooling off period after a sabotage threat, or when unauthorized persons entered the aircraft Searches of high-risk aircraft should be conducted by trained security personnel assisted by aircraft crew and engineering staff.

#### 10.1.12.3.1 Search Technique

To promote competent security searches use the aircraft security search checklist "10.3.3". Cockpit crew search the cockpit and exterior of aircraft paying special attention to wheel wells, engines, outflow valves and access panels, cockpit seats, pedestal area, aircraft library, oxygen masks stowage, ceiling side and rear walls, entire floor, third crewmember position, inside first aid. Cabin crew search their own working areas and Station engineer searches cargo holds and access panels.

For detecting explosives, airframe, including holds, are to be searched by trained security staff who may use dogs where available, or by operating crew, each crewmember will be responsible for his/her own work area and a comprehensive check of the aircraft interior, including passengers cabin areas, seats, overhead luggage compartments, lockers, toilets, galleys and carts, trash receptacles, storage bins, blankets and pillows will be required. Have the passengers identify their cabin baggage by zone. Report area clear

On all occasions it remains the Flight Crews' responsibility to security search those areas directly concerned with the flight safety of aircraft including the flight deck and the airframe exterior.

When the inspection is completed, the aircraft should not be left unattended.

Issue No.: 04	Revision No.: 02
Issue Date: Jan. 2018	Revision Date: Nov. 2018



Chapter:	10
Page:	29

#### 10.1.13 Procedures for Unattended Aircraft

- ➤ Keep all parked aircraft under observation at all times
- > Keep all external doors closed, and all stairs and loading bridges removed from aircraft
- ➤ All access points must be protected by the use of covers and destructible paper stick-on seals
- ➤ Apron floodlighting should be provided
- ➤ The use of irregularly timed patrols and posted security guards
- ➤ The use of Closed Circuit Television "CCTV" (if any).

#### 10.1.13.1 Sealing of Aircraft

When aircraft are left unattended away from their normal operating base, if possible, the Flight crew should liaise with the handling agent and arrange for the aircraft to be sealed. The relevant seal numbers must be entered into the technical log. When the aircraft is re-attended, the aircraft technical log is to be annotated when tags are removed. If the aircraft seal has been breached, a full check by crew or search by trained security staff must be undertaken.

#### 10.1.13.2 Positive Searching and Guarding for High Risk Sectors

There may be occasions whereby a flight will be considered a High Risk Sector due to perhaps VVIP passenger movement or if a flight is assessed by Nesma Airlines Security Manager as being under a specific threat. On such occasions, contact may be made by Security Manager and specific guidance given.

#### 10.1.13.3 Pre-Flight Search of Aircraft

A thorough and in-depth search of the aircraft must be made after the aircraft has been catered and cleaned (<u>refer to "Preflight" check list in "Forms" Section</u>) and before the passengers aboard the aircraft.

The search shall be carried out by the crew of the aircraft under the supervision of a member of the flight crew and/or with the assistance from technical personnel. The result of each search must be reported to the aircraft Captain before departure.

At transit stations where passengers leave the aircraft, passengers remaining on board should be asked to identify their personal belongings to ensure that no suspect items have been left on-board.

#### 10.1.13.4 Hold Baggage

All accompanied hold baggage must be x-ray screened by airport authority or searched by hand. After search, the hold baggage must be kept under surveillance whilst it is being transported to the aircraft for loading.

Issue No.: 04	Revision No.: 02	D N NIMA OMA COM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	30

No.: NMA – OMA.GOM – 1001

### 10.1.13.5 Guarding of Aircraft

Arrangements are made with the Special Security and Protection Unit to have the aircraft guarded at all times whilst it is on ground. This also applies to all airports en-route. Similarly, an aircraft, which has been checked, shall be guarded until crew arrival.

Particularly stringent control of access to the aircraft must be carried out and personnel with no legitimate business relevant to the flight should not be allowed near the aircraft.

If there is any doubt about the identity or authority of anyone attempting to board the aircraft, the law enforcement agencies and the Airport Manager must be informed immediately. The aim is to:

- 1. Prevent unauthorized persons gaining access to the aircraft i.e. checking credentials of those persons seeking access to the aircraft;
- 2. To prevent weapons or explosive devices being placed on an aircraft after it has been searched or checked.

At most airfields, security guards will 'guard' the aircraft post search until the time of departure. All crewmembers will accept responsibility for stopping and reporting this to the Captain or Nesma Airlines representative any person suspected of endeavoring to take on board any weapon or potential explosive.

If the Captain is not satisfied that access to an aircraft has been controlled post search, he may require a full security re-search before the aircraft may depart on High Risk flight. Where an aircraft has been checked, crews must ensure that no persons have access to the interior other than authorized persons, operating crewmembers, persons acting on the course of a statutory duty or departing passengers.

Issue No.: 04	Revision No.: 04	Ъ
Issue Date: Jan. 2018	Revision Date: Oct. 2019	Doc.



Chapter:	10
Page:	31

#### 10.1.14 Crew Security

All operating crews will be briefed before flight on personal security measures to be taken in areas considered by Nesma Airlines to carry a security check. This may be either a written or verbal brief by the PIC.

#### 10.1.15 Inadmissible and Deportee Passengers

**Inadmissible Passenger (INAD)** is defined as a person who is refused admission to a State by authorities of that State, or who are refused onward carnage by a State authority at a point of transfer due failure to comply on the required travel documents such as no visa, expired, forged visa or passport

Entry means the normal permission granted by the respective authorities to a passenger having arrived from another country to move freely about in the country.

Permission or refusal of entry is normally decided immediately at the airport of arrival by the immigration authorities. Permission or refusal may, however, be delayed in exceptional cases when higher authorities, consulates or courts are involved.

**Deportee**: is defined as a person who had legally been admitted to a country by its authorities or who had entered a country illegally and who at some later stage is formally ordered by the authorities to be removed from that country

The deportees are classified as follows:

- **a. Deportee Accompanied (DEPA):** is a deportee who is escorted in the aircraft cabin by authorized government escort personnel. The category falls under judicial cases such as jail passengers.
- **b. Deportee Unaccompanied (DEPU):** is a deportee who is not escorted in the aircraft cabin by authorized personnel during the flight. The category falls under administrative cases against the state.

**Note:** Difference between an inadmissible passenger and a deportee: The deportee has already entered the country and is then proclaimed undesirable by the authorities.

**Note:** At some airports, the local procedure will require the airport police to escort the DEPU to the aircraft door. In such cases, the Flight Crew shall be advised by the Ground Staff prior to passenger boarding. The Flight Crew shall be briefed about the categories of the passenger to ensure that no further action is required by the Crew.

#### **Nesma Airlines Policy:**

Nesma Airlines accept INAD and DEPUs on board same flight. Carrying Accompanied deportees (DEPA) is subject to special flights contracts and special arrangements, the PIC has the authority to accept 5 DEPAs if their carriage is considered not carrying risk.

NESMA AIRLINES has the right to refuse the transportation of such passengers if their carriage poses risk to the safety of the aircraft or its occupants.

At all times, it is the prerogative of the Commander to refuse to carry any inadmissible passenger, deportee or person in custody or to impose any additional restrictions as considered necessary

Issue No.: 04	Revision No.: 04	D N NIMA ONA COM 1001
Issue Date: Jan. 2018	Revision Date: Oct. 2019	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	32

#### When such category of passengers is traveling must be sure that:

- **a.** Ensure that Nesma Airlines representative in/out stations, captain, purser are notified when such categories of passenger are traveling;
- **b.** Inform Security department (through the station manager) of such transportation in advance by telex or telephone;
- **c.** Take special procedures when carry such category;
- **d.** Know all reasons for deportation or refused admission;
- **e.** Screening of deportees and prohibited immigrants to establish if they are likely to be a danger;
- **f.** Briefing of escorts with prisoners and mentally ill persons, to ensure they know what to do in the event of an emergency;
- **g.** In-flight and transit security procedures to be checked;
- **h.** Keep passengers under surveillance between check-in point and boarding gate.
- **i.** The following information is provided to the originating operator, as well as subsequent operators:
  - Name and sex of the person identified as the deportee; reason for deportation (nature of crime);
  - Willingness or unwillingness to travel by air;
  - Whether the person has attempted to escape custody;
  - Whether the person has any history of violence;
  - Whether the person has a history of self-harm;
  - Whether members of the person's family are booked on the same flight;
  - Whether the person is likely to be the target of harm during the transportation;
  - Identity of escorts (if required);
  - The mental and/or physical state of the person;
  - wanted status of the person (by any other authority);
  - Other information that would allow an operator to assess the risk of endangering the security of the flight;
  - Special conditions and precautions for transport of the person.

#### 10.1.15.1 Factor which could make inadmissible or deportee passengers a security risk

- **a.** A major objection on the part of the individual to be returned to another country;
- **b.** The mental or physical state of the individual, which may require special attention or care:
- c. The nature of any criminal act already committed by the individual;
- **d.** If the individual is wanted by the police of any other State;
- e. If the individual personally objects to carriage by air;
- **f.** Ensure when accepting of mentally ill persons, prisoners, deportees and inadmissible passengers are pose no danger or security risk to the flight, according to Appendix D (ref. security manual)

Issi	ue No.: 04	Revision No.: 04	D NI NIMA OMA COM 1001
Issi	ue Date: Jan. 2018	Revision Date: Oct. 2019	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	33

10.1.15.2 Security Procedures for Aircraft Safety to Accept Passengers Subject to Judicial or Administrative Proceedings

- **a.** Full security checks of the individual and his/her baggage prior to embarkation;
- **b.** Notify captain and purser of his seat number;
- **c.** Individual should be boarded before all other passengers and disembarked after all other passengers have left the aircraft;
- **d.** They should be seated as far to the rear of passenger cabin as possible, but not in a lounge area or next to/directly across from an exit;
- **e.** When serving food, should not be provided with metal utensils.

Issue No.: 04	Revision No.: 02	D N NIMA OMA COM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	34

#### 10.1.16 Bomb or Sabotage Threats

- **a.** Paralyze the aviation system. Despite the fact that most bomb threats are hoaxes, initially they must all be taken seriously. It is the ability to effectively analyse each threat and treat it accordingly that can limit the impact of a bomb threat on an air carrier or an airport. It should be the prerogative of the receiving carrier to determine if a call or other communication is a threat that should be taken seriously or simply a hoax.
- **b.** The Nesma Airlines Security General Department had developed a bomb threat plan, which would also incorporate a search and evacuation plan. A coordinator should be named to oversee bomb threats. The coordinator is usually the Head of Security of the station. The coordinator will act as the assessor of the bomb threat and must be available 24 hours a day.
- **c.** Generally, bomb threats are made by telephone. All Nesma Airlines staff members are in a position to receive a bomb threat. Therefore, all Nesma Airlines employees should receive basic training and instructions on how to receive a bomb threat.
- **d.** Bomb threat assessment should be conduct by the authority.

#### 10.1.16.1 Classification and evaluation of bomb messages and threat

#### A bomb message can be defined as:

Messages are received in the following manner; Information or warning claiming knowledge that a dangerous device, such as a bomb, has been or will be placed in or on aircraft or airline/airport facilities.

- By telephone.
- In person; and
- In writing.

#### The person receiving the message should:

- **a.** Write down the exact wording of the message immediately;
- **b.** Complete as far as possible a form, copy appended as (appendix A);
- **c.** Repeat the message to the caller to the whenever possible and ask for confirmation and the reason for the threat.

The exact message volunteered by the caller (before any discussion or interruption) is described as the initial information.

#### 10.1.16.1.1 Oral threat

When an oral threat is received directly:

The coordinator should be informing to inform the airport authority.

Information received from a person, other than the person actually making the threat

- Be evaluated in the same manner as a threat by telephone or a threat received directly.
- The person supplying the information should be identified and that person's credibility assessed.

Issue No.: 04	Revision No.: 02	D N NMA OMA COM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	35

#### 10.1.16.1.2 Written Threat

A written threat considered as initial information and is evaluated in the same way as a threat by telephone.

The following procedures must take in attention when receive a bomb warning:

- **a.** Each bomb warning by telephone, written message or other means of communication alleging that an unlawful act will occur at an airport or in the air must be considered serious. Each case should be thoroughly investigated to safeguard the public;
- **b.** All threats should be reported immediately. Appropriate individuals are familiar with a specific reporting format (Appendix A).

#### Threat received by a handwritten or typed note:

- **a.** The document and all material received with the threat should be carefully preserved for examination by the policing authorities.
- **b.** Unnecessary handling or other careless acts will only make the task of tracing the originator more difficult, if not possible.

### The person receiving a bomb threat directly or overhears one made should have training on:

- **a.** Notify coordinator personnel immediately;
- **b.** Keep the person making the threat or indicating knowledge of a threat of unlawful seizers under surveillance until relieved by coordinator or security personnel;
- **c.** Note the age, height, weight, sex, colouring of eyes, skin and hair, clothing and any unusual characteristics such as lameness, twitching, or any peculiarities of gait of the person under surveillance;
- **d.** If the person making the threat leaves the scene, note the transportation used, such as bus, taxi, or private car; if the letter, note the make, model, colour and license number; if bus or taxi is used, note the name of the company and any numbers on the vehicle.

#### 10.1.16.2 Understanding a Bomb Threat

- **a.** A threat must be viewed for what it is, a statement expressing an intention to commit an act of violence against a certain target. Although that is the case, a telephone call does not convey an explosive device along the telephone line into the inner workings of Nesma Airlines office or a terminal. Such threats can also be in the form of an anonymous note or graffiti on an internal or external wall of building;
- **b.** Generally, a bomb threat is designed to disrupt operations and alarm members of the workforce. An assessment process, enable a Co-coordinator and his team to declare the threat as 'specific' or 'non-specific', needs to be part of the crisis management plan.

#### 10.1.16.3 Characteristics of Bomb Threats

Bomb threats my directed against:

- Aircraft on the ground or in the air;
- Airport installations, facilities and buildings; or navigation aids on or in the immediate vicinity of the airport;

L	Issue No.: 04	Revision No.: 02	D N NIMA OMA COM 1001
	Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	36

#### 10.1.16.4 Receipt of Bomb Threats

- **a.** Telephoned bomb threats may be received by airports, airlines and cargo agents either directly from the people issuing the threats or from intermediaries, for example the media, press agencies, etc. In either case, recipients should try to obtain as much information as possible about the threat in order to facilitate assessment of it and identification of the person issuing it;
- **b.** To facilitate the collection of information, airlines and airports should install tape recording facilities on appropriate exchanges and/or telephones. When a bomb threat has been recorded, the tape should be retained as evidence. Also, since a bomb threat can be received by any employee and any company phone, each phone should have nearly a copy of a Bomb Threat Report Form (Appendix A) which should be filled out by the person taking the phone call.

#### 10.1.16.5 Staff Instruction and Training

- **a.** Staff who are likely to receive bomb threat calls, telephone switch board operators, Nesma Airlines ticket sales staff, should be briefed on the action they should take before taking up their duties, and the responses required from them should be incorporated into appropriate staff instructions;
- **b.** They should be provided with checklists to facilitate their reactions. Coordinators should be similarly aware of the response required and of the need to relay information about bomb threats to the authority.

#### 10.1.16.6 Action by Recipient of a Bomb Threat

Any person receiving a bomb threat directly by telephone should:

- listen carefully and make a note of the actual words used by the caller;
- Either take action to trace the call or alert a colleague in order that they may do so;
- Take such action as may be necessary to tape record the call, where this is not done automatically;
- Prolong the call to obtain as much information as possible;
- Ask the caller the following questions:

WHERE is the bomb?

(Asked first so that that an evacuation can be planned)

WHEN will it go off?

(So that a time factor is known for the evacuation)

WHA T does it look like?

(To help in recognition of the device during a search)

WHO are you?

(To see if the caller is from a credible group)

WHY are you doing this?

(To build up a better picture of the incident and keep the caller on the line to assist in tracing the call)

**Note 1:** The questions should be posed as open questions rather than as leading ones. For example, ask, "Where exactly is the bomb?" rather than, "Is the bomb in the hold of the aircraft?"

Issue No.: 04	Revision No.: 02	D N NIMA OMA COM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	37

**Note 2:** The order in which the questions are asked is important as the caller may hang up before all the questions can be asked

- If possible, test the credibility of the caller by making up a non-existent flight number, flight time or location and asking the caller whether that is the one to which he or she is referring;
- Inform a coordinator who should inform, the security general manager and the police or security services.

People receiving calls from intermediaries should:

- Ask for, and make written note of, the precise time at which the threat was issued and the
- Exact words used by the caller;
- Ask whether the intermediary obtained answers to any of the questions detailed above, and about the origin of the call and the caller's identity.

The recipient of a written bomb threat will preserve the message and deliver it to the coordinator with precise information about its discovery. Messages discovered in flight will be immediately referred to the pilot-in-command.

Coordinators should interview the recipient of any call or message in order to complete the Bomb Threat Report Form and relay it without delay to the Bomb Threat Assessor.

Issue No.: 04	Revision No.: 02	D N NIMA OMA COM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	38

#### 10.1.16.7 Bomb Threat Assessment in the Air

Written bomb threats discovered on board aircraft in flight are likely to be spurious, but each one should be considered on its merits in order to assess the risks involved. Where the pilot-incommand is authorized to assess threats, Nesma Airlines provides them with guidance to enable them to assess the risks and decide upon a course of action (Appendix B – Response to bomb threats against aircraft). They should consider the following:

- The circumstances surrounding the threat to determine if it originated before the aircraft's departure or during the flight. The pilot-in-command should consider whether the threat could have been discovered during the pre-flight search of the aircraft, or at an earlier stage in the flight;
- The precise wording of the threat, to determine whether it suggests there is a credible reason for the threat having been given. A threat is most likely to be genuine if there is a reason for it, such as a desire to avoid the casualties that would result from an explosion. It is likely that a person issuing such a threat will seek to ensure that it gets through and that there is time to react to it. Where no clear reason for the threat can be adduced, the threat is less likely to be genuine;
- Whether there is any person on board (e.g. a political figure or other well-known person) who might attract a threat;
- Whether there are passengers on board who might be responsible for a threat (e.g. a potentially disruptive passenger, deportee or inadmissible, young people or rowdy passengers);
- Whether Nesma Airlines Integrated Operation Crisis Control Centre (IOCCC) can be contacted by radio, to establish whether this is an isolated incident or one of a series of similar events affecting Nesma Airlines;
- If the pilot-in-command has any doubts about the incident, he should seek information through IOCCC about the current threat to Nesma Airlines interests at the airport of departure, with a view to establishing whether there are credible motives for attacking the aircraft or disrupting the flight and the quality of security measures at airport of departure. Nesma Airlines should therefore develop procedures for making such information available to the pilot-in- commands with the least possible delay.

#### 10.1.16.7.1 Notification of Authorities/ Agencies

- **a.** The Egyptian Civil Aviation Ministry Security Sector should be notified of the threat and the subsequent assessment declaration;
- **b.** Police should be informed of the threat call.
- **c.** The government aviation authority should inform airport operators, within rang of the aircraft in flight under threat that should be prepared to receive an aircraft under 'specific' threat conditions.

Issue No.: 04	Revision No.: 02	D N NIMA OMACOM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	39

#### 10.1.16.7.2 Bomb threats in flight

- **a.** In the event of a bomb threat in flight, responsibility for the decisions taken rests with the pilot-in-command. In dealing with a bomb threat directed against an aircraft in flight, it may be necessary for some or all of the following actions to be taken:
  - Evaluation of the threat;
  - Response/decision, including whether reaction will be overt or covert;
  - Conduct of search procedures in flight;
  - Evaluation of possible effects of pressurization or pressure equalization;
  - Establishment of the order of search (e.g. public areas first);
  - Arranging of search assignments for flight crew;
  - Announcement of the threat by the pilot-in-command to the passengers;
  - Arranging for possible passenger participation in search;
  - Establishment of emergency procedures once a suspect explosive device is located;
     and
  - Determination of flight routing, and landing and deplaning procedures.
- **b.** Further guidance on actions to be taken in the event of a bomb threat in flight can be found in the security manual chapter 14.

#### 10.1.16.7.3 In-Flight Search Procedures

- **a.** Nesma Airlines operational procedures to undertake a search in flight include directions on how the search should be accomplished. The procedure contained within a search plan held by the pilot-in-command; (see form 710)
- **b.** Flight, cabin crew and trained to respond to such bomb incidents in flight and the identification of suspicious items.
- c. Cabin crew involved in:
  - Cabin search procedures for suspicious objects;
  - Isolating suspicious items and, if able, moving the item(s) to a location where the possible detonation would cause least harm to the aeronautics of the aircraft; and
  - Having passengers identify their cabin baggage and other items that might otherwise be considered suspicious items.
- **d.** It is important that an airborne aircraft under specific threat, lands at the nearest suitable airport. Priority will be given to disembarking passengers at the soonest possible opportunity.

#### 10.1.16.7.4 Measures To Minimize Effects of Explosives In Flight

- **e.** Tests have shown that an in-flight explosion need not necessarily cause an aircraft to crash. The greatest danger occurs when the explosion occurs directly adjacent to a critical structural part of the airframe or in the vicinity of fuel tanks, fuel lines, control runs, hydraulic and electronic compartments and components;
- **f.** However, while an uncontrolled explosion in the passenger cabin will not necessarily destroy an aircraft, it may cause serious injury, particularly to those persons in close proximity to the point of detonation;
- **g.** A suspect explosive device may be placed in the recommended "Least Risk Bomb Location" 3R door for the affected aircraft. Details of actions which should be taken for a suspect explosive device on an aircraft and further information on "Least Risk Bomb Locations" can be found in (Appendix B) form

Issue No.: 04	Revision No.: 02	D N NIMA OMACOM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	40

#### 10.1.16.7.5 Post Landing Procedures

- **a** The aircraft under threat should be directed to a Bomb Search Area, identified in the Airport Security Program. If the threat is such that there would be insufficient time to taxi the aircraft or the pilot-in-command determines that an emergency evacuation is necessary, evacuation will be captioned at the earliest possible moment;
- **b.** Priority will be given to the disembarkation of passengers and crew and removing them from the area of danger before the aircraft is searched;
- c. If a non-emergency evacuation is called for, consideration should be given to directing passengers to carry off and check their hand baggage to facilitate an aircraft search. Disembarking passengers should be held, wherever possible, in the sterile area until the aircraft search is complete. This may avoid the necessity to re-screen passengers when the aircraft is declared 'clean' and can be re-boarded;
- **d.** The movement and accommodation of evacuated passengers should be arranged through the airport administration or, if applicable, Nesma Airlines local based on the airport. Consideration should be given to briefing the passengers by the captain of the flight or other senior person within Nesma Airlines, on the reason for the search and its eventual outcome;
- **e.** Although the procedure is largely dependent upon the provision of "Yes" or "No" answers to a series of questions, the assessor must also take account of other factors that may bear upon the credibility of the threat including,

Issue No.: 04	Revision No.: 02	D N NIMA OMA COM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	41

#### 10.1.16.8 Specific Threats to Aircraft on the Ground

- **a.** Certain action should be taken by Nesma Airlines Security General Department or, where applicable, the pilot-in-command of a flight if he is on the flight deck, when a threat is received against an aircraft parked at a terminal or taxing before take-off;
- **b.** Those actions are:
  - Disembark all passengers and crew;
  - Move the threatened aircraft to the bomb search area;
  - When the threatened aircraft cannot be moved, the passengers and crew must be disembarked and an area of 100 meters must be cleared of all people other than those involved in the search:
  - Other aircraft parked in the vicinity must be moved at least 100 meters from the area where the search is undertaken;
  - Closed off fuelling hydrants. Remove fuel tenders from the area of threat.

#### 10.1.16.8.1 Searching the Aircraft

- **a.** Searching of the aircraft, including baggage, is the responsibility of Nesma Airlines and/or its handling agent;
- **b.** Responsibility for determining the extent of the search rests with the Nesma Airlines designated representative and/or the pilot-in-command;
- **c.** Passengers and crew may be called upon to identify hold-stowed baggage that has been removed off the aircraft;
- **d.** Assistance may be forthcoming from law enforcement agencies in the supply of manpower and equipment to help with the search. Explosive-detecting dogs will be appropriate in the inspection and search of bags and cargo;
- **e.** If a suspect device is located, the device should be identified to the appropriate authority within the police or military.

#### 10.1.16.8.2 Non Specific Threats to Aircraft

- **a.** If a bomb threat is declared 'non-specific', details of the threat will be reported to:
  - The aviation authority where the incident took place;
  - The Egyptian Civil Aviation Ministry security Sector; and
  - To the Airport Police Authority, responsible for law enforcement, at the location where the threat was received.
- **b.** Nesma Airlines administration will decide, as a matter of corporate policy, if the pilot-in-command should be told of a non-specific threat.

#### 10.1.16.8.3 Aircraft on the Ground before Loading

When a bomb warning is associated with an aircraft on the ground security staff, the captain of the aircraft and/or Station Manager and the airport authorities should be announced.

Issue No.: 04	Revision No.: 02	D N NIMA OMA COM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	42

#### 10.1.16.8.4 Emergency Procedures On The Ground

If the suspect aircraft is at a loading position, Nesma Airlines representatives or Station Manager with Nesma Airlines Security Officer or the pilot-in-command should:

- **a.** Immediately arrange for passengers and crewmembers to disembark and, if desirable in conformity with the airport security plan, off-load baggage, and stores. Passengers and crewmembers should be isolated until cleared by a screening process;
- **b.** Move the aircraft, passengers, aircraft crew, baggage, and stores by separate means of conveyance to the isolated parking position for screening and search;
- c. Isolate the aircraft a period of time (at least until the concrete time for explosion is off);
- **d.** Consider the actual wording and nature of the threat, and base upon the result of those considerations, arrange appropriate action which may include baggage, already checked in, but not loaded on the aircraft, to be inspected/screened and searched if necessary, and then to be protected until loaded on the aircraft after it has been declared safe:
- e. Screen passenger (and their baggage) holding tickets for the flight who check in after the threat has been received, and hold them in a separate area until the crewmember, passenger, aircraft and contents have been inspected/screened, searched and declared safe;
- **f.** In consultation with the organization responsible for this type of incident management, make the decision as to when the aircraft is safe to continue;
- **g.** As each sub-division or compartment of the aircraft is searched and found clean, it should be conspicuously marked with tape or chalk to avoid duplication of effort;
- **h.** Accompanied baggage should be stored separately from both unaccompanied baggage and passengers until claimed by each individual owner. Passengers should then be requested to proceed individually with their baggage to the search area. For the protection of personnel, the search area should include blast protection between individual baggage search positions. By separating these positions with barricades, only the minimum number of personnel need be exposed to the potential hazards of an explosion during search operations;
- i. Passengers awaiting search must be kept at a safe distance from the area and the baggage, cargo and stores storage areas;
- j. Similar procedures should be applied to crewmembers and their baggage;
- **k.** Upon discovery of a suspicious item, the baggage should be left as found and should not be touched. The airport security officer should be notified immediately, so that the bomb disposal personnel may deal with the suspect item without delay. Consideration should be given to towing the aircraft to a safe area to minimize the risk to the public, other aircraft and terminal facilities;
- **l.** After the suspect item is declared safe, inspection procedures should be completed to ensure that no secondary sabotage device or substance is on the aircraft;
- **m.** In the event of an explosion, first aid to injured personnel should be rendered immediately, followed by established damage control procedures. After the effects of the explosion are under control, the search should be continued to ensure that no secondary sabotage device or substance is on the aircraft;
- **n.** The owner of the suspect baggage or any passenger refusing to permit search of his or her baggage should be referred to the supporting policing authority officers;

Issue No.: 04	Revision No.: 02	D N NIMA OMA COM 1001	
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001	



Chapter:	10
Page:	43

**o.** As each item of baggage is declared safe, it should be marked and sealed (for example, by the use of tape) to preclude duplication of search effort and opening by the passenger prior to boarding the aircraft after it has been declared safe;

#### 10.1.17 Hijacking/Unlawful Seizure of Aircraft

#### 10.1.17.1 Characteristics of Hijacks

- **a.** Aircraft hijacks usually occur in the air, frequently soon after the aircraft has taken off. Aircraft however have also been seized on the ground;
- **b.** Hijackers may be politically motivated, in pursuit of a crime, or mentally disturbed; they may be in possession of firearms, explosives, inflammable liquids or replica or simulated weapons; they may simply claim to be in possession of weapons;
- **c.** The only priority for any intervention in the case of hijacking is to guarantee the safe release of passengers and crew. Any other objectives such as arresting the perpetrators or limiting damages to the aircraft or the infrastructure should only be secondary objectives;
- **d.** In any case of unlawful seizure, the safest place can be is on the ground. If the plane is in the air, the pilot must land the plane as soon as possible. If the plane is on the ground, all efforts should be made to keep it from going airborne. When on the ground, the aircraft should be sent to a predetermined isolated parking position;
- **e.** Authorities should make every effort to end the situation through negotiation. The use of force should only be considered as a solution when all non-violent options have been exhausted;
- **f.** Finally, if the seizure requires the use of force, it should be guaranteed that the best available law enforcement until with the best possible equipment will be completing the mission. The primary option plan should be well rehearsed to avoid or minimize any injury or death.

#### **10.1.17.2** The Objective

**a.** The primary objective must be the safe of passengers and crew. This is probably best achieved by crews complying with the initial demands of the hijackers, thus avoiding conflict in the aircraft. This does not mean submission or surrender; it is often possible to persuade hijackers to modify their original demands at a later stage.

Issue No.: 04	Revision No.: 02	D N NIMA OMACOM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	44

#### 10.1.17.3 Aircraft Crews in an Unlawful Seizure Situation

- a. The attitude adopted by an aircraft crew towards hijackers and any relationship set up may be vital to the successful termination of the incident. Personal contact is important, especially in the case of a single hijacker and only one crewmember should deal with him/her. Any relationship thus established could be invaluable in achieving the primary concern, the safe release of the passengers and crew. In all cases, the hijacker should be discouraged from dealing directly with the aircraft Pilot In Command and efforts should be made to keep him out of the flight deck altogether;
- **b.** In attempting to establish rapport with the hijacker, an interest should be shown in his/her problems and he/she should be encouraged to talk. However, there are several things that should be avoided which may be summarized under the following points:
  - Do not antagonize or argue with the hijackers especially on political matters;
  - Do not 'talk down' to them or appear to be superior;
  - Avoid making them feel cornered and ensure only one crewmember approaches at a time:
  - Do not refer to insanity or mental disorders;
  - Do not become mentally aligned with the hijacker; and
  - Do not consider any physical action against the hijacker without first discussing with the Captain.
- c. There are occasions when complete honesty with the hijackers is the best policy, for example when operational problems exist, such as fuel shortages, or when airfields are closed to the aircraft. Explaining such problems fully is most likely to get their cooperation. Consideration should also be given by the crew to explaining operating procedures, so that suspicion does not subsequently fall on them. When the crew has to oppose the hijackers, wishes, blame should be put on outside authorities so that their resentment may be transferred to them. These measures will force the hijackers to think for themselves and make the decisions, thus helping to tire them out. If a weapon or device has not been produced, the crew should ask to see one. In doing so, it may result in the termination of a hijacking where the hijacker is not in possession of a weapon or dangerous device and will, if produced, provide the crew with information that can be relayed to the ground.
- **d.** The flight crew should pass as much information as possible to Air Traffic Control, setting the transponder at 7500. Hijackers may try to prevent the use of radio, but use should be insisted upon and maintained if at all possible. The internal public address system should be used, if permission has been granted, to inform and reassure the passengers, instructing them to remain seated and co-operate with the hijackers and cabin crew. It is the aircraft Pilot In Command's responsibility to organize and co-ordinate the activities of his crew, liaising with the authorities as best he can. In-flight negotiations with the hijackers should be confined to the safe conduct of the aircraft to the required destination.

Issue No.: 04	Revision No.: 02	D N NIMA OMA COM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	45

- e. It may be that the hijackers' plans are only revealed in piece-meal fashion and are operationally impossible, or too dangerous. In this event, the crew will have to try and talk them out of their intentions. In instances where airfields have been closed to the aircraft, or in cases of severe fuel shortage, appeals may have to be made on humanitarian grounds. In such circumstances, it may be necessary to give an assurance that a fuelling stop is all that is required at a particular airfield. After landing, the aircraft may be directed to a remote part of the airfield, crews should detach themselves from any negotiations, if possible, and putting the hijackers in direct contact with the ground authorities and making the hijackers do their own thinking. Questions from the ground authorities should not be answered on the hijackers, behalf and opinions should not be expressed by the crew as to any likely result of actions made on the ground. If it is necessary for a crewmember to leave the aircraft to assist with fuelling or for any other reasons, the aircraft Pilot In Command should ensure that permission is given by the hijacker and in any prolonged absence the hijacker should be kept informed.
- **f.** The cabin crew should aim to keep the passengers as quiet and as comfortable as possible. If movement is not restricted, the passengers should be kept informed of the situation and morale will be maintained by keeping them occupied as far as possible. If possible, they should be cautioned against taking any individual initiative.
- g. It may be necessary to negotiate with the hijackers to obtain agreement for the passengers to move to and from the toilets. Special attention should be given to the old, the sick, and persons with small children. If possible, any medically-qualified passengers should be identified in order to assist in cases of illness.

#### 10.1.17.4 Contingency Procedures on Ground

- **a.** After landing the aircraft, acceptance of taxing instructions to unfamiliar areas of the airport to which the aircraft may be directed;
- **b.** Advising hijackers to accept fixed (secure) landline communications with the aircraft;
- **c.** Encouraging the hijackers to speak directly to the authorities on the ground rather than use the crew as intermediaries;
- **d.** Crews should be prepared for the incident to be protracted. Once the ground amenities as toilet servicing should be requested, plus fresh supplies of food and water. The aircraft cabin should be kept clean and tidy, and where delays are expected passengers should be allocated their own cups and cutlery;
- **e.** Endeavoring to establish the number of hijackers (being aware there may be some who have not made their presence generally known) and their weapons. Every effort should be made to pass this information, and any details, which identify persons or equipment, to the authorities;
- f. In all cases, the crew should be vigilant and observant. If possible, any relevant information obtained should be passed over the radio by member of the flight crew, or by a released crewmember. Such information should contain as many details of the hijackers, and their weapons as possible, also the state of the aircraft and the location of the crew and hostages. Apparently insignificant details may subsequently prove vital and assist the ground authorities to terminate the incident successfully.
- **g.** Proposing the release of as many passengers as possible, especially the sick, the elderly and children;
- **h.** Escaping from the aircraft when this can be achieved without undue personal risk and is not likely to result in repercussions to other hostages;

Issue No.: 04	Revision No.: 02	D N NIMA OMA COM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	46

- i. Informing the hijackers of aircraft un-serviceability or crew sickness or exhaustion as a means of encouraging aircraft or acceptance of another a replacement crew;
- **j.** Normally it is safe on the ground and every effort should be made to avoid getting airborne again. However, deliberate immobilization of the aircraft should only be done in such a manner as to appear that the crew is above suspicion;
- **k.** In all hijack incidents, the government of the country of landing will undoubtedly be the prime negotiator. Other governments may be involved and play critical roles. Delays may be considerable and where deadlines have been set, these may be passed without incident. While the situation may be difficult and frustrating, crews should Endeavour to be patient. Each deadline that can be successfully passed is a positive step towards a satisfactory conclusion of the incident.

#### 10.1.17.5 Debriefing Information and Media Releases

- **a.** After all hijacking incidents there is a need to debrief the crew, including the preparation of statements to be used in any subsequent legal action or investigation. Invariably, there will be exposure to press, radio and television;
- **b.** It is imperative not to give information, which may assist any future hijacking attempts, or make statements, which may prove useful to the hijackers in their subsequent defence. It must be remembered that this can easily be done in the relief and reaction when the incident is over. Obtain prior advice from the ground authorities and/or Nesma Airlines representatives before facing the media.

#### 10.1.17.6 Incident Reporting

- a. Crew Debriefing on an Incident of Unlawful Interference/ Seizure;
- **b.** After occurrence of unlawful interference against an aircraft or any unlawful acts against civil aviation, a written report should be conduct.

Issue No.: 04	Revision No.: 02	D N NIMA OMA COM 100
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 100



Chapter:	10
Page:	47

#### 10.2 Appendices

#### 10.2.1 Legal Aspects

#### 10.2.1.1 General Conditions of Carriage of Passengers and Baggage.

An Air Carrier may refuse carriage or onward carriage of any passenger for the following reasons:-

- a) When flight safety is likely to be jeopardized,
- **b)** In order to prevent violation of any applicable laws, regulations or orders of any state or country to be flown from, into or over,
- c) When the conduct, age, mental or physical state of the passenger are such that he may;
  - Require special assistance of the Carrier (unless prior arrangements are made),
  - ➤ Cause discomfort or make him-self objectionable to other persons,
  - Involve any hazard or risk to himself or to other persons or to property, or
- **d)** When the passenger has failed to observe the instructions of the carrier.

#### 10.2.1.2 Tokyo Convention And Its Countries (Refer To 10.1.11.4. For Captain Authority)

- **A.** When a PIC has reasonable grounds to believe that a person:
  - Has committed, or is about to commit, on board the aircraft, an offence,
  - Is acting in a manner that may jeopardize the safety of the aircraft or persons or property therein, or good order and discipline on board. He may impose upon such person reasonable measures (including restraint), which are necessary to:-
    - 1. To protect the safety of the aircraft, or of persons or property therein, or
    - 2. To maintain good order and discipline on board, or
    - **3.** To enable him to deliver such person to competent authorities or to disembark him in accordance with provisions of the Tokyo Convention.
- **B.** The PIC may require or authorize the assistance of other crewmembers and may request or authorize, but not require, the assistance of Sky Marshals to restrain any person whom he is entitled to restrain.
- **C.** Any crewmember or passenger may also take reasonable preventative measures without such authorization when he has reasonable grounds to believe that such action is immediately necessary to protect the safety of the aircraft, or persons or property therein.
- **D.** The PIC may:
  - In so far as it is necessary for the purpose of subparagraph 1 or 2 under Paragraph A above, disembark in the territory of any state in which the aircraft lands any person who he has reasonable grounds to believe has committed or is about to commit on board the aircraft an act contemplated in subparagraph 2 under paragraph A above.
  - Deliver to the competent authorities of any Contracting State (Tokyo Convention) in the territory of which the aircraft lands any person who he has reasonable grounds to believe has committed on board the aircraft an act, which, in his opinion, is a serious offense according to the Penal Law of Egypt.

Issue No.: 04	Revision No.: 02	D N NIMA OMA COM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	48

#### **Tokyo Convention Countries;**

Afghanistan	Democratic Republic of the Congo	Lebanon	Rwanda
Albania	Denmark	Lesotho	Saint Lucia
Algeria	Djibouti	Liberia	Saint Vincent and the Grenadines
Angola	Dominican Republic	Libyan Arab Jamahiriya	Samoa
Antigua and Barbuda	Ecuador	Liechtenstein	Saudi Arabia
Argentina	Egypt	Lithuania	Senegal
Armenia	El Salvador	Luxembourg	Serbia and Montenegro
Australia	Equatorial Guinea	Madagascar	Seychelles
Austria	Estonia	Malawi	Sierra Leone
Azerbaijan	Ethiopia	Malaysia	Singapore
Bahamas	Fiji	Maldives	Slovakia
Bahrain	Finland	Mali	Slovenia
Bangladesh	France	Malta	Solomon Islands
Barbados	Gabon	Marshall Islands	South Africa
Belarus	Gambia	Mauritania	Spain
Belgium	Georgia	Mauritius	Sri Lanka
Belize	Germany	Mexico	Sudan
Benin	Ghana	Monaco	Suriname
Bhutan	Greece	Mongolia	Swaziland
Bolivia	Grenada	Morocco	Sweden
Bosnia and Herzegovina	Guatemala	Mozambique	Switzerland
Botswana	Guinea	Myanmar	Syrian Arab Republic
Brazil	Guyana	Nauru	Tajikistan
Brunei Darussalam		Nepal	Thailand
Bulgaria	Haiti	Netherlands	The former Yugoslav Republic of Macedonia
Burkina Faso	Holy See	New Zealand	Togo
Burundi	Honduras	Nicaragua	Tonga

Issue No.: 04	Revision No.: 02	D N NIMA OMACOM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter: 10
Page: 49

Doc. No.: NMA – OMA.GOM – 1001

	1		
Cambodia	Hungary	Niger	Trinidad and Tobago
Cameroon	Iceland	Nigeria	Tunisia
Canada	India	Norway	Turkey
Cape Verde	Indonesia	Oman	Turkmenistan
Central African Republic	Iran(Islamic Republic of)	Pakistan	Uganda
Chad	Iraq	Palau	Ukraine
Chile	Ireland	Panama	United Arab Emirates
China	Israel	Papua New Guinea	United Kingdom
Colombia	Italy	Paraguay	United Republic of Tanzania
Comoros	Jamaica	Peru	United States
Congo	Japan	Philippines	Uruguay
Cook Islands	Jordan	Poland	Uzbekistan
Costa Rica	Kazakhstan	Portugal	Vanuatu
Côte d'Ivoire	Kenya	Qatar	Venezuela
Croatia	Kuwait	Republic of Korea	Viet Nam
Cuba	Kyrgyzstan	Republic of Moldova	Yemen
Cyprus	Lao People's Democratic Republic	Romania	Zambia
Czech Republic	Latvia	Russian Federation	Zimbabwe
Democratic People's Republic of Korea			

Issue No.: 04	Revision No.: 02
Issue Date: Jan. 2018	Revision Date: Nov. 2018



Chapter:	10
Page:	50

#### **10.2.1.3 ECAR 121.575 (Alcoholic Beverages)**

- a) (Reserved).
- **b)** No certificate holder may serve any alcoholic beverage to any person aboard any of its aircraft who:
  - 1. Appears to be intoxicated; and
  - 2. Has a deadly or dangerous weapon accessible to him while aboard the aircraft.
- c) No certificate holder may allow any person to board any of its aircraft if that person appears to be intoxicated.
- **d**) Each certificate holder shall, within five days after the incident, report to the ECAA the refusal of any person to comply with this section, or of any disturbance caused by a person who appears to be intoxicated aboard any of its aircraft.

Issue No.: 04	Revision No.: 02	D N NIMA OMA COM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	51

#### 10.2.2 Aircraft Search Checklist In Case Of Bomb Threat

Search	ners to look for anything:-
	That should not be there
	That cannot be accounted for
	That is out of place
AIRC	RAFT INTERIOR
	Seats, including pouches, cushions, and underside of seats
	Entire floor, including area forward of rudder pedals and beneath all flight deck seats
	Ceiling, side and rear Walls Life-jacket stowage
	Crew coatroom and luggage stowage area
	Table and drawer of third crewmember's position
	Inside first-aid kit
COM	PANIONWAY FLIGHT DECK
	Walls, ceiling and floor
	Coatroom
	Baggage racks — entire area with baggage removed
	Compartments above baggage rack and coatroom
	Drinking fountain, cup dispenser, cup disposal compartment and drain valve access
	Area above and along sidewall of stowage compartment, forward side of forward toilet
	Area around rudder/brake pedals  Log book and flight manual stowage
	Crew oxygen mask stowage
_	Life-jacket stowage
	WARD ENTRANCE
	Stairway including underside
	Connection of stair to fuselage, as well as shelf at this point
	Escape chute stowage
	Cabin attendant seat, life-raft stowage and seat back
	Forward windscreen and storage unit, including compartments
	Oxygen mask compartment
	Ceiling and wall
_	Fire extinguisher stowage  VARD COMPARTMENT
	Coatrooms and enclosed mask and vest stowage
	Flight attendants' and passengers' seats (including underside of seats)  Passenger berth
	Ceiling, floor and walls
	Crew and passenger life vest stowage
	Portable oxygen stowage cupboard
	Seats (pouches and oxygen mask compartment)
	Table between rear lounge chairs and its compartment
	Escape chute stowage
	Literature containers

Issue No.: 04	Revision No.: 02	D N NMA OMA COM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	52

#### FORWARD GALLEY

	Remove all containers, food boxes and ovens, if not already done
	Open and inspect all galley compartments, bar and refrigerator
	Inspect containers removed from galley
	Oxygen mask stowage
	Galley service door (tape stowage; hinge recess)
	Escape chute stowage
	Compartments above service doors
FORV	VARD TOILETS
	Remove soiled and waste material not already removed
	Remove containers under sinks, inspect contents and areas around sink
	Inspect towel compartment
	Tissue dispenser
	Toilet
	Mirror and compartments
	Walls, ceiling and floor
_	Door
_	Oxygen mask stowage
_	Access to drinking fountain
_	Waste water receptacle
	CABIN
	Seats (pouches, oxygen mask stowage, cushions and underside of seats)
	Pillow racks, blankets and hand rail
	Floor — do not remove carpet unless presence of foreign object is suspected
	Side walls, including windows and curtains Bulkheads and foot recesses and oxygen mask stowage
	Ceiling
	Light recesses
	Compartments at aft end of each hand rail
	Compartments behind rear cabin seats
	Stretcher equipment stowage above hat rack
	Demonstration life vest stowage
	Emergency escape rope compartments
_	Escape chute stowage
_	Main door and recess with door closed
	Magazine racks
	Life raft stowage
	Life vest pouches
	Passenger berths
	Oxygen cabinet
	Cargo tie-down stowage
	Literature containers
	First-aid kit, only if unsealed
	Passenger oxygen service units — drop them down and inspect
	Oxygen and CO; cylinder stowage drawers, forward sides of 1 and 3 galleys and aft
	toilets
	Over wing emergency exit release covers

Issue No.: 04	Revision No.: 02	D N NIMA OMA COM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	53

	Aft entry door cabin attendant's seat Drinking fountain, cup dispenser, cup disposal compartment and drain valve access at	
	floor	
	Portable emergency exit lights — remove light and inspect	
REAF	R GALLEY AREA	
	Flight attendants' seat	
	Galley — remove all containers	
	Open and inspect all compartments	
	Walls, ceiling and floor	
	Compartments in front bulkhead	
	Inspect containers removed from aircraft	
	Diplomatic mail locker	
	Galley service door hinge recess	
	Escape slide stowage (each door)	
	Aft entrance door hinge recess	
	Life raft stowage	
	Oxygen bottle ceiling stowage	
	TOILETS	
	Remove soiled and waste material	
	Remove and inspect container under sink	
	Inspect sink and area around sink	
	Towel container	
	Tissue dispenser Toilet seat and lid	
	Mirror and compartments Flight attendants' seat	
	Door	
	Walls, ceiling and floor	
	Oxygen mask stowage	
	Access to drinking fountain	
	Waste water receptacle	
	RAFT EXTERIOR	
	Fuselage (the areas behind/in the following doors and opening should be checked)	
	Random	
	Ground pneumatic connector panel	
	Cabin compressor air-inlets	
	Cabin compressor access panels	
	Doppler navigation antenna door	
	Cabin compressor air-outlet	
	Heat exchanger control access panels	
	Heat exchanger outlet guide vanes	
	Radio rack air-outlet	
	Beacon-holder (beacon removed)	
	Security locker and contents	
	Flashlights (check batteries)	
	Seals of first-aid kits for proper condition	
	Seals of life raft panels for proper condition	

Issue No.: 04	Revision No.: 02	D N NIMA OMA COM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	54

	Accessory compartment door		
	Auxiliary tank fuel sump doors		
	Cabin pressure safety valves		
	Aft waste, water service panel		
_	Cabin pressure regulator valve		
_	Aft waste system service panels		
_	Access door to stabilizer-mechanism		
_	Tail cone access door		
	Aft potable water service panel		
	•		
	Aft cargo doors		
	Forward cargo doors		
	Forward potable water service panel		
	Ground air conditioning connector door		
	External power fuser door		
	External power receptacle		
PACK	Compartment		
	Entire compartment, especially area of hollow spaces and cavities		
Access	sory compartment		
	Entire compartment as well as all installations		
	compartments		
_	-		
	Forward cargo compartment, especially area underneath hinge snap-panel of cargo door		
	floor covering Westerness to be a second to the second to		
	Waste water tank compartment		
	Flight-kit boxes		
	Aft cargo compartment (especially area of cargo door hinge joints)		
	Hold 5		
Landi	ng gear wheel wells and gears		
	Nose wheel well — area behind access and zip-fastener panels		
	Entire main wheel wells and zone of wing roots LH +RH		
	Gears, wheels — tires, rims, brakes and parts such as struts, (beams, arms, actuators,		
	frames and trucks)		
Wings			
	Trailing edge flap sections		
	Snap-covers to fuel X-feed" tube		
	Snap-covers to fire-extinguisher bottles		
	Pressure refueling adapters		
	Inspection snap-covers		
	1 1		
	Fuel vent opening		
U	es and pylons		
	Engine air-intake, exhaust and fan-duct		
	Engine oil and pneumatic heat exchanger air-inlet scoop		
	Engine oil refill cover		
	Engine heat exchanger air-outlet door		
	Constant speed drive oil refill cover		
	Open engine cowl doors and fan cascade vanes		

Issue No.: 04	Revision No.: 02	D. N. NIMA COM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	55

□ Cowl doors and pylons

#### 10.3 Biochemical & Biological Weapons

#### 10.3.1 Introduction

- **a.** The emergency of biological agents and toxins, commonly known as 'biochemical& biological weapons' and their possession by terrorist organizations and States supporting terrorism, has created an additional concern for the safety of civil aviation. 'Bio-terrorism' is the subjective term for that which is implied by this new threat;
- **b.** Although many of the world's diseases of past centuries have been eradicated through intensive immunization and quarantine, many still exist in test tubes at laboratories throughout the world. Microbiological and infectious diseases such as anthrax, smallpox, plague, botulism and nerve gasses are still produced under controlled conditions;
- while the threat of having biochemical agents used against civil aviation has certainly increased in the last couple of years, it is important to note that there has never been an attack on a commercial aircraft using biochemical agents. Airlines and airports should take on a commercial aircraft using biochemical agents. Airlines and airports should take this into consideration when establishing or upgrading current measures.

#### 10.3.2 Methods of Unlawful Exposure

The unlawful introduction of biological agents and toxins to civil aviation would require undetected delivery to a predetermined target. This could be by way of:

- ➤ Delivery by an individual of an innocuous package onto an aircraft or inside a terminal;
- ➤ Delivery by post office mail or courier mail to a person to whom it is addressed;

#### 10.3.3 Crew Responsibilities

- **a.** Crewmember responsibilities include the development and maintenance of occupational health and safety policies, the awareness and recognition of suspect substances and the provision of medical attention and decontamination procedures;
- **b.** The responsibility requires the crewmember, when he has knowledge that a hazard exists, to inform employees of such a hazard.

Issue No.: 04	Revision No.: 02	D. N. NIMA OMACOM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	56

#### 10.3.4 Identification

- **a** A suspicious substance or package must be considered potentially hazardous until proven otherwise. A substance or package, not normally found in the workplace and which meets certain criteria, should alert a crewmember
- **b.** A suspicious package may have some or all of the following special characteristics:
  - Excessive postage;
  - Oily stains or discoloration;
  - Marked with restricted endorsements such as 'Personal', 'Private' or 'Confidential';
  - No return address;
  - Excessive weight;
  - Excessive tape or staring.
- **c.** A suspicious substance may be a white, tan or being collared powder with consistency and texture of talcum powder;
- **d.** There are several substances of like description that may be found in the galley of an aircraft, such as coffee sweetener and powdered milk substances. Common sense must prevail under these circumstances;
- **e.** Crewmember involved in the receipt of packages and letter mail should be aware of the dangers that may be associated with incoming postal and courier services;
- **f.** It is essential that people exposed to biochemical toxins be identified to the proper authority. Symptoms relating to exposure to the toxin that generate a virus-like condition, may take several days to fully develop. Several of the viruses are contagious and will, at the direction of the proper authority, require strict quarantine.

Issue No.: 04	Revision No.: 02	D N NIMA OMACOM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	57

#### 10.3.5 Crew Action

#### 10.3.5.1 Discovery of A Suspicious Substance on An Aircraft In Flight

Do not try to clear up the substance;

- **a.** Inform the pilot-in-command;
- **b.** Ventilation on the aircraft should be turned down to minimum;
- **c.** If passengers or crew makes body contact with the substance, hands and forearms should be washed repeatedly;
- **d.** Wear protective equipment gloves and mask;
- **e.** Immediately cover the substance with anything, preferably a wet blanket;
- **f.** Isolate the area to a radius of three meters;
- **g.** Move passengers away from the location of the substance;
- **h.** Stop all activities in this area that would disturb the substance;
- i. Change clothing that may have been contaminated and place in a sealed bag;
- j. Endeavour to assess the possible extent of contamination;
- k. Make a list of persons who may have been contaminated by the substance;
- **l.** Give a detailed description of the substance to the pilot-in-command and the authorities.

**Note:** Flight Crew Check List For In-Flight Chemical / Biological Weapons Form No.760 To Be Implemented In Case Of A Suspicious Substance On An Aircraft In Flight Discovered (Ref. 13.34).

#### 10.3.5.2 Discovery of A Suspicious Package/Envelope on An Aircraft In Flight

- **a.** Do not shake or empty the contents or the envelope or package;
- **b.** Advise the pilot-in-command;
- **c.** Wear protective equipment gloves and mask;
- **d.** Cover the item with anything (wet blanket) to minimize leakage and spreading;
- e. Isolate the area, move passengers;
- **f.** Ensure that nobody touches, moves or otherwise disturbs the item;
- g. Make a list of persons who were in the area where the suspicious item was found;
- **h.** Give a detailed description of the substance to the pilot-in-command and the authorities;

**Note:** Flight Crew Check List for In-Flight Chemical / Biological Weapons Form No.760 to Be Implemented In Case Of A Suspicious Substance on An Aircraft In Flight Discovered (**Ref. 13.34**)

Issue No.: 04	Revision No.: 02	D N NIMA OMA COM 1001
Issue Date: Jan. 2018	Revision Date: Nov. 2018	Doc. No.: NMA – OMA.GOM – 1001



Chapter:	10
Page:	58

**Intentionally Left Blank** 

Issue No.: 04	Revision No.: 02
Issue Date: Jan. 2018	Revision Date: Nov. 2018

Safety Management System Chapter 11